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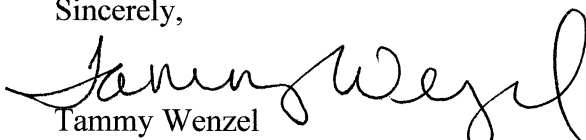
Our practice recently participated in an extensive review of our internal procedures and processes in an effort to understand decisions we need to make now, and in the next several years, regarding health information technology. Hank Mayers, of ReliaTech Consulting, facilitated that process for us.

Hank has a solid understanding of the operations of a practice, as well as larger health facilities. In reviewing our current practices and comparing where we are today with where we want to be, Hank helped us understand the available HIT resources and services, and how they relate to one another. He provided a vision of where things are going, and how we and other practitioners and health systems will be “connected” in the future. This knowledge base assisted us in simplifying the overwhelming choices we face in making HIT decisions. Together, we transformed what we are currently doing and where we want to be into “where we are *going*,” we have a direction, objectives, and a plan for achieving them.

Our practice is currently preparing for the process of getting a Patient-Centered Medical Home (PCMH) designation from Blue Cross/Blue Shield of Michigan. Hank was able to show us where the PCMH requirements impact our practice, and developed strategies for using HIT to meet those requirements, all in the context of our original journey to figure out where we need to be and how to get there. We are also in the process of implementing a Practice Management System and Electronic Health Record. Hank’s analysis of our practice resulted in a comprehensive list of items and issues that need to be addressed with our vendor during that implementation. Finally, Hank gave us a much clearer understanding of the impacts of the current version of federal meaningful use criteria.

I would highly recommend ReliaTech Consulting for any practice that needs a path to address the numerous information and reporting challenges it faces. Hank Mayers is knowledgeable and thorough, and you can be sure that you will come through the process with specific goals and a means to obtain them.

Sincerely,


Tammy Wenzel
Office Manager