Expand your possibilities with
MEDITECH Cloud Platform

a **MEDITECH** eBook

Introduction

In a time of unprecedented challenges in healthcare, recent advances in cloud computing are offering new ways for patients and providers to communicate and coordinate, while ensuring the secure flow of information to help clinicians make appropriate care decisions.

We've seen health IT accelerate toward the cloud's on-demand, flexible, always-on service model, as COVID-19 forces hospitals and clinics to reduce in-person appointments and realign their organizations to deal with the pandemic.

MEDITECH is a longtime believer in the cloud; as a company, we've adopted a cloud-based environment for application development and Google G-Suite for our internal business operations. These resources enable us to focus on our core mission of providing the best tools for healthcare professionals and the people they treat.

With MEDITECH Cloud Platform, we're bringing together four of our latest solutions — Expanse Patient Connect, Virtual Care, the Expanse NOW physician app, and High Availability SnapShot — in a convenient subscription-based bundle so our customers can experience the same benefits MEDITECH has found in moving to the cloud.

Equipping our customers with these cloud solutions gives them secure and scalable data storage, intuitive mobile clinical workflows, and new resources to weather unplanned downtime events.

When I communicate with our customers, I'm always struck by how dedicated they are to caring for patients, and I've heard their frustrations with some of the EHR technology that's out there.

MEDITECH's answer: Solutions that deliver all the magic of the cloud to every patient and physician.

We're delivering the same tools to every one of our customers, and it's sustainable for them because they don't have to pay for expensive on-premise storage or take on large up-front costs to add these capabilities.

MEDITECH Cloud Platform supports quality care across every community and care setting, so organizations achieve the benefits of web-based, browser accessible clinical decision-support tools; seamless interoperability; and flexibility to tailor the system to their unique needs.

As our Vice Chairman Howard Messing says, the true promise of the cloud is in how it "untethers" medical professionals from wired tech and "re-tethers" them to their patients. We see MEDITECH Cloud Platform as the latest step in our journey toward this goal — both as a company and as a partner to the dedicated professionals who work on the front lines of healthcare every day.

Scott Radner oversees MEDITECH's adoption of new technology for products and for supporting the company's evolving technical infrastructure. A natural leader, Mr. Radner develops advanced solutions for MEDITECH customers based on his vision of using technology to solve problems in novel ways. Mr. Radner has been intently involved in MEDITECH's use of public cloud computing, strategically providing customers use of this technology to supplement traditional implementations and driving a path to full cloud or MEDITECH as a Service (MaaS) environments.

Scott Radner
Vice President,
Advanced Technology
MEDITECH

A Look Inside MEDITECH Cloud Platform

Healthcare organizations of all sizes can now increase the power and usability of their EHRs with MEDITECH Cloud Platform, our new bundle of scalable solutions that extend and enhance your EHR to include multiple specialties, connect remote sites, and keep patient data secure through a cost-effective subscription model.

With **Expanse Patient Connect, Expanse NOW**, **High Availability SnapShot**, and **Virtual Care**, you will experience a quick deployment, featuring an agile development environment so you can meet your goals efficiently.

These solutions leverage Google Cloud capabilities including compute, storage, data and analytics, and security and identity management solutions, alongside existing on-prem solutions, to provide high availability and continuity of care in a secure and scalable service. Through our cloud-based service, these resources can be easily accessible to critical care staff and improve healthcare continuity across MEDITECH-powered healthcare organizations.

Dr. Andy Burchett, CMIO
Avera Health

*"Having an emergency strategy to Avera has always been essential, especially being located in rural areas when our systems may experience issues because of unpredictable weather interrupting technology. This addition to our downtime strategy strengthens our ability to **support our community** and care teams in any situation, and allows us to use technology to help **provide patients with superior care**."*

Possibilities Realized

Patient & Provider Satisfaction

Attract top physicians with sophisticated tools that are convenient and as easy-to-use as their smartphones.

Thriving Organizations

Lower your overhead through flexible subscription pricing. Focus resources on your core business, and spend less energy managing servers and having to pay for unused hardware space.
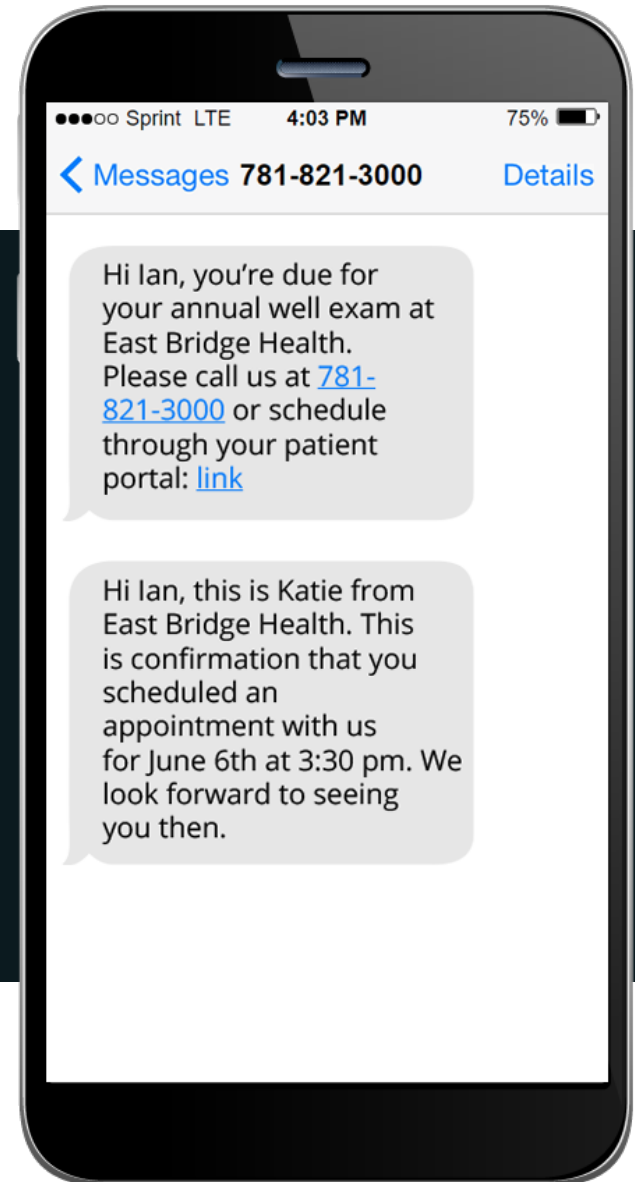
Peace of Mind

Gain a scalable solution that is stable, safe, and secure on cloud platforms such as the Google Public Cloud, and can grow with your organization's needs.

Expanse Patient Connect

Communicate at the speed of life

With **Expanse Patient Connect**, healthcare organizations can build a community of engaged, loyal consumers — while also increasing organizational efficiency via a modern, web-based EHR solution.

"Close the last mile" to patients wherever they are, with proactive communication through their preferred channel, including text, email, and phone. Expanse Patient Connect automates bi-directional appointment-related communications across 19 language translations, reducing no shows and f reeing up staff for high quality patient interactions. Engage targeted populations to close care gaps, manage chronic diseases, and promote wellness with actionable messages for healthier patients and a healthier bottom line.

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< Messages 781-821-3000   Details

Hi Ian, you're due for your annual well exam at East Bridge Health. Please call us at 781-821-3000 or schedule through your patient portal: link

Hi Ian, this is Katie from East Bridge Health. This is confirmation that you scheduled an appointment with us for June 6th at 3:30 pm. We look forward to seeing you then.

High Availability SnapShot

Prepare for the unexpected with a snap in time

With **High Availability SnapShot**, healthcare organizations gain cloud access to patient information during planned or unplanned events such as downtime. Providers have immediate access to home medications, allergies, mental status, social history, orders, vital signs, immunizations and more, through a copy of patient data located in a secure Google Public Cloud. Our solution decreases the chaos of un-planned downtime and reduces stress on the clinical team, which leads to a better overall patient experience.

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Smith, Abby
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Last Updated: **12/9/2019 at 5:53:00 PM**

Allergies/Adv. Reactions
Home Medications
Problems
Procedures
Results
Health Concerns
Advance Directives
Chief Complaint/Reason for Visit
Encounters
Assessments
Family History
Functional Status
Goals
Immunizations
Mental Status
Medical Devices
Insurance
Treatment Plan
Social History

Allergies, Adverse Reactions, Alerts

ALLERGEN	TYPE	SEVERITY	REACTION	LAST UPDATED	VERIFIED	STATUS
peanut	Allergy	Severe	Anaphylaxis	July 23rd, 2019 11:47am	No	Active
hazelnut	Allergy	Moderate	Heartburn	July 23rd, 2019 11:47am	No	Active
amoxicillin	Adverse Reaction	Moderate	Nausea	July 23rd, 2019 11:47am	No	Active
dog fur	Allergy	Mild	Sneezing	July 23rd, 2019 11:47am	No	Active
dust	Allergy	Mild	Difficulty Breathing	July 23rd, 2019 11:47am	No	Active

Home Medications

Dave Nixdorf, Director of Support Services
Frances Mahon Deaconess Hospital

*"Delivering healthcare throughout remote areas can be challenging, and we strive to support our clinicians with the tools and information they need to provide exceptional healthcare. We believe MEDITECH's **High Availability SnapShot** is a cost-effective and valuable tool that will give us the ability to **access important patient information** during unexpected downtimes."*

Expanse Now

Mobility app for physicians

Expanse Now empowers physicians to manage everyday tasks and coordinate care using our mobile app on a smartphone. Clinicians have the information they need, wherever they are, using technologies they have become accustomed to in their daily lives.

Expanse Now is seamlessly integrated with MEDITECH Expanse, allowing tasks and messages to flow between workloads and the app in real-time. Physicians can use the app to manage tasks, view and send messages, complete prescription refill requests, create reminders, and more.

*"**Expanse NOW** enables our physicians to monitor and respond to workload messages from **wherever they are**."*

Clark Averill, CIO
St. Luke's Health
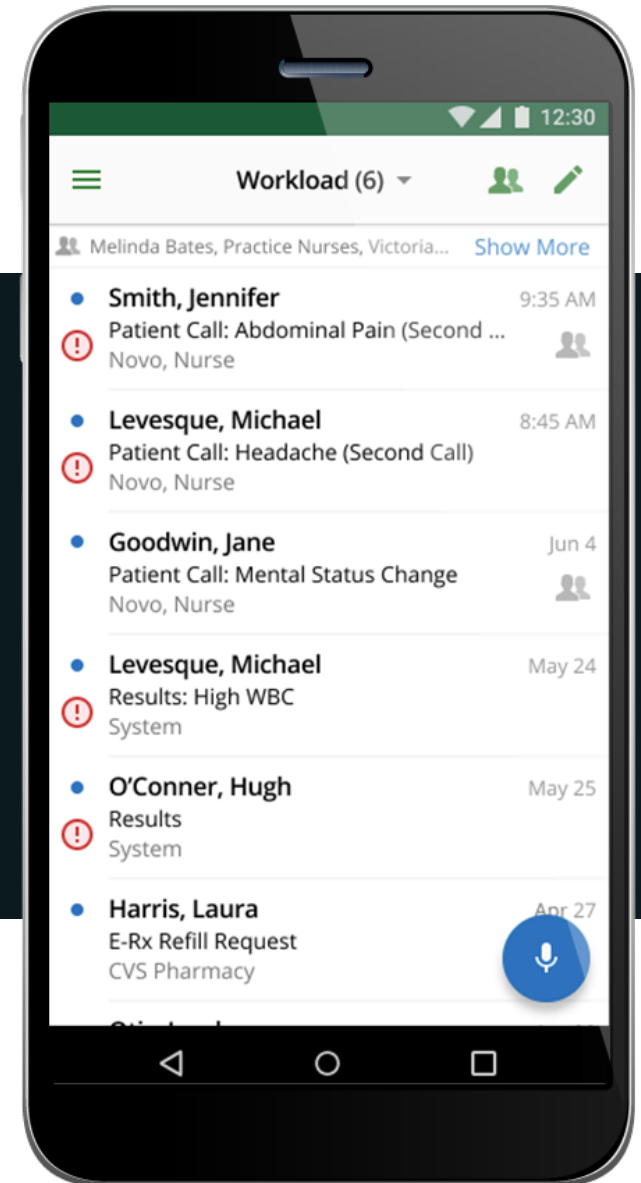
Virtual Care

Care wherever you are

MEDITECH's Patient and Consumer Health Portal enables patients to have **Virtual Visits** with their providers — at their convenience and from the privacy of their homes or other off-site locations — using their own computers or mobile devices. A unique benefit of MEDITECH's Virtual Visits is that patients are able to connect with their own providers, who are familiar with their problems and care needs, as opposed to outsourced or on-call physicians.

Virtual On Demand Care allows patients as well as consumers who've never been seen before to have access to urgent, virtual care on demand from your providers via your website. New patients are automatically enrolled in the Patient Portal, giving them a connection to your organization. Virtual On Demand Care helps healthcare organizations to grow their business by attracting new patients.

William Dailey, MD, MS, MSMI, CMIO
Golden Valley Memorial Healthcare

*"Now we have integrated ambulatory video visits up in Expanse. The EMR does instantaneous registration, spawns the visit documentation, and establishes the bidirectional video link. The remarkable thing is, **it only took a week to set up**."*
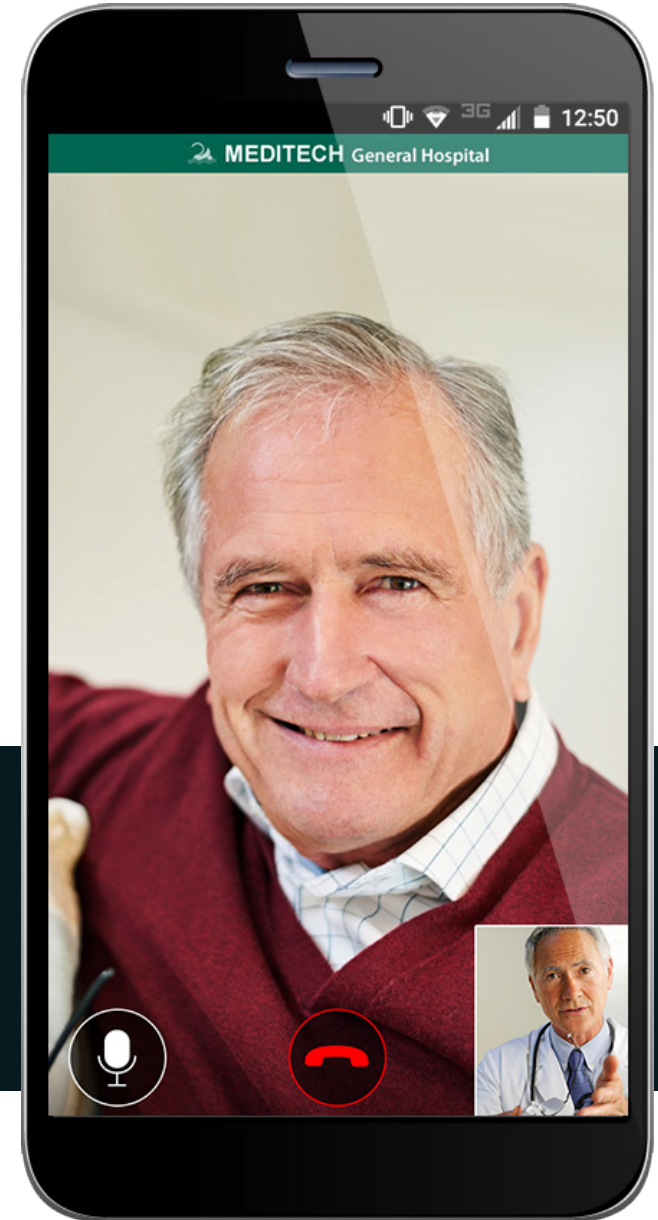
Agility, security, and access:

Reaping the rewards of a smooth transition to a hybrid cloud environment

Google Cloud

MEDITECH references its own journey to the cloud when guiding healthcare customers to transformative solutions.

Healthcare workers, as a rule, expect the unexpected. As we watch them fight on the front lines of public health in this era of COVID-19, we've come to appreciate just how crucial a role they play. At every turn, they're dealing with unexpected, unprecedented challenges. This begs an important question. What happens if the technologies medical professionals depend on go offline unexpectedly? How can they get access to the medical records and other types of patient information they need to practice medicine safely?

Service disruptions during "Backhoe Season" have been an annual ritual for Avera Health, a large healthcare system in South Dakota. "Forces outside anyone's control often challenge access to on-premise systems," says Scott Radner, vice president of advanced technology at MEDITECH. "In rural America, farming equipment and tractors literally dig things up, and weather emergencies can likewise take things offline." As Avera Health's longtime partner, MEDITECH stepped in to help, drawing from its own positive experience migrating internal systems and operations to the cloud.

Since many of the challenges MEDITECH's customers face echo their own, helping customers land smoothly in the cloud has become a company passion. "Our customers are spending too much time trying to run an IT shop when they should be caring for their own customers, first and foremost—running hospitals, surgical centers, and ambulatory clinics and caring for patients," Radner says. Freeing customers to focus on patients and services, rather than on running the technology that supports them, is core to MEDITECH's mission. "For the same reasons MEDITECH succeeded in this space, our customers will succeed as well," Radner says.

MEDITECH

With solutions that have a proven track record of seamlessly and securely sharing data across all care environments, MEDITECH partners with influential organizations to break down barriers and create roads to true connectivity.

Hybrid solutions for smoother transitions

Google Cloud

"We wanted to make sure that no matter what happened, Avera Health's physicians would have access to the information they needed," Radner explains. MEDITECH worked with Avera Health to create an agile collaborative product—dubbed a High Availability Snapshot—as a hybrid solution bridging Avera Health's on-premise systems and the cloud. "One of the biggest impediments for our customers is the upheaval they anticipate a move to the cloud potentially brings to their lives," Radner says. "Hybrid is really your friend in this environment. There are easy ways to make this transition, augmenting what you already have with what you hope to achieve in the future."

For Avera Health, Radner continues, "we have services that run in the on-prem system, which constantly keep a relevant copy of data for the clinician in the cloud. Right now, we're trying to make sure that the system is updated and nothing is older than 15 minutes." If anything goes wrong—as it often does in Backhoe Season—everything the physician needs is available from the redundant cloud-based system.

The solution does more than just backup data in the cloud. "We have a lot of privacy requirements around healthcare data," Radner says. "We have authentication requirements, authorization requirements, and a lot of problems to solve." Google Cloud provides the services necessary to meet these requirements.

A progressive journey to the cloud

From the start, MEDITECH's own cloud journey progressed hand in hand with Google Cloud. "We began with the G Suite offering and had a wonderful experience in that environment, both simply as a replacement for existing systems and as a new way to collaborate with our development teams," Radner recalls.

Building upon this success, MEDITECH expanded its use of Google tools and cloud offerings from internal communications to the development environment. "The availability speaks for itself," Radner says. "Being able to get what we need when we need it has cut out significant impediments to getting our job done and made us very agile as developers: we change things around, we hydrate entire new systems, we get rid of them if they fail, we augment them if they succeed."

"One of the biggest impediments for our customers is the upheaval they anticipate a move to the cloud potentially brings to their lives. Hybrid is really your friend in this environment. There are easy ways to make this transition, augmenting what you already have with what you hope to achieve in the future."

Scott Radner
Vice President Advanced Technology
MEDITECH

Google Cloud's affordability also played a key role in MEDITECH's increased agility. "The system is, for the most part, pay for what you use," Radner says, which removes financial constraints that arise from committing to on-premises infrastructure that may or may not do the job. "And then, of course, the universal access of those components is amazing," he continues. "Most of our staff is now working remotely. We barely felt a hiccup in making that transition, thanks to the universal access this environment gives us. We're now considering some of the advanced services which come with that cloud platform."

MEDITECH also benefits from the security Google Cloud provides. "We have a limited security staff, so having Google's full front of security forces has made things simpler," Radner says. "They guided us in various directions to make our products more secure, too, and that's been comforting. It's just been a big win for us overall, and that journey continues today."

Eliminating backhoe interruptions

The agility, security, and access that have made the Google Cloud Platform such a successful part of MEDITECH's evolving business model are precisely the features MEDITECH helps its customers utilize. "We saw the benefits and decided to bring these benefits home for our customers," Radner says. At Avera Health, physicians no longer need to worry about backhoes taking down their systems. "They can deliver healthcare regardless of whether or not they have access to the primary on-premise system," says Radner. "And that seems to be going very well."

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Scott Radner
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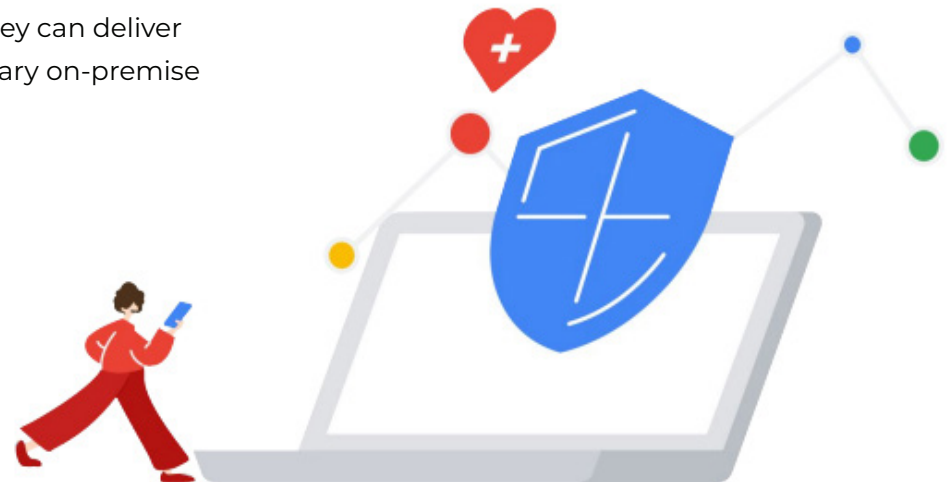
About MEDITECH

MEDITECH has driven EHR innovation during every stage of the industry's evolution. Today we're helping healthcare organizations around the world expand their vision of what's possible with MEDITECH Expanse, a web-based EHR that's setting new standards for usability, efficiency, and clinician satisfaction. We help power the best care possible in every care setting, from acute centers and ambulatory practices, to home health agencies, long-term care facilities, patients' homes and beyond. Expand your possibilities and see why Expanse was rated the #1 EHR in multiple categories by KLAS. Visit ehr.meditech.com and find us on Twitter, Facebook, and LinkedIn.

Want to learn more?

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