We invite you to get to know Cerner Ambulatory.
Partners in Innovation:
Cerner’s ambulatory clients are succeeding.

“Because we are more efficient, our patient volume has increased by 5 percent, which was an unexpected benefit.”
— Raritan Family Health Care

“After we put in our EHR, we saved $41,000 in one year in transcription costs.”
— Ridge Family Practice

By the numbers...

More than 78,000 providers in 5,400 practices and 230 hospitals and health systems across more than 55 specialties are live on Cerner’s Ambulatory EHR.

“I’m impressed with the ASP model. As an owner of a 1-2 doc practice with no IT support, I’m happy to let the server responsibilities go to Cerner. I also love the automatic upgrades—it’s very valuable.”
— Darrell Prins, DPM

“Whatever information I put into the EHR will be available to the hospital. It’s going to be on one single chart whether the patient is in the office or in the hospital.”
— Juan Salazar, MD

“Cerner absolutely was our first choice and probably our only choice because we wanted to be able to have interoperability and connect with the hospital.”
— Walnut Lake Ob/Gyn

“In support of a community strategy, Cerner offers an Application Service Provider (ASP) delivery model for affiliated providers. This subscription-based delivery model includes maintenance, upgrades, support and training for your solutions, giving you the freedom to focus on your patients.”

“The unique part of Cerner’s solution is that you can customize to your practice’s needs.”
— Kansas City Dermatology

“There are occasions where I need to access a patient record from outside the office. I can log in from anywhere and have access to that information now. I think that is just a fantastic thing; it’s hard to put into words.”
— Neurological Associates of Ocean County

“With Cerner’s ASP model, I don’t have to store my information and I can access it remotely from my office. The IT responsibility was taken away from me—which was a good thing.”
— Luis Anez, MD

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Ambulatory EHR: One solution across care venues.

Why Cerner Ambulatory?
The right clinicians and information.
At the right time and place.
Making health care:
- Safer
- More effective
- Available 24x7

Cerner’s Ambulatory EHR is:
- Intuitive and easy to use
- Familiar with similar approaches to common tasks
- Built with a consistent look and feel from home to office to hospital

Working for you
Physicians choose Cerner’s EHR for its:
- Clinical documentation tools
- Powerful decision support
- Rich specialty content
- Improved quality reporting

Physicians take full advantage of the:
- Patient portal
- Patient education
- Advanced reporting tools built right into the EHR for use in or out of the office

Physicians save money through:
- Coding improvements
- Decreased spending on transcription, paper charts, storage, and labor
- Clean baselines and managed adherence to quality standards through clinical reporting

Physician Favorites
PowerChart Touch™ Ambulatory
Complement a physician’s day with a seamless flow of information from desktop to laptop to tablet.

Dynamic Documentation
Document as a byproduct of care and the physician’s cognitive process.

Chart Search
Finds documents that are most relevant to a word, phrase, or clinical concept.

Dynamic Worklist
Identifies subsets of patients to gather relevant information and take action on those findings.

Natural Language Processing
Systematically reviews and codes encounter notes in seconds, including dictation and free text, within documentation.

“PowerChart Touch™ is a perfect example of how Cerner is forward looking. This is the future of the electronic health record.”
— River Falls Medical Clinic

“If we had not had Chart Search it might be a half an hour’s worth of searching instead of 30 seconds.”
— Richard Corson, MD
Hillsborough, NJ
Specialty Practice Management: A better way to manage your practice.

Cerner Ambulatory Specialty Practice Management (PM) is a simple and straightforward solution that’s packed with enough features to satisfy even the most demanding administrator.

Everything you need

Specialty PM is part of Cerner’s family of clinical and practice management solutions designed to provide everything you need to run a profitable medical practice.

These features include:
- Required registration fields
- Multiple-resource scheduling
- Automated appointment reminders
- Advanced authorization tracking
- Patient tracking
- Wait-time analysis
- Explosion code support
- Referral management
- Marketing tools
- Comprehensive reporting
- Open Database Connectivity (ODBC) compliant data structure
- Inventory management
- Bar-code scanning
- Time clock
- Integration with Microsoft® Word and Excel®
- InfoUnplugged—wireless encounters
- InfoScan—encounter-form scanning

Reliable EDI services

Through Specialty PM, you also receive our set of Electronic Data Interchange (EDI) solutions and services. These systems can help your organization:
- Verify insurance benefits
- Submit error-free claims
- Post insurance Explanation of Benefits (EOBs)
- Send out patient statements
- Remind patients of appointments

These EDI solutions automate inefficient manual processes, so your organization can run more smoothly and profitably. Interacting with Specialty PM, these solutions and services help you save time and eliminate human error.

Integrated solutions

Integrating the solution with Ambulatory EHR automates coding, speeds claim filing and keeps you from having to manage encounter forms or manually enter charges.

Cerner’s HIPAA-compliant transaction services allow your practice to send an unlimited number of claims and receive insurance explanation of benefits electronically.

With an Internet connection, you can use the solution to get real-time updates on claim status. With most payers, you can have your claims adjudicated, paid and posted weeks sooner than a paper-based system.

“Specialty PM has reduced the amount of time it takes me to enter in charges from 72 to 24 hours.”
— Huron Valley Pediatrics

At a Glance

Features like our innovative Patient Monitor—a visual practice dashboard—will help you quickly organize your entire office.
Let’s get to the point.

Integrated clinical and financial solutions and services
+ Redistribution of the comprehensive billing process
= Faster reimbursements, increased focus on patient care and more time for you and your staff

Physician Revenue Management

Cerner Revenue Management Services help clinicians and office staff focus on patient care, rather than business operations. For ambulatory practices, Cerner offers Business Office Services (BOS), which are especially tailored to support ambulatory workflows.

BOS helps to relieve staff of time-draining administrative activities such as: claims scrubbing and processing, payment posting, self-pay management, insurance follow-up and denial management. As a true partner, Cerner is your patient call center. We answer patient phone calls on your behalf, resolve billing inquiries and insurance questions, and collect timely payments on the back end for you.

Cerner’s staff consists of certified billing associates that are skilled in billing and follow-up services. This experienced team consistently meets or exceeds Medical Group Management Association (MGMA) benchmarks, all in an effort to create one seamless client experience for you and your patients.

BOS can grow based on your needs and thresholds. No matter your practice size or affiliation, we offer a variety of services to deliver financial improvement.

Services Offered

Standard:
- Claims submission
- Remittance processing
- Electronic eligibility and benefits checking
- Claims scrubbing
- Claims processing
- Claims management
- A/R management
- Patient call center
- Revenue Cycle manager
- Patient statements
- Payment posting
- Denial management
- Bank deposit
- Monthly reporting
- Online bill pay

Fully aligned, all standard services plus:
- Charge entry
- Charge verification
- Coding
- Appointment reminders
- Address validation and verification
- Work compensation claims
- Occupation health/client billing
- Courtesy/zero dollar claim filing

Quick Facts for Ambulatory Business Office Services (BOS):
110+ clients and 947 providers across 150 clinics representing 45 specialties in 37 states.
BOS manages $198M in annual receipts and 1.8M annual EDI transactions.

“Cerner’s Ambulatory Business Office Services give us prompt claim payments.”
— Francis V. Adams, MD
New York, NY
Proven delivery model
and world-class support.

Rapid implementation
Through virtual and on-site education, Cerner solution delivery consultants provide expertise to you and your staff during training and implementation. They analyze existing workflows, recommend best practices, create project timelines, coach clinicians, train staff and set the stage for benefits realization. Our implementation model includes at least four days of on-site training.

The Cerner difference is the speed at which these actions occur. In most cases, implementations are completed in six to eight weeks—yielding a relatively short return on investment.

Professional development
Cerner’s comprehensive learning plans include self-guided, Web-based, telephone and on-site training. Personalized for each role in a practice, the training curriculum positions every person in the office to be successful—regardless of his or her computer experience. To manage continued education, Cerner offers a robust learning management system, uLearn, to help document and track individual education and training.

U.S.-based, 24 x 7 x 365 support
Should the need arise, you and your staff can reach U.S.-based, Cerner support associates 24x7, 365 days a year by logging a service request online or calling toll-free. Our dedicated support associates have been assigned to support your needs whether you prefer to log and track requests online or call and speak to a person.

Online tools and support
Clients also gain access to uCern, Cerner’s award-winning collaborative networking platform. uCern is a tool that combines advanced web technologies, such as blogs, discussions and social networking with traditional online support and training features. This makes uCern the perfect online intersection for healthcare and information technology. uCern can be accessed 24x7 from any internet browser.

“|| can’t rave enough about Cerner’s support. I call them, they answer, and they take care of me. It is as simple as that.”
— KLAS ® Anonymous Client

Events

Ambulatory Summit is Cerner’s annual ambulatory focused event. The highly interactive event is a combination of solution presentations, best practices and client-led discussions around successful ambulatory strategies.

Throughout the summit, you’ll have several opportunities to network, as well as propose insights and ideas with peers and Cerner experts. Target audiences include: ambulatory leadership, project teams and physicians from hospitals and health systems, community physicians and clinical administrators from larger clinics.

Cerner Physician Community meeting is Cerner’s bi-annual event for physician leadership and key physician users. Cerner hosts several solution update sessions, usability and solution exploration hours during CPC, as well as physician work groups discussing meaningful issues affecting health care today.

Physicians will have the opportunity to propose insights and ideas to peers and Cerner experts, and to network with fellow physicians within their regions, segments and specialties.
The Value of Interoperability: Connecting Your Community.

**EMAIL** patient information securely with other providers.

**Cerner Direct** is your solution for exchanging important information between providers and across platforms within a community. Securely and easily send patient summaries, manage referrals and share results within our integrated Message Center.

- Attach patient summary as a CCD
- Attach other clinical documents from the chart as PDF
- Meet Meaningful Use Stage 2

**VIEW** patient information within your community.

**Document Exchange** allows providers to access patient records within their shared community. Our unique solution simplifies transitions of care and clinical communication, regardless of facility size, location or financial restrictions, by enabling a real-time, secure exchange of data.

- Discover additional patient information from the community
- Easily add outside PAMI data, vitals and labs into your chart

**SEND AND RECEIVE** patient information to and from the hospital.

**Cerner HUB** connects affiliated clinics to the hospital. Hospitals will purchase and implement the Hub; but once connected, it allows automatic and broad exchange of clinical information such as laboratory results, radiology results, clinical documents, CCD to Cerner HIE, immunizations, and orders.

- Automatic, broad communication from hospital to affiliated clinics

**“With the Cerner HUB, I get results from the hospital in a matter of seconds.”**

— United Hospitalist Group

Gain quick access to critical information.
Too important to stay the same

For more than 34 years, Cerner has transformed health care by eliminating error, variance and waste for providers and consumers around the world.

As we enter our fourth decade, we remain focused on developing innovations that will improve our entire system.

Health care is too important to stay the same, so we’re changing the way people:

- Use and share information
- Pay for health and care
- Think about health

Join us as we work to make health care all it should be.