Massachusetts MedPlus® Services for Providers
Enrolled in MeHI
Providers who enroll in MeHI are eligible for services designed to assist in the adoption of an Electronic Health Record (EHR) and help you connect with the MeHI Health Information Exchange (HIE).

As the IOO and Preferred EHR vendor for MeHI, MedPlus, a Quest Diagnostics Company, has created services specifically for physicians in the Commonwealth of Massachusetts.

As the IOO assigned to your practice MedPlus would deliver the following services:

1. Consulting and Planning
2. Implementation and Project Management
3. Practice and Workflow Redesign
4. Infrastructure and Security
5. System Procurement and Installation
6. Coordination of Training
7. Post Implementation Support
8. Optimization of Meaningful Use

Attention Massachusetts Physicians
Care360 EHR: The Easier Path to Meaningful Use.

MedPlus, the healthcare information technology subsidiary of Quest Diagnostics®, has a proven methodology to effectively transition physician practices from paper-based processes to electronic workflows. By focusing on managing change at a pace that is right for that practice, you’ll experience a seamless implementation and avoid practice disruption.

As an IOO and Preferred EHR vendor for the Commonwealth of Massachusetts, MedPlus will offer the following services to physicians:

• Technology Assessment
  Although your practice may have a variety of technologies in place (printers, scanners, computers), it is important to make certain they meet your needs and are stationed in the right locations to support efficient practice processes. To meet this goal, we can conduct a full technology assessment and offer recommendations if needed. We can also procure and install the right technology through our dedicated partner network.

• Interface Analysis and Community Connectivity*
  The Commonwealth of Massachusetts has implemented a statewide HIE to facilitate the exchange of patient information across the healthcare continuum. As a physician practicing in the commonwealth, you have the ability to participate.
  We can facilitate your connection with the Massachusetts HIE so you can access and connect to vital patient information—both within and outside of your practice. Our dedicated team of interface experts can review your practice needs and offer recommendations on interfaces that would add benefit if connected to Care360 EHR. We also have the expertise to develop any interface you may require.

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• Care360 EHR Training Services**
  
  • E-Learning with Smart Start
  For practices that choose to learn to use Care360 EHR at their own pace we offer a full set of E-Learning modules designed to take you through every aspect of Care360 EHR. Included in our E-Learning offering is our innovative Smart Start session with a certified product trainer. The Smart Start session is designed to enable users to effectively leverage the Care360 EHR E-Learning modules and discuss best practices, tips and tricks as well as an open question and answers session.

  E-Learning with Smart Start is ideal for users that are already familiar with the Care360 platform.

  • On-Site/Remote Product Training
  For practices that prefer to have more engaging product training, we offer comprehensive on-site or remote training with one of our certified product trainers. This comprehensive training will walk through, in detail, every aspect of Care360 in a more open and interactive session that encourages real-time participation and product usage to ensure concepts and features are fully understood.

  On-site product training is ideal for users that are new to the Care360 platform or have limited exposure to technology in healthcare.

• EHR Readiness and Workflow Consulting
To ensure a smooth transition to Care360 EHR, our EHR product experts conduct monthly consultations with your practice. Whether about workflow, product utilization, product help or specific questions you have about demonstrating Meaningful Use and eligibility for incentive payments, our team is here to help. In these sessions, we will:

  • Review practice-specific utilization trends such as Rx volume, SOAP notes volume, incomplete/complete records, electronic lab ordering, etc.
  • Provide recommendations on how best to use the product to optimize business practices.
  • Evaluate recent Customer Support call activity and provide ad-hoc refresher training and/or further feature/functionality explanation.
  • Preview upcoming features to assist with readiness and optimum use.
  • Share best practices from similar physician offices.

• Care360 EHR Customer Support
We also offer a variety of services to support the deployment of Care360 EHR, including:

  • Product Support
  You can easily contact support, provide product feedback or access Quest Diagnostics resources within the Care360 EHR application. Or, if you prefer, you call us anytime.

  • Online Self-Help
  We have developed tools accessible directly within the application. These include online training videos, help topics and frequently asked questions. You can also always access the “What’s New?” section to read about the new features in more detail.

  • Product Upgrades
  As a web-based application, all product upgrades occur automatically without disruption. Prior to each product upgrade, we announce all new features and changes before proceeding.

  • Care360Connect.com Access
  As a Care360 EHR user, you have access to our private, secure online user community. Care360 Connect empowers you to meet other Care360 EHR users across the nation, build relationships, share expertise and knowledge, contribute ideas, gain product knowledge and collaborate with Quest Diagnostics and MedPlus employees.

  * Interface development will incur additional fees
  ** Training services will incur additional fees

Learn More Today!
Please visit us at MedPlus.com/MA or contact us by phone: 888.835.3409 or email: AccountSpecialist@MedPlus.com to learn more about these services and how to qualify to receive them.