



Software Suite Overview
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With the patient *at the* heart...



Epic is built around a single integrated Comprehensive Health Record (CHR), so everything works together – in a doctor's office, hospital, long-term facility, or the patient's home. This approach helps care teams make measurable improvements in quality and reductions in cost.

Ask about software and install options to fit your organization's complexity, size, and budget.



Generative AI features and agents are built in. Ask Epic for the latest details on dozens of generative AI use cases being deployed and explored in clinical, revenue, access, and patient experience workflows.

«» Patient Experience & Relationship Management

MyChart Shared Patient Record is your direct connection to patients (via mobile app or browser) for better care, access, and revenue collection. Self-triage, with decision-tree questionnaires, can direct patients to better answers faster – and when needed, offer a clinic appointment or video visit. On-demand video visits (via integrated Telehealth) give the double benefit of patient convenience and provider efficiency. The system automatically monitors the wait list, so that if appointments get canceled, they can be offered to patients on the wait list. When the patient arrives, the system uses geofencing to automatically check them in for their visit. Billing integration allows co-pay and other balance collection directly through the app, as well as integrated financial assistance. Proxy access lets MyChart users view records for their children or elderly parents in their care – and also manage advance care planning in a place that's visible to providers. **MyChart Care Companion** provides tasks with reminders for managing chronic diseases, preparing for procedures, rehabbing from surgery, or simply guiding routine health and wellness.

Share Everywhere lets patients provide one-time chart access to any internet-connected provider – also enabling that provider to add a note into the chart. Patients access Share Everywhere from within MyChart.

MyChart Bedside is an application that improves the care experience for hospitalized patients and their families. It provides details on the patient's treatment team, scheduled procedures, and lab results, as well as electronic requests for services and educational materials.

Welcome patient arrival is available on kiosks or tablets and supports multilingual displays, providing self-service check-in, appointment itineraries, documenting e-signatures, and questionnaires. Native integration with Epic access and billing systems lets patients set up payment plans, make payments, and update their registration information at the kiosk.

Hello World is Epic's multichannel communication platform that lets you connect with patients through their preferred channels – SMS, email, and voice – without third-party add-ons. Hello World also features cross-channel conversational AI and live chat. Native integration across Epic enables real-time interactions, allowing patients to take timely actions like confirming appointments and paying bills while reducing staff workload.

Cheers Healthcare CRM is a growing collection of integrated apps for better knowing your patients and the care they need. Organizations use Cheers for attracting new patients, as well as for engaging and retaining patients already in their care.

Campaigns provides tools for population health, patient access, and marketing teams to automatically send personalized, omnichannel communications to segments of their patient population and track the outcomes of those communications.

Contact & Call Management helps your staff serve patients, physicians, insurers, and others who call for information. The system helps users understand who they are talking to, anticipate their needs, capture the conversation, execute follow-ups, and recommend next best actions.

Strengthen your consumer strategy and patient relationships with built-in access to:

✓ Clinical Record ✓ Scheduling ✓ Social Determinants ✓ Coverage & Authorization ✓ Payment Tools ✓ AI Guidance



Core Clinical

EpicCare Ambulatory EMR is the primary clinical tool for nurses, physicians, and specialists in outpatient environments. Intuitive search, chart review, order entry, flexible documentation options, integrated specialty screens, outside patient data, and fast decision support combine in a secure, reliable system. Quick actions, automatic personalization, and refill automation make for a noticeable difference in physician acceptance, as do a variety of integrated speech-driven options. Built-in analytics guide chronic disease and other population management. **Urgent Care** provides the tools for high-volume outpatient facilities to provide quality care with a focus on efficiency.

EpicCare Inpatient Clinical System connects the care team to a single patient record, clinical pathway, and care plan – with outside data in the same single view – ensuring that decisions are based on up-to-date information and that care transitions are well coordinated. Built-in analytics inform staff of potential patient deterioration in real time and help nursing teams balance workload acuity. Integrated remote monitoring mobile functions and device connectivity provide the ability to intervene.

Willow Inpatient Pharmacy System automates pharmacy communication and workflow while coordinating ordering, verification, preparation, dispensing, and administration. Natively integrated with EpicCare and its embedded decision support, Willow also delivers proactive guidance to pharmacists and clinicians. **Willow Inventory** supports multi-facility medication inventory management for ambulatory and inpatient settings as well as home infusion, with automated balance updates based on dispenses and transfers.

OpTime Operating Room Management System helps improve surgeon productivity, OR utilization, and data access across surgical environments. It provides scheduling, documentation, orders, and follow-up activities. Ask about focused **Ambulatory Surgical Center** functionality. **OpTime Anesthesia** provides touchscreen charting and pre-, intra-, and post-op documentation. Several patients can be supervised from one location, while integrated infusion pump and perfusion workflows increase efficiency and safety.

ASAP Emergency Department combines comprehensive patient information with active decision support, uses color coding to speed up documentation, and shows patients wait times, drive times, and expected copays.

ICU/Critical Care supports medication safety with barcoded medication administration as well as optional waveform integration.

Haiku for smartphones and **Canto** for tablets provide integrated support for providers' increasingly mobile workflows, including ordering, device alerts, and speech-to-text documentation – in some cases handling complete quick visits. The care team has access to their schedules, patient lists (e.g., for rounding), charts, In Basket notifications, and chat. Users can also take clinical images, e-prescribe, conduct video visits, and capture charges. Mobile apps feature an increasing number of **Hey Epic!** voice assistant capabilities. **Limerick** extends mobile notifications to the Apple Watch.

Rover is Epic's mobile platform, supporting both clinical and non-clinical workflows. Nurses can use Rover for barcoded medication administration (BCMA), vitals documentation, chart review, and lab collection. Rover also supports workflows for pharmacy inventory, dispense tracking, environmental services, transport, home care, and communication.

Secure Chat, VoIP, Alerts, and Push Notifications improve the quality and speed of communication among physicians, clinicians, and other staff, replacing costly standalone alternatives. Native integration connects the entire care team around a single patient record and communication stream.

Telehealth tools in clinician- and patient-facing applications connect the entire Epic software suite. Patients can initiate live and asynchronous E-Visits. Providers can connect virtually to others on the care team to coordinate care, consult specialists, or touch base with community practitioners. Telehealth also works with clinical and consumer health-tracking devices to support remote observation and other **Care at Home** use cases.

Care Everywhere helps ensure a single story follows your patient, even when they cross organizational boundaries. Users on the network share well beyond the standards, including reference-quality images, results histories, encounter summaries, and specialty consult notes. Care Everywhere is the framework for innovations like messaging, telehealth, scheduling, and duplicate checks across organizations. It's also the foundation for Epic's **Aura** network, which automates and simplifies complex orders for services like specialty diagnostic lab testing, device orders, radiology, and genetic lab testing, and **Professional Billing Exchange**, which supports billing for professional services across multiple instances of Epic.



Analytics, AI, Research, and Discovery

Cogito Enterprise Analytics Suite unifies data across all Epic applications, as well as your organization's other sources and systems. From this integrated connectivity platform, Cogito delivers users both in and out of Epic the important clinical or business information they need, intelligently driven by role and workflow.

Cogito Business Intelligence gives you everything you need to deliver clear, current reports and dashboards to every corner of your enterprise. It includes **SliderDicer**, the unique self-service exploration tool designed to help researchers, physicians, business leaders, and other end users quickly investigate hunches with minimal analytics training.

Cognitive Computing, a cloud-based machine learning platform, allows organizations to integrate predictive models with clinical workflows. Organizations can choose from a library of ready-made predictive models, such as early sepsis detection, or build their own models.

Caboodle, the enterprise data warehouse, allows organizations to combine Epic data with other data sources, providing a single source for reporting, optimized for performance and simplicity.

Cosmos provides a universe of evidence for researchers and clinicians at participating organizations. **Look-Alikes** connects the clinicians of similar mystery patients or those with rare diseases. **Best Care Choices for My Patient** compares outcomes for thousands of patients like yours.

Research functionality provides clinical workflow, patient recruitment, partitioned billing, and reporting to better care for patients in clinical studies, integrating clinical care with clinical research to enhance patient experience, optimize care, and boost study team efficiency.



Specialty, Departmental, and Ancillary Modules

Beacon Oncology Information System coordinates cancer care with staging tools, protocol-based treatment plans, and decision support. Integration with radiation therapy systems supports starting and tracking radiation oncology treatment. **BMT** features guide blood and marrow transplants, including cellular therapies.

Cupid Cardiovascular Information System supports cardiology workflows across the continuum of care, including invasive and non-invasive procedures, flexible structured reporting, population management, and seamless integration with imaging systems.

Radiant Radiology Information System unifies imaging workflows including ordering, scheduling, exam documentation, interpretation, follow-up, and billing.

Stork Obstetric Information System supports efficient prenatal, perinatal, and postnatal care. The module allows providers to conveniently organize and view care for both mother and newborn. Integrated electronic fetal monitoring (EFM) shows real-time tracings alongside the patient's chart.

Kaleidoscope Ophthalmology is for ophthalmologists, optometrists, and subspecialists, providing subspecialty-focused exams, device integration, imaging interpretations, and procedure notes.

Lumens Endoscopy is focused on gastroenterology and bronchoscopy procedural documentation, as well as support for other clinical workflows, personalization, and endoscopic specialty content.

Fertility links the charts of intended parents, donors, and the gestational carrier. It guides treatment cycles, including medication dosing, follicle measurement, lab values, and patient instructions. Embryology workflows support procedures performed in embryology and andrology labs and track cryopreserved inventory.

Dermatology gives clinicians a visual skin exam tool for documenting findings and placing related orders in one place. The system expedites procedural visits, Mohs surgery documentation, and common visits.

Bugsy Infection Control supports surveillance of patients who are at risk for infections with workflows for identification, monitoring, and reportable-event submission, as well as antimicrobial stewardship tools.

Bones Orthopaedics includes joint injection support, efficient "one screen" documentation, location-based charting, and more.

Occupational Medicine supports contracted services and injury care. It handles high-volume scheduling, documentation, and employer billing for occupational medicine visits.

Beyond the applications listed above, **Specialty Success Guides** included in Epic's Foundation System include:

Allergy & Immunology | Audiology | Endocrinology | Family & Internal Medicine | Gastroenterology | Geriatrics | Hematology | Infectious Disease
Medical Genetics | Neonatology | Nephrology | Neurology | Otolaryngology (ENT) | Pain Medicine | Palliative Care | Pediatrics | Podiatry
Pulmonology | Respiratory Therapy | Rheumatology | Sleep Medicine | Urology

Beaker Laboratory Information System supports acute, outpatient, and outreach labs. The system combines core lab, microbiology, genetic testing, and anatomic pathology workflows connecting lab staff to the care team and extending services to the community.

Genomics provides data and translational tools to bring genetic testing results to care decisions across Epic. Examples include pharmacogenomics for prescribing support, recommending disease screening, and using tumor biomarkers to inform oncology treatment.

Phoenix Transplant Information System helps manage the continuum of care from initial evaluation through post-op visits. It supports the transplant coordinator with waitlist management, UNOS waitlist reconciliation, and UNOS registry capabilities.

Beans Dialysis provides clinical documentation and review tools, reports, and department dashboards to help you care for your entire chronic dialysis population and track their progress via quality metrics.

Willow Ambulatory Pharmacy System facilitates workflow, communication, and decision support in the outpatient pharmacy.

Willow Home Infusion clinically verifies, dispenses, prepares, and checks home infusion medications. Track medications, supplies, and pumps from creation to delivery using a shipment manager and dashboards. Care coordination and charging are also supported.

Wisdom General Dentistry provides visual tools to document oral health, plan treatments, and manage preventive care. Integration with the health record supports oral-systemic healthcare delivery. Orthodontics functionality supports treatment planning, appliance tracking, and progress monitoring for orthodontic care.

Willow Specialty Pharmacy supports monitoring and dispensing of specialty medications for patients enrolled in an organization's specialty pharmacy program. Clinical pharmacists can perform patient outreach and report on patient care outcomes and regulatory measures for the program.

Wound Care enables continuous wound monitoring across the spectrum of care, from inpatient encounters to outpatient wound centers to specialty areas like home health. Mobile documentation supports photo capture with automated wound measurement.

Pharmacy Access and Revenue Cycle provides a centralized solution to manage medication access for specialty pharmacy medications, home infusions, and clinic-administered therapies. The hub consolidates tools and tasks such as benefits investigation, prior authorization, and financial assistance into a single, trackable workflow.



Revenue Cycle

Resolute Hospital Billing and **Resolute Professional Billing** automate and organize the revenue cycle so you can provide patients a single statement and your organization a single billing office. Workqueue management tools and in-depth reporting combine with a full range of billing and accounts receivable capabilities – so users can bill acute, ED, and hospital outpatient charges in a single work-by-exception system. The applications support streamlined charge entry, follow-up, payment posting, and paperless collection. The system provides tools to help you submit clean, accurate claims, minimizing denials and helping keep AR days low. Integrated patient-pay connections to the portal and kiosk – including **Estimates** and **Financial Assistance** tools – support patients' growing contribution to revenue.

Payer Platform automates bi-directional data sharing with payer partners to expedite authorization and payment, reducing administrative cost.

Tapestry Managed Care Administration allows your health plan to provide a coordinated health and financial planning experience for members across the continuum of care and beyond. Tapestry helps generate a more complete picture of member health and risk, shrink the footprint of administrative processes, and distribute insights to providers to better inform member care. Together, the tools can make (and measure) a significant impact on quality and safely reduce the cost of care for members. For more information, ask about our *Software Suite Overview for Health Plans*.



Continuing Care

EpicCare Clinical Case Management equips hospital case managers with tracking tools, utilization review functions, and payer connections for authorization. It streamlines communication of placement requests with post-acute and community-based facilities.

Behavioral Health accommodates treatment-team-based documentation, bulk documentation of group therapy, regulatory reporting, and safety checks, among other workflows. The system has tools to protect the privacy of mental health and substance use treatment records.

Dorothy Home Care & Comfort Hospice enhance clinical, billing, and quality review workflows for care in the home, providing access to the complete medical record with charting tools and a patient-tailored interdisciplinary care plan. These tools can run without a network connection, making for a truly portable care management system. Deployed in conjunction with Telehealth tools, Dorothy can support a growing number of **Care at Home** operational models.

Long-Term Care supports the clinical, financial, and regulatory needs of long-term care and skilled nursing facilities. It guides the completion and submission of MDS assessments, lets caregivers complete real-time medication adjudication, and tracks the course of therapy – all with the benefit of a complete Epic chart. Integration with Resolute Hospital Billing supports interim and monthly billing for long-stay residents.

Rehabilitation lets inpatient and outpatient physical, occupational, and speech therapy staff provide quality care and spend less time on documentation. The module is tailored to the unique regulatory and patient care needs of rehabilitation facilities.



Care Management, Population Health, and Value-Based Care

Healthy Planet is an integrated population health platform to help you identify, engage, and treat high-risk and high-cost patients.

Compass Rose Coordinated Care Management and Value-Based Care analyzes and closes gaps between current and target performance on payer-aligned measures, such as **Certified HEDIS Measures**. The system uses programs to track targets and tasks for efficient high-touch case management. It also supports comprehensive service coordination for social and community-related programs. Functionality includes program management, patient support network tracking, patient-specific care planning, and community service directory integration with closed-loop referrals to community-based organizations. The **Healthy Planet Link** portal extends key information and functions to affiliates and non-traditional community care providers.

Value-Based Performance Management lets you see how well you are doing and then execute the changes needed to help patients do even better – all from inside a single system. Risk stratification and predictive point-of-care metrics help you analyze trends for value-based contracts, including PMPM, risk adjustment, and high-cost or avoidable utilization.

EpicCare Link is an integrated portal that strengthens ties with affiliates and community providers, giving them secure access to patient information, referral management functions (incoming and outgoing), and procedure ordering. A single patient story from all sources improves decisions, increases referrals, and leads to better-coordinated care.



Access, Customer Service, and Patient Flow

Prelude Enterprise Registration allows staff to manage patient demographics, coverages, and billing information during registration. The system identifies required or missing information, so staff know what they need to do to finish registration. Used with Resolute Hospital Billing and Resolute Professional Billing, **Financial Assistance** tools allow staff to track financial counseling, discounting, and insurance program approvals.

Grand Central Patient Flow is a patient tracking system, with tools to manage patient stays from pre-admission through discharge – including bed planning, housekeeping, patient transport, **Transfer Center** support, Capacity Command Center reporting, predictive utilization analytics, and length of stay estimates using the Cosmos dataset.

Cadence Enterprise Scheduling makes it easy for users to schedule visits and procedures, while providing tools that help improve patient services and maximize staff and resource utilization. MyChart integration allows patients to schedule their own appointments, which boosts patient satisfaction, cuts costs, and reduces no-show rates.

Teamwork is a staff scheduling platform that's integrated with other Epic applications to provide real-time staffing information. Shift data from Teamwork makes it easy to generate Cadence schedules and see who's on call or unavailable at any time.

Health Information Management provides tools to simplify release-of-information, chart tracking, scanning, and chart deficiency tasks. Ask if the new expanded toolset in **Gallery Advanced Scanning** is a fit for your organization.

Nurse Triage helps users handle patient calls to deliver timely, effective care advice. The system supports nurses throughout the triage process, providing chart access and popular clinical protocols in a user-friendly format.



Cloud Services

Nebula Cloud Platform is an Epic-maintained resource for cloud services and software. Nebula can make it faster to deploy new technology and turnkey vendor integrations with instant scale. Nebula makes a convenient home for archiving, cognitive computing models, geolocation services, genomics data, AI services, SMS backend, and the telemedicine Video Client. **Cogito Cloud** integrates data sets from across systems and turns them into analytics insights faster.



This overview document is intended as a high-level summary of Epic software offerings and should not be used as a reference for licensing, pricing, specific functionality, or other contract discussions. If you have questions about anything in the list, ask the Epic person you're working with for details.

Pricing and Limitations (as required by ONC): www.epic.com/MU

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