

Lytec MD Services Overview

Lytec MD Standard Implementation

The Lytec MD Standard Implementation is lead by a Project Manager and includes the Installation along with training for the configuration and usage of the Lytec MD Electronic Health Records (EHR).

Below is the standard training outline of the Lytec MD Standard Implementation including covered training topics:

----- Pre-Implementation and Technical Installation Activities -----

Pre-Implementation Call
Systems Review Call
Technical Installation

----- Training Outline and Go-Live Activities -----

Project Kickoff Call and Build Preparation

Administrative Configuration Training

Session 1: Administrative Configuration

Session 2: RX default & Med List, Special Features, Printers, Zoom, Digital Imaging, PRUTILS, customize patient chart & summary, create test patient

Patient Records Overview Training

Basic Chart overview: Chart Summary, Messages, Timing, Program Icons Overview

Patient Records Chart Fundamentals Training

Session 1: Maintenance Menu Overview, Clinical Elements, Health Maintenance, Flow/Lab/Clinical Templates, Lab Names

Session 2: Patient Records, Templates, Prescription Format, Future Workflow

Patient Records Chart Customization

Session 1: Quick Text, Dot Codes, Letter Codes, Labels Markers

Session 2: Note Templates, Electronic Encounter Forms, Ancillary Services included in contract

Build Check and E-Prescribing Training

Follow-up on configuration build/customer build
E-Prescribing training session (if applicable)

Go-Live

Two Weekly Post Go-Live Follow-up Calls

Standard Implementation Project Assumptions:

- Hardware must meet or exceed System Requirements
- Customer must have a dedicated drive/partition labeled 'P' (Minimum Size 200GB/Recommended >300GB)
- Installation/Training at one Site with no more than 3 providers
- Remote training and Go-Live support - Remote training not to exceed 2 hours per session – Max 5 attendees

Lytec MD Add-On Trainings

Lytec MD Add-On Training Services are not included in the Standard Implementation but are available for purchase to enhance the use of Lytec MD in the Medical Practice

Where indicated, the service is for Software that must be purchased separately from the core Lytec MD program.

Additional or Customized Training (Standard Hourly Clinical Rate)

Add hours to your implementation package or cover topics where you need additional focus.

Implementation services for additional providers/locations

Repeats core provider training topics for additional providers

Dragon Medical Training (Requires Additional Software Purchase)

Configuration and Training to dictate into your Lytec MD EHR

Order Entry Training

This training is to teach attendees to set up their software for the purpose of entering and managing orders such as Lab requests, Radiology orders, and Diagnostic orders.

Interface Services (Requires Additional Software Purchase)

Connect Lytec MD to Labs or Hospitals.

Service includes setup, matching criteria, and basic usage training.

ZetaFax Training (Requires Additional Software Purchase)

Learn to use ZetaFax to manage faxes and import them into Lytec MD

EKG or Spirometry Setup

Connect approved equipment to Lytec MD

Demographic Conversion and Loading

(Requires specification review/approval prior to contract)

Migrate data to Lytec MD

Implementation What to Expect

Lytec MD Standard Implementation

The Standard Implementation includes

- Project Management to keep your implementation on track and moving forward
- Technical Installation
- Configuration Training to teach you the proper setup of Lytec MD
- Patient Records Training to teach you how to use Lytec MD in your practice

Project Management

You will be assigned a Project Coordinator that will guide you through your Pre-Implementation and Technical Installation activities. After a successful Technical Installation the Project Coordinator will hand you over to a Project Manager who will oversee the Training and Go-Live Activities. Both resources will help you move ahead and keep you updated on your progress compared to the planned schedule.

Service and Maintenance Agreement

Services are purchased by signing and submitting a Sales Contract that includes a signed Service and Maintenance Agreement. The Service and Maintenance Agreement clearly explains the expectations, terms, and conditions of the services and provides a detailed Statement of Work where you will acknowledge the services that you choose to purchase or decline.

Pre-Implementation

After the Service and Maintenance Agreement is signed and submitted, the first step is the Pre-Implementation Call. At this time the Project Coordinator will review with you important details of your purchased services and provide you helpful information before forwarding your project to the Technical Installation team.

Technical Installation

The Technical Installation is divided into two parts:

- Systems Review: A Technical Engineer will conduct a review of your network environment, Server hardware/Operating System and network PC's and compare them to McKesson's System Requirements. Once your network passes the Systems Review, your Technical Installation will be scheduled.
- Technical Installation: The Technical Engineer will remotely login to each computer and install the required software, ensure connectivity, and test converted databases (if applicable).

Project Kickoff Call and Build Preparation

The Project Kickoff Call is your introduction to your Project Manager who will be your guide through the rest of your Training and Go-Live activities. During this call you will discuss important details such as:

- When the project will start and how long it should take to complete
- Who will fill important customer roles and which Training Sessions should be attended by what employees
- Frequency, days, and times of the Training Sessions
- Current processes and documentation that need to be implemented in the project

Before your first training session there will also be an Implementation Consultant Pre-Configuration Call to verify the installation is complete and ensure connectivity. You will need to grant access to your system for this call, but no training will be completed at this time.

Configuration and Patient Records Training

The Configuration Training is imperative as you will learn the necessary steps to setup key aspects of Lytec MD. While you are learning how to configure the system in this training, you will need to allow yourself time to configure your entire system before beginning the Patient Records portion of the training. The Patient Records training is broken up into 4 areas and will be conducted by your Implementation Consultant:

- Overview the practical usage of Lytec MD in your environment
- Fundamentals of using Lytec MD
- Customizing the Patient Record and Note Templates for your practice needs
- Build Check and ePrescribing training to make sure your system is ready for Go-Live

Go-Live

Online assistance with your Implementation Consultant as you first attempt to fully utilize Lytec MD in a live environment.

Post Go-Live

After Go-Live, you will have two weekly appointments scheduled to receive additional training from your Implementation Consultant regarding your training needs gathered during your first couple weeks of usage.

Additional Services and Software

Besides the core Lytec MD EHR, there are additional software and services that will enhance your productivity and experience. Such software and services include Dragon Medical, Order Entry, and Lab Interfaces. If these Software and/or Services are purchased on the original Lytec MD order or during the implementation your Project Manager will work the additional services into your project. If anywhere along the way you decide to purchase additional Software or Services simply contact your Sales Representative at 800-333-4747, option 1.

Technical Support

Technical support is included in your yearly maintenance. Once your Implementation is complete you will have the availability of our Support Department to assist with any technical issues that may arise.

The following is an illustration of the Lytec MD project from beginning to end. This illustration is designed to give you a graphical order of tasks that will be accomplished not the actual timeline. Your Project Manager will work with you to customize your project for your practice.

