

iPatientCare® EHR Project Timeline

The timeline begins with the welcome call as day one, we like to have that call completed within a week of you signing your agreement. The term “going live” refers to when patient charting is active and ready. Please note that a data transfer will add anywhere from 2 to 6 (plus) additional weeks to the overall timeline. If there are unforeseen events that may cause a delay to this timeline, our Project Coordinator will communicate with you regarding any updates necessary to this process.

Day #	Stage	Expected Time Frame	Best Practices for a Successful Implementation
Day 1 in this timeline begins when the client has provided complete information.	Welcome call	Date client provides completed information <u>establishes day one in the timeline</u> - preferably within 48 hours of agreement signing.	Have ready corporate Tax ID, PTAN's, NPI's, credentialing information, names of users, job profiles, location information, etc. (See Practice Vitals).
			Establish GO LIVE DATE
	Progress Meetings	Weekly until the clearinghouse is active	<u>Participate in the recorded training for doctors and staff through BPA LMS:</u> 1. Workflows: best practices for completing billing, coding, documentation, etc. 2. Schedule with Dr Scott and provide intake/exam forms for EHR customization 3. Appointment schedule build-out requirements 4. Develop Cash flow plan during project progression
			Recorded Training Videos
			Dr Scott EHR Training/Customization
Respond to Project Coordinator calls and communicate any questions, etc.			
Day 2 thru Day 16	Staging Server Preparation by IPC	Server should be ready within 5 days from PO date	Respond to our team members in a timely manner - this is a priority for us.
	Staging Server Preparation Review	24 hours	
	Client Coordination	24 hours	Schedule Live Training Sessions for Providers and Staff

Day 17	Production Server is ready	Up to 7 days from when staging server was validated by Support Technician	Have all on-line EHR training been completed by Providers and Staff?
	Clearinghouse Active	8-12 weeks	
	EHR Build-out	7 days	
Day 18	Patient Portal, iRemind, Communication Set-up	48 hours from production server going live	Have all on-line EHR training been completed by Providers and Staff?
Day 19	Scheduler Buildout	48 hours from production server going live	
Day 20	Enrollment Forms Meeting	48 hours from production server going live	Your Project Coordinator will email you a link to schedule this meeting. Please schedule this ASAP as delays here will cause a delay in the clearinghouse going live and will have an impact on your cashflow.
			Date of enrollment forms reviewed and completed by client
	Staff Training (prior to going Live)	1-4 Weeks	https://calendly.com/zach-bpa
	Biller Training (prior to going Live)	1-4 Weeks	https://calendly.com/zach-bpa
	Doctor Training (prior to going Live)	1-4 Weeks	All providers should attend. Book training: Dr. Scott's Calendar
Day 21 thru Day 30	System is live and charting can begin	4-6 weeks	All BPA Team members are on-call for you if questions arise. Contact at:
Day 30	Prorated monthly fee for your software will begin at the time of going live.	4-6 weeks (After your system is live for charting).	Your statements will show the charge being from "Best Practices Academy".

Day 60	Staff Training (post live)		Follow-up with Support Technician on follow-up training needs
	Doctor training (post live)		Follow-up with Dr Scott for complimentary Documentation Audit
Day 90	Biller Training (post live)	12-16 weeks	Follow-up with Support Technician on follow-up training needs
		Once 1st ERA is received	

Client Success Manager

Dr Steve Avitabile
 877-788-2883, ext. 2016
ClientSuccess@bestpracticesacademy.com

Project Coordinator

Jared Grayden
 877-788-2883, ext. 2015
Implementation@bestpracticesacademy.com

Support Technician

Zach Sames
 877-788-2883, ext. 2014
Support@bestpracticesacademy.com
<https://calendly.com/zach-bpa>

Contracts

Ashley Munsterman
 877-788-2883, ext. 2011
ashley.munsterman@bestpracticesacademy.com

EHR Training/Customization

Dr Scott Munsterman
 877-788-2883, ext. 2012
Scott.Munsterman@bestpracticesacademy.com
[Book a meeting: Dr. Scott's Calendar](#)

Technology Management

Ron Nordin
 877-788-2883
ron@bestpracticesacademy.com