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Addendum 2 for RFP 25-30

This addendum provides answers to questions submitted by prospective bidders.
The University's answers are shown in RED.

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- **Submission:**
  - Can bids be submitted on the MAGIC portal or must a paper copy be sent.
    - As listed in the bid document, electronic submissions are accepted through the MAGIC portal. **NO** email bids will be accepted.
- **Scope:**
  - We want to confirm that the scope of this proposal is student health only? Checking that CAPS is not part of this proposal?
    - The scope is for student health services which includes students, faculty, staff and dependents in an urgent care type clinic setting. No behavioral health services are provided at our facility at this time.
- **Interfaces:**
  - Describe the functionality of the interface between your current EHR system and Badgepass Is the needed functionality simply the ability to read a Badgepass card? Is this magstripe, bar code, RDI or smartcard based?
    - Badgepass – The functionality is simply to be able to import ID photos into patient records.
  - Is your current EHR interfaced with ERad from Gulf Coast Imaging for order entry and results? Do you have image viewing capability as part of this current interface?
    - We do not currently have xray image viewing capability from within the EHR. Xray Images are viewed via eRad.

- o What do you currently use Qualtrics for and how is it interfaced to your current EHR.
  - ▪ A SMS text is currently sent from the EHR to each patient seen 24 hours after the visit is completed. That SMS text has a link to Qualtrics in it where patient can click the link and take the survey. The SMS text goes to all patients seen. Qualtrics is used for patient satisfaction surveys.
- **User Counts:**
  - o Application user fees are based on the number and type of users. Please provide the number of users who require access to the system for each of the areas:
    - ▪ We have a total of 32 users currently and this number may fluctuate by 2-5 users depending on staffing counts of PRN staff.
      - 2 MD's
      - 6 NP's
        - o 2 full time Nurse practitioners
        - o 4 prn NP's
      - 7 LPN's
      - 2 RN's
      - 1 MT
      - 1 MLT
      - 3 Pharmacy techs
      - 3 pharmacists
      - 6 administrative
      - 1 Student worker
  - o How many of these users are MDs or NPs who will need to be able to place orders and write prescriptions.
    - ▪ 2 MD's and 6 NP's
  - o Do any of these providers work 20 or fewer hours per week?
    - ▪ YES. 4 of the nurse practitioners work less than 20 hours per week.
  - o How many require ePrescribing capability?
    - ▪ All providers have eprescribing capability. 2 MD's and 6 NP's.
  - o Would they also write prescriptions for controlled substances? If so, how many? This is required because EPCS requires additional security mechanisms and costs more.
    - ▪ Currently 2 MD's and 2 NP's eprescribe controlled substances. Depending on the cost the 3 prn NP's may need the ability also.
- **Active and Inactive Patient Counts:**
  - o 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.
    - ▪ The database is currently at 338GB
  - o 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?

- ▪ Any graduates would need an alternative option to SSO one year after they graduate.
- **Migration:**
  - o Presumably you will require a migration of data from your prior systems? If yes, which systems? And just to confirm if you are migrating data , it is all from one system?
    - ▪ Migration of data would be from the current solution PyraMED
- **Communication:**
  - o Do you currently send text messages from the EHR? Both general communication and/or appt reminders?
    - ▪ We currently send texts messages from the EHR for appointment reminders and for the Qualtrics patient satisfaction survey.
  - o Do you currently send faxes from and receive faxes to the EHR? If so, roughly how many per year?
    - ▪ We do not currently send or receive faxes from/to the EHR but would like the ability.
- **Check In:**
  - o Do you currently use check in kiosks or do students check in via the portal?
    - ▪ We do not currently use check in kiosks or do student check in via the portal but would like the ability.
- **Consents:**
  - o Do you use your current EHR to capture digital consents for procedures?
    - ▪ We do not currently use our EHR to capture digital consents for procedures but would like the ability.
- **Remote Telehealth Services:**
  - o Do you currently have an integration with Zoom or teams for remote visits?
    - ▪ We do have Teams and we have Zoom access but neither is currently integrated with the EHR.
- **Additional Functionality:**
  - o Do you track dispensary or immunization inventory in your current EHR?
    - ▪ We do not currently track dispensary or immunization inventory in our current EHR but we would like the ability.