

**Lane County Request for Proposals # H&HS 20277  
Vendor Questions and Lane County Responses  
3/15/2007**

**Question 1.** *How many licensed healthcare professionals will be using the EHR portion of this solution?*

**Answer 1.** Lane County Mental Health (LCMH), Community Health Centers of Lane County (CHCLC) and Supervision and Treatment Services (STS) represent the program areas that follow the medical model and will be the primary users of the EHR component of this solution. The three program areas have 148-158 users, though not all users are licensed healthcare professionals. A breakdown of users by area is provided below.

Lane County Mental Health	100-110
Community Health Centers of Lane County	35
Supervision and Treatment Services	13
<b>Subtotal</b>	<b>148-158</b>
Public Health	13
Developmental Disabilities Services	33-35
Health and Human Services Admin	4-7
<b>Department Total</b>	<b>198-213</b>

**Note:** RFP Amendment #1 includes the deletion of the Public Health functionality, resulting in 13 fewer users as reflected in the above identification of H&HS users.

**Question 2.** *What are Lane County's requirements for single user logons to all of the applications? What single logon tool(s) are currently being utilized?*

**Answer 2.** The authorized user access requirements are covered in Section 6.2.2.3.1 of the RFP.

These are all desirable but not mandatory specifications.

6.2.2.3.1.2 A user can logon to the proposed system simultaneously at more than one workstation.

6.2.2.3.1.3 The proposed system should disable a user account if a defined number of unsuccessful logon attempts are made within a defined time period.

6.2.2.3.1.4 If the proposed system is to reside in Lane County's secure computer facility, the proposed system should use Microsoft's Active Directory for user authentication and authorization.

Lane County prefers to use Microsoft Active Directory tools for single sign-on to applications.

**Question 3.** *Will Case Managers require access to EHR functionality?*

**Answer 3.** H&HS anticipates Case Managers will have very limited access to EHR functionality. The intent is for Case Managers to be able to obtain basic service information across H&HS program areas to improve continuity of care and overall delivery of H&HS services to the client.

**Question 4.** *RFP page 32, M.7 item 7.9. Please define what is required of the EHR portion regarding Health Program Services.*

**Answer 4.** Health program services in this context includes health services provided directly by Lane County. In addition to the data noted on page 31 of the RFP in M.7 - 7.1 through 7.8, the new system must be able to capture service data using industry standard codes, e.g. CPT-4 codes. As noted in M.8, Health and Human Services will also be capturing encounter data from external service providers across the department.

**Question 5.** *RFP page 32, M.9 item 9.4. Do you have on-site pharmacies? If so, what is your pharmacy management software solution?*

**Answer 5.** The Methadone program does have an on-site pharmacy that only dispenses methadone. They will administer other prescribed drugs from their pharmacy as necessary to aid patient functioning (and deter diversion of medications.) The process is as follows:

- The doctor writes a medication order, which is given to the pharmacy.
- The pharmacy staff make note of dose (and/or changes) on individual patient dispensing sheets (Word document).
- When the patients dose, the pharmacy staff manually notes time and dose, and then initials to verify who dispensed the medication.

- The Office Assistant charts medications dispensed each day using a daily dose tracking sheet that the Counselors use to check patients in along with the pharmacy dispensing sheets.

The Mental Health program also has an on-site pharmacy which is managed under a contract with Genoa. We do not know what software solution Genoa uses. Lane County has Genoa under contract to manage and staff an on-site pharmacy at the Mental Health building. They bill all services to Oregon Health Plan or other third party payors. Examples of the services Genoa provides include:

- perform all necessary and legal requirements to certify the site as a pharmacy
- operate a minimum of 4 hours per day/5 days per week
- give sample meds based on orders from our prescribers
- contact other pharmacies regarding request for refills, questions
- act as liaison with pharmaceutical representatives for supplies of sample medication and maintain those supplies in the pharmacy
- assist Lane County Mental Health clients and staff with patient assistance programs from various pharmaceutical companies

**Question 6.** *RFP page 32, M.9 item 9.8. Does Lane County currently generate prescription labels? If so, what software application is used for this process?*

**Answer 6.** The Methadone program generates prescription labels for methadone bottles using Microsoft Word. It is similar to making other types of labels, only with very specific medication information.

For the Mental Health program, Genoa generates the prescription labels.

**Question 7.** *RFP page 33, M.10 item 10.3. Please define multiple iterations tracking requirements.*

**Answer 7.** Multiple iterations are defined as the same laboratory test provided to the same individual at multiple points in time. The system must maintain the history related to these tests.

**Question 8.** *RFP page 35, M.15. Are you planning the continued use of an existing Practice Management System? If so, what system are you currently using?*

**Answer 8.** In the Community Health Clinics, the County is currently using Oregon Community Health Information Network's (OCHIN's) *Epic* system. The future use of this system has not been determined.