

# Summary of Second eClinicalWorks User Call

Call Date: September 12, 2019

A 2019 survey conducted by the [DART team](#) on Electronic Health Records (EHRs) and [the Ryan White HIV/AIDS Program \(RWHAP\)](#) found that 11% of providers use eClinicalWorks (eCW). On September 12, 2019, the DART team hosted the second quarterly meeting with providers who use eCW to discuss tips and best practices for new eCW users and importing data from eCW to RSR-Ready Systems to complete the [RWHAP Services Report \(RSR\)](#). The call also included the participation from Pavithra ManiPrasad to answer any technical questions related to eCW. Sixty-four participants attended the webinar. This memo describes how eCW users can create the RSR by solely using eCW, import data from eCW to an RSR-ready system, and prepare for RSR submission. Please contact the [DART team](#) if you would like the notes from the first call.

## Contacts

Attendee contact information has been included with their permission below. Contact the [DART team](#) if you would like to be connected to another eCW user. If you have questions about eCW features, contact: Pavithra ManiPrasad: [pavithra.maniprasad@eclinicalworks.com](mailto:pavithra.maniprasad@eclinicalworks.com)

## Exporting data from eCW to Provide Enterprise or CAREWare

Many attendees stated that they were anticipating importing data from eCW to an RSR-Ready System, such as Provide Enterprise. During the discussion, Pavithra gave guidance on how this was possible for eCW users.

- At the current moment, eCW is working on a solution to import data into **Provide Enterprise**, but this is currently for the state of Texas. Although eCW is unclear if other eCW users have similar requirements to Texas, there is an option to do this and eCW is available to demonstrate their plans.
- An attendee stated that their plan was to import eCW data into [CAREWare](#) and needed guidance on how to do that. eCW has a CAREWare package that allows eCW users to import data into CareWare. Users can contact Pavithra directly if they are interested in this option.

## Generating the RSR solely through eCW

There was discussion about importing eCW data into another system, but some users wanted to know if they could use eCW for generating the RSR directly. It is possible to generate the RSR with eCW. A user would have to put the data in eCW and create TRAX .CSV files with eCW reporting tool called eBO. This .CSV files are then imported into TRAX, a free tool provided by the HIV/AIDS Bureau (HAB) that creates the compliant RSR client-level data XML file.

For more information on how to use the [TRAX application](#), download the [TRAX User manual](#).

An attendee inquired whether any other eCW users utilized the RW report located in the report console in eCW. eCW used to run the RSR report in the report console. They retired that in 2017 and that option no longer works. From 2017, the RSR can only be run from the eBO reporting tool. They are working on removing it from the application to avoid confusion.

## Cost of the eCW RSR Package

- An attendee asked about the cost of the eCW RSR package.
- The cost depends on the number of clinicians that input data into eCW. You can reach out to Pavithra with the number of individual clinicians providing HIV services and inputting data into the eCW module, and she will provide the cost.

## eCW Performance Measures

- An attendee inquired about whether the eCW has HIV quality measures.
- To clarify, these are HAB performance measures and CAREWare has a report that generates them for you. These measures are the same as the HIV quality measures (i.e. virally suppression, linkage to care, or retention in care).
- eCW has these measures as a separate package because not everyone that submits the RSR needs the HIV quality measures. In this package, eCW users can run the reports by client demographic and by clinician. If interested, users can reach out to Pavithra for a demo.

## Preparations for 2019 Reporting

The DART team provided a brief overview of upcoming changes to RSR reporting for data year 2019. The following resources are available to providers:

- [2019 RSR Data Dictionary](#)
- [An overview of 2019 changes to reporting](#)
- [May 8, 2019 webinar on 2019 changes to reporting](#)