ADDENDUM #3 TO RFP #15-562939-cs  Patient Messaging System

DATE OF RELEASE OF ADDENDUM #1: 4/13/15

Question 1: Is the current automated outreach reminder volume between 140,000-150,000 due to any restrictions that have held departments from using automated? (For example: due to inability to interface, (for example with Radiant for imaging) or inability to customize the message based on restrictions with the flat file 95?) If so what patient groups are not using reminders?

RESPONSE: NO

Question 2: Is a real-time bi-directional interface important to ensure that appointments being reminded for are the most up to date especially when using email, phone or text at different points in time for the appointment? (example, emailing 5 days prior, calling 2 days prior and texting day before, ensuring that if they cancelled or changed the appointment anytime in that scope of outreach they either would get the up to date reminder, or a reminder would not be sent if rescheduled?)

RESPONSE: No, the timing of the reminders going out is not the critical need for the bi-directional interface. It is important that the results of the reminders are uploaded back into the Epic appointment system each day, at specified times, reflecting the outcomes of the reminder messages.

Question 3: Do you document cell phone numbers consistently?

RESPONSE: We are working on operationalizing all aspects of capturing pertinent demographic information on the patient, especially since go-live with Epic scheduling in July, 2014.

Question 4: Do you specify preferred language?

RESPONSE: Same answer as above

Question 5: With no-show, follow-up, or recalls, are you looking to be able to have the patient connect with your staff to schedule?

RESPONSE: We currently do not utilize these functions but do want to expand into at least one or possibly two of these areas in the next year. Ultimately we would likely want to direct response to our staff.
**Question 6:** When is your Clarity updated every day? (ex. Once a day at 4pm)

**RESPONSE:** The files extracted for the purpose of patient messaging are via ad-hoc reports directly out of Epic, not Clarity.

**Question 7:** What is your current average no-show rate that you are looking to decrease?

**RESPONSE:** No-Show rates for primary care average approximately 8% and about 12% for specialty areas. Yes, we would like to decrease.

**Question 8:** What is the current EMR system?

**RESPONSE:** Epic

**Question 9:** Are there any plans to change systems in the near future? What is the timeline for this? If yes, is the plan for us to start on the current EMR and transition to the new EMR with you, or would implementation start on the new EMR?

**RESPONSE:** No, none.

**Question 10:** Can you confirm the yearly call volume of 140,000-150,000 is accurate? Does this number include follow up, no show, and preventative calls, or just appointment reminders?

**RESPONSE:** Primarily appointment reminders and referral notifications (like appointment reminders); some miscellaneous others, but very low volume. No No-Show, Preventative Calls, or Recalls at this time.

**Question 11:** Please clarify or provide examples for “schedule equipment” under service response #4

**RESPONSE:** Able to schedule providers and resources such as Infusion Chairs, EKG machines, etc.

**Question 12:** Conventionally, no shows are tracked through the EMR system. Is there a need to track this through the messaging system as well? If so, please elaborate.

**RESPONSE:** Not at this time.
**Question 13:** Please give an example of a custom report on demand that would need to be built by an admin.

**RESPONSE:** A customer may request to see a list of all calls made to a specific provider for a specific period of time, along with the responses. A customer may request a current status and history of actions related to a specific service request. A customer may wish to see all call blocks associated to specific departments, providers or patient. A customer may want a listing of all staff active receiving email reports for specific locations.

**Question 14:** What languages are required besides English?

**RESPONSE:** Currently Spanish. We are looking into the possibility of expanding to include messages for Russian, Vietnamese, Chinese . . .