



Physician Frequently Asked Questions

Version 3.0—April 22, 2015

INTEGRIS One Care, powered by Epic, gives providers a way to use technology to deliver more accurate, more convenient care to patients while also meeting the ever-changing federal mandates in health care law. The intent of this document is to maintain the ongoing, and varied, mechanisms INTEGRIS is employing to keep you informed and up to date.

How many hours of training will be required?

Training is required. The number of training hours needed depends on your specialty and the tools you will use within INTEGRIS One Care. On average, providers will train close to 11 hours; with that time being a mix of classroom and online e-learning assignments. The INTEGRIS One Care Physician Advisory Council endorsed that only end users who complete their training and pass a proficiency assessment will be granted access to the system. Training space is currently being established. Much more information will come regarding training.

How efficient is the Epic system? I hear that it will slow providers down.

Epic is the dominant market leader in electronic health records, and is routinely named as the [best over-all physician practice vendor in the country](#) by [KLAS](#). Over 54% of Americans are already served on an Epic record. Even with Epic, providers are advised to expect a 50% reduction in efficiency during the first week of implementation and a 25% reduction during the second week. The majority of physicians currently using Epic report efficiency that matches or exceeds their prior efficiency within the first month. The One Care team will be offering robust pre and post go-live training to help providers maximize their efficiency.

What data will be converted into INTEGRIS One Care?

The One Care Physician Advisory Council (PAC) determined that patient data, including demographic data, patient appointments data, and key clinical data from past encounters needs to be available. A demonstration of the workflow for physicians was provided to the PAC and comprehensive training will be provided during the training phase of the project. The One Care team is currently working with Athena, IDX, SIEMENS, Cerner, Allscripts and others to finalize the mapping for the data elements. Any needed data not available directly through Epic at go-live will be available by accessing the legacy system.

Where can I go for more information about INTEGRIS One Care?

Each facility has a designated Operational Readiness Owner who can assist you with any questions you may have. The INTEGRIS INSIDE page has information on the [Epic Game Changer project](#). You can check with your local Administration Team, or you can contact the INTEGRIS One Care offices at (405) 633-9100.

What kind of training is available?

Physician training will be required before using INTEGRIS One Care. The One Care Training Team is in the process of finalizing the locations of the training, but the plan is to train Enid providers in Enid, Oklahoma City providers in Oklahoma City, and Miami and Grove providers in the Miami and Grove communities. The training will consist of a combination of computer-based training and classroom training. Over 9,000 individuals (including providers) require training.



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Will independent practices be able to acquire INTEGRIS One Care for their offices?

Yes. Physicians who are not employed by INTEGRIS will have the option of acquiring INTEGRIS One Care as their electronic health record. This program is called INTEGRIS One Care Connect. More information regarding the details of the offering will be provided soon. Stay tuned.

Will independent practices be able to access the INTEGRIS One Care system?

Yes. Physicians who are not employed by INTEGRIS and who do not admit patients to INTEGRIS hospitals will have an opportunity to acquire secure access to their patient's health records at INTEGRIS using a free web-based tool called INTEGRIS One Care Link. Providers and their designated staff will have direct access to their patients' progress notes, consultation notes, lab and other diagnostic test results, discharge instructions and discharge medications at INTEGRIS facilities. Secure messaging functions will allow confidential physician-to-physician communication. The direct order features will include imaging, labs and referrals at INTEGRIS facilities. Scanned documents and other electronic files can be attached to these orders.

Can providers “copy forward” or “copy and paste” documentation from previous encounters?

The Physician Advisory Council reviewed and determined the direction for “copy forward” vs. “copy and paste.” The determination of the PAC was to utilize the copy and paste workflow, but only as appropriate and necessary.

Will I need to purchase new equipment for my clinic to use INTEGRIS One Care as my EHR?

Possibly. The One Care team is currently doing hardware assessments for all INTEGRIS entities. Independent physician practices will require a level of hardware assessment to assure optimal end-user experience. The details of this program for independent physicians will be included in the INTEGRIS One Care Connect program.

What are some benefits of using INTEGRIS One Care?

INTEGRIS One Care will provide physicians and their patients a truly integrated view of the patient's medical information throughout all of INTEGRIS' hospitals, offices and clinics. It will include tools to expedite patient care and enhance doctor-to-doctor and patient-to-doctor communication. Most of all, it will empower patients and their families to become active participants in managing their own health.

What is [Care Everywhere](#)?

Care Everywhere is Epic's interoperability platform that can be used to exchange patient data with healthcare institutions, including data from Cerner, Allscripts, etc. Care Everywhere will query across the Epic ecosystem for scheduled appointments and pull back information on your patient. This information will be ready for review the day of the scheduled appointment.



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What’s different about Epic?

Epic is a single integrated record. Patient demographics are entered one time, insurance updated once becomes immediately available, allergies entered in a clinic setting are immediately available in all care settings (ED, Inpatient, etc.). Orders, results, documentation from all care areas is available within the patient’s single chart. Truly one patient, one record, in alignment with our Guiding Principles.

We have robust quality data in our existing systems, what happens to that?

It remains as is. The electronic health record we currently use will still be available and in a familiar format. Links will be added to Epic to make accessing this data more convenient. Training will be provided to assure functionality and workflows are understood.

Who sits on the Physician Advisory Council?

Dr. James White, M.D., INTEGRIS Chief Medical Officer and Managing Director of Medical Affairs chairs the Physician Advisory Council. Current membership includes:

Dr. Sheryl Bushman *	Dr. Whitney Driver	Dr. James Long	Dr. Kyle Schauf
Dr. Serena Anderson	Dr. Craig Elkins	Dr. Elaine Mader	Dr. Tanna Shaw
Dr. Andrew Barsaloux	Dr. Brad Gawey	Dr. Josh McAllister	Dr. Aaron Sizelove
Dr. Bryan Cogar	Dr. Christopher Hayes	Dr. Marty McBee	Dr. Leroy Southmayd *
Dr. Joshua Carey	Dr. Michael Holzer	Dr. Manuel Crespo	Dr. Justin Sparkes
Dr. Lauren Chastain	Dr. Glen Hyde	Dr. Diana O’Connor	Dr. Brad Stephens
Dr. George Chrysant	Dr. Sudhir Khanna *	Dr. Mobolagi Olulade	Dr. Dana Stone
Dr. Michael Davoli	Dr. Steven Leitch *	Dr. John Raizen	Dr. Terrence Truong
Dr. Eric Dedeke	Dr. Tanya Livingston *	Dr. James Rutter	Dr. David Vanhooser
Dr. Guy Peterson	Dr. Brent Tipton	Dr. Raja Krishna	

** indicates nonvoting physicians supporting the PAC and the One Care Team*