October 30, 2012

THIS IS NOT A REQUEST FOR PROPOSAL

Request for Information (RFI) for Patient Portal

Response Due by: November 14, 2012 3 p.m. CDT

Email Response to:
Jacquelyn.Oliver@hit.arkansas.gov

Arkansas Office of Health Information Technology
1401 West Capital, Suite Plaza G
Little Rock, Arkansas 72201

See Schedule of Events for Other Key Dates
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1. PURPOSE
The Arkansas Office of Health Information Technology (OHIT) is seeking this information regarding patient portals with patient health record (PHR) functionality for the possible incorporation into Arkansas’s Health Information Exchange (HIE) the State Health Alliance for Records Exchange (SHARE).

This Request for Information (RFI) is in support of the SHARE mission and vision of supporting the improved healthcare for all Arkansans through access for health information. The incorporation of a patient portal into SHARE will assist healthcare consumers in playing an active involvement in their healthcare as well as enabling healthcare providers to engage consumers in the management of their healthcare experience. Additional information about Arkansas’s HIE efforts may be found at the following link: www.ohit.arkansas.gov or www.sharearkansas.com.

Responses to this RFI will be received and reviewed completely by OHIT and SHARE stakeholders. A demonstration of the proposed solution may also be requested of respondents, which may be facilitated via web-based demonstration in addition to the RFI response.

All RFI responses should be sent by email to Jacquelyn.Oliver@hit.arkansas.gov.

If questions should arise regarding the HIE RFI or how to submit it, please direct questions by email to Jacquelyn.Oliver@hit.arkansas.gov with “RFI Question” in the subject field. All questions and answers will be distributed to all respondents according to the schedule.

2. SCHEDULE OF EVENTS:

<table>
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<tr>
<th>Event</th>
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<tr>
<td>Release RFI</td>
<td>October 30, 2012</td>
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<tr>
<td>Vendor Questions Due</td>
<td>November 5, 2012, 3 p.m. CDT</td>
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<td>Release Clarifications based on Vendor Questions</td>
<td>November 7, 2012</td>
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<td>Vendor RFI Responses Due</td>
<td>November 14, 2012, 3 p.m. CDT</td>
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<tr>
<td>Demonstrations</td>
<td>Scheduled individually</td>
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3. TERMS AND CONDITIONS

1. This RFI and RFI process are solely for SHARE’s benefit and are only intended to provide information to SHARE. The RFI is designed to provide respondents with the information necessary for the preparation of informative responses. The RFI is not intended to be comprehensive, and each respondent is responsible for determining all the factors necessary for submission of a response. The RFI response will not be subject to an RFP type evaluation, but only to a review of the information respondent provides.
2. SHARE is subject to disclosure as required by law. SHARE makes no agreements or representations of any kind, and expressly disclaims any requirement to maintain the confidentiality of any information provided by respondent in response to this RFI.

3. SHARE reserves the right to contact respondents after the submission of responses for the purpose of clarifying any response. By submitting a response, each respondent agrees that it will not bring any claim, or have any cause of action against, SHARE or any agent of SHARE or the State of Arkansas, based on any misunderstanding concerning the information provided in the RFI or concerning SHARE’s failure, negligent or otherwise, to provide the respondent with pertinent information as intended by this RFI.

4. SHARE is not responsible for any costs incurred by a respondent that are related to the preparation or delivery of the response or any other activities of respondent related to this RFI.

4. THE ARKANSAS HIE TECHNICAL FRAMEWORK
The technical infrastructure for SHARE is being provided via contract by Optum Insight, formerly Axolotl, known as the Elysium HIE framework. This framework is a hosted service and will include but not limited to the following applications:

- Master Patient/Person Index
- Provider Directory
- Record Locator Service (RLS)
- Reference Databases
- Security Framework
- Virtual Health Record (VHR)
- Patient Health Record (PHR) Gateway
- Orders Gateway

In order to provide maximum functionality and assist SHARE stakeholders in meeting meaningful use (MU) requirements, OHIT seeks a patient portal application. A patient portal will provide an additional level of functionality which will benefit the healthcare providers and the healthcare recipients in Arkansas. This functionality will expand the utilitarian nature of SHARE and any viable patient portal must be technically compatible with the Elysium framework and the PHR Gateway. Within the potential patient portal offerings, there are some mandatory as well as optional but desired components; which are identified in the sections below.

4.1 Patient Portal Technical Requirements
The patient portal must contain the following component:

- Integrate with Optum/Axolotl Elysium HIE framework
- Must meet all MU requirements
- Must have flexibility to:
4.2 Patient-Centric Utility
The patient portal must support a patient-centric approach in order to provide a user-friendly system which will promote utilization. The following components and/or functionality should be included in the optimal product.

- Reminders and alerts for important information such as Appointment follow-up, Patient education, Out-of-Range Test Results alerts, and public health alerts
- PHR, which provides an aggregated view of the patient’s clinical information, including: Problems, Allergies, Hospital Visits, Procedures & Surgeries, Hospitalizations, Lab Test and Results, Immunizations, Medication list
- A Message Center which allows the patients to securely request/cancel appointments, request prescription refills, get a referral to a specialist, and get advice or consultation
- Patients’ ability to store and exchange documents such as Consent forms
- Enables patients to make secure online payments using a credit card and statement review (desired)
- Ability for patients to receive fee for service consultations (desired)
- On-line pre-registration
- On-line health assessment (desired)
- Patient focused health tools for disease management (desired)
- Data collection functionality and reporting.

4.3 Additional Optional Functionality
The following are additional functionality desired of a patient portal:

- Branding by health systems
- Posting of events and important health related activities or news alerts
- Social Media “Friendly”
  - Real-time event feeds
  - Content filtering
- Supports mobile devices
- Family-centric health records
• Educational tools related to general health alerts, individualized information for treatment of chronic conditions or risky health behaviors
• Patient engagement tools during health systems experience
  o Surveys pre-discharge
  o Daily schedule of care related activities (i.e. physical therapy, nutrition consult, etc.).
  o Introduction to care team (nurses, therapeutic service providers, physician)
  o Location health system information

5. VENDOR RESPONSE INSTRUCTIONS
SHARE is seeking information from a broad array of vendors that meet the technical requirements. All vendors must be prepared to provide a demonstration of a functional system with only optional or desired components in the development stages. The following are mandatory response requirements

Respondents shall provide the following information:

1. **Name and Category of Respondent**, such as systems integrator, licensee, service provider, hardware vendor, etc.
2. **Name of Vendor Representative** responsible for any future business opportunity with the State of Arkansas. Include contact information. General vendor background and corporate information is not required, but may be included in the Addenda.
3. **Summary Description of Solution**, limited to three pages.
4. **List of Current Installed Locations** for the recommended solution.
5. **Suggested Service Level Agreement terms**.
6. **Fee Structure of Solution Components**, including fee structure or model

5.1 Other Features
In addition to the above, are there any other features, services, or options that SHARE should consider? If so, please describe the feature, service, product, or option, and explain how it would support the functionality as described in this RFI.