

Appendix 5: Client Applications

Standard Desktop Applications

The table below lists software and/or applications installed as a part of the standard desktop configuration for workstations used by Client staff at all locations. This setup is a typical Microsoft (MS) Operating System and Office installation, including MS Project on select workstations. The items in bold are used for remote connectivity to the Client's healthcare application, NextGen.

Application	Application Type	Number of Users	Location	Uses
XP SP2	Operating system	475–500	All locations	Operating system
MS Office 2003	Word, Excel, PowerPoint, Outlook, Publisher, Access	475–500	All locations	Word processing, spreadsheets, presentations and databases/reporting tool
Adobe Reader	PDF document reader	475–500	All locations	PDF document viewing
Adobe Pro	PDF document creator	30	District & RBJ	PDF form/document creation
OmniForm	Forms development/maintenance software	25	All locations	Creation and maintenance of custom patient forms
Outlook Web Access	MS Web-e-mail	475–500	All locations	Remote access to e-mail
MS Project	Project management	20	District & RBJ	Project management
Visio	Diagrams	30	District & RBJ	Creation of organization charts and flow diagrams
ProComm	Communication software	2	RBJ annex	Transmission of EDI claims and remote connectivity to Medicare vendor
Symposium	Call queuing management software	51	Five locations	Call routing, management and reporting. Used by CHCs Eligibility, & Pharmacy. VoIP for all sites except RBJ and TCHD HQ. Salvation Army only on Symposium for VoIP services.
Citrix Client (CTM)	Thin client and terminal services	475–500	All locations	Remote connectivity to MHMR for employees working in CHC clinics Access to NextGen EMR and EPM from Linux kiosks Access to Claims/Authorization and reporting data for MediView
Citrix Client (Seton)	Encrypted thin client and terminal services	21	Brackenridge	Access to Seton/Brackenridge EMR and Seton's Citrix Secure Gateway

Appendix 5: Client Applications

Healthcare-Specific Applications

Healthcare-specific applications comprise Enterprise-wide mission-critical applications, mission-critical application service provider (ASP)/Web-based applications, and healthcare utility applications.

Enterprise-wide mission-critical applications are large, transaction-based, multi-module applications. They are hosted locally and/or remotely, used by most or all staff members at the Client locations and typically require internal administrators and support personnel. Mission-critical ASP applications are used for specific functions and purchased on a subscription basis. Healthcare utility applications are used to support specific healthcare functions such as: scheduling, patient tracking (including prescriptions), or performing triage activities. The Client's healthcare applications are shown in the table which follows. Those that operate within the NextGen environment (interface/share data) are in bold and are grouped together.

Application	Application Type	Number of Users	Location	Uses
NextGen EMR	Electronic Medical Records (EMR) system	475-500	All locations	Electronic medical charting. Prescription requests and refill authorizations, lab requests, and results from lab vendor.
NextGen EPM	Enterprise Practice Management (EPM) system	475-500	All locations	Appointment scheduling, patient registration and check-in, charge capture and checkout, billing and A/R follow-up
RX Express*	Pharmacy system	31	All CHC clinics and District	Serves CHC prescription processing needs for PAP and bulk drugs. *To be replaced w/software that will interface with NextGen
Patient Electronic Care System	Collaborative tracking	475-500	RBJ	Used for tracking data for collaboratives and required reporting
LabCorp e-Results	Web access to lab results	475-500	All locations	Viewing lab results for tests performed by LabCorp
Medicaider	ASP/ Web Eligibility appointment scheduling, screening and tracking	475-500	All locations	Scheduling eligibility appts., screening and tracking eligibility (MAP, grants, and sliding-fee scale), storing scanned images of eligibility documents
Texas Medicaid & Healthcare Partnership	State of Texas Medicaid system	475-500	All locations	Verification of Medicaid eligibility. Entry of dental and family planning claims
QuadraMed	Release-of-information system	18	All clinic sites and RBJ	Tracking requests for release of medical records to outside sources
SureScript	Electronic	95	All clinic sites	Used by CHC staff to facilitate

Appendix 5: Client Applications

Application	Application Type	Number of Users	Location	Uses
	prescription solution		and RBJ	electronic prescriptions
Rosetta	Interface engine for NextGen		CTM	Interface to EMR for Lab results from LabCorp, demographic interface from EPM to CECC, and interface triage notes from CECC to EMR (not yet implemented).
CareEnhance Call Center	Triage system	47	All clinic sites and RBJ	Standardized triage by nurses
Triage	FONEMED Triage Software	47	All CHC clinics and District	Helps doctors and nurses triage patients in CHC clinics
TWICES*	State of Texas immunization database	475–500	All locations	Viewing previous immunizations, providing information regarding immunizations given in CHC clinics *Will be replaced with IMM Track
Compass	Seton EMR via Citrix	475–500	All locations	Viewing patient charts for CHC patients seen at Seton facilities (compliance monitoring)
File Tracker	Bar-coded medical record chart tracking	100	CHC clinics	Tracking paper chart (medical record) location within clinic and when sent to off-site storage
Polyguide	GIS Viewer	30	All eligibility locations	Verify that potential clients live in Travis County (part of eligibility requirement)
Respond	Enterprise complaints Management software	5	District and RBJ	Tracking occupational health issues
EZ-CAP	ASP claims processing and medical management system	20	District and RBJ	System hosted by Covenant Management Systems (Mediview) used for claims processing/ payment, prior authorizations, and case management

Administrative Applications

Administrative applications include those solutions used to support non-healthcare-specific enterprise functions like finance and human resources. The CHC component currently uses City of Austin systems that will be replaced. Client applications listed below reflect systems that have been identified, exist currently at the District, and will be in place at the CHC as of March 2009*.

Appendix 5: Client Applications

Application	Application Type	Number of Users	Location	Uses
Sage (MIP)	Financial, general ledger, and reporting	15*	District/CHC*	District and CHC finance, budget, and accounting
Sage (FAS)	Fixed asset/inventory management	5	District/CHC	District and CHC asset and inventory management
RFP Depot	ASP electronic bid/requisition system	15	District/CHC	District and CHC purchasing
Sage (MIP)	Accounts Receivable/ Requisitioning	15*	CHC*	CHC accounts receivable and requisitioning functions

Network Management Applications

Network management applications include solutions for access to remote hosts, asset management, security, and other required functions not specific to the business.

Application	Application Type	Number of Users	Location	Uses
Magic	Service desk	(CHC IS Group) and CTM	RBJ/CTM	Tracking problems. Used for all software applications – both CHC – and CTM-supported, computer hardware, network, voice/telecom, security, and other CTM activities.
VMware	Virtual server operation and management	6	CTM	Some CHC application servers
MS Systems Management Server (SMS)	Asset management	1	CTM	Workstation and software patch management
DameWare	Remote access to computers	4	CHC	Remote access
Server Application Tracking Software (SATS)	Proprietary server application tracking tool	1	CTM	Used to track applications running on servers
Nagios	Network monitoring tool	1	CTM	Used to monitor server performance
KBOX	Asset management appliance	1	CTM	Used to track software license compliance