



Physician Practice Service Offerings

Inland Northwest Health Services is a technology focused company that provides information services and systems to 32 + hospitals and healthcare practitioners in the Northwest. A not-for-profit 501(c)3 corporation created in 1994, INHS is owned by Empire Health Services and Providence Healthcare of Spokane, Washington.

INHS is working to eliminate barriers for physician adoption and usage of electronic computer systems by providing quality backend services and support to reduce cost and complexity in the physician office. By taking advantage of the INHS' "shared services" model, physicians' practices can move to the electronic medical record quickly and easily, and at low cost.

The following are information services provided directly to physicians' practices:

Electronic Medical Record – INHS has developed a shared services model for the electronic medical record for practitioners. Utilizing their datacenter, INHS operates all the backend servers and communication equipment necessary to maintain EMR processing, even with multiple physician offices. INHS assists in the setup and implementation of the EMR within each office, including custom interfaces (e.g., to lab, hospital, and practice management systems). INHS also provides on-going technical support for the EMR products. Currently, INHS supports the *GE Centricity EMR (formerly known as Logician) system*.

Practice Management Systems – INHS uses this same shared services model to provide physicians' offices with their billing and scheduling practice management systems. Today, INHS supports the *GE Centricity Practice Management (formerly known as Millbrook) system* and the *LSS Practice Management system*. INHS also provides implementation expertise and on-going technical support services.

Additional Software Products Supported – For those offices participating in the shared services model, the following products can be added:

- Secure e-mail – *Kryptiq Secure E-Mail*
- EMR integrated secure e-mail – *Kryptiq Clinical Messenger*
- Document imaging and management – *Kryptiq DocuTrak*
- Comprehensive multi-specialty encounter forms – *CCC QE Forms*
- EMR integrated speech recognition
- Internet patient portal – *Kryptiq Care Catalyst*
- Faxing services – *Biscom*
- Interoperability and interfacing – *Kryptiq Rosetta Stone Interface Engine*

Technical Services for Physicians' Offices – In conjunction with these physician practice systems, INHS offers technical support services for local and wide-area networking, desktop management services, wireless networking and a 24x7 helpdesk. The INHS staff can also assist with providing connectivity, e-mail and internet services.

For more information on these services, contact Amanda Gray @ (509)232-8220 or Barb Dewolf @ (509)232-8213 or visit our website at <http://www.inhs.info/irm/sub.aspx?id=47>