Request for Proposal

FY25-RFP-16 Comprehensive Cloud-Based Electronic Health Record Software

Amendment #1

December 19, 2024

This Amendment is hereby made a part of the specifications, as applicable, of the above referenced project. All other requirements of the original plans and specification shall remain in effect in their respective order.

Questions & Answers

1. User Count - Application user fees are correlated to the number and type of users. Please provide the number of users who require access to the system for each of the areas:

   Student Health - 12

   Counseling – 13

2. How many of these users are MDs or NPs who will need to be able to place orders and write prescriptions?
   2

3. Do any of these providers work 20 or fewer hours per week?
   No

4. How many require ePrescribing capability?

   2

5. Would they also write prescriptions for controlled substances? No If so,

   how many? This is required because EPCS requires additional security mechanisms and costs more.

   We do not prescribe controlled substances.

6. Active and Inactive Patient Counts - Patient portal fees are loosely correlated to the of actively enrolled students. Our storage and cyber insurance costs are correlated to the number of charts in the system. Do you have an estimate of the number of active and inactive patient charts you have? If this is not easily available, the size of your database in your current system can be used as an initial approximation. Please describe any access you want alumni to have to their records via the portal? Will they have SSO access via Winthrop for this entire time or do we need to provide alternate authentication mechanisms after a certain period?

   There are 3500 active charts.
   Center for Student Wellness interfaces with the university student information system (SIS) and software application "Banner". As soon as a student becomes inactive in Banner, they lose access to the Patient Portal. Alumni can request records from Health Services; however, they will not be able to log in to view their records directly due to the interface with Banner.

7. Will you require a migration of data from your prior systems? If yes, which systems?

   Yes, Medicat

8. Are there any additional systems that need to be integrated with the EHR.
   Banner

9. Would you like to send text messages from the EHR? If so, how many per year?
   Yes (10,000 text messages per year).

10. Would you like to send faxes from and receive faxes in the EHR? If so, how many per year?

    We would like the possibility to receive faxes (100 – 300 per year).

11. Is there any check-in process that would need to be addressed and/or automated by the EHR?
    Yes. Counseling, case management, and student advocacy require pre-visit forms to be completed.

12. Do you require integration with any lab or referral partner for testing?
    LabCorp

13. Is an integration with Zoom required to provide services off-site?
    Not required but preferable.

14. Please describe what is meant by - "Automatic thawing visit types on day of appointment"
    We offer same-day appointments in counseling that are not available for scheduling until the day of the appointment. Would the EHR automatically open an appointment based on visit type?

15. Will your staff be handing out any medical supplies, would you like an inventory of these in the EHR?
    We do not require inventory management.

16. Do you require Outlook or Google Calendar Synchronization, if so, how many users will require this?
    We do not require calendar synchronization.