

Optimize the EHR to maximize value

An expert, enterprise-wide approach to optimization improves EHR technology for a better user experience.

When EHRs are not used effectively, user satisfaction, financial viability, and patient safety are at risk. But effective use is different for each role, department, and specialty. To make the most of an EHR, it must be tuned to meet the needs of each workflow and user.

Drawing on an average of 10 years of clinical workflow experience, Nuance EHR Optimization Services offers EHR build and workflow assessments. With guidance from a Nuance CMIO, our team recommends ways to modify circumstances and integrate Nuance solutions to improve user efficiency. Once changes are in place, our training specialists design and deliver customized curriculums and documentation to ensure users incorporate new efficiencies into their workflow.

Actionable analytics insights

Our optimization activities are geared to help users spend less time interacting with the EHR. Analytic reports monitor progress, track key performance indicators (KPIs), and identify usage patterns and trends across the organization and down to individual users. By pinpointing issues, remediation plans are created to boost productivity with training, build modifications, or additional functions.

Areas of focus



Clinical workflows: EHRs are complex systems built for use by a wide range of departments, functions, and roles. By introducing new protocols, simplifying access to common functions, standardizing templates, and integrating new technology (mobile solutions, speech recognition), we can address the needs of all roles at the provider specialty or clinical specialty/department and help users work more efficiently and effectively.



Patient access and revenue: From scheduling to intake to revenue cycle to coding, compliance, and reporting, we analyze the care team, administrator, and patient interactions with the EHR to eliminate work redundancies and roadblocks. Improve patient access, manage waitlists, and decrease call volumes by establishing a centralized scheduling process with a single call source, decision trees, questionnaires, and scheduling templates. Enhance documentation quality, boost convenience, advance patient safety, avoid denials and accelerate appropriate reimbursement with functional adjustments.

Key benefits

- Grows user proficiency and speed in performing tasks.
- Improves user satisfaction and EHR adoption.
- Eliminates redundancies, minimizes disruptions, and resolves persistent problems.
- Optimizes team roles and budgets.
- Improves financial outcomes.

Staff augmentation EHR capabilities

- Epic
 - Cerner
 - Allscripts
 - MEDITECH
 - eClinicalWorks
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System upgrade support: Prepare for a smooth system upgrade with recommendations on build and training to proactively address potential issues.



Patient portal optimization: Improve engagement and patient portal value by evaluating workflows, functions, and usability from the clinician, staff, and patient perspective. We start with an assessment of where your program is and discuss where you want it to be. Through the use of well-configured and integrated questionnaires, well-tuned support options, and self-service tools, you'll be able to decrease staff workload, reduce service desk calls, and inspire continued patient portal use.

Clinical workflow specialty focus areas

- Anesthesiology
 - Dermatology
 - Emergency Medicine
 - Family Medicine
 - Internal Medicine
 - Neurology
 - OBGYN
 - Ophthalmology
 - Pediatrics
 - Preventative Medicine
 - Mental Health
 - Urology
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Measurable outcomes

\$3,000 average efficiency value per physician per month from EHR optimization	28% less time spent on after-hours documentation	41% increase in physician productivity through EHR optimization
15-60 minutes reduced screen navigation time per physician per day	30 seconds less time spent completing a patient review of systems	75%+ of ambulatory patient charts closed in less than 2 days

To learn more about Nuance EHR Optimization Services, please call 1-877-805-5902 or visit [nuance.com/healthcare](https://www.nuance.com/healthcare).

About Nuance Communications, Inc.

Nuance Communications, Inc., is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, [What's next](#), [Twitter](#), [LinkedIn](#), and [Facebook](#).
