Eclipsys PeakPractice Implementation

The Practice Success Team (PST) was created with the sole purpose of ensuring your success! Your Practice Success Manager (PSM) will act as your single point of contact for all your non-technical questions relating to Eclipsys PeakPractice™. By focusing on your needs, your PSM will establish a relationship with you based on trust and service. Your Practice Success Manager can be reached by calling 813.269.0882 extension 1112.

Your PSM has been given both the knowledge and the authority to guide you on your Eclipsys PeakPractice. As you continue to build this relationship, your PSM will do everything possible to maintain this bond by consistently going above and beyond all of your expectations.

Welcome Pack

Welcome to Eclipsys PeakPractice! This packet includes information concerning your purchased Eclipsys PeakPractice implementation program, as well as instructions and activities for you and your staff to perform to ensure that you get the most out of your investment.

It is very important that a project leader from your clinic be assigned. The project leader will be the "go-to" person should any users have questions after your training and implementation is complete. It is recommended that the project leader be someone who is willing and able to assume the role of Eclipsys PeakPractice expert, as well as have the time to do so.

Project Leader Responsibilities:

- Assist the Eclipsys Implementation team in analyzing current clinic operations
- Help the trainer determine the clinic's needs and goals
- Develop an understanding of how Eclipsys PeakPractice best fits into your current clinic operations
  - o Analyze current work roles
  - o Assign most appropriate individuals to tasks

Many of these determinations will be based on the answers given by the Project Leader on the Practice Profile, which is included in your installation package.

By working together, the project leader, the Eclipsys trainer and the Practice Success Manager will be able to develop efficient processes that will allow Eclipsys PeakPractice to be used to its maximum effectiveness.

Things to consider when scheduling onsite training:

- In order for your clinic to be fully prepared, all hardware and software must be in place and functioning properly before internet training sessions begin.
- Airfare for the trainer must be paid 4-weeks prior to the on-site training dates and a signed Statement of Work (SOW) must be returned to Eclipsys prior to the trainer's departure to your office. Once the on-site training dates are confirmed the cancellation policy noted in the SOW goes into effect.
  - o The Statement of Work is an agreement between Eclipsys and your clinic outlining the responsibilities of all involved parties.
  - o The Statement of Work must be signed and returned to Eclipsys Corporation before you will receive your user name and password for the Eclipsys PeakPractice LMS and EDU sites.
- The training will take place for eight hours on each day the training occurs.
- Your total Eclipsys PeakPractice implementation will take approximately 90 days.

Please remember the following schedule is only a sample. Dates can and will be adjusted for every situation.

Sample Implementation Agenda

Project Assigned	Staff Involved	Activity	Date Completed
Software Installation	Project Leader(s), Eclipsys PSM	Practice Success Manager (PSM) will make initial contact and confirm that Eclipsys PeakPractice related hardware and software are in place and functioning properly. This will include, but is not limited to: Scanners, SQL licenses, signature capture device, and Secure Socket Layer (SSL).	
Training Preparation	Project Leader(s) Eclipsys PSM	The signed Statement of Work and Practice Profile must be returned to your PSM before training begins. Detailed instructions, usernames and passwords for LMS and EDU sites will be provided. Enrollment completed for: Eclipsys PeakPractice online administration classes, Emdeon, Web MD, SureScripts, Megas and Clearinghouse if applicable. Other activities during this phase include: verification of database install and practice information.	
Training: Phase 1	Project Leader(s) Eclipsys Implementation Team, PSM	The following training courses are to be completed by the Project Leader via the LMS and EDU online sites: Introduction to PeakPractice; Global Database Set-up and User Management; Calendar Set-up; Practice Management Set-up; Patient Responsibility Sets; Homework/Set-up process. Your PSM will be in contact with you throughout this phase to ensure you are staying on track with your assigned training courses.	
Training: Phase 2	Project Leader(s) Medical Staff, Eclipsys Implementation Team, PSM	The following training courses are to be completed by all Eclipsys PeakPractice users via the LMS and EDU online sites: CIM; Notes; Intelliflow and DCR; Internal Labs; External Labs; Orders, Protocols and Favorites; Flow Sheets; Immunizations; Portals and Kiosks; Inventory Part 1 and 2; Custom Forms; e-Prescribing; Reporting, Prenatal Module; Homework/Set-up Process Schedule your onsite training Your PSM will be in contact with you throughout this phase to ensure you are staying on track with your assigned training courses	
Training: Phase 3	Project Leader(s) Administrative Staff, Eclipsys Implementation Team, PSM	The following training courses are to be completed by the appropriate staff using Eclipsys PeakPractice via the LMS and EDU online sites: Messaging/Correspondence/Faxing/Tasking; Front Desk Tasks; Nurse/Medical Assistant Tasks; Provider Tasks; Billing Tasks; Administrative Tasks Your PSM will be in contact with at the completion of your online training to ensure you are prepared for your onsite training.	
Onsite Training	Project Leader(s) Medical Staff, Eclipsys Implementation Team	On-site training occurs and includes the following activities: Front Desk Tasks; Billing Tasks, Nurse/Medical Assistant Tasks; Provider Tasks; System Activation; Onsite Support. Your PSM will be in contact with you after your "Go Live" to ensure everything is running smoothly and you do not have any additional questions or concerns.	
Transition Period	Project Leader(s) Medical Staff, Eclipsys Implementation Team, PSM, Step-Down Coordinator	Following the "Go Live" date, training assistance will be provided for 30 days and in this time you may contact Eclipsys with any questions or concerns regarding Eclipsys PeakPractice. The Step-Down Coordinator will review EOBs, claim denials and prescriptions, and any other changes in EHR workflow.	
Transition to Technical Support	Project Leader(s) Eclipsys Technical Support, PSM	After the successful implementation of Eclipsys PeakPractice, a Technical Support Statement of Work will be generated and reviewed with you by your PSM. The Support SOW will explain and outline the process for contacting Technical Support.	