

RFP for Health Department Electronic Health Record Software

Pre-submission Conference, Tuesday, May 14, 2019 at 10:00 a.m.

Questions (along with responses in red from Lapeer County) which were posed by two different vendors:

1. What is your current EHR system? **Using some pieces of Insight**
2. Do you use a separate system for billing and practical use? **We have an old system, CMHC, which pretty much is non-existent. Items are manually uploaded into Netwerkes.**
3. What are the key improvements you are looking for in a new system? **We do not have a good functioning system currently; would like to have a billing EMR system, currently no comprehensive system that will work through the entire process, bill, and pull reports without much difficulty.**
4. Are there any EMR systems that you have previewed or demo'd? **No, other than looking at what other health departments are using.**
5. How many users do you anticipate using? **20 users approx. Could vary. Approx. 5 part-time employees. This will also depend on what programs we are able to switch to new system.**
6. Will you be using the software to dispense medication and/or track medications? **Yes, we do need to track vaccines. We also, at times, have tuberculosis medications meds.**
7. What labs do you interface with? **Currently just the State of Michigan. We do not send labs out to private companies. We do not have a Family Planning program. We occasionally send a client to McLaren-Lapeer Region for a specialized test related to tuberculosis.**
8. Do you offer Dental? **Not at this time.**
9. Is there anything else that you integrate to/connect to? Any special County requirements? **No**
10. Do you require a patient portal? **Yes**
11. Will you need compliance for "Meaningful Use"? **No. Not currently using.**
12. Pertaining to page three, is submission allowed to be in electronic format? **Yes**
13. Can you please identify job roles which will be utilizing the software? **Clinic assistants, directors, administrators, clerical, billing.**
14. What is your definition of "Provider"? How many "Providers" will be using the system? **The use of "providers" in various questions differs depending on the section discussed. If unclear on a specific usage of the term, feel free to contact us.**
15. Please explain item 13.2; Laboratory, radiology and pharmacy information systems interface? **We would like the ability to accept/upload results from other practitioners, patient records and medications into the patient portal on the new system. We do not provide radiology services. No capability right now. Not high on the priority list.**
16. In reference to 20.4, the Chronic Disease website, what reporting definition do you want? **We are basically looking for what kind of reports we will be able to generate from your product related to performance Management/Improvement and creating board reports and reports to the State.**
17. In reference to page nine, item #5 under Security and Security Features; what HIPAA reporting is needed? **We need to be sure that the software is HIPAA compliant. No additional reporting is required outside of basic HIPAA compliance.**

18. Under the sections Infrastructure and Technology you are wanting to know if there is a test environment for you to use. : Could you explain what you are thinking you need the test environment for in detail. **The county intends to implement the solution by function or department. One function may be in live production while another function is still in training and testing. We are looking for a process that will handle testing while live production continues. In the future additional modules may be purchased and we would want to test without affecting live production.**
19. Under Contract Terms and Vendor Guarantees: Will you agree to negotiate a standard form contract for use by [REC] clients? : Could you clarify on what this is and what it is needed for? **Some vendors may propose a solution as part of a consortium or group buy; the county would be part of multiple clients. We would want the ability to negotiate a standard form contract for use in that case.**
20. 4.4 The system provides a flexible, user modifiable, search mechanism for retrieval of information captured during the encounter documentation. : Could you clarify what you are asking for here with an example situation. – page 20. **We're primarily trying to determine search capability across modules. For example, a document scanned /entered during scheduling – can it be found during billing.**
21. 15.2 The system provides privacy and security components that follow Wisconsin state-specific laws and regulations. : Are you needing to follow Michigan and Wisconsin regulations or does your county follow Wisconsin regulations? **Sorry – error in proofreading document – we are only interested in Michigan laws and regulations.**
22. 17.9 Can reports be set up to run automatically as well as routed to specific person within the office? : Could you explain why you need this type of functionality. **We're looking for a function whereby reports that are scheduled, for example, for a monthly run for billing – could a copy be also sent to the Health Director. The purpose here is to reduce requests for duplicate information.**
23. 18.8 The system can submit immunization data electronically to the Wisconsin Immunization registry. : Could you clarify if you are needing the Michigan or Wisconsin registry. **Again, error in proofreading. We are only interested in Michigan.**
24. 19.1 The system has built-in mechanism/access to other systems to capture cost information. : Could you clarify what you are needing this for. **We're looking for any possibility of automatic interface of financial information to interface to our financial systems. This would help reduce duplicating input for Financial Status Reports, budgeting, and financial cost information.**