

## Epic Services

---

### Highlights

---

- ***Enables organizations to navigate the complex technology and business issues that can impede an Epic implementation***
- ***Optimize Epic's sophisticated system workflow capabilities***
- ***Provides Epic certified consultants who understand the Epic system and functionality***
- ***Facilitates operational leadership and develops a shared understanding of the most practical way to improve operations***

### The Epic Vision

Epic Systems has developed a strong suite of integrated applications built on industry-leading system workflows that span the entire healthcare continuum. IBM Healthlink Solutions supports Epic's vision and knows that effectively taking advantage of Epic solutions requires a focus on redesigning operations and business processes.

### Our Approach

While Epic continues to design the technology that meets business objectives, we work to verify that organizations maximize the benefits from the implementation through operational readiness. Epic information systems are among the most powerful in the industry and present organizations with numerous options for system design. We have proven capabilities in helping organizations couple this with enhanced care processes. As IBM's provider practice, we help organizations navigate the complex technology and business issues that can impede an implementation.

### Our Team Knows Epic Solutions

There is no substitute for understanding a system's technical details and capabilities. We are experienced in Epic's products and can provide the operational knowledge to verify that your implementation meets your organizational goals.

- *Making Epic Workflow Work for You. IBM helps you efficiently optimize Epic's sophisticated system workflow capabilities. Our methodologies complement their system design tools and focus the organization on the relevant operational design issues.*
- *Certified Consultants That Understand the Epic Way. Anyone that has implemented Epic systems can attest to the importance of understanding Epic methodologies and tools for system implementation. Our Epic team has extensive Epic product certifications, and significant implementation experience across Epic's entire suite of products.*
- *Improving the Bottom Line with Epic Solutions. IBM's team can provide process design methodologies that assist your organization in benefits realization, care delivery and ultimately enhancing and revenue cycle efficiency.*

**“Healthlink delivered valuable customization while still completing the Epic implementation on-time and under budget.”**

**- David West, CIO  
Nemours Children Clinic**



## **Our Team**

IBM has one of the largest and most experienced Epic implementation consulting teams in the country.

Our implementation team consists of over 130 consultants dedicated to our Epic practice, with additional team members starting each month. Our team is Epic trained and certified, and their range of Epic experience encompasses the full suite of Epic inpatient, ambulatory, clinical, and financial applications. We work with these applications from pre-implementation planning to project management to interfaces and data conversions to testing

and training. This system experience is strengthened by our focus on process redesign initiatives that maximize

Epic applications to enhance an organization's performance. The average healthcare years of experience of our team members is 19 years with participation in Epic implementations at 45 healthcare organizations across the country.

## **Epic: What We Do**

As IBM's provider practice, we are a comprehensive consulting resource for Epic solutions. Our Epic team has extensive Epic implementation and application management experience with the following Epic Products:

- *ADT*
- *Beacon*
- *Bridges*
- *Cadence*
- *Chronicles/Clarity*
- *EpicCare Ambulatory*

- *EpicCare ASAP*
- *EpicCare Inpatient*
- *Epic Rx*
- *HIM*
- *Identity*
- *MyChart*
- *OpTime*
- *Prelude*
- *Radiant Radiology*
- *Resolute Hospital Billing*
- *Resolute Professional Billing*

IBM's Epic team provides comprehensive implementation services, assisting clients in diversity of roles in all stages of implementation:

- *Pre-Implementation Planning*
- *Project Advisory*
- *Project Management*
- *Change Management*
- *Physician Integration*
- *Process Redesign/Standardization*
- *Organizational Readiness*
- *Building/Configuration*
- *Testing*
- *Training*
- *Go Live Support/Roll-Outs*
- *Integration Services*
- *System Optimization*
- *Benefits Realization*
- *Legacy Systems Support*

© Copyright IBM Corporation 2006

IBM Information Technology Services  
Route 100  
Somers, NY 10589  
U.S.A.

Printed in the United States of America  
12-06  
All Rights Reserved

IBM and the IBM logo are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries or both.

Other company, product and service names may be trademarks or service marks of others.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.

## **For more information**

To learn more about IBM Healthlink Solutions Epic Services, contact your IBM representative or visit:  
**[ibm.com/bcs/healthcare](http://ibm.com/bcs/healthcare)**

*IBM Healthcare Solutions are enhanced by the clinical and business process expertise of Healthlink Incorporated, which was acquired by IBM in 2005.*