**Electronic Health Record & Health Practice Management System**

**Request for Information**

The University of Oregon is issuing a Request for Information (RFI) for the purpose of gathering information about electronic health record (EHR) and health practice management systems (PMS).

We are interested in exploring an EHR-PMS that would enable the clinical and non-clinical services of the University Health Center (UHC) to provide better care for our students, advance critical initiatives, and to maximize the available health care services by information driven stewardship of students’ health center fees.

**Current Environment:**

Currently clinical services are based primarily in an existing electronic medical record (Practice Partner (PP)) including a scheduling module and running on an in-house server. Ancillary and Non-Clinical services are primarily paperless processes with information entered into BANNER or standalone programs.

**Requirements:**

**General:**

Software shall be an installed program and database capable of running on industry standard servers

Software shall be highly rated through end user studies. End user studies should be from institutions/organizations utilizing 35-50 clinicians with a medium to high usage rate and should include at least one end user study from a large University Health Center.

**Hardware:**

Software shall support the installed Windows Operating System, currently Windows XP & Windows 7.

Software shall have the ability to support multiple hardware platforms, including desktop PCs, Thin Clients, wireless laptops, netbooks, and tablets.

Software shall have the ability to interface to common bar code readers, ID card swipe readers, and multiple brands of document scanners.

Software shall have the ability to interface to various, multiple medical devices including but not limited to EKG, spirometers, Holter monitors, vital signs devices, pulse oximetry, and blood glucose devices.

**Training & User Support:**

Software shall have remote and online user training available.

Software shall have a high level of program documentation accessible through help screens and web based documents.

Software should support end user development of documentation and web based links.

Software shall support end user web based forums.

**Program:**

Software database shall have standard availability in SQL or Oracle.

Software shall be able to provide user requested program modifications.

Software shall have regular program upgrades that are bug-free when released

Software shall support the ability to batch transfer data from the existing EMR (PP).

Software should support the ability for web based program updates.

**Maintenance Support:**

Vendor shall have user documented satisfaction with support, with metrics.

Vendor shall have adequate support staff with the capability of a high level of problem solving with the initial support contact.

Vendor shall have enough support staff to handle support calls quickly with a minimum of call backs or holds.

Vendor shall be able to provide assistance with upgrade support without additional charges.

**Interfaces:**

Software shall have the ability to bidirectional interface to common Laboratory Information Systems and reference laboratory systems

Software shall be capable of bidirectional HL7 and DICOM data standards.

Software shall be capable of bidirectional interface to the University BANNER program for demographics and data exchange.

Software shall have the ability to interface to PACs systems for ordering and viewing diagnostic imaging studies

Software shall have the ability of interfacing to Up-to-Date and Drug Interaction Database program.

Software should support the ability for data exchange with other EHRs.

Software should support an interface for Dragon Naturally Speaking or similar voice recognition/transcription.

**Modules:**

Software shall support additional modules including Dental, Billing, Scheduling, E-Prescribing/Pharmacy

Software shall support fully integrated Laboratory and Diagnostic Imaging modules including order entry, result/image viewing, and printing.

Software shall support modules/interfaces for a clinical knowledge base and a patient education module.

**Security:**

Software shall have the ability for encrypting data transmission.

Software shall have a high level of administrative customization ability for creating and running security reports.

Software shall have a high level of administrative customized settings of user access control to all EHR sections (high granularity).

Software shall have the ability to isolate database and data files from end user viewing access.

Software shall allow for secure remote client program access.

Software should include an interface with secure login devices like radio frequency identifiers (RFI), proximity, or card swipe.

**Data Queries, Reports, & Printing:**

Software shall support easy end user ability to create and run database queries.

Software shall support the ability to access the database design structure to facilitate query design.

Software shall support the ability to easily design and run customized reports.

Software shall support the ability to easily format and print labels on common label printers w/ roll labels.

Software shall support the ability to easily format customized printed reports.

Software shall support the ability to print whole and partial charts.

**Web Portal:**

Software shall support a web portal for patients to enter and access personal health information.

**Analytics:**

Software shall provide or support common clinical analytics with customizable queries and reports.