

eClinicalWorks

Improving Healthcare Together

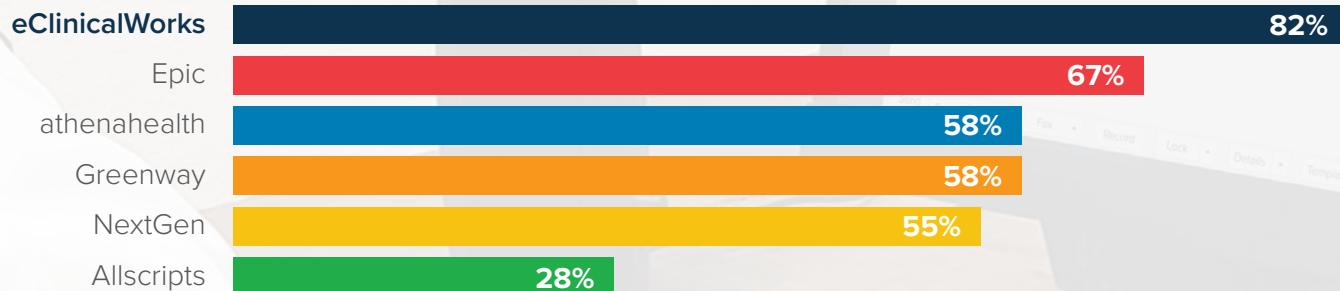


20+ Years of Leadership in Healthcare IT

eClinicalWorks® is a privately held leader in healthcare IT, providing cloud-based Electronic Health Record, Practice Management, Patient Engagement, and Population Health solutions for medical practices of all types and sizes. For more than 20 years, we have combined innovation, leading-edge technology, and a commitment to patient safety to meet our customers' needs, promote healthier societies, and foster a deeper understanding of emerging challenges and opportunities in healthcare.

eClinicalWorks Leads the Way in EHR Satisfaction Among Physicians*

Our commitment to innovation, performance, and customer service has made eClinicalWorks the highest in customer satisfaction among physicians.



*The figures show the percentage of physician users giving their EHR vendor a "5" or higher for overall satisfaction on a scale of 1-10, as compiled from a Reaction Data survey of 889 physicians published on January 6, 2018.
<https://www.reactiondata.com/report/ehr-satisfaction-according-physicians/>

A Better Way to the Future of Healthcare

The healthcare IT market is full of vendors who claim to meet your practice's needs. eClinicalWorks actually delivers. Our EHR and Practice Management solution is designed, built, and supported in-house. Your practice enjoys a fully integrated, customizable product with the latest interoperability solutions to deliver complete patient records, on demand and at the point of care.

Comprehensive Healthcare IT

We offer a complete suite of solutions for Population Health, Patient Engagement, Revenue Cycle Management, and analytics. All with the goal to help your practice attract and retain patients, decrease your cost per claim, and reduce the burdens on providers.



130,000+

Physicians



80,000+

Facilities



850,000+

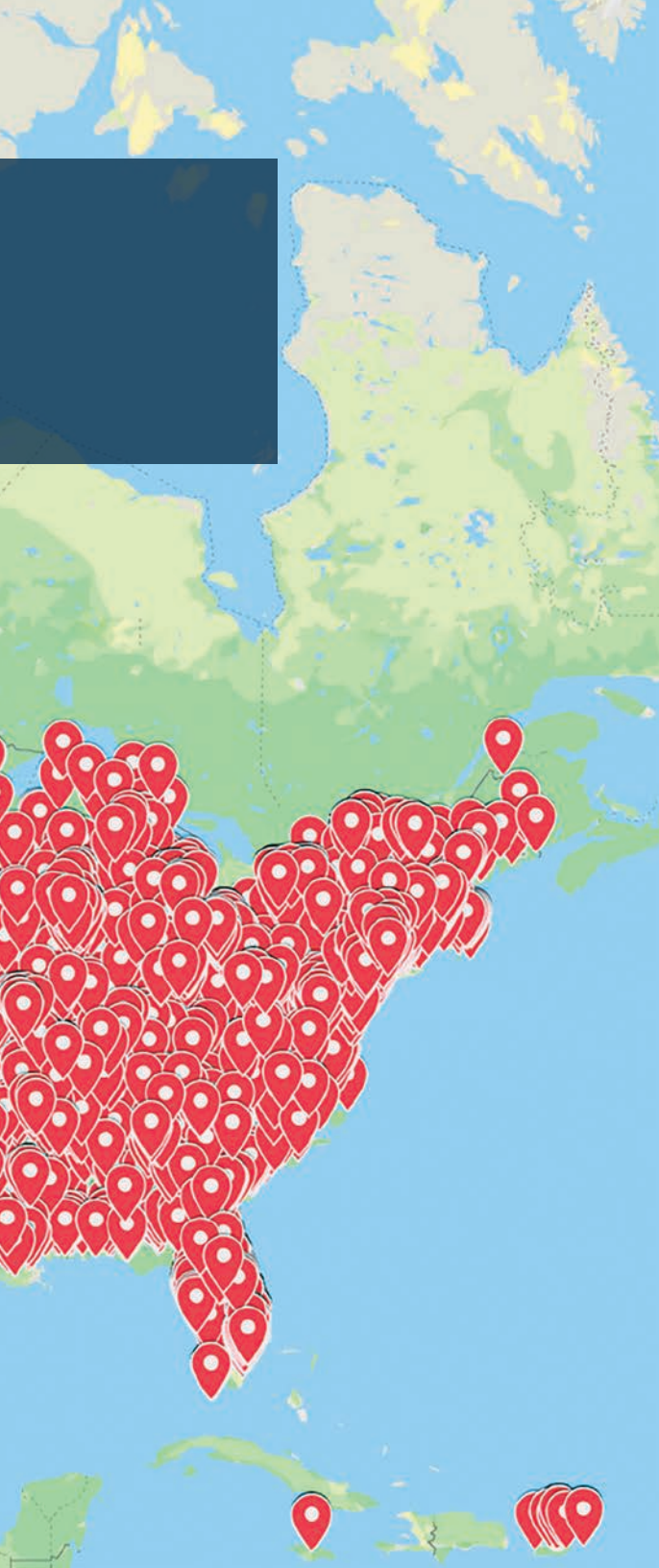
Healthcare
Professionals

A map of North America, including the United States, Canada, and Mexico, is shown. The map is covered with numerous red location pins, indicating customer locations. The pins are most densely packed in the United States, particularly in the eastern and central regions, and are also present in Canada and Mexico. A dark blue banner is overlaid on the top left of the map, containing the title text.

Thousands of Practices Are Making the Switch to eClinicalWorks



Customer Locations

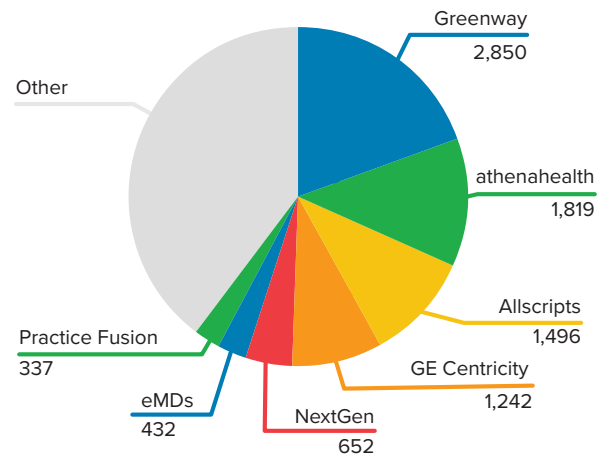


Make the Switch to eClinicalWorks

Each month, more and more providers are leaving their legacy EHRs for the power, flexibility, and innovation offered by eClinicalWorks.

Number of Providers Who Switched to eClinicalWorks

January 2017 to December 2019



The eClinicalWorks Private Cloud

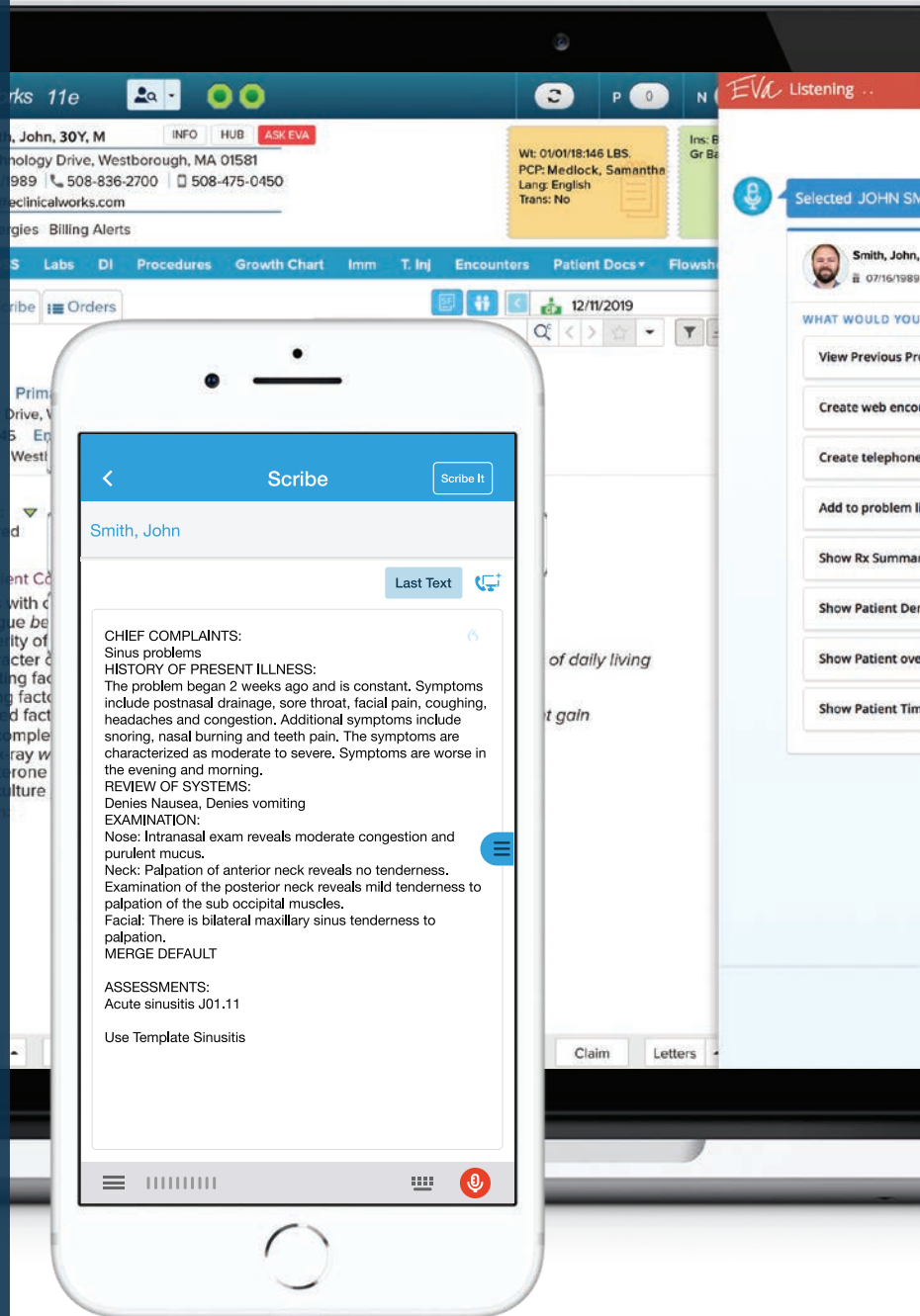
eClinicalWorks uses strategically located data centers to ensure the security and privacy of your data. When you're on the eClinicalWorks private grid cloud, your practice enjoys on-demand access to your data and upgrades on your schedule — unaffected by other practices' search queries, network traffic, or weather.

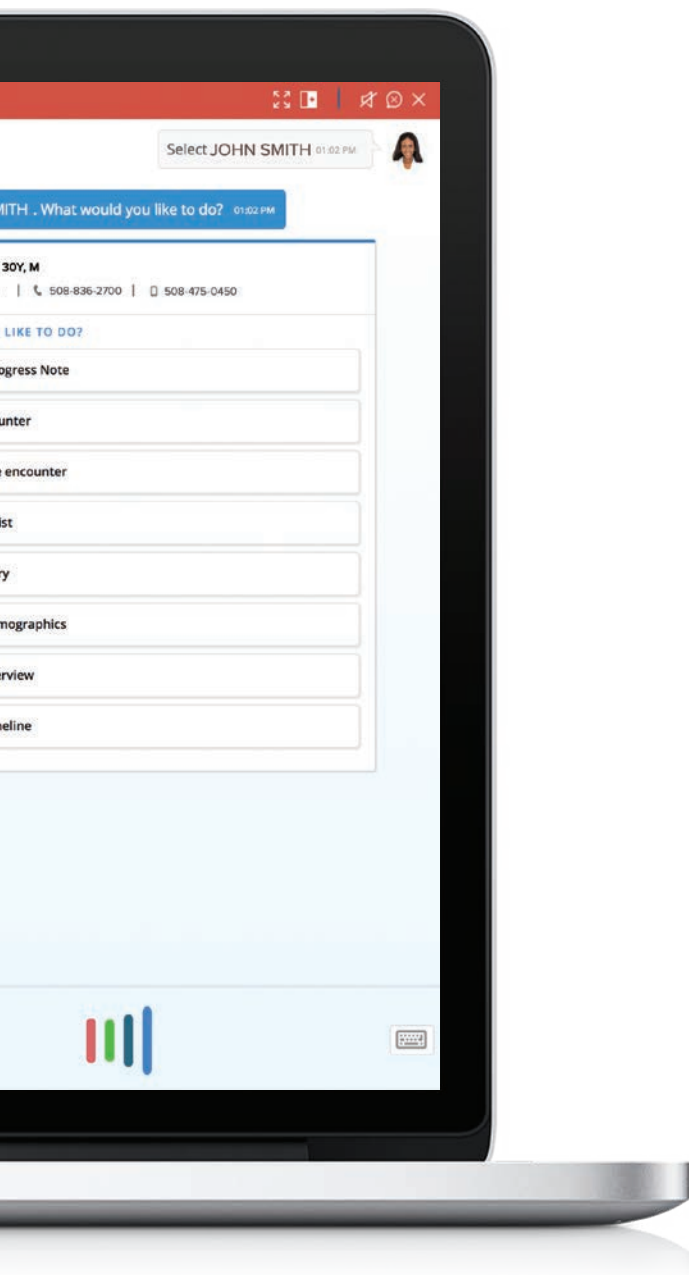
Ambulatory EHR

Better Documentation for Providers, Better Experiences for Patients

Physicians want to help patients, not struggle with a computer or spend hours figuring out an IT network. eClinicalWorks puts the needs of doctors and patients first, with a comprehensive and intuitive EHR and Practice Management solution for practices of every size and specialty — including employer and occupational health applications.

Providers enjoy the latest interoperability solutions, with the most complete and up-to-date patient information — on demand and at the point of care. And with the P.R.I.S.M.A. health information search engine, providers can quickly focus on the most clinically relevant information for each episode of care.





Industry-Leading Tools

Eva, the eClinicalWorks Virtual Assistant, is revolutionizing medical practices by allowing providers to quickly recall and compare patient histories in a single screen. Doctors can easily compare Progress Notes, book appointments, contact patients, and efficiently manage daily workflows.

eClinicalWorks Scribe® works with voice-recognition software to free doctors from tedious hours of written documentation. Physicians who document using Scribe could save an average of one hour and 15 minutes per day.* Physicians can dictate Progress Notes wherever and whenever they like, while Scribe automatically converts typed or dictated text into structured data in the Progress Note.

Together, these tools are helping doctors get back to the art of medicine.

EHR & Practice Management

STARTING AT
\$599

PER PROVIDER, PER MONTH

Includes on-site training†,
data migration‡, and 24/7 support

No upfront license fees

**Time savings based on 25 patients per day*

†Initial five days of on-site training are included

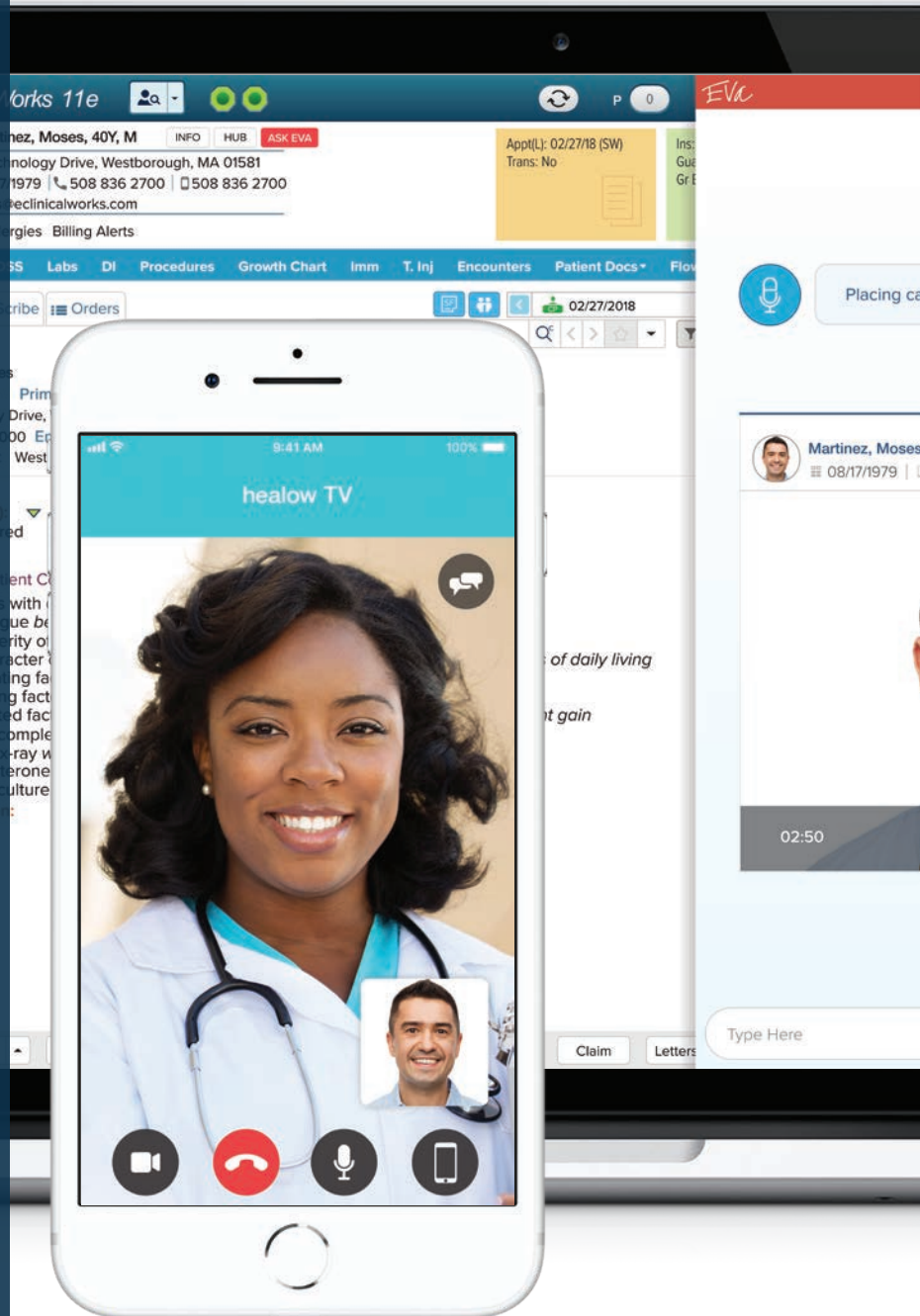
‡Includes one data migration from your current EMR

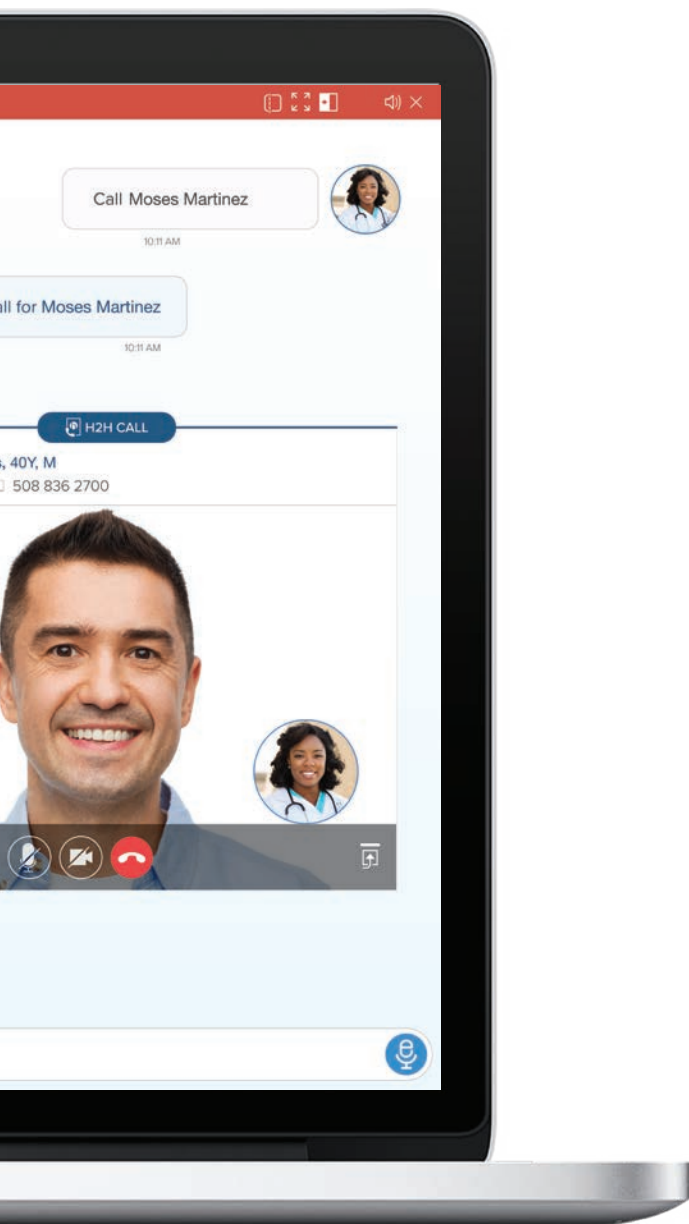
Strengthening Patient Engagement

Tools for Empowerment and a Better Patient Experience

Quality care begins with caring providers, but long-term wellness depends upon effectively engaging those patients in their own care. eClinicalWorks takes a dual approach. We provide apps and tools to help patients to more easily access their records and providers, along with a telemedicine solution.

Our **telehealth solutions** are expanding care beyond the traditional boundaries of the doctor's office. We offer providers two modalities for employing the power of telemedicine. Through appointment-based and provider-initiated calls, practices can overcome the barriers of time and distance to expand access to care, benefiting providers and patients.





Improve Communications & Satisfaction

Effective engagement means offering your patients quality and convenience through multiple channels, beginning with **healow Open Access®** for online appointment booking and **eClinicalWorks® Kiosk** for easier check-ins. And with **Patient Portal**, **healow apps and trackers**, and **eClinicalMessenger®** campaigns, patients enjoy unprecedented access to their personal health data, lab results, messages, and educational materials.

Telehealth Expands Access to Care

healow TeleVisits™ is an appointment-based solution that allows providers to deliver an in-office experience to patients with online ease. Clinical data is fully accessible and integrated into the workflow. Intelligent bandwidth management provides a stable, secure connection. TeleVisits use existing resources, work with every browser, and are reimbursable under many insurance plans.

hello2healow (h2h) calls are real-time, on-demand video or phone calls initiated by a provider. With h2h, providers have the ability to quickly contact consented patients while in the patient record, for quick check-ins, clarifications, and follow-up visits, improving the efficiency of care.

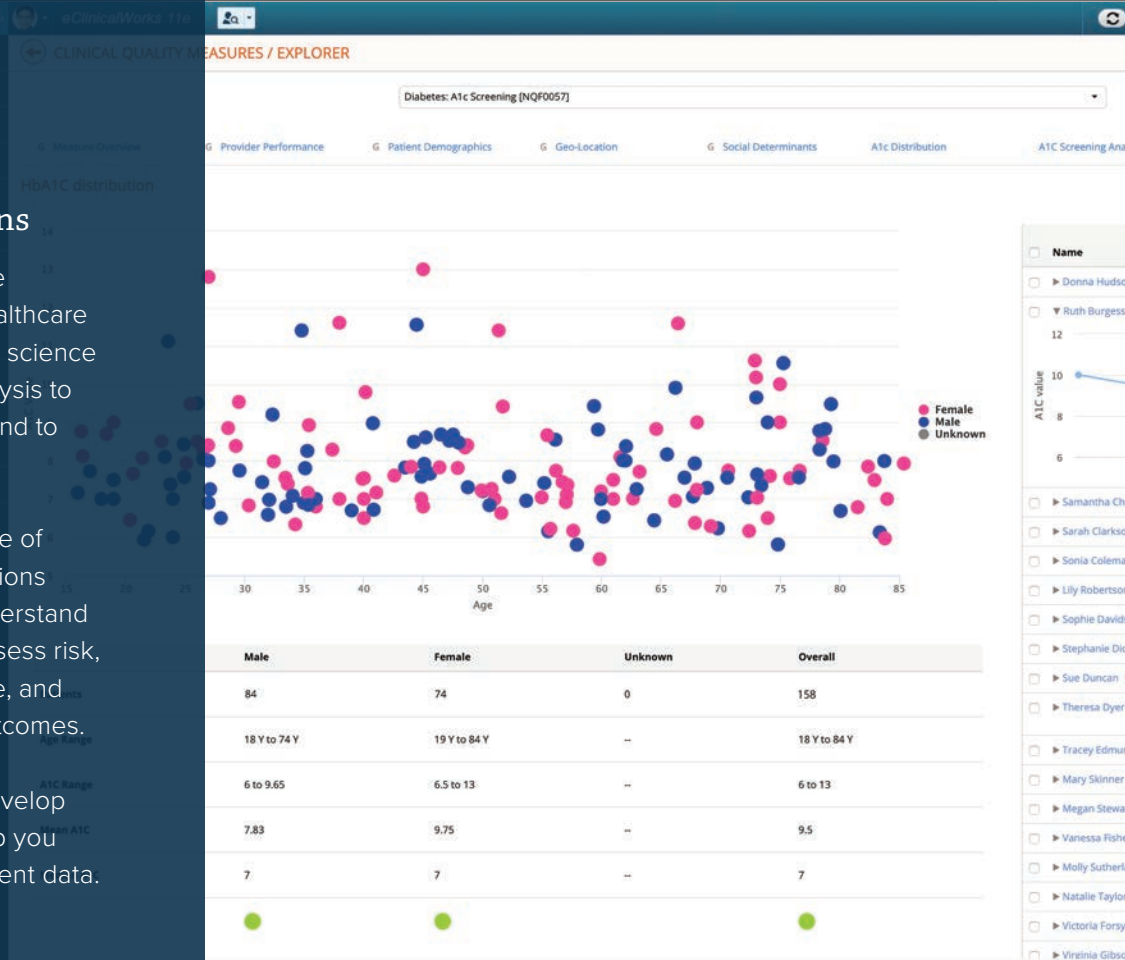
Managing Population Health

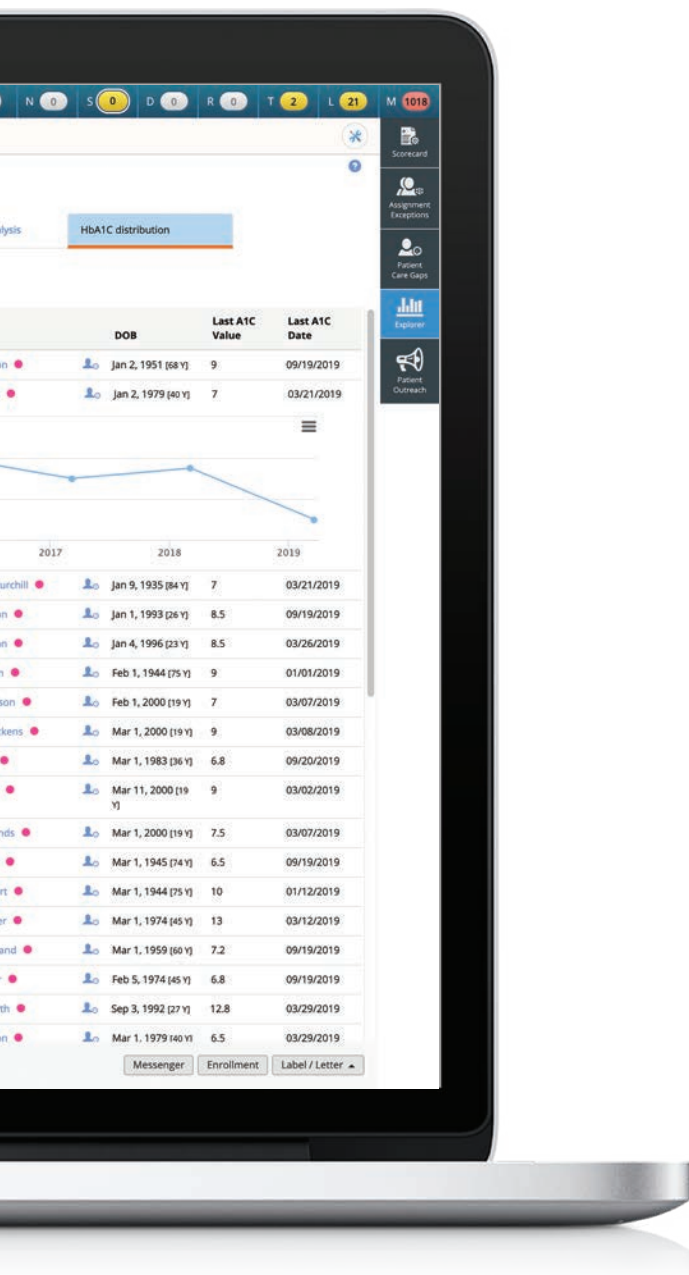
Data-Driven Decisions

Nothing better captures the complexities of modern healthcare than Population Health, the science of combining data and analysis to better anticipate and respond to overall health trends.

eClinicalWorks offers a suite of affordable, integrated solutions that can help practices understand disease patterns, better assess risk, improve patient compliance, and promote better medical outcomes.

And we're continuing to develop innovative solutions to help you make the most of your patient data.





Better Assess Risk

We offer practices key Population Health products designed to deepen their understanding of the trends affecting the health of their patient populations. These include **Hierarchical Condition Category (HCC)** to evaluate gaps in coding, **HEDIS® analytics** to identify and close gaps in care, **Care Plan, PCMH, Disease Explorer**, and **Blue Button 2.0 Integration** for access to Medicare claims data.

We're Further Developing Our Population Health Capabilities

Rising Disease Index

Gain deeper understanding of disease burdens across your patient population. Rising Disease Index can help guide providers to better clinical decision-making.

Cost and Utilization Explorer

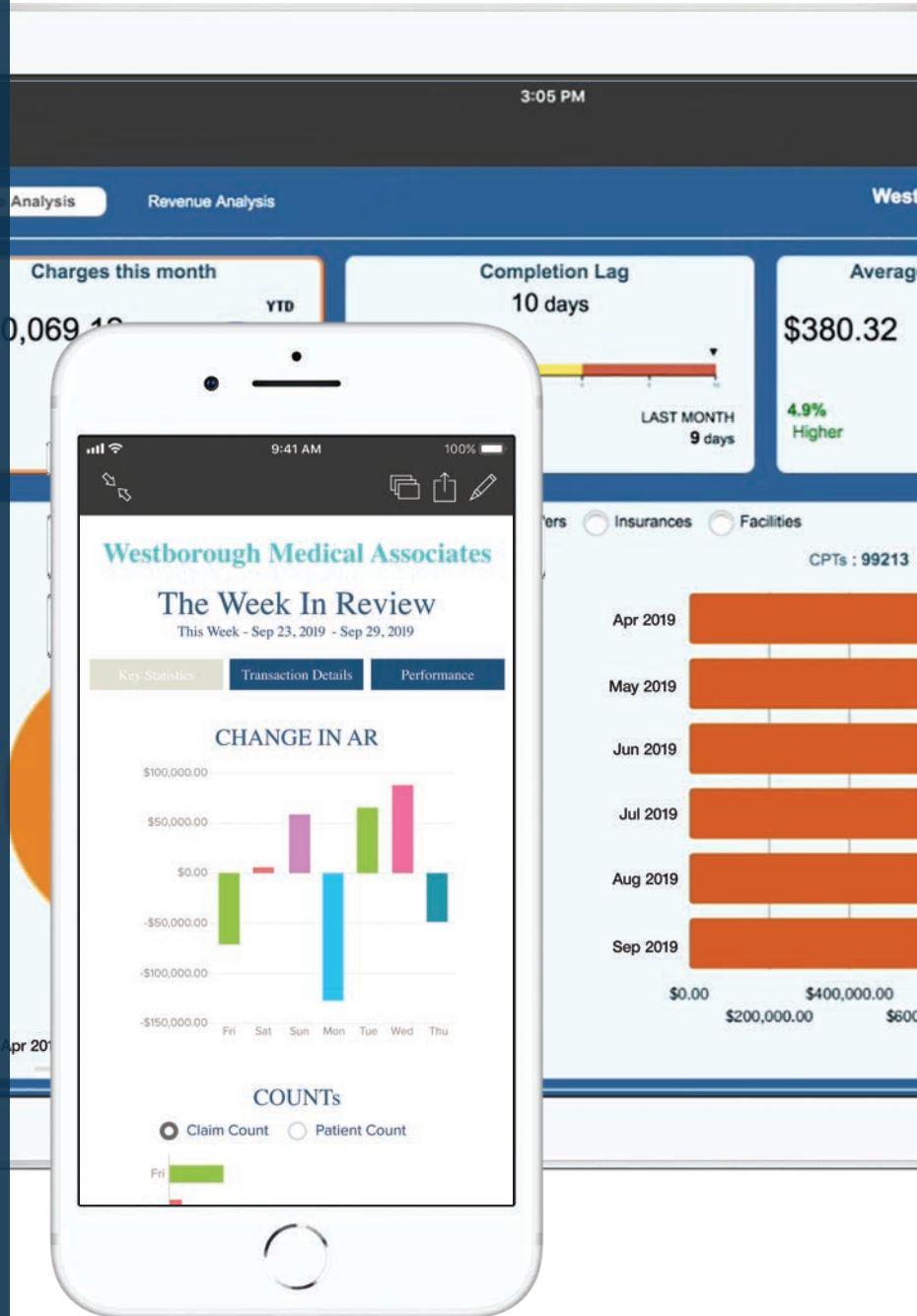
Apply claims data at the point of care, explore utilization patterns, and use dashboards to better understand inpatient and outpatient trends.

Revolutionizing Revenue Cycle Management

A Choice of Solutions to Meet Your Practice's Needs

eClinicalWorks is one of the few vendors in the healthcare IT industry that offers clients a choice of RCM solutions – a self-service Practice Management model in which your practice handles its own billing, or an RCM Service model in which eClinicalWorks provides a complete end-to-end solution.

With either model, your practice enjoys an industry-leading 98%+ first-pass acceptable rate, along with the tools needed to drive down your costs per claim. And eClinicalWorks provides you with the reporting and visibility needed to easily monitor your practice's bottom line.





Improve Financial Performance at Minimal Cost

When your practice chooses eClinicalWorks, you hold the tools for RCM success in your hands. Our leading-edge technology helps reduce your billing staff's daily workload through automated claim submission, ERA posting, and patient statements. Our **self-service model** includes dashboards for Alerts and Work Queues, along with performance evaluation tools to track your practice's Key Performance Indicators.

Choose an End-to-End Solution

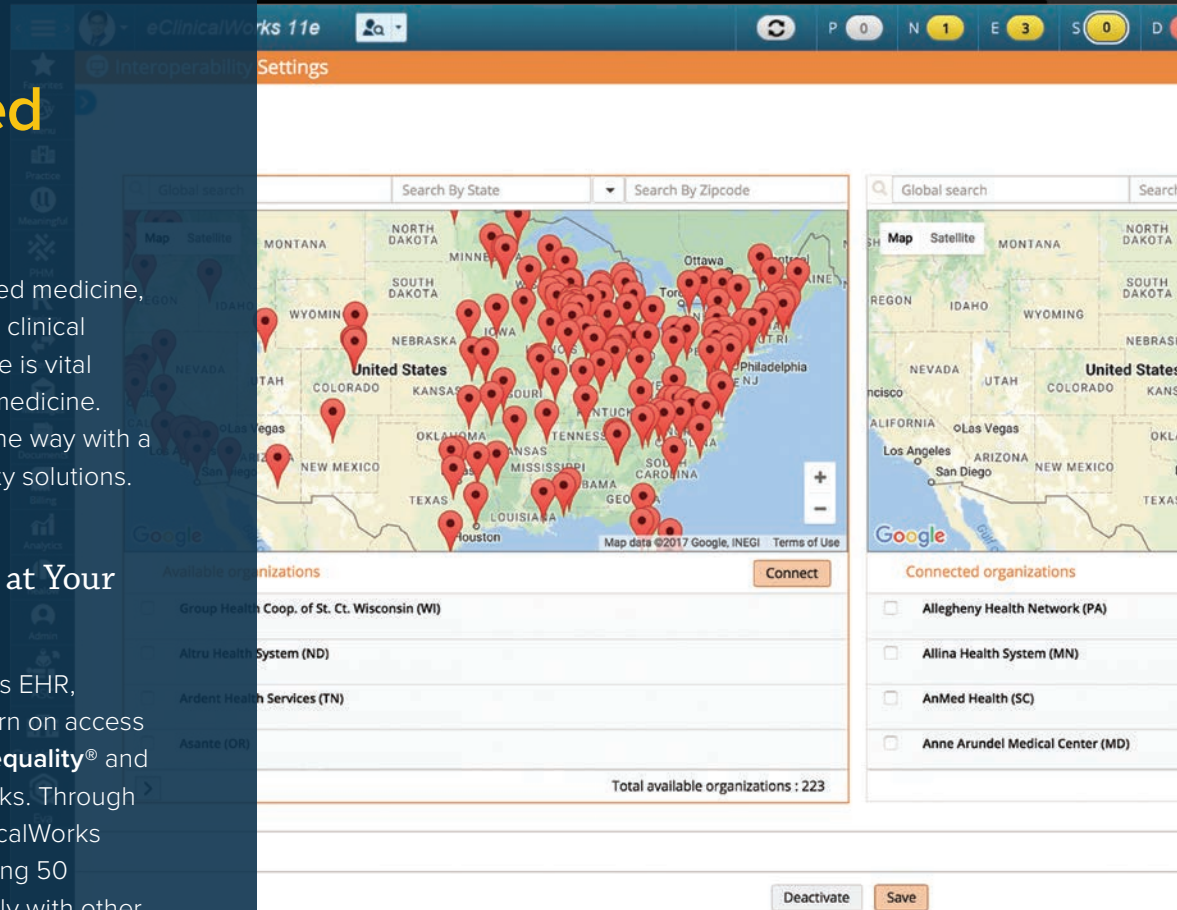
For practices that choose not to do their own billing, eClinicalWorks offers a **complete RCM service** starting at just 2.9% of collected revenue. Our experts take a preventive approach to the management of denials and rejections, working them at all levels, letting you decide on write-offs, and keeping you fully informed of your practice's financial health through real-time dashboards and on-demand reporting.

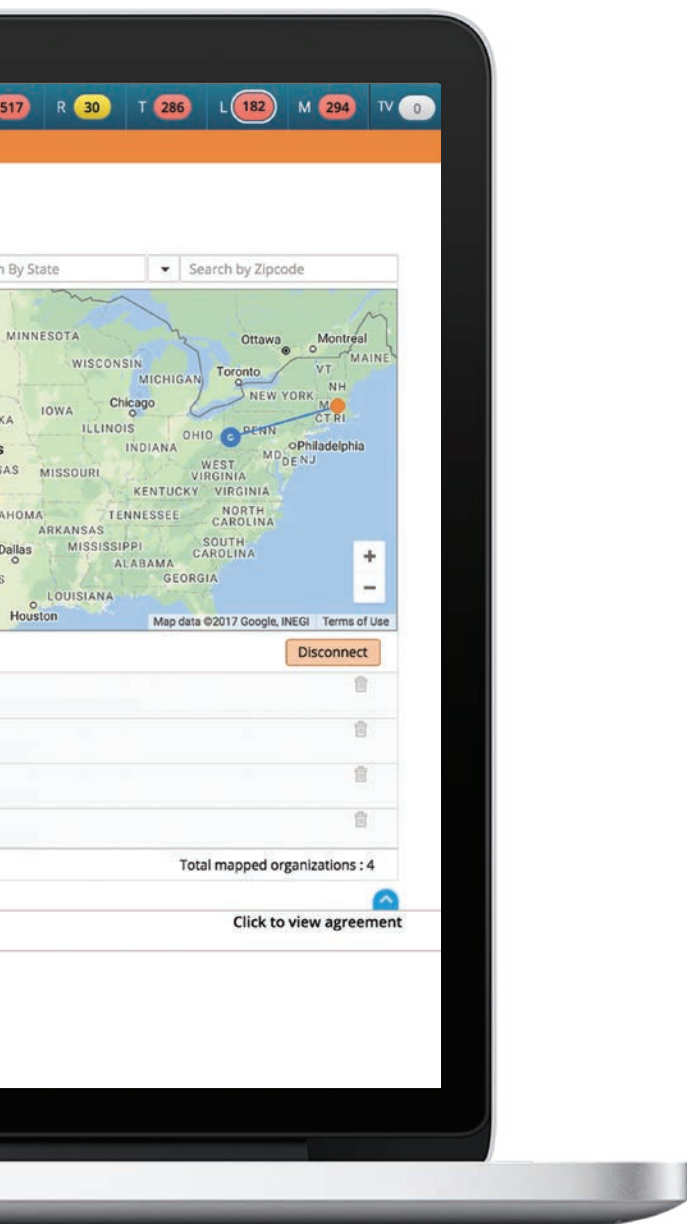
Interoperability and the Connected Office

In an age of value-based medicine, having comprehensive clinical data at the point of care is vital for safe and effective medicine. eClinicalWorks leads the way with a range of interoperability solutions.

Get Clinical Data at Your Fingertips

With the eClinicalWorks EHR, providers can easily turn on access to the nationwide **Carequality®** and **CommonWell®** networks. Through these networks, eClinicalWorks practices are exchanging 50 million+ records monthly with other practices and hospitals. Matching data is delivered directly to the provider's screen, helping guide better clinical decisions.





Build a Health e-Network with eEHX

The **eClinicalWorks Electronic Health eXchange (eEHX®)** is a **comprehensive Health Information Exchange (HIE)** solution that facilitates interoperability between clinical systems in a community-wide setting. eEHX provides real-time access to a patient's longitudinal health record, enhancing clinical decision-making across care settings.

Explore Innovation on the Data Frontier

The **eClinicalWorks Open Interoperability (EOI)** development platform allows third-party developers to build patient-facing and provider-facing healthcare applications using **FHIR®** — Fast Healthcare Interoperability Resources.

P.R.I.S.M.A., the Health Information Search Engine

P.R.I.S.M.A., the industry's first health information search engine, analyzes and assesses information from nationwide interoperability networks. By directing providers' attention to the most clinically relevant information, P.R.I.S.M.A. helps promote efficient and effective care.

eClinicalWorks

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