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An EHR Consultant's Overview of eCW v12

Get the Most from Your EHR By Upgrading to the Latest Features

By now, most eCW users have adopted V12. Still working behind the scenes, the developers at eCW were getting new features and enhancements (mostly AI-oriented) ready to distribute among its user base, rolling out in December of 2023. Unlocking the power of AI to revolutionize the eCW user experience is what all hope to see in the near future.

1. Streamlined Access to Patient Data
2. Efficiency Features
3. Specialty Module Enhancements
4. Rollout of AI Cutting-edge Enhancements
5. RCM Optimizations
6. Patient Engagement Updates

1 Streamlined Access to Patient Data

Efficient access to patient data at the point of care is an essential part of each patient visit. V12 brings us many new enhancements to improve the flow. Among the many enhancements is the "playlists" feature that personalizes the experience meaning fewer clicks for users.

eCW also continues to add value to PRISMA with a list of new features to expand access to your patient data, both external and internal.

2 Efficiency Features

V12 offers new features for clinicians, such as Smart Notes for quick documentation and improved medication management. The front office gets family appointment booking, expanded schedule views, and an upgraded waitlist feature. The billing office sees enhancements in claim error handling, automatic copay amounts based on eligibility, and payment advisory upgrades.
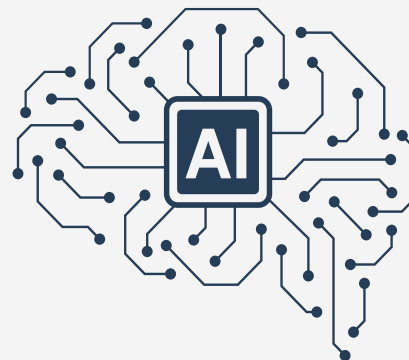
3 Specialty Module Enhancements

V12 brings many new enhancements and features to specialty users of eCW:

- Treatment plan options, time tracking, custom dashboard, and hub for Behavioral Health
- Consolidated views and other enhancements for Allergists
- Routine task enhancements for Dental and OB-GYN clinics respectively

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4 Rollout of AI Cutting-edge Enhancements

eCW has developed a host of AI-powered tools designed to make healthcare easier, such as a scheduling assistant, simplifying progress notes, instant incoming fax processing, training and support tools, and so much more. As they are released, those who have upgraded to V12 will be able to gradually implement these enhancements best suited for their clinical workspaces.
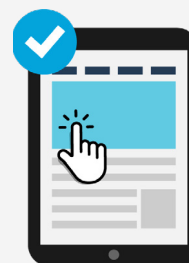
5 RCM Optimizations

There is always room for improvement on the RCM side of operations. Some new enhancements to look forward to are a more streamlined interface, more efficient EBO reporting, and enhancements designed to make prior authorizations simpler.

6 Patient Engagement Updates

Patient engagement updates that many eCW users would be interested in trying out are improved Healow statements sent through the portal, the "good faith" estimates for services, real-time benefits checking, and more.
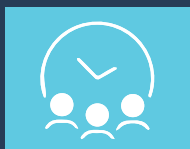
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Key Takeaways:

The progress of V12 enhancements hasn't let up and won't slow down anytime soon. When it comes to implementing V12 for your eCW system, there is no time like the present.

With the new AI enhancements rolling out in 2024, you are part of a significant time in EHR innovations. eCW is coming at healthcare from all angles with its new AI developments and our team of consultants are ready to introduce you to the ones best suited to the needs of your practice. Get the most that V12 has to offer by tapping into the new features and enhancements headed your way.

Make the Most of New and Improved eClinicalWorks EHR Software Solutions

Feeling overwhelmed with the changes? Let Medical Advantage guide you through a smooth transition to eClinicalWorks V12.

More Time for Patients	Improved Reimbursement
Happier Staff	On-Demand Support

Contact us today to learn how eCW v12 optimization can maximize your practice performance.

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