



MedAllies

Special points of interest:

- Meet our New Chief Medical Officer
- Password Tips
- Medical Home Project
- ITRE Division of MedAllies

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MedAllies 411



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Featured Practice: Koinonia Primary Care

Contributed by Paula Beach

As the eClinicalWorks EMR Project Manager, I have the opportunity to work with all new MedAllies practices so when I heard about Koinonia Primary Care, my first question was - how do you say it?

For the record, you say it "coin-un-NEE-a". It's a Greek word essentially meaning "the act of giving as contrasted with selfish getting". This practice embodies the true meaning of the word.

The good works of Koinonia start with Dr. Robert Paeglow, simply known as Dr. Bob. Dr. Bob was inspired to become a doctor after seeing a TV documentary about the health care crisis in the Capital Region. He was 35 years old at the time with a family. He persevered, was

accepted at Albany Med, and graduated cum laude.

As a fourth year medical student, Dr. Bob became involved with providing basic medical care to war refugees in Mozambique. He has since led many medical missions abroad and brought basic health care to over 100,000 patients.

In 2000, Dr. Bob decided to serve the West Hill area of Albany where he grew up. West Hill is one of the poorest, most crime infested areas of Albany. He and his family sold their home and invested everything they had in a practice where Dr. Bob didn't draw a salary for 5 years. Compassion in Action/Koinonia Primary Care is located on the second floor at the Capital Region Prayer and Healing Center, a Christian ministry Dr. Bob co-

founded with Reverend Peter Whitehouse. Today, Koinonia provides primary medical and mental health care to the West Hill neighborhood and the surrounding region.

If you would like more information about Compassion in Action/Koinonia Primary Care or are interested in making a tax deductible contribution to their cause, please visit:

www.drbobcares.org



Robert J. Paeglow, MD

Patient Centered Medical Home Project

Contributed by Paul Kaye, MD

Eight MedAllies practices are participating in the Taconic IPA Community Transformation Program, one of the largest Medical Home demonstrations in the country. The Patient Centered Medical Home concept is growing in acceptance across the country and in New York State. The Joint Principles of the Medical Home were developed in collaboration with the major pri-

mary care academies and include:

- A **personal physician** for each patient
- A **physician-directed medical practice team**
- A whole person orientation
- Coordinated and integrated care across all elements of the complex health care system, facilitated by information technology, health information exchange, and practice redesign

MedAllies is assisting practices in understanding, designing and using the features of its EMR products to meet these goals. Tracking of labs, imaging and referrals are done through the system and provides staff with the tools to coordinate the care of their patients. There are tools for tracking patient progress toward success in their efforts to

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Meet our Chief Medical Officer



Welcome to MedAllies, Dr. Miller

Please join us in extending a warm welcome to our new Chief Medical Officer, Holly Miller, MD, MBA, FHIMSS.

Dr. Miller comes to us from University Hospitals in Cleveland where she was the VP and CMIO. She was responsible for the health information technology vision for the hospital. University Hospitals is an academic medical center affiliated with Case Western Reserve University Medical School which includes 7 hospitals and 150 practice sites. She designed, oversaw the development, and deployed a Personal Health Record (PHR) and Physician Portal.

Prior, she was the Managing Director of the eClevelandClinic initiative at the Cleveland Clinic developing out the operational and strategic e-health initiatives.

Dr. Miller's previous positions include managing software development at Oasis Healthcare Systems. She was also Project Leader for Phase III and Phase IV clinical studies in Gyn and Cardiology for Ciba-Geigy in Paris, France.

She was Chief Resident at the American Hospital of Paris. She received her Doctor of Medicine at the Albert Einstein College of Medicine in NYC. She did her residency in OB/GYN at Lenox Hill Hospital and her transitional

residency at Saint Vincent's in NYC. She received her MBA from the Institut Supérieur des Affaires in Paris and an Internal Medicine residency at UCSF in California. (She is fluent in French). She was also a professor of medicine at UCSF.

She was voted one of the 50 most powerful physician executives in healthcare by Modern Physician and Modern Healthcare magazines.

She has published a book on Personal Health Records for HIMSS. She has also served on several boards and committees. She is licensed to practice in Ohio, New York & California.

MedAllies New Clients

- Moinuddin Ahmed, MD
- Allergy & Asthma Family Care of Westchester
- Riaz Chaudhry, MD
- Dingmans Medical
- Ahmad Masood, MD
- New Vision Health & Wellness
- Joseph Tartaglia, MD
- Ivette Torres, MD

If you would like to save a tree and be "green", please contact us at office@medallies.com to receive our newsletter electronically.

If there's a topic you'd like to see covered in our newsletter, please submit your requests to: office@medallies.com.

We welcome your feedback and comments.



The Information Technology, Reporting & Exchange (ITRE) Division of MedAllies

Contributed by LeRoy Jones

The ITRE Division handles a variety of IT-related activities for MedAllies. In addition to supporting the general IT infrastructure like security and email, ITRE supports client initiatives like EHR deployment and health information exchange among providers. ITRE also is responsible for data reporting for client projects, using business intelligence tools and supportive data models. Essentially, all things in MedAllies related to digitized information have ITRE fingerprints on it.

Currently, we are in the midst of

bringing up a hosting environment to house eClinicalWorks' electronic health record (EHR) application. This will be ready in August, and we will then work with other MedAllies divisions to create a migration plan for our customer base and new accounts. This will enable MedAllies to enhance the service and quality afforded to our customers, and generally bolster our control over the EHR deployment process.

Other ongoing projects include building MedAllies' 2nd generation health information exchange

(HIE) called the Community Health Integration Platform (CHIP), producing quality reports from administrative and clinical data for payer review, and working with vendors to try to implement the state's Universal Public Health Node (UPHN) to facilitate public health reporting from hospitals and ambulatory providers. These activities are integral to the company's future and strategy, and represent some of the clear innovation and industry leadership of MedAllies.

Message from MedAllies' CEO, A. John Blair, III, MD

MedAllies was founded for the purpose of leveraging the use of Health Information Technology (HIT) to improve patient health and provider satisfaction. We want to improve health by improving care coordination, patient-provider communication, chronic care processes and evidence-based best practices. We want to improve provider satisfaction by implementing sys-

tems that improve efficiencies and allow providers to produce accurate reporting from their own data for increased reimbursement from all incentive programs.

Our company is implementing EHRs with an eye toward the new definitions of "meaningful use" to obtain all available ARRA stimulus dollars available to eli-

gible providers. We have also built the Hudson Valley Community Health Integration Platform (CHIP) for integration of all ambulatory and inpatient certified EHR products to qualify providers for the "meaningful use" connectivity/reporting requirements under the stimulus package.

Call Center Tips

If you need assistance, never hesitate to contact our Help Desk. You can reach them at **845.896.0191 ext. 3007**.

Helpdesk Tips:

Tip: When contacting our Call Center, please provide the **PRACTICE NAME**, rather than the doctor's name.

Reason: Our tickets are tracked based on the name of the practice, not by the name of the doctor.

Tip: Before calling our Call Center with a system problem, always check to make sure you have internet access.

Reason: Many systems depend on the internet for data transport. If your internet service is down, there is a good possibility that your system will not be able to operate until your internet access is restored.



Our Call Center is always available to answer your questions!

Patient Centered Medical Home

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meet personally chosen goals for healthier lifestyles. MedAllies is helping to configure the EHR appropriately and help staff to understand how to use these tools in the daily flow of patient care.

In 2009, Medical Home project efforts will focus on assisting over 200 physicians to achieve NCQA Medical Home Level 2

recognition. Much of the documentation required by NCQA is available through screen shots and reports. MedAllies, working with national leaders in the Medical Home movement, such as MassPro and TransforMed, will assist its practices in producing those documents.

Even more exciting is the opportunity to transform the way data

is recorded and managed so that it is available to help physicians improve their care of patients. Preventive and chronic care reminders, registry functions to identify patients in need of follow-up, and clinical guidelines embedded in everyday EHR functions, will allow MedAllies practices to show better patient outcomes in the years ahead.

On August 5, MedAllies proudly sponsored two golf teams to play in The Kingston Hospital Foundation's 2009 Golf Classic at Apple Greens Golf Course in New Paltz, New York.



Proceeds from the Golf Classic benefited The Kingston Hospital in their ongoing effort to provide quality healthcare to the community it serves.

Training Center Expansion

We are pleased to announce the expansion of our current Training Center.

Slated to open in October, 2009, MedAllies will be able to offer our clients two rooms for training. One room will easily host up to 15 trainees and the other will be able to accommodate 18 trainees.

Please keep an eye out for an Open House event once the expansion is completed.



Look for our new expanded Training Center in October, 2009



MedAllies

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Type address here or use Mail Merge (under Tools) to automatically address this publication to multiple recipients.

Guiding you on your journey to EHR

MedAllies ... We stay by your side



Choosing Good Passwords Contributed by Chris Llanes

How hard is it to choose a good password? Most people believe that choosing a good password is easy. After all, how is somebody going to guess my wife's maiden name?

Keep in mind: An intruder only needs one password!

Choosing a good password is a trade-off between something that is difficult to guess versus something that is easy to remember.

Some simple guidelines that will help you choose a better password are:

- A password should be a

- minimum of 8 characters
- Try to include some form of punctuation or digit
- Use mixed case passwords
- Choose a phrase or a combination of words that make the password easier to remember
- Do not use all punctuation, all digit or all alphabetic



- Avoid phone numbers, car registration, friend's or relative's names, your name or employment details or any date
- Do not repeat any character more than once in a row, like "ZZZZZZZ"
- Do not reverse words
- Never use your account name as its password
- Use different passwords for each machine
- Change passwords regularly and do not reuse passwords!