

EHR Functionality, Pricing, and User Ratings - October 2013

Vendor	Cyfluent
EHR product & version	Cyfluent, Version 2.0
Average time of implementation (from time of signed contract)	2 weeks
Contact name	Rick Greenberg
Phone	703-575-2076
E-mail	rick.greenberg@cyfluent.com
Website	www.cyfluent.com

Overall Provider Ratings

EHR products were rated by users on a 1-5 point scale, where: 1=poor, 2=fair, 3=good, 4=very good, 5=excellent, and N/A = Not Applicable.

Note: N/A responses are attributed to users who did not utilize a certain product feature. Strikethroughs (-) indicate features not included in the survey.

Usability	★★★★★	Implementation	★★★★★
Simplicity	★★★★★	Training	★★★★★
Meaningful Use Dashboard	★★★★★	Support	★★★★★
Meaningful Use Reports	★★★★★	Service	★★★★★

Function	Yes/No	Price (\$)	Description	Provider Usability Report
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Subscriptions

EHR monthly subscription per physician	Yes	\$360	60 days free and then month-to-month. Cyfluent will offer a 10% discount on the monthly subscription cost to all Maryland providers.	-
Practice management software	Yes	Included		-

Interfaces

EHR practice template	Yes	Included		-
Practice management interface	Yes	Included		-
e-Prescribing interface	Yes	Included		-
Lab interface	Yes	Included		-
Radiology interface	Yes	TBD	Based on HL7 interface	-

EHR Functionalities

Advance directives	Yes	Included		★★★★★
Customized reports	Yes	Included		★★★★★
Diagnostic test results	Yes	Included		★★★★★
EHR registry	Yes	Included	Through Cyfluent's concierge service, Cyfluent will attest with you	★★★★★
Multimedia support	Yes	Included		★★★★★
Radiology results	Yes	Included		N/A
Results management and notification	Yes	Included		★★★★★
Secure messaging within EHR system	Yes	Included		★★★★★
Telehealth platform	No	N/A		N/A

Features for Patients

Patient portal	Yes	Included		-
Patient education	Yes	Included	Education materials can be stored and printed	-
Patient scheduling	Yes	Included	With integrated PM	-
Reminders to patients for appointments	No	Included	No Charge from Cyfluent. Provided through third party solutions.	-
Patient medication reminders	No	Included	No Charge from Cyfluent. Provided through third party solutions.	-

Administrative Processes

Validation of insurance eligibility	Yes	Included	With integrated PM	-
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Implementation Training			
Support provided onsite	Yes	Included	★★★★★
Training provided via web	Yes	Included	★★★★★
Training provided via phone	Yes	Included	N/A
Ongoing	Yes	Included	-

EHR Technology Support			
Support provided via e-mail	Yes	Included	★★★★★
Support provided via web	Yes	Included	★★★★★
Support provided via phone	Yes	Included	★★★★★

Upgrades			
Version upgrades	Yes	Included	★★★★★
Training for upgrades	Yes	Included	★★★★★
Training videos are free			

Meaningful Use	Yes/No	Provider Usability	
		Report	Report
Access control	Yes	★★★★★	★★★★★
Accounting of disclosures (optional)	Yes	★★★★★	★★★★★
Audit log	Yes	★★★★★	★★★★★
Authentication	Yes	★★★★★	★★★★★
Automated measure calculation	Yes	★★★★★	★★★★★
Automatic log-off	Yes	★★★★★	★★★★★
Calculate and submit clinical quality measures	Yes	★★★★★	★★★★★
Clinical decision support	Yes	★★★★★	★★★★★
Clinical summaries	Yes	★★★★★	★★★★★
Computerized provider order entry	Yes	★★★★★	★★★★★
Drug-drug, drug-allergy interaction checks	Yes	★★★★★	★★★★★
Drug formulary checks	Yes	★★★★★	★★★★★
Electronic copy of health information	Yes	★★★★★	★★★★★
Electronic prescribing	Yes	★★★★★	N/A
Emergency access	Yes	★★★★★	★★★★★
Encryption when exchanging electronic health information	Yes	★★★★★	
Exchange clinical information & patient summary record	Yes	★★★★★	

Additional Features *Identify additional features not listed above and include pricing*
 No additional features.