

# ePartnersMD

Healthcare Solution Series

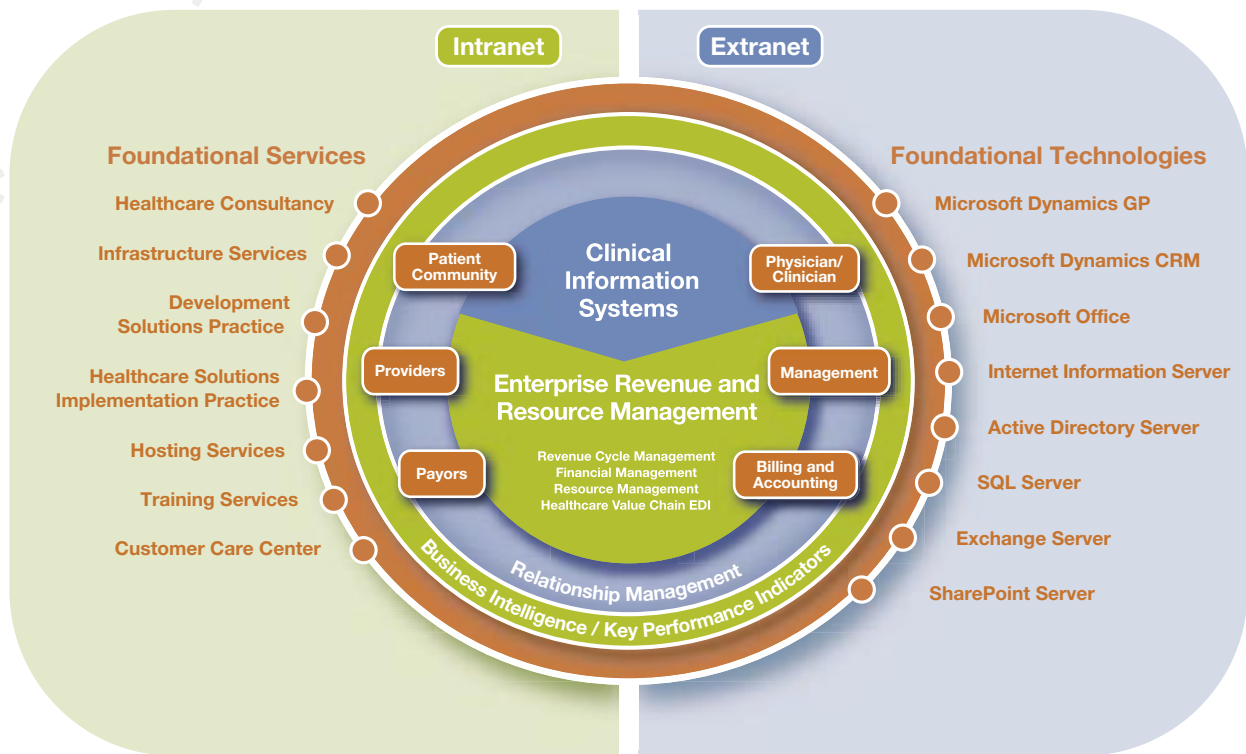
Comprehensive Healthcare  
Technology Solutions from  
Microsoft and ePartners



# ePartnersMD Solution Framework / Built for Long-Term Success

Much more than software, ePartnersMD™ is an end-to-end healthcare solution that helps providers accurately map core business drivers and strategies to enabling technologies. The ePartnersMD solution framework allows you to clearly define and prioritize these requirements and map out a technology delivery plan that delivers the fastest IT investment payback at the lowest total cost of ownership.

Healthcare providers require a unique combination of IT infrastructure to complement the flow of information and careful tracking required to efficiently provide outstanding healthcare and keep costs in line. These usually fall into four major categories, including **Clinical Information Systems (CIS)**, **Hospital Information Systems (HIS)**, **Enterprise Resource Planning (ERP)** and **Relationship Management**. Traditionally, these areas each operated independently causing serious operational inefficiencies. ePartnersMD provides a unique platform to integrate information flow providing more accurate tracking and streamlined processing of patient data.



*ePartners® and Microsoft® provide comprehensive offerings for healthcare providers where physicians, nurses, researchers, and other healthcare workers can streamline financial operations, seamlessly share information and remain focused on improving the state of healthcare at reduced costs.*

ePartnersMD solutions leverage the latest Microsoft applications and technologies including:

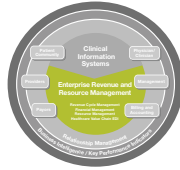


# Bringing the Power of the Microsoft Platform to Healthcare Providers

## Focused and Experienced

Our dedicated team of healthcare technology consultants and software implementation professionals understand that careful planning and flawless execution are fundamental requirements for hospitals. Their unparalleled commitment to quality and efficiency and years of experience working directly for healthcare organizations make the difference. As Microsoft's Global Partner of the Year and a premier healthcare provider, ePartners has successfully implemented thousands of Microsoft financial, human resources, payroll, reporting, business intelligence, fixed assets and materials management solutions. We have developed customized software applications for individual locations and even created integration solutions for leading clinical and hospital information systems. We are ready to help you realize your potential, maximize efficiency and improve profitability through cost-effective technology innovation.

**Microsoft**  
**GOLD CERTIFIED**  
Partner



### Enterprise Resource Planning (ERP)

ePartners MD Financials Management, built on Microsoft® Dynamics GP, plays a key role in helping healthcare providers achieve Collaborative Health. A fully integrated and highly extensible financial and business management solution, it provides the tools and infrastructure healthcare organizations need to transform the way they record, track, and access critical business information from financials to human resources and materials management.



### Hospital Information Systems (HIS)

ePartners' commitment to providing outstanding healthcare solutions includes integration to hospital information systems that incorporate patient access, revenue cycle management, and advanced collaboration. We know the importance of end to end healthcare management that increases the efficiency of care for all stakeholders including physicians, clinicians, administrative staff, payers, and of course the patient. Integrated solutions for treatment, billing and collections streamline access, eliminate the need to duplicate routine processes and support financial and clinical decisions by extending the same information throughout the encounter lifecycle.



### Clinical Information System (CIS)

Robust and reliable clinical solutions that integrate with accounting and financial systems are paramount for healthcare facilities today. Healthcare providers need streamlined operations, orders at the right place at the right time, results where clinicians can easily evaluate and act on them, tasking and monitoring that allows the healthcare provider to professionally and efficiently respond to the needs of each patient. ePartners has already created integration to multiple clinical solutions for both large healthcare providers and smaller healthcare providers.



### Relationship Management

More than ever, hospitals and medical staffing agencies are leveraging technology to augment their staffing processes, centralize patient management and collaborate between departments. As a web-based application, ePartnersMD Relationship Management will help you save time and money by offering real-time communication, dashboard reporting and structured credential management.



### Key Performance Indicators and Business Analytics

Perhaps the strongest benefit of our solution is the built-in set of Key Performance Indicators designed specifically to help healthcare establishments leverage best practices and a "balanced scorecard" approach. Developed by healthcare specialists, KPIs are the heart of the data that users view in the dashboards. They form a powerful, versatile data dictionary for OLAP slicing and dicing, "what if" projections and multiple drill-downs that can be shared using Microsoft Outlook or Microsoft SharePoint.

# ePartnersMD Financials Management

While the delivery of high-quality care is the number one priority for healthcare providers, finding ways to reduce the cost of care has become the number one imperative. ePartnersMD Financials Management streamlines processes, increases productivity, and improves decision-making in areas that are critical for healthcare providers.

**General Ledger** / The central nervous system for financial processes, the General Ledger module offers strong financial controls and audit trails, the ability to drill down from summary information to the corresponding details, and unit accounts for tracking non-financial statistical data. It also provides the flexibility to adapt to changing needs along with new process controls to ensure accuracy and consistency.

**Financial Reporting** / FRx, Microsoft's industry-leading financial report writer, uses a spreadsheet-like interface to deliver the ultimate in report design flexibility. Powerful row, column, and reporting tree building blocks make it easy to construct new reports that are customized to answer specific business questions. Reports can be automatically distributed by e-mail, printed, viewed on screen, exported to a Microsoft Office Excel pivot table or published to the Web. FRx also offers exclusive drill-down functionality that enables users to access actual source documents. With Analytical Accounting, financial transactions can also be classified, reported, and analyzed in multi-level reports displayed in Microsoft Office Excel for easy manipulation and integration.

**Budgeting and Forecasting** / Microsoft FRx is a Web-based tool for creating and managing budgets and forecasts at any level. With FRx Forecaster, healthcare providers can shorten the budget cycle and generate more accurate financial forecasts. Highlights include automated workflow and planning coordination based on user-defined roles and rules.

**Accounts Payable** / The Accounts Payable module enables healthcare providers to track and analyze extensive vendor information, efficiently process payables, and make the most of vendor discounts while maximizing cash flow. With Accounts Payable, healthcare administrators have instant access to all vendor history, including checks, invoices, and purchase orders.

**Fixed Assets** / The Fixed Assets module provides features to record, track, and report on capital assets. Highlights include unlimited books to help track assets for corporate, federal tax, alternative minimum tax, adjusted current earnings, and more. In addition, visibility to total control over asset retirement and transfer; and integration with Accounts Payable and Purchase Order Processing with full drill-down capability to the original vendor invoice is provided.

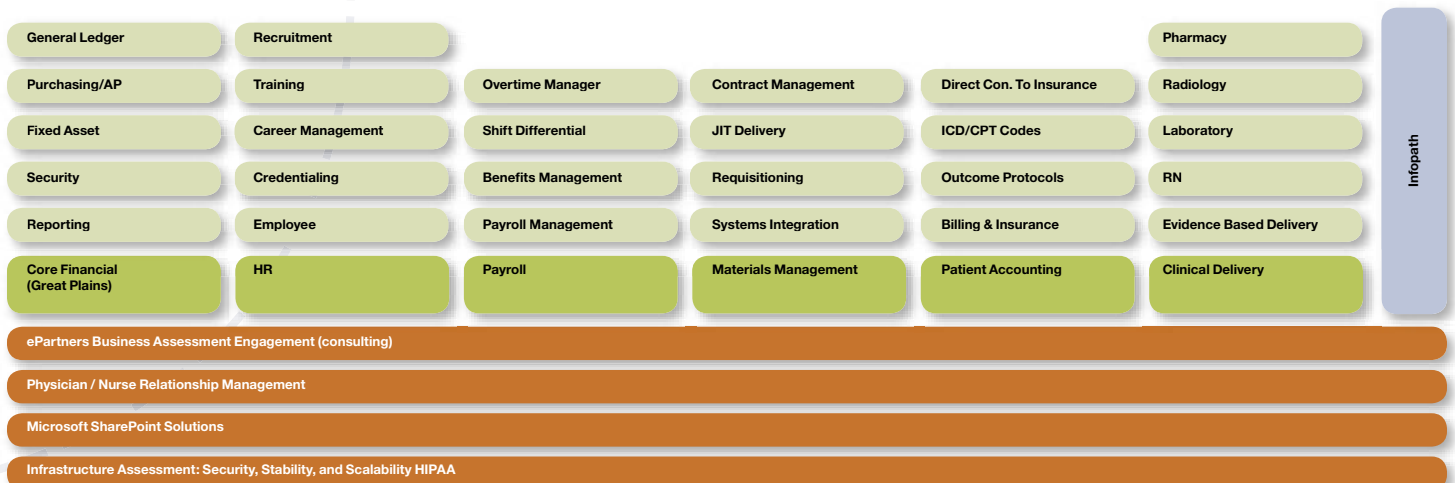
# ePartnersMD Materials Management

Access to the right supplies when and where they are needed is essential to safe, high-quality healthcare. ePartnersMD Materials Management enables healthcare organizations to reduce costs by efficiently managing the entire chain of supply with distributed requisitions management and approval, firm control over purchasing and vendor management, and comprehensive inventory tracking and control. Expiration dates, serial and lot management, and multi-bin and multi-location management help healthcare organizations ensure that supplies are on-hand where needed.

**Microsoft Business Portal** / Healthcare portal solutions streamline information sharing by providing a single central location where healthcare organization financial professionals can access important business information. Microsoft Business Portal provides an ideal way to deliver human resources information to employees and provide a wide range of self-service employee features. Built on Microsoft SharePoint® technologies, Microsoft Business Portal can be easily integrated with other applications in the enterprise.

**Multi-Entity Capabilities** / Today's integrated healthcare delivery systems provide a full range of provider services through hospitals, clinics, long-term care facilities, and home health agencies. Microsoft solutions are extremely cost-effective and address the problems inherent in standardizing and exchanging financial information between healthcare organizations within an integrated delivery system.

## Healthcare Provider Process





## ePartnersMD Relationship Management

### The Benefits of Relationship Management in Healthcare

More than ever, healthcare organizations are improving staff, partner and patient relationships by leveraging user-friendly Microsoft technologies to replace inefficient manual tracking processes. ePartners tailor-made healthcare solution was designed using Microsoft's award winning CRM platform and provides an impressive array of benefits, like:

- > Simplifying the physician credentialing process
- > Reducing redundant data entry through automated admissions data collection
- > Increasing physician and hospital staff retention rates
- > Lowering the costs of managing key relationships
- > Minimizing user errors with automated workflows and quality control mechanisms
- > Maximizing user productivity through Microsoft Office Integration including Outlook, Excel, and Microsoft Word
- > Saving time with advanced search capability and shared schedules
- > Enhancing records management with custom HR, billing, and accounts receivable integration

With recruiting fees, salary guarantees, relocation costs, benefits and practice marketing at an all-time high, providers and outsourced medical management companies are spending \$250,000 to \$400,000 to attract physicians. These physicians generate \$1-3M in yearly inpatient and outpatient revenue for the hospital. Investing in physician relationship management can save hundreds of thousands of dollars by streamlining the recruiting and management of these valuable resources, improving retention rates and providing detailed performance analysis.

### Bringing the Power of the Microsoft Platform to the Healthcare Industry

Enhancing existing solutions as a web-based application, Microsoft CRM offers secure local and remote access to data entry, extensive searches and key performance indicators displayed right in your browser or mobile device. The ePartners CRM for Healthcare series not only provides rich functionality and simple customization, but enhances technologies you already have in place, like physician and nurse scheduling systems, billing solutions, accounting applications and HR/Payroll solutions. Information can be shared directly with these applications or rolled up with data from multiple sources and displayed in simple user portals that help reduce training time and eliminate unnecessary steps.

### Experience You Can Count On

With more than 500 successful CRM implementations under our belt and a dedicated staff of healthcare technology professionals, ePartners offers powerful healthcare solutions and a track record for success. Our proven methodology for change management, workflow automation and collaboration are essential elements to success and the reason we were Microsoft's Global CRM Partner of the Year in 2004.

ePartnersMD Relationship Management for Healthcare series is the perfect solution for physician management groups, hospitals and other healthcare providers seeking to streamline operations and improve their bottom line.

Our solution not only provides robust physician tracking and credentialing but provides a cost-effective platform for cross-departmental collaboration. Advanced activity management, scheduling and automated workflows simplify the user experience and help create the most positive patient experiences possible.

Visit our website at [www.ePartnersMD.com](http://www.ePartnersMD.com) and see how other healthcare organizations are taking advantage of the ePartners Healthcare Solution Series.

## ePartnersMD Human Resources and Payroll

Dependent on the skills and experience of physicians, clinicians, nurses, and other professionals, and organized to meet the around-the-clock needs of patients, healthcare providers have extremely complex requirements when it comes to payroll and human resources management. Payroll and Human Resources modules include functionality to coordinate calculation of payroll tasks automatically, even as employees work in different departments and at different rates in limitless combinations.

**Payroll** / The Payroll module delivers the features, control, and security needed to manage sensitive payroll information. Direct deposit processing streamlines salary disbursement, reducing costs and enhancing security. The Payroll module offers seamless integration with Human Resources, unlimited pay types, automatic calculation of shift differentials, unlimited deductions, benefits, on-screen inquiries, drill-down capabilities, unlimited pay history, and automatic tax updates.

**Human Resources** / Attracting and retaining talented, motivated employees is critical to the success of any healthcare provider. The Human Resources module is designed to address both of these requirements by providing the ability to track an applicant's references, education, skills, and interview information. It also provides tools for tracking everything from an employee's demographic information to attendance, benefits, pay history, position history, training, and much more.

**Advanced Payroll & HR for Healthcare** / To address the unique demands of healthcare organizations, Advanced Payroll & HR for Healthcare provides features and capabilities for dealing with complex pay structures, including shift differentials, varying pay rates, employees working in multiple departments and positions, and overtime rate calculations. Advanced Payroll & HR for Healthcare provides the ability to report on payroll costs for full time equivalents, departments, and other areas of responsibility that are critical to budgeting and financial reporting. The solution also tracks employee certifications and licenses, employee health records, and deductions in arrears, and seamlessly integrates payroll tax withholdings, deductions, and garnishments with the accounts payables module.

**HRM Self Service, Benefit Management, and Open Enrollment** / Because healthcare organizations typically operate around the clock, Integrity Data extends the capabilities of Microsoft Business Solutions Business Portal with self service modules that enable employees to enroll in or change benefits, look up pay history, request time off, review benefit plan details, add dependants, change withholding information and more at anytime. These changes and requests are then automatically routed through organizational approval processes. With open enrollment, changes in job status, location or family can be made online, which reduces paperwork and costs. Enrollment records are automatically posted to Payroll and Human Resources modules, eliminating the need to enter changes manually. ePartnersMD Human Resources Management delivers a wide range of additional features and capabilities that offer significant potential to streamline operations and reduce costs.

## ePartnersMD KPI Dashboard

Key Performance Indicators (KPI), defined as "agreed upon quantifiable measurements that reflect the critical success factors of an organization" are absolutely essential in the healthcare space. Although these differ from healthcare provider to healthcare provider, Key Performance Indicators are usually long-term considerations that tie directly to the overall goals of the organization.

Perhaps the strongest benefit of our solution is the built-in set of Key Performance Indicators designed specifically to help healthcare establishments leverage best practices and a "balanced scorecard" approach. Developed by healthcare specialists, KPIs are the heart of the data that users view in the dashboards. They form a powerful, versatile data dictionary for OLAP slicing and dicing, "what if" projections and multiple drill-downs. The KPIs help analyze factors such as these:

- > Patient outcomes and case management
- > Patient billing
- > Community programs
- > Funds management
- > Resource management
- > Financial management
- > Medication services
- > Treatment services
- > Patient demographics

ePartners has created and implemented hundreds of dashboard solutions. Using tools like Microsoft SQL Reporting Services, data can be pulled from patient accounting systems, clinical and medical records, the general ledger and even HR and Payroll and analyzed against specific Key Performance Indicators. Other tools, like Microsoft SharePoint Portal Server 2003, Microsoft Outlook and even Microsoft Excel can be used to display results and foster collaboration across the organization.

Imagine the power of a solution that allows your CFO to review accounts receivable, payables and other cost accounting metrics in real time from their Microsoft Outlook home screen.

Think how being able to share occupancy rates, outpatient visits, surgeries per day or average length of stay information at the click of a button will impact your management staff's ability to meet their goals. No other investment more quickly pays for itself or yields more value from the executive offices to the front desk.



## Utilizing the Power of Microsoft Technology

Created to deliver tangible benefits and rapid return on investment today, ePartnesMD has been engineered to provide a solid platform for integrating new innovations that will emerge to help healthcare organizations in their quest to provide high-quality, affordable healthcare.

Built on proven Microsoft technologies, ePartnersMD protects business value and provides an integrated environment that can be extended across systems and platforms.

**Microsoft Windows Server™** is the foundation that delivers reliability, security, and scalability, along with efficient management, ease of use, and support for the latest advances in networking and server hardware.

**Microsoft SQL Server™ 2000** A data management and analysis engine with extensive enterprise-level management, development, and business intelligence capabilities, SQL Server 2000 delivers timely business information tailored to healthcare organization needs. The ePartnersMD Healthcare Solution Series utilizes the full scalability and performance power of SQL Server 2000 for data management and analysis.

**The Microsoft Office System** The business productivity software that healthcare professionals are more familiar with, the Microsoft Office System is a tightly integrated system of applications that deliver easier access to critical information, and better collaboration between healthcare providers and across healthcare teams. The Microsoft Office System includes Microsoft Office InfoPath® 2003, which makes it easier to capture and share data, and eliminates the problem of repeated manual data entry, reducing costs, and minimizing errors.

**Microsoft Office SharePoint Portal Server 2003** enables healthcare providers to develop portals that integrate data from various systems into a single solution, helping doctors, nurses, and administrators share information quickly and easily.

**Microsoft CRM** integrates with Microsoft Office, Microsoft Dynamics GP for Financial Management, and other business systems to give employees a complete view of medical relationships and information. The ease of integration with Microsoft Office is of particular value – enabling staff to access Microsoft CRM information from Microsoft Office Outlook and work online or offline.

### The World's Leading Microsoft Business Solutions Consultancy.



After more than a decade of arming its customers with a competitive advantage, ePartners has established itself as one of the leading Microsoft consultancies worldwide.

From aligning clients' business and IT strategies and improving business processes to deploying and supporting solutions that accelerate business results, no other technology partner offers more comprehensive information technology solutions and services than ePartners. Last year alone, more than 400 leading companies spanning 45 industries turned to ePartners for strategic business solutions and consulting services.

Visit [www.ePartnersMD.com](http://www.ePartnersMD.com) to view our case studies and learn more.

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