

# 10 Factors to Consider When Selecting an EMR

## 1. Record retrieval: How easy is it to create a complete, portable, electronic record?

AmkaiCharts (AC) is a discrete data EMR. AC compiles complete medical records from first entry demographics to final physician discharge orders. This record may be reproduced either totally or partially using the "Portable Medical Record" feature in a password protected 128 bit data encryption file. This file can be copied to a thumb drive, CD or emailed. The file may be easily viewed by anyone who possesses the password using other common software tools.

## 2. Documentation: Does the record tell the story of the patient's visit from arrival to discharge in chronological order, showing the flow of patient care at your facility? How does it accomplish this?

Unlike systems designed for clinical practices that assist a provider in arriving at a decision via an examination, AmkaiCharts documents the delivery of the planned procedure starting with the Pre-Admission patient interview. Based on the results of the patient interview, the planned procedure, the patient's medical history and the physician orders, a detailed procedure protocol template is produced. This protocol includes Pre-Op, Anesthesia, OR Log, Recovery Stages 1 and 2 as needed, OP Notes, and patient follow up call. The entire process is dynamically linked to prevent the need for duplicate data entry and to ensure that all critical patient safety information is automatically passed to each department and participating staff member.

AmkaiCharts also provides real time patient tracking with patient data and de-identified information to comply with HIPAA.

## 3. Reporting capabilities: Often overlooked during the EMR evaluation process, reporting is an important component to consider.

AmkaiCharts provides many pre-built reports such as:

- a. Surgical case log
- b. Pathology
- c. Implant log
- d. X-ray exposure log
- e. Pre-op antibiotic timing log
- f. Hair removal
- g. OR Log
- h. And many more.

In addition, users may create custom reports or work with AmkaiSolutions to create specialized reports as needed.

## 4. Medication verification: Does the system have drug interaction and drug allergy checks? Is it capable of e-prescribing?

Drug-to-drug and drug-to-drug allergy checking is directly integrated into AC. Other EMR providers force customers to go to a third party website and re-enter all drug data to do all interaction and allergy testing. In addition, AC will send alerts for all interaction and allergy issues, signed consent issues, fall risk and safety concerns, DVT concerns, as well as others. E-prescribing capability is in process and is expected to be available by the end of 2010.

*(continued)*

**5. Customization: Are you looking for a product that you can customize, or one you can use 'out of the box'?  
If it is customizable, can your organization make the changes or do all requests need to go through the vendor?**

AC is flexible so client needs can be easily accommodated (e.g. specific nurse/doctor preferred processes). AC is easily customized to accommodate federal and state regulatory requirements. Each facility can implement their unique policy and procedures including consents, disclosures, perioperative nursing records by procedure type, and individual state requirements. AmkaiCharts users can customize much of the system without support from Amkai's Client Services. Templates can be set up by procedure by surgeon to ensure rapid and accurate data collection. All task lists, CPOE, anesthesia templates, nurses' notes, surgeon operative notes, and discharge instructions are maintained by the client with little or no help from AmkaiSolutions staff. For those centers that want an "out of the box" solutions, AmkaiCharts comes with many "default" forms and templates that can be used completely upon implementation.

**6. Security: Does the system provide security and privacy functionality to prevent a breach of protected health information?**

Yes. User/Password for each individual. Sessions lock based on client preference. Data is encrypted.

**7. Interface: Is the EMR system capable of a full interface with laboratory or other programs, or is it limited?**

AmkaiSolutions is committed to our customers and their requirements. (XML Bridge, PACS, different labs, patient monitors, etc.) Currently AmkaiCharts is interfaced to over 500 different equipment types that include patient monitor, EKG, Urinalysis, and Anesthesia monitors.

**8. Downtime: How much downtime is to be expected for scheduled maintenance and other purposes?**

AmkaiSolutions schedules all maintenance with clients during facility non-working hours or as requested by the client.

**9. System Support: What type of support does the vendor offer?  
How often and at what hours will this support be available?**

AmkaiSolutions provides excellent customer support in several ways:

- Call the helpdesk directly (AmkaiSolutions provides 24/7 emergency support)
- Email the support staff
- Contact the support staff via live instant messenger chat

AmkaiSolutions provides help documentation and technical updates the web-based AmkaiWiki. In addition, AmkaiCommunity is a customer forum where customers can find current industry news, AmkaiSolutions product information and updates. Customers are also able to provide input and feedback on current and future functionality. Customers may interact with each other and are encouraged to share best practices.

**10. Training – How much training does the vendor provide?  
Will this training occur on-site or will your staff have to go off-site to learn the system?**

AmkaiSolutions customizes training based on client requirements. Training is available via the web and on-site. Clients do not need to go off-site to obtain training. AmkaiSolutions provides easy-to-use paper-based and web-based user guides.

*AmkaiCharts has been selected by over 100 ambulatory surgery centers, including notable chains like Nueterra Healthcare, Proliance Surgeons and Covenant Surgical Partners as well as specialty operators such and Outpatient Center of Hilton Head and Laser Spine Institute. AmkaiCharts was also named the #1 EMR for ASCs by Parsons Institute for Information Mapping in a government sponsored independent study. Please contact our CEO, Joe Macies, for further details at [joe.macies@amkai.com](mailto:joe.macies@amkai.com).*

The logo for AmkaiSolutions features the company name in a bold, orange, sans-serif font. Above the 'i' in 'Solutions' is a stylized blue and white wave graphic. A small 'TM' trademark symbol is located at the top right of the word 'Solutions'.

*The Only Complete Software Provider for Surgical Centers and Hospitals*