

Welcome to CureMD UC19!



Congratulations North Carolina Public Health Nurses!

**100th Year
Anniversary of
NC Public Health
Nursing Office!**



Congratulations to our 100 Distinguished Nurses!



CureMD



Dr. Sarah Morrow Health Department of the Year Award!



The **Dr. Sarah Taylor Morrow Health Department of the Year** award is given to 2 NC Health Departments for their outstanding programs and efforts. Award criteria is based on the population size in the county. Health Departments must be an organizational member of NCPHA. Winners were awarded \$2000 each. This year's award recipient for Large Health Department was **Pender County!**

Congratulations Pender County!

Welcome to CureMD UC19!



CureMD UC'19
Raleigh, North Carolina

This Morning's Guest Speaker



Anupam Kashyap
VP of Operations
CureMD

What does success look like?

What does “transformation” mean to you?

What does “better care” mean to you?

Are new models of care designed to succeed?

What does success mean to you? To our patients?

Context is Important

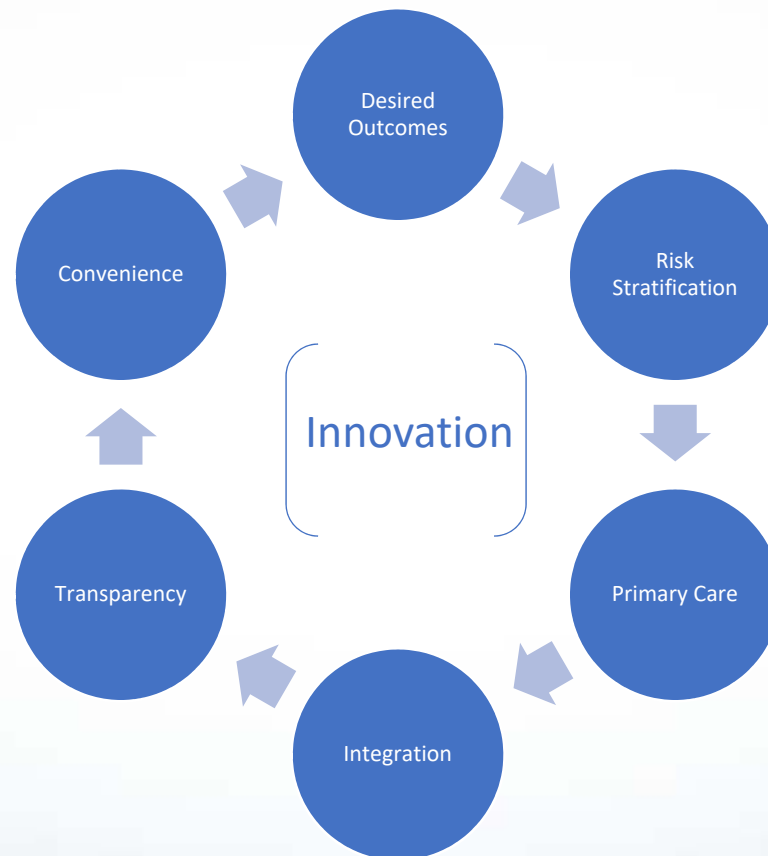
Old Context

- More Care
- Reactive
- Visit Centric
- Acute care
- Fragmented

New Context

- Better Care
- Proactive
- Patient Centric
- Preventive care
- Collaborative


Transformation Model



What's Done

Risk Stratification



Mike Peter 
7Y 7M Male
DOB 10/19/2011
Account 82

Home (978) 978-9798
Office (978) 978-9798 Ext 7897
PCP Mr. Momina Haider
Referring Mr. Harvey Spectar
alison

1.87
BSA

39.05
BMI

200 lbs
Weight

5'
Height

Risk History

Level 1 (AAFP) 9/20/2018	2.10 (ERA) 9/20/2018	2.00 (ACG) 9/20/2018
------------------------------------	--------------------------------	--------------------------------

<input type="radio"/> Select	<input type="radio"/> Select	<input type="radio"/> Select	<input checked="" type="radio"/> Select	<input type="radio"/> Select	<input type="radio"/> Select
------------------------------	------------------------------	------------------------------	---	------------------------------	------------------------------

Comment:

Risk History

Level 1 (AAFP) 9/20/2018	2.10 (ERA) 9/20/2018	2.00 (ACG) 9/20/2018
------------------------------------	--------------------------------	--------------------------------

The Patient has a catastrophic or complex condition in which his/her health may or may not be able to be restored.



Primary Care-Preventive Care

Care Plan Print

Comprehensive Care Plan

Patient was involved in the creation of this care plan

Desired Outcomes

- Participate in activities that reduce BP/cardiac workload.
- Maintain BP within individually acceptable range.
- Demonstrate stable cardiac rhythm and rate within patient's normal range.
- Participate in activities that will prevent stress (stress management, balanced activities and rest plan).

[Add another](#)

Priority goals

All In Progress Completed On Hold Inactive

Loose Weight so that risk level can be minimized. Not Started 12/02/2019

You have to walk for 15 minutes daily. Try doing cardio on the weekends and make sure to have protein diet. Avoid eating junk food.

Evaluation	Barriers	Interventions
Date	Note	% Progress
08/16/2019	Cardio exercise in progress. Have lost further 15 pounds.	0

Save



Comprehensive Care Plan

Patient was involved in the creation of this care plan

Desired Outcomes

- Participate in activities that reduce BP/cardiac workload.
- Maintain BP within individually acceptable range.
- Demonstrate stable cardiac rhythm and rate within patient's normal range.
- Participate in activities that will prevent stress (stress management, balanced activities and rest plan).

[Add another](#)

Priority goals

All In Progress Completed On Hold Inactive

» Loose Weight so that risk level can be minimized.

You have to walk for 15 minutes daily. Try doing cardio on the weekends and make sure to have protein diet. Avoid eating junk food.



In progress

12/02/2019



» Have protein diet for the next two months and avoid junk food.



Completed

12/02/2019



» Spend no more than 6 hours on computer till coming friday.

Not Started

12/02/2019



[Add another](#)

General goals

All In Progress Completed On Hold Inactive

» Maintain a good sleep habit; atleast 8 hours a day.



In progress

12/02/2019



» Participate in meditation activities till next encounter.

Inactive

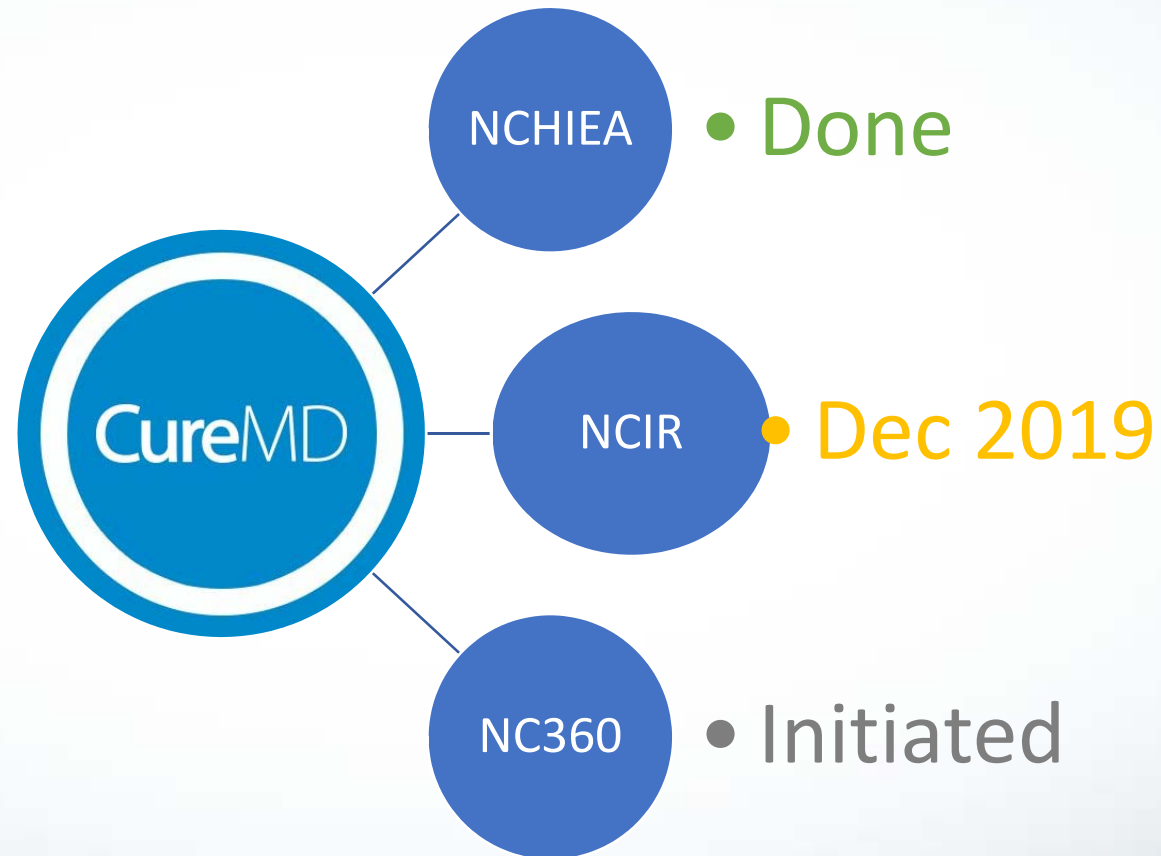
12/02/2019



CureMD



Integration with Care Community



Disease Registry Integration

Registry Reporting



AMERICAN COLLEGE of CARDIOLOGY



American Board of Family Medicine



American Board of Medical Specialties
Higher standards. Better care.®



COLLEGE of AMERICAN PATHOLOGISTS
Advocacy Pathologists Quality Registry



AMERICAN PSYCHIATRIC ASSOCIATION



AMERICAN COLLEGE OF RHEUMATOLOGY
EDUCATION • TREATMENT • RESEARCH



ACOG
The American College of Obstetricians and Gynecologists



ABMGG
American Board of Medical Genetics and Genomics



AMERICAN SOCIETY OF NUCLEAR CARDIOLOGY



ASCO



AOA
American Association of Oral and Maxillofacial Surgeons



AMERICAN ACADEMY OF OPHTHALMOLOGY
Protecting Sight. Empowering Lives.



American Urological Association
Advancing Urology



APTA



AUGS



AMERICAN ACADEMY OF DERMATOLOGY



ABD



AMERICAN ACADEMY OF NEUROLOGY



AMERICAN SOCIETY OF PLASTIC SURGEONS



GIQuIC



AMERICAN BOARD OF PATHOLOGY

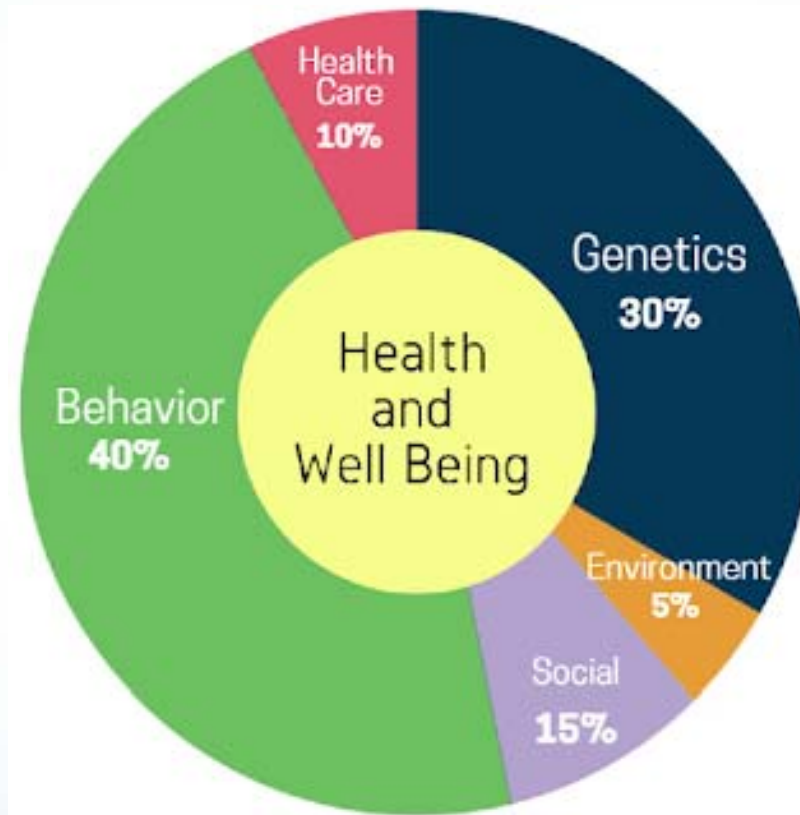


AMERICAN COLLEGE of Emergency Physicians
ADVANCING EMERGENCY CARE



AMERICAN SOCIETY OF PLASTIC SURGEONS

Social Determinants of Health (SDOH)



Rx Cost Transparency



Real Time Rx
Benefits
Check

- Complaints
- Allergies
- Medications**
- History
- Review of Systems
- Vitals
- Physical Exam
- Diagnoses
- Orders & Results**
 - Lab
 - Procedure
 - Radiology
 - Consultation
 - Other
- Immunization
- Flow Sheet
- Tasks
- Memos
- Dates
- School Forms
- Patient Chart Report
- IQmark Reports**
- Case Review
- Overridden Alerts
- Custom Forms
- Clinical Alerts (Loading)
- Order Sets
- CCDA Tracking
- Implantable Devices
- Messages
- Interoperability**
- Documents
- Appointment**
- Billing**

Diclofenac
 Diclofenac
 Diclofenac
 ? Diclofenac
 Diagnoses
 Patient Instru
 SURESCRI
 Pharmacy

myBenefitCheck ✕

1 Pepcid 20 MG Or...

Pepcid : This medication will require a PRIOR AUTHORIZATION to be covered by this patient's prescription benefit plan

Medication	Pharmacy Name	Days	Quantity	Pat. Cost	Select
Pepcid 20mg (PA)	Humana Pharmacy Mail Delivery (MailOrder)	90	180	\$30	<input checked="" type="radio"/>
Please consider prescribing one of the alternative medications listed below					
Acid Reducer (ranitidine) 75mg	Humana Pharmacy Mail Delivery (MailOrder)	90	180	\$30	<input type="radio"/>
omeprazole-sodium bicarbonate 20-1.1mg-gram	Humana Pharmacy Mail Delivery (MailOrder)	90	180	\$30	<input type="radio"/>
Zantac 75 75mg	Humana Pharmacy Mail Delivery (MailOrder)	90	180	\$30	<input type="radio"/>

This is an estimated cost, so the actual pricing may vary. Because drug prices are subject to change, and the cost provided is an approximation based upon claims and medical information currently available, the actual cost at the pharmacy may differ.

Continue

Provider* Best, Wayne Supervising Provider

eRx
Print
Prescribe

Rx Electronic Prior Authorization

CureMD Version 10g Release Notes Inventory Ad Hoc Reports Refer a friend Help Mr. Matt Anderson

Wednesday, August 15, 2018 1:14 AM

Inbox 5 Task 14 Today's Patients 7 Lab 1870 Procedure 1222

Personal - Dashboard Help

Required Denied

Search

Patient Last Name Patient First Name Provider Last Name Provider First Name Medication

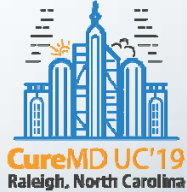
Prescription

From To Initiated Cancelled

Date	Patient	Medication	Provider	
7-11-2018	Seth Diaz	Lasix 40 MG Oral Tablet	Wayne Best	Request PA
7-10-2018	Alma Diaz	Lisinopril 10 MG Oral Tablet	Butler Internist	PA Initiated

ePA Required 1

CureMD



Rx Electronic Prior Authorization

CureMD[™] Version 10g Release Notes Inventory Ad Hoc Reports Refer a friend Help Mr. Matt Anderson

Wednesday, August 15, 2018 1:14 AM

Inbox 5 Task 14 Today's Patients 7 Lab 1870 Procedure 1222

Personal - Dashboard Required Denied Help

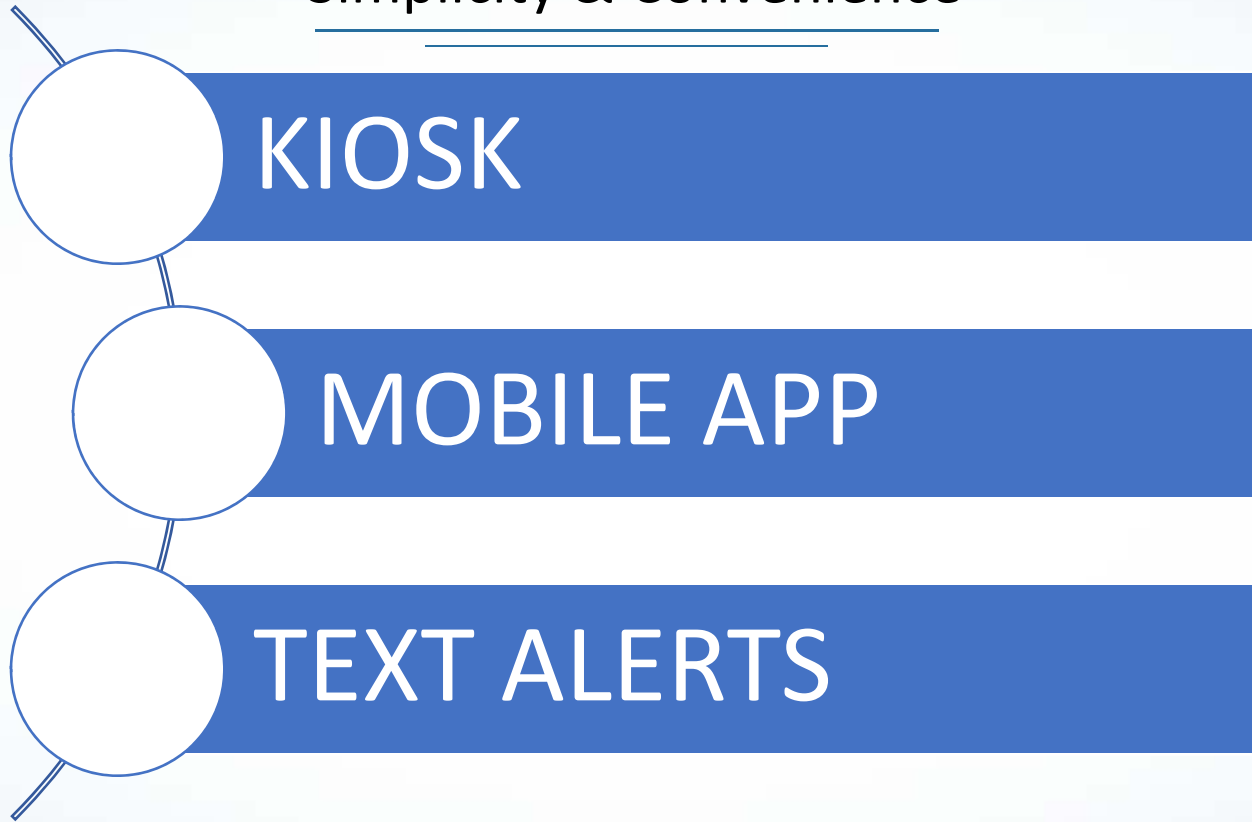
- Messaging Online
- Dashboard
- Messages
 - Inbox 5 ↑
 - Sent
 - Inbox Archive
 - Sent Archive
- eMessages 170
- Tasks
 - Not Started 14 ↑
 - In Progress 2 ↑
 - Complete 2 ↑
 - Other
 - Allocated 1
 - All 18
- Today's Patients
- eRx
 - Refill Request 8
 - Change Request 5
 - PAN Request 5
 - Fill Response
 - Cancel Response
 - Other Messages
 - NewRx Activity
- ePA
 - PA Required 1**
 - PA Question Set Available 1
 - PA Decision 1
- Orders & Results
 - Lab 1870
 - Procedure 1222
 - Radiology 553
 - Consultation 346
 - Other 145
- Referrals
 - My Notes 5342
 - Documents 10
 - CCDA Tracking 828
 - Flow Sheet 3
- KPIs
- Administration
- Patient Portal Requests
- My Preferences
 - General
 - Favorites
 - Patient
 - Drug Interaction
 - Clinical Module Sorting
 - Dermatology
 - Scan & Print
 - Quick Links
 - SOC Component Sorting
- IE Settings

Date	Patient	Medication	Provider	Rejection Note
7-11-2018	Seth Diaz	Lasix 40 MG Oral Tablet	Wayne Best	
7-10-2018	Alma Diaz	Lisinopril 10 MG Oral Tablet	Butler Internist	Appealed ●

Rx Electronic Prior Authorization



Simplicity & Convenience





CureMD



Settings

Terms of use

Logout

CureMD Medical Center

1600 HILLSBOROUGH - PAR

English

Español

Select

Start

CureMD



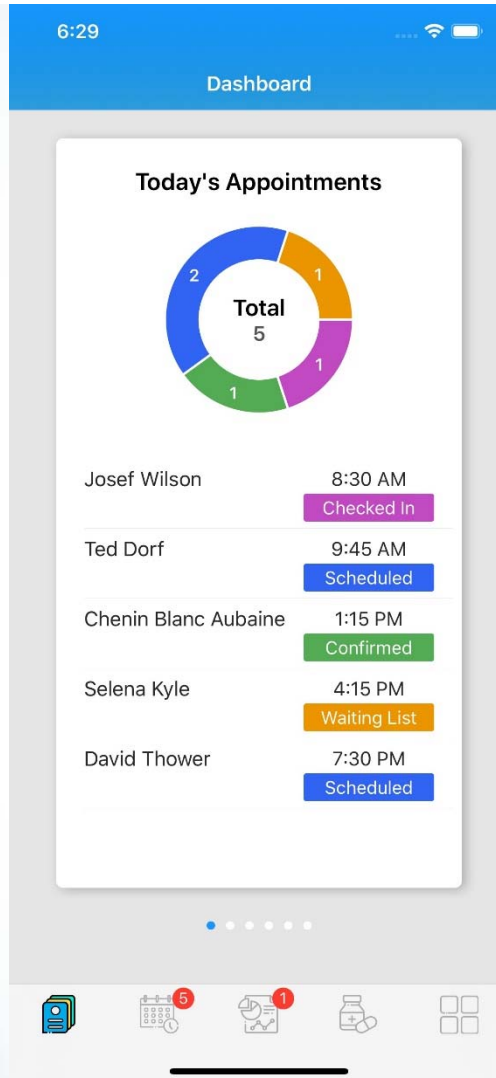


SMITH, David
69Y M

- Appointment
- Profile
- Forms
- Consent
- Check-In
- Payment

Hi, David!
We have found your appointment
at 10:00 AM with Dr. Apple Joe

Next



6:58



Appointments



Lucas Hood

Get Well Clinic



Mon, Apr 1



Josef Wilson

40Y 7M, M, Acc 1234567891...

8:30 AM

Checked In



Ted Dorf

21Y 8M, M, Acc 1234567891...

9:45 AM

Scheduled



Chenin Blanc Aubaine

35Y 5M, F, Acc 1234567891...

1:15 PM

Confirmed



Selena Kyle

42Y 5M, F, Acc 2252

4:15 PM

Waiting List



David Thower

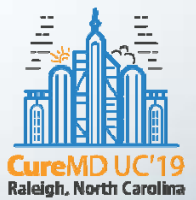
63Y 1M, M, Acc 1234567891...

7:30 PM

Scheduled



CureMD



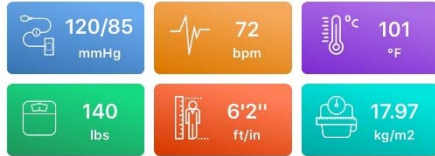
4:19



David Thower

63Y 1M, M Acc. 123456789102242

Vitals



Recorded on 3/27/2019, 6:33 AM

Allergies

Ascorbate (Vitamin C) Moderate

Current Diagnoses ↶

Contusion of heart, unspecified with or 3/27/2019
S26.91XA

Current Medications ↶ eRx

Heart Savior Oral Capsule
3/27/2019 Active
7 Day(s) Oral 1 Refills

History

Surgical



4:19



David Thower


63Y 1M, M Acc. 123456789102242

DOB 2/21/1956 SSN 463-64-7237 

 82 Street
Howey In The Hills, FL 34737 

 (898) 774 7833  (734) 834 3988

 (667) 839 0893 Ext. 7756

 thower@gmail.com

Language 

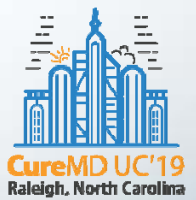
Dutch
Armenian

Referring Provider
Smith, Norman

Race
Carolinian

Ethnicity
Bolivian

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Innovation Roadmap

CureMD





Core



Advanced



Transformational

CureMD

PRODUCT FOCUS
2019-2020





Core



Advanced

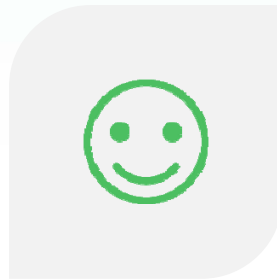


Transformational

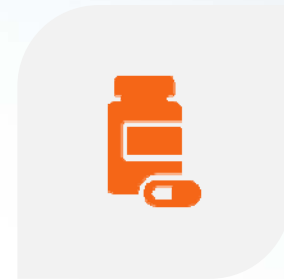
1 Year Roadmap



FASTER



MORE SECURE



EASE OF USE

CORE-(2019 Q4-2020 Q1)

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CQMS



MARKETPLACE



INTEROPERABLE



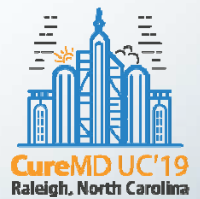
Patient Relationship
Management



Telemedicine

ADVANCED-(2020 Q1/Q2/Q3)

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INTELLIGENT
HEALTH REMINDER SYSTEM



BILLING &
ADMINISTRATION
AUTOMATION



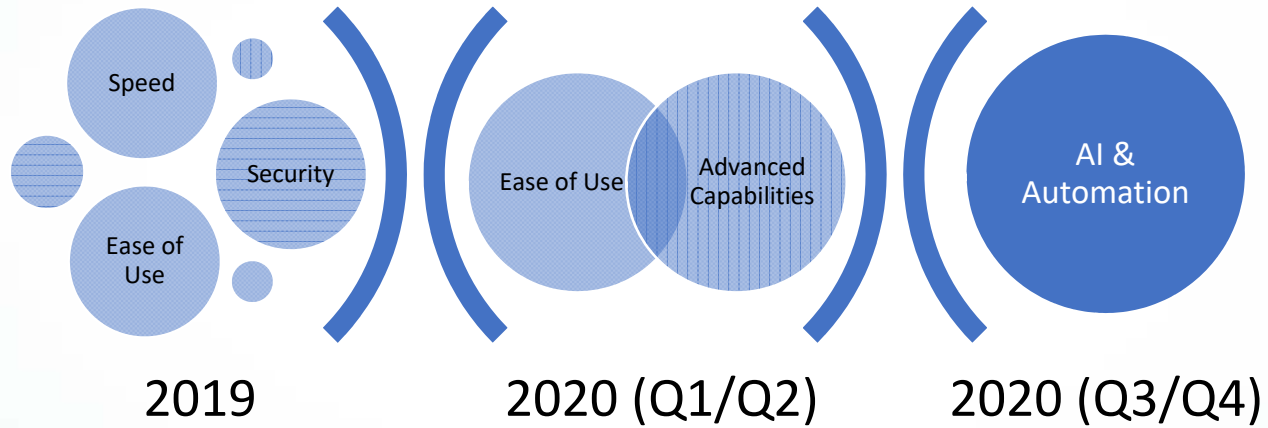
AI DISEASE MANAGEMENT

TRANSFORMATIONAL-(Tentative 2020
Q3/Q4)

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Roadmap



CureMD

Saving lives with technological advancements

Commitment
to
Better Care

CureMD



TOGETHER

Let's Make Patient Care
Better & Compassionate



Welcome to CureMD UC19!



CureMD UC'19
Raleigh, North Carolina

CureMD Success Story

Cherokee County Health Department
David Badger-Health Director

CureMD



Morning Break – 20 minutes



Welcome to CureMD UC19!



CureMD UC'19
Raleigh, North Carolina

Welcome to CureMD UC19!



CureMD UC'19
Raleigh, North Carolina

Compassionate Care

Move - Motivate - Heal

Presented by: Kristina Cramarossa
Director of Implementations and Projects



Why Healthcare

- Why did you go into Healthcare?
- What does Compassionate Care mean to you?



Quote by Leo Buscaglia, PhD

American author and motivational speaker



“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.”

My Story

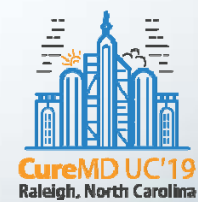
June 24th, 2012...



Here he is...



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What act of Compassion did you hear?

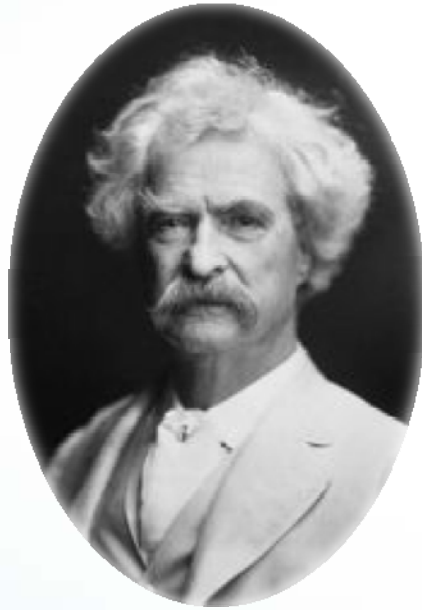
- Power of touch
- Kind and empowering words
- Supportive and calming presence
- Selflessly tending to my needs, as others cared for my husband
- Going the extra mile

Chris today...



Quote by Mark Twain

American author and motivational speaker



“Kindness is a language which the deaf
can hear and the blind can see”.

Are you up to the challenge?

Professional Responsibilities:

- Be invested at your job every day
- Checking over your work for accuracy
- Utilizing advanced software to improve work efficiency, which could ultimately save a life
- Continuously learning to improve your knowledge as it relates to your role and daily responsibilities

Personal Responsibilities

- Greet others with a simple smile
- Make a personal connection with patients and team members
- Taking extra time to listen
- Take extra time explain a test or result

Are you a Compassionate Leader?



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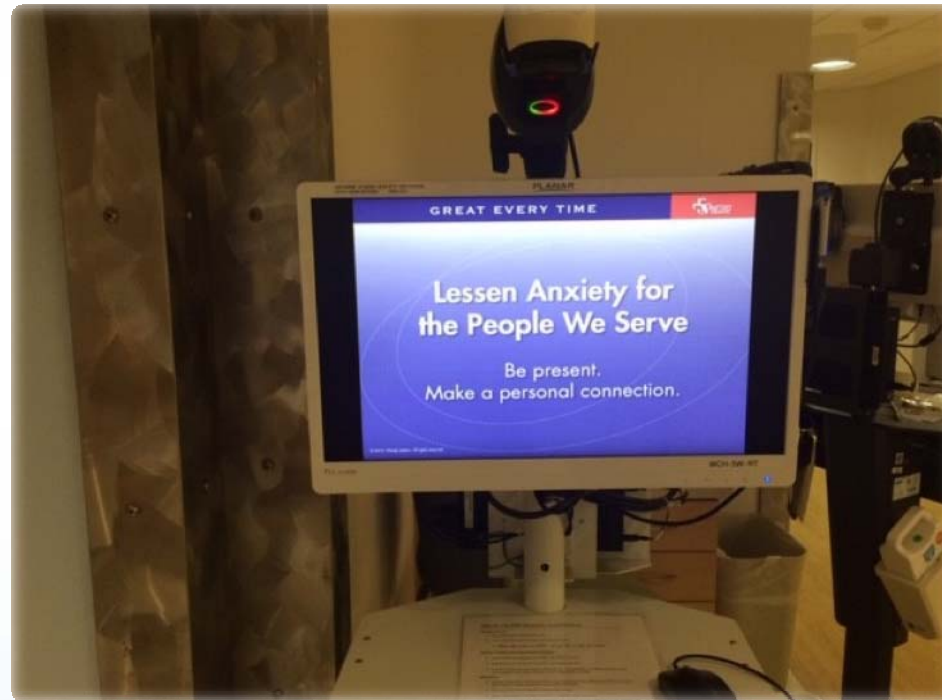


Healthcare Responders/Volunteers



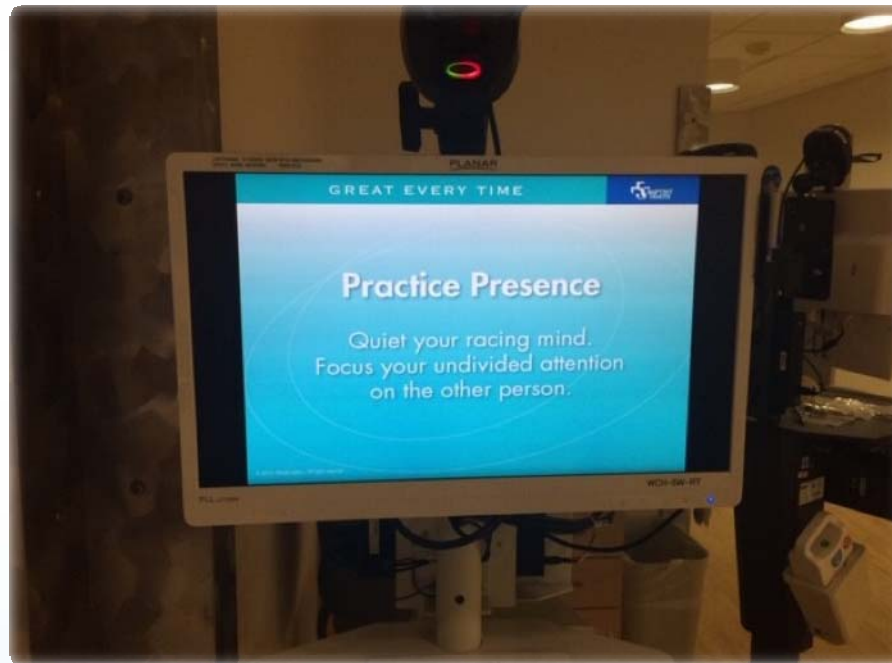
Lessen anxiety for the people we serve

Be Present. Make a personal connection.



Practice Presence

Quiet your racing mind. Focus your undivided attention on the other person.



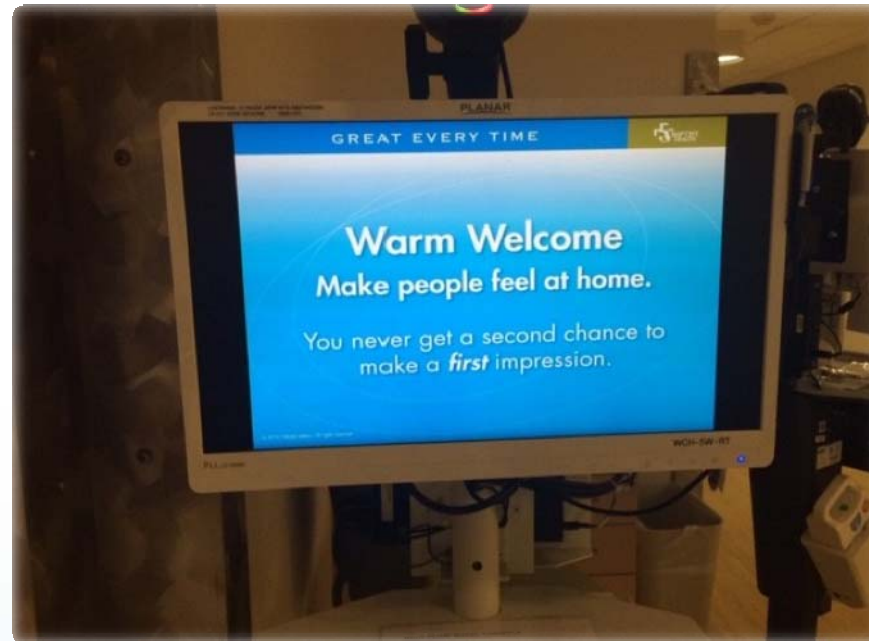
How do you want to make people feel?

Go for GREAT. We can create the impact we want to create.



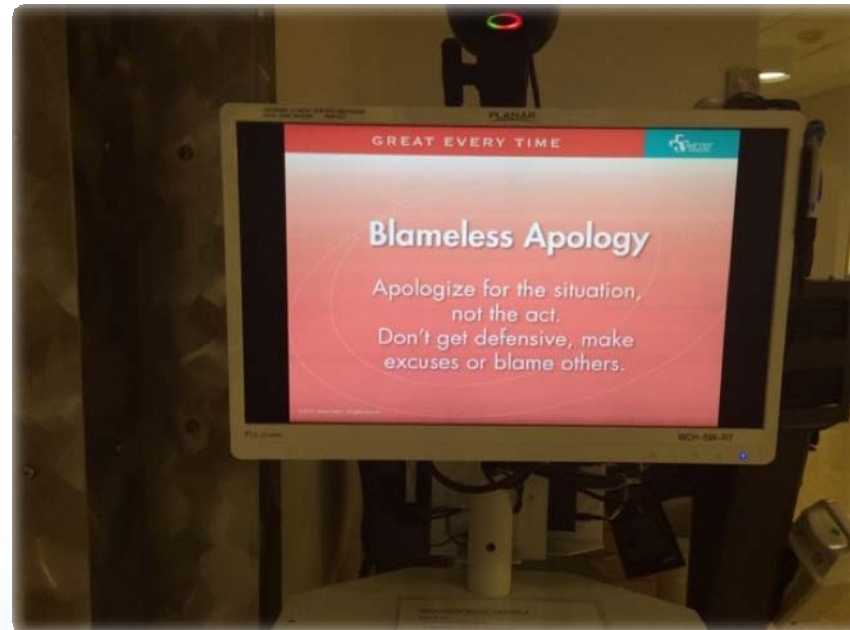
Warm Welcome. Make people feel at home.

You never get a second chance to make a first impression.



Blameless Apology

Apologize for the situation, not the act. Don't get defensive, make excuses or blame others.



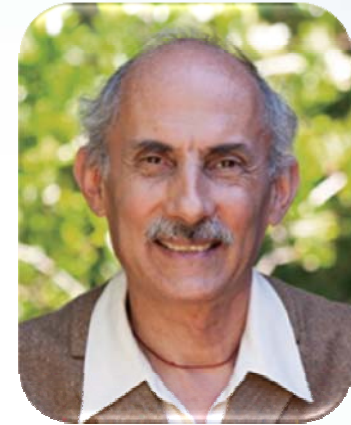
Tips on how to show compassion at work...



Self-compassion

"If your compassion does not include yourself, it is incomplete".

~Jack Kornfield, American Author, Buddhist Practitioner



At times we can all hold ourselves to standards so high, we never cut ourselves some slack. We are here on this earth to learn from each other. We can hold ourselves to a standard, but don't be so hard on yourself.

In order to give compassion you must give yourself compassion.

Communication

"People may hear your words, but feel your attitude".
~John C. Maxwell Author and Motivational Speaker

The key to being compassionate at work, is to create a sound communication pattern. Whether it is a team member, or a patient. Communicate openly and express yourself clearly to others. At the same time, lend your ears to anyone who wants to confide in you and listen with patience and neutrality at all times.

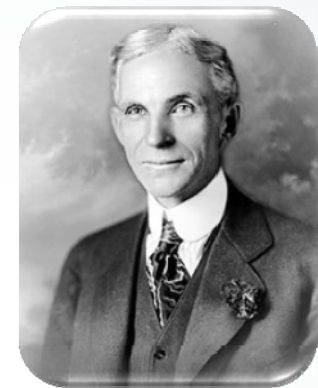


Encouragement

"Coming together is a beginning. Keeping together is progress. Working together is success".

~Henry Ford-American Industrialist-Founder of Ford Motor Company

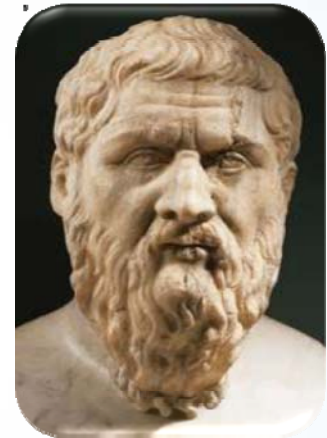
Compassion is reflected by verbal encouragement and motivation. You can practice compassion at the workplace by continuously supporting and cheering others for their hard work and achievements. You may never know when your words will start reinforcing them positively and bring about favorable changes, but keep on encouraging them.



Thoughtfulness

"Be Kind. For everyone you meet is fighting a hard battle".
~Plato- Athenian Philosopher

Be aware of the emotions and thoughts of others. Be mindful of how your words might affect your colleagues or your patients.



Final Thoughts...



Welcome to CureMD UC19!



CureMD Awards & Recognition

 <p>#1 Practice Management & EHR</p>	 <p>#1 PM 2015/2016</p>	 <p>Top Rated Billing Company</p>	 <p>#1 EMR 2015/2016</p>
 <p>Top 20 EHR</p>	 <p>5 Star Usability - CCHIT</p>	 <p>White Coat of Quality Award</p>	 <p>Top Ranked EMR</p>
 <p>No. 1 SaaS EMR</p>	 <p>Capterra's Top 20</p>	 <p>eHealthcare Leadership Award</p>	 <p>AC Group Healthcare Advisory</p>

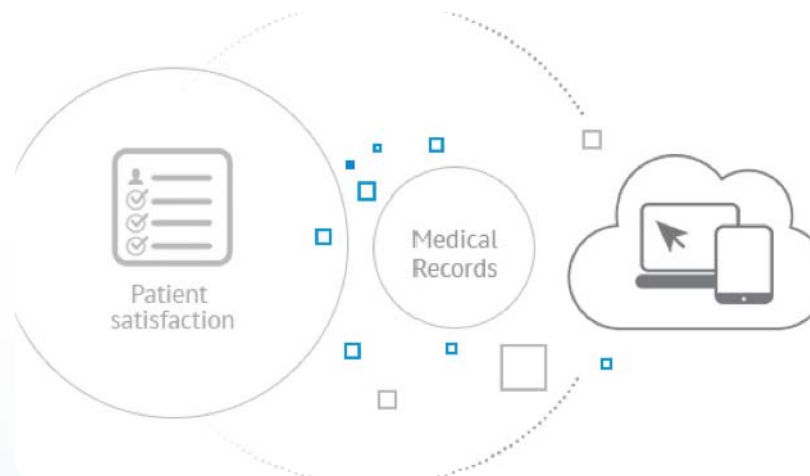
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Raleigh, North Carolina

Patient Portal Utilization

The CureMD Patient Portal Utilization Award, recognizes the public health agency with the highest percentage of patient's utilizing the portal on a weekly basis.



Congratulations Cabarrus Health Alliance!

2018-2019 CureMD Patient Portal Utilization Award winner!



CureMD Awards & Recognition

 <p>#1 Practice Management & EHR</p>	 <p>#1 PM 2015/2016</p>	 <p>Top Rated Billing Company</p>	 <p>#1 EMR 2015/2016</p>
 <p>Top 20 EHR</p>	 <p>5 Star Usability - CCHIT</p>	 <p>White Coat of Quality Award</p>	 <p>Top Ranked EMR</p>
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Raleigh, North Carolina

Lowest AR Percentage vs Total Charges

The **CureMD Lowest AR Percentage Award** recognizes the public health agency with the lowest percentage of accounts receivable vs total charges



Congratulations Iredell County!

2018-2019 CureMD Lowest AR Percentage Award winner!



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CureMD Awards & Recognition

 <p>#1 Practice Management & EHR</p>	 <p>#1 PM 2015/2016</p>	 <p>Top Rated Billing Company</p>	 <p>#1 EMR 2015/2016</p>
 <p>Top 20 EHR</p>	 <p>5 Star Usability - CCHIT</p>	 <p>White Coat of Quality Award</p>	 <p>Top Ranked EMR</p>
 <p>No. 1 SaaS EMR</p>	 <p>Capterra's Top 20</p>	 <p>eHealthcare Leadership Award</p>	 <p>AC Group Healthcare Advisory</p>

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Patient Cycle Time Award

A patient Cycle Time is defined as the amount of time in minutes that a patient spends at an office visit. Cycle time begins with the time they arrive and check-in to the time they check-out.

The benefits of a lean cycle time report are obvious. Increase efficiency, uncover hidden capacity, generate more visit revenue, cut expenses, and improve the experience of care delivery- for patients, providers and staff. Did you know that wait times are the number 1 dissatisfier for patients regarding their health care?

A 2017 study of over 700,000 health care clinics showed that the national average of waiting room time is 18 minutes! That's just the waiting room total time!

Congratulations Pender County!

2018-2019 CureMD Patient Cycle Time Award winner!



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CureMD Awards & Recognition

 <p>#1 Practice Management & EHR</p>	 <p>#1 PM 2015/2016</p>	 <p>Top Rated Billing Company</p>	 <p>#1 EMR 2015/2016</p>
 <p>Top 20 EHR</p>	 <p>5 Star Usability - CCHIT</p>	 <p>White Coat of Quality Award</p>	 <p>Top Ranked EMR</p>
 <p>No. 1 SaaS EMR</p>	 <p>Capterra's Top 20</p>	 <p>eHealthcare Leadership Award</p>	 <p>AC Group Healthcare Advisory</p>

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LHD-HSA Lowest Error Rate

- In one of the most widely recognized report statistics in the State of North Carolina, the LHD-HSA error report can be both frustrating or exhilarating...depending on which side of the results your agency falls under.
- The importance of accurate reporting cannot be underestimated. The responsibility of accurate reporting is shared between agency staff, vendors and state personnel.

Congratulations Iredell County!

2018-2019 LHD-HSA Lowest Error Rate award winner!



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MATCH GAME

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Lunch!

