The NPO Management Services Company offers many services to your practice. One of the services offered is eClinicalWorks support. Please contact the NPO IT department if you are interested in using these services, [support@npoinc.org](mailto:support@npoinc.org).

* Physician, Provider, or Staff education and training. Customized training plan, on-site training, one on one or group setting.
* Financial Management – evaluate current standard billing procedures and offer recommendations for; payment processing efficiencies, managing claims proactively to decrease time spent on corrections, Rules Engine, denial management, Collection module, and claim adjudication.
* Process Redesign – Analyze current processes and workflow to identify gaps and areas of improvement. Review practice setup and work flows to reduce clicks and increase efficiencies.
* System Set-Up Recommendations – Provide guidance and assistance with the PM and EMR settings to ensure ease of system usage based on the clinics need.
* Chart Prep Strategy – Design a customized chart pre-loading strategy for upcoming visits.
* Assistance aligning practices with CMS initiatives and quality improvement programs such as MACRA and PCMH. Provide guidance and best practice on set up and requirements.
* eClinicalworks technical liaison – Managing your support tickets and working with eCW to resolve technical issues.
* Alerts, CDSS, and Actions
* Templates, Order Sets, Flow Sheets
* Registry Reports – When and how to use the Registry
* eBO Reports – on-site training, in depth training on eBO Canned report usage and features, navigating eBO, and creating custom queries in the Query Studio
* Adoption & Set-Up of specialty modules:
  + Patient Portal – Make your office more efficient Questionnaires and securely communicate with patients.
  + Insurance Eligibility – Ensure the patients insurance is up to date.
  + eClinicalMobile – Access eClinicalworks using your smart phone.
  + eClinicalTouch – Using eClinicalworks on an iPad
  + Kiosk – Enhance the check in process using a kiosk
  + EPCS – Electronic prescribing of controlled substance
  + P2P and Direct Trust – Navigating through the set up and work flows of using P2P and Direct Trust.
* Tele visits – Connecting with patients, over the internet, using webcams.
* Voice Messenger -  using automated telephone reminders for appointments, health maintenance reminders, and campaigns
* Hosting Transition Support – As you move from being Munson-hosted to the cloud or Self-hosting we can help with the transition.