

# Children's IQ Network<sup>SM</sup>



## Frequently Asked Questions

1. **Who is eligible to join?** Any pediatric practice in the Virginia, Maryland, and DC area is eligible to join **Children's IQ Network**. The practice physicians must be members of Children's National Medical Center Medical and Dental staff. Non-members may join in voluntary status at no cost. Agreement to share patient data within the Network is a requirement to receive subsidization under current Stark exception law.
2. **What is the timeline to build the Children's IQ Network?** In the first year, a limited number of pilot practices will join the Network. With success in year one, additional practices will be recruited throughout the region.
3. **What are the advantages of bringing an electronic medical record (EMR) into my office with the help of Children's IQ Network versus just doing this on my own?** By joining **Children's IQ Network**, you will be able to take advantage of significant cost savings on EMR purchase, education, implementation, and support. In addition to the cost savings, becoming a member of **Children's IQ Network** will allow your practice to improve the quality of care delivery, engage in pay-for-performance initiatives, and are electronically connected to referral care.
4. **I understand about subsidization of the EMR, but what about the rest of the components?** Practice Management (PM) hardware and internet service provider (ISP) services remain the responsibility of the practice alone. Stark exception laws do not allow **Children's IQ Network** to subsidize these components.
5. **What kind of agreements do we need to sign?** Practices interested in joining **Children's IQ Network** will need to sign a *Software Access and Data Sharing Agreement* with Children's National Medical Center. In addition, a practice management agreement must be signed with eClinicalWorks (eCW).
6. **Do I need to adopt the eCW PM system or can I just interface the EMR to my existing PM system?** **Children's IQ Network** practices will be able to integrate their existing PM system with the eCW EMR.
7. **How long is the EMR and PM implementation process?** Implementation typically takes 12 to 16 weeks, but this can vary based on the project's complexity (i.e., large practices with multiple offices may take longer).
8. **What can you tell me about training?** Training for a new practice occurs in two phases. In phase I, SuperUsers are intensively trained for one week. Each practice should designate a physician, nurse, and administrator to serve as practice SuperUsers. In phase II, the rest of the staff are trained in an abbreviated manner.
9. **Can training be provided over the weekend?** No, eCW does not offer training over the weekend at this time.

10. **Who provides support for the EMR if I am having problems?** The first call for support is to eCW. **Children's IQ Network** has negotiated an outstanding support package with excellent service level guarantees. If the problem cannot be managed on the call, eCW support staff will be able to quickly direct you to the appropriate resource.
11. **What is the approximate support response time of eCW to system issues?** eCW will respond within one hour for critical issues (i.e., system or core not functioning). Non-critical issues that do not affect practice workflow will be responded to within four hours.
12. **Are there any hardware/support package deals?** Yes, Children's National Medical Center has negotiated discounted pricing around office assessment, computers, and other devices, installation, support, and monitoring. Contact us for details.
13. **Why do I need to have two internet service providers?** Having two ISP lines with different companies provides each practice with the security of knowing that they will be unlikely to ever be without a connection to the applications needed to run their offices. Members of **Children's IQ Network** should have both a T1 line and a back-up broadband connection.
14. **Are there any internet service provider deals?** Not at this time. However, Children's National Medical Center is looking into group pricing packages. For now, please contact your local ISP providers (i.e., Comcast, Verizon, AT&T, and Sprint) for pricing.
15. **Is a patient portal available?** Yes. It is not part of the current subsidization package at this time. Practices that wish to adopt a patient portal can do so through eCW at additional cost. A patient portal may be added to **Children's IQ Network** package in subsequent years.
16. **If Children's National decides not to support Children's IQ Network in the future, what will happen to my EMR license?** If Children's National terminates its involvement in **Children's IQ Network**, the EMR licenses will revert to the practices. From then on, license support fees will be paid directly to eCW instead of Children's National.
17. **What happens to my patient medical record data if my practice decides to leave Children's IQ Network?** All patient data will be made available electronically for the practice that decides to leave **Children's IQ Network**.

