

# ATHENAONE EHR EXTENDED PROFILE

## OVERVIEW

athenaOne is a comprehensive solution that helps healthcare practices remain independent. It includes electronic health records, revenue cycle management, and patient engagement products that empower customers to deliver the best possible care and business outcomes.

## USE OF AI IN ATHENAONE

AI has been a cornerstone of athenahealth's innovation since 2016, using machine learning, natural language processing, and generative models trained on 20+ years of data from 160,000+ clinicians across specialties.

athenaOne embeds artificial intelligence across clinical, patient engagement, and revenue-cycle workflows to boost efficiency, satisfaction, and financial outcomes.

Its core capabilities include:

- Ambient notes uses generative AI to draft visit documentation automatically.
- Automated document services scan and extract key data from faxes into patient charts.
- Voice assistant (Nuance-powered) delivers hands-free chart navigation, dictation, and task completion.
- Provider action prediction analyzes inbox items to suggest the next likely action with one click.

In the context of practice management:

- Authorization prediction flags cases requiring prior authorizations.
- Automated Insurance Selection populates payer information to reduce manual entry and denials.
- Prior authorization streamlining pulls relevant chart details to expedite approvals.
- Claim follow-up timing recommends optimal moments to contact payers for faster collections.

Continuous updates and strategic AI partnerships ensure practices access the latest features as soon as they're released.



## SOFTWARE SPECIFICATION

<b>OVERVIEW</b>	
<b>PRODUCT NAME</b>	athenaOne EHR
<b>ADDITIONAL INFORMATION</b>	
<b>IOS APP</b>	✓
<b>ANDROID APP</b>	✓
<b>MULTI-OFFICE</b>	✓
<b>WEB APP</b>	✗
<b>COMPLIANCE</b>	
<b>HIPAA</b>	✓
<b>ICD-10</b>	✓
<b>CPT</b>	✓
<b>HL7</b>	✓
<b>SPECIALTY</b>	
<b>ALLERGY AND IMMUNOLOGY</b>	✗
<b>ANESTHESIOLOGY</b>	✗
<b>BARIATRICS</b>	✗
<b>CARDIOLOGY</b>	✓
<b>COMMUNITY HEALTH CENTERS</b>	✗
<b>CORRECTIONAL HEALTH</b>	✗

DENTISTRY	×
DERMATOLOGY	×
DIALYSIS CLINIC	×
ENDOCRINOLOGY	×
FAMILY MEDICINE	✓
GASTROENTEROLOGY	×
GENERAL PRACTITIONER	×
INFECTIOUS DISEASES	×
INTERNAL MEDICINE	×
MENTAL AND BEHAVIORAL HEALTH	✓
NEPHROLOGY	×
NEUROLOGY AND NEUROSURGERY	×
OBSTETRICS AND GYNECOLOGY	✓
OCCUPATIONAL MEDICINE	×
ONCOLOGY AND HEMATOLOGY	×
OPHTHALMOLOGY	×
ORTHOPEDICS AND SPORTS MEDICINE	✓
OTOLARYNGOLOGY	×
PAIN MANAGEMENT	×
PEDIATRICS	✓
PHYSICAL THERAPY AND REHABILITATION	×
PLASTIC SURGERY	×
PODIATRY	✓
PROCTOLOGY	×
PULMONOLOGY	×

<b>RADIOLOGY</b>	<b>×</b>
<b>RHEUMATOLOGY</b>	<b>×</b>
<b>SLEEP MEDICINE AND CENTERS</b>	<b>×</b>
<b>SPEECH THERAPY</b>	<b>×</b>
<b>SURGERY</b>	<b>×</b>
<b>URGENT CARE</b>	<b>×</b>
<b>UROLOGY</b>	<b>×</b>
<b>VASCULAR DISEASES AND PHLEBOLOGY</b>	<b>×</b>
<b>OTHER SPECIALTIES</b>	<b>×</b>
<b>CHIROPRACTIC</b>	<b>×</b>
<b>PRACTICE SIZE</b>	
<b>SOLO PRACTICE</b>	<b>✓</b>
<b>1-10 PHYSICIANS</b>	<b>✓</b>
<b>11-50 PHYSICIANS</b>	<b>✓</b>
<b>OVER 50 PHYSICIANS</b>	<b>✓</b>
<b>SOFTWARE FEATURES</b>	
<b>APPOINTMENT MANAGEMENT</b>	<b>✓</b>
<b>BILLING MANAGEMENT</b>	<b>✓</b>
<b>CLINICAL WORKFLOW</b>	<b>✓</b>
<b>DOCUMENT MANAGEMENT</b>	<b>✓</b>
<b>EM CODING</b>	<b>×</b>
<b>INSURANCE AND CLAIMS</b>	<b>×</b>
<b>LAB INTEGRATION</b>	<b>✓</b>
<b>MEDICAL TEMPLATES</b>	<b>✓</b>
<b>PATIENT DEMOGRAPHICS</b>	<b>×</b>

<b>PATIENT HISTORY</b>	✓
<b>PATIENT PORTAL</b>	✓
<b>REFERRALS</b>	✓
<b>REPORTING AND ANALYTICS</b>	✓
<b>SCHEDULING</b>	✓
<b>VOICE RECOGNITION</b>	✓
<b>E-PRESCRIPTION</b>	✗
<b>FURTHER INFORMATION</b>	



# SOFTWARE SCREENSHOTS

athenaOne® Calendar Patients Claims Financials Reports Quality Apps Support Search super\_sleal3 Log out

---

Today < > Tuesday, October 29, 2024 (CT) ▾
Help Refresh View By: Day ▾ ⚙

2 Filters | Clear Filters: Provider Group ▾ Resource Type ▾ Appointment Type ▾ Durham Office (... +3 ▾ Allie\_Test\_PA +4 ▾
Apply filters

Provider Bookings 5 ▾

- Lana\_Test\_NP: 18 appointments, 5 hrs 45 min
- Mike\_Test\_MD: 16 appointments, 6 hrs 45 min
- Taylor\_Test\_DO: 13 appointments, 4 hrs 45 min

Scheduling Notes 1

Allie\_Test\_PA: Telehealth in Houston and Cypress only

Daily Notes 2

- May 7 - Dec 31: Mike\_Test\_MD: Testing a daily note for a provider across all departments
- Feb 9 - Dec 31: This is a daily note for all providers in all departments

	Allie_Test_PA	Lana_Test_NP	Maggie_Test_NP	Mike_Test_MD	Taylor_Test_DO
	HOUSTON OFFICE	DURHAM OFFICE	TOMBALL OFFICE	HOUSTON OFFICE	SAN FRANCISCO OFFICE
01:00 PM	Telehealth 30 Charles Test 1:00pm (30 mins)	FOLLOW UP 30 Priya Test 1:00pm (30 mins)	NEW PATIENT 45 Friday Test 1:00pm (45 mins)	PHYS15 - Helen Test EST15 - Yohko Test ANY 15	ESTABLISHED PATIENT 30 Lara Test 1:00pm (30 mins)
	Telehealth 30 Grace Test 1:30pm (30 mins)	FOLLOW UP 30 Rich Test 1:30pm (30 mins)	ESTABLISHED PATIENT 30 Michael Test 1:45pm (30 mins)	FU15 - Priya Test ANY 15	EST15 - Yohko Test
02:00 PM	Telehealth 30 Kera Test 2:00pm (30 mins)	FOLLOW UP 30 Ben Test 2:00pm (30 mins)	ESTABLISHED PATIENT 30 EST15 - Rose Test	ESTABLISHED PATIENT Joe Test 1:45pm (30 mins) ANY 15	ESTABLISHED PATIENT Rohan Test 2:00pm (30 mins)
	SICK VISIT 20 Chloe Test	SV10 - Adoption Test SV10 - Derek Test	NEW PATIENT 45 Mandi Test 2:30pm (45 mins)	FOLLOW UP 30 Alex Test 2:30pm (30 mins)	FOLLOW UP 30 Doug Test 2:00pm (30 mins)
	SICK VISIT 20 Alex Test	SV10 - Foggy Test SV10 - Mike Test	NEW PATIENT 40 Marvin Test 3:00pm (40 mins)	ESTABLISHED PATIENT 30 Marvin Test 3:15pm (30 mins)	ANY 15 EST15 - Will Test
03:00 PM	NEW PATIENT 20 Stella Test	SV10 - Mandi Test SV10 - Adoption Test	ESTABLISHED PATIENT 30 ANY 15	FOLLOW UP 30 Grace Test 3:00pm (30 mins)	NEW PATIENT 30 Savannah Test 3:00pm (30 mins)
	PROCEDURE 20 Sebastian Test	SV10 - Sally Test ANY 10		FOLLOW UP 30 Shari Test 3:30pm (30 mins)	FU15 - Linden Test EST15 - Medi Test
	NEW PATIENT 20	ANY 10			

No Mailbox

« < > »

Houston Office ▾

0

Saved view Clear

(edited) Default ▾

October 2024

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November 2024

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2024

**athenaOne** | Calendar | Patients | Claims | Friends | Reports | Quality | Support | Search | Settings | Log Out

**Patrick Thorpe**  
36yo M | 01-01-1990 | #1234 | E#1130

Contact: Mobile | (800) 555-5555 | Email: thorpe.patrick@athenahealth.com | Home: 516-123-1024-2024 | Primary: N/A | MEDICARE-MA (MEDICARE)

Review | HPI | ROS | PE | A/P | Sign-off

**Active Problems** | Historical (0) | Settings

**Chronic** | 3 Diagnosis Gaps | 0 problems

**Acute** | 1 problem

**Not Categorized** | 0 problems

**Care Episodes and Tracking**

**Patient Risk**

**Potential Diagnosis (4)**

Existing clinical and claim data suggests the following as clinically verified diagnoses for this patient. Schedule an appointment to determine whether these diagnoses are valid.

**E11.22: Type 2 diabetes mellitus w/ diabetic chronic kidney disease**  
ICD9PR: Dr Malcom - Test Clinic, New York, 10/17/2021  
CMS-ACE-10 (ACE) Diabetes with Chronic Complications | ICD weight: 0.800

**Z03.04: Typhoid arthritis**  
Manual: Dr. A. Dang - Community Care Health Network, 02/13/2021  
CMS-ACE-14 (ACE) Bacteriemia/Infection/Reservoir | ICD weight: 0.475  
CMS-ACE-10 (ACE) Chronic Hepatitis | ICD weight: 0.300

**I27.0: Primary pulmonary hypertension**  
ICD9PR: Dr Malcom - Test Clinic, New York, 10/17/2021  
CMS-ACE-10 (ACE) Heart Failure, Single Etiology and Acute | ICD weight: 0.300

**Suspected Diagnosis (8)**

These clinically inferred diagnoses have not been clinically verified. They have been inferred from evidence such as labs, screenings, and prescriptions. Schedule an appointment to determine whether these diagnosis are valid.

**Risk Adjustment Factor** | Blinded Risk score: 0.492

**athenaOne** | Home | Max Collections, Faster | Improved Clinical Experience | Improved Patient Experience | Export | Import

**Patient Digital Engagement Index**

**Patient Digital Engagement Index**

**Present digital access to care**  
Access to care score: 21.1 (0-100)

**Engagement digital treatment activity**  
Engagement score: 43.7 (0-100)

**Present digital access to healthcare information**  
Healthcare information score: 26.8 (0-100)

**Patient Digital Engagement Index: 30.5**  
(0-100) | 0.5 ↑ (0-100) | 0.1 ↑ (0-100)

**Monthly Score**

Line chart showing Patient Digital Engagement Index, Access to Care score, Healthcare Information score, and Healthcare Information Index from 2020 to 2022.

**athenaOne** | Home | Max Collections, Faster | Improved Clinical Experience | Improved Patient Experience | Export | Import

**Benchmarking**

How does your practice performance compare to other practices on the athena network? View your monthly performance against other practices in the charts below. You can use the toggles at the top of the page to view the 25th, 50th, 75th, and 90th percentile performance. Use the page-level filters to refine your practice metrics and the benchmark values displayed based on specific specialties, clinic or service regions, or data that are applicable to type.

**Get Paid Faster: Charge Entry Lag & Days in Accounts Receivable**

Comparison to 6,791 practices

**Charge Entry Lag**

Line chart showing Charge Entry Lag (Days) from 2020 to 2022, comparing Year Factor, 5th Percentile, and 75th Percentile.

**DAR (91 Days)**

Line chart showing Days in Accounts Receivable (Days) from 2020 to 2022, comparing Year Factor, 5th Percentile, and 75th Percentile.

**athenaHEALTH DAR**

Line chart showing Days in Accounts Receivable (Days) from 2020 to 2022, comparing Year Factor, 5th Percentile, and 75th Percentile.

Four mobile app screens showing patient engagement features:

- Appointments**: Monday - Oct 28. Search for providers, view appointment details for Dr. O'Brien, MD.
- Billing**: Kendal Health Clinicians. View billing details for Medicaid Number 123210000.
- Follow-up Exam**: Appointment instructions: "Please check-in using the Portal or athenaPatient before arriving." Appointment details for Kendal Health Clinicians.
- Lab results**: John Adams. View lab results for Cholesterol, Hemoglobin, Hematocrit, Hemoglobin A1c, and Urinalysis. Includes vital signs: Height 172 cm, Weight 67 kg, Blood Pressure 142/93 mmHg, Body Mass Index 23.6.