## Product Overview

### What is Houston Methodist Community Connect?
- Community Connect allows you to purchase our best-in-class Epic EHR and practice management system to use in your practice — designed and priced to meet your needs.

### How does it work?
- Through a partnership with Houston Methodist, your practice can leverage our EHR which has a proven track record for satisfaction, and we are ranked by Epic as one of the top organizations using this technology.

### Why should I be interested?
- Access to Houston Methodist's best-in-class Epic system.
- An integrated clinical solution with a shared, unified patient record.
- Designed for independent, private practices.
- Regularly updated so you are always leveraging the latest technologies.
- Experienced implementation methodology.
- Highly personalized training.
- Dedicated Community Connect support team.
- Houston Methodist's 24/7 clinical help desk.
- Advanced Epic mobile tools – Haiku/Canto.
- Integrated Prescription Drug Monitoring Program (PDMP).
- The unparalleled safety, quality, service and innovation you've come to expect from Houston Methodist.

### What does Houston Methodist Community Connect include?
- Access to Houston Methodist's Epic applications, including:
  - Patient registration (Prelude)
  - Appointment scheduling (Cadence)
  - Clinical visit documentation (EpicCare Ambulatory)
  - Houston Methodist MyChart patient portal
  - Associated third-party software, interfaces, implementation and support services
  - Option for complete practice management software
- Third-party applications, such as:
  - Voice recognition software (Dragon)
  - Electronic prescribing
  - Document management/scanning (OnBase)
  - Real-time eligibility notifications
  - Patient appointment reminders (WELL)
- Over 21 highly developed specialty offerings

### Do I have to use Epic's practice management software?
- Community Connect provides two options:
  - Option One: Use existing billing service provider with an optional daily billing extract.
  - Option Two: Use Epic's practice management software.

### Will Houston Methodist provide billing services?
- Houston Methodist does not offer billing services, but the practice management software enables integrated practice billing and additional revenue cycle needs. Additional third-party claims administration and credit card processing contracts required.

### How long does it take to implement Community Connect?
- Implementation takes approximately 14-16 weeks from contract signing.
- You are assigned a Community Connect liaison to guide you through each step of the process.

### How long is the contract?
- The initial contract term is three years with an annual renewable option.

### What if I want to personalize my system?
- Each specialty is custom built to specific configurations. During training, we'll help your staff personalize their preferences.

### Who can I contact to learn more?
- Contact the Houston Methodist Community Connect team at HMCommunityConnect@houstonmethodist.org.

## Program Cost

### How much does Houston Methodist Community Connect cost?
- Houston Methodist deeply subsidizes the cost of Epic and required third-party components to offset your costs based on Stark and EHR Safe Harbor laws.
- You'll pay a reasonable one-time license and implementation fee and monthly support fee per provider.
- Contact us today to discuss pricing options specifically tailored for your practice.

### What's included in the one-time license and implementation fee?
- Epic licensing fees.
- Required third-party application software fees.
- Implementation fees associated with initial training and go-live support.

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### What's included in the monthly support fee?
- Dedicated Community Connect application support team.
- All system maintenance and upgrades.
- Houston Methodist's 24/7 Help Desk.

### How is a provider defined?
- Providers practicing half time or greater are eligible to participate in Houston Methodist Community Connect.
- Providers practicing less than half time are offered a reduced rate.

### Are there fees for providers who bill under another provider (e.g., physician assistant or nurse practitioner who bills under an MD or DO)?
- These clinicians are considered providers and are also charged a monthly subscription fee.

## Training and Support

### Will my practice receive Epic training?
- Training is required prior to receiving system access. Houston Methodist provides:
  - Classroom training.
  - A practice system called **Playground.**
  - A proficiency checklist, ensuring your practice is prepared for go-live.

### Will go-live support be provided?
- Houston Methodist provides onsite, at-the-elbow (ATE) support during implementation.

## Data Security and Ownership

### Who really owns and manages my patients' data?
- Patient data is associated with the physician and practice providing the patient's treatment, accessible only to those involved in the patient's care.
- Epic has an audit trail for legal and tracking purposes.

### Where is EHR data stored?
- EHR data is stored in Epic's data centers and colocation facilities, maintained 24/7/365.
- The data center is designed for high availability and to withstand natural disasters and other technical issues.
- Disaster recovery procedures are in place, ensuring data is secure and accessible by those who need it, when they need it.

**What happens if there is a separation/termination of Community Connect?**
- Houston Methodist will:
    - Help your practice make an orderly transition of EHR services.
    - Extract practice data to an Epic standard format, paid for by your practice.

**Are data conversion services available?**
- Patient data transfer from your practice's previous EHR may be available at an additional cost.
- For more information, contact the Houston Methodist Community Connect team: HMCommunityConnect@houstonmethodist.org.

## Technical Specifications

**How will I access Epic in my practice?**
- Epic applications are hosted by Houston Methodist, accessible via the Houston Methodist Apps Center, anywhere you can access the internet.

**What is the optimal internet speed required to run Epic?**
- A minimum internet speed of at least 50Mbps to 100Mbps is required.
- A detailed technical assessment is part of the initial evaluation.

**What hardware do I need to run Epic?**
- Detailed hardware and network requirements are provided during the initial assessment.
- The hardware required to run Epic must be in place prior to implementation.