



Allscripts Client Experience Event Connects Thousands of Attendees Virtually From Around the World

November 12, 2020

Company provided more than 135 online sessions, sharing 60 hours of content and raising funds to support efforts to end child hunger

CHICAGO--(BUSINESS WIRE)--Nov. 12, 2020-- Allscripts (NASDAQ: MDRX) hosted its 2020 Allscripts Client Experience (ACE) last month, bringing together thousands of the company's valued clients, strategic partners, associates and Health IT leaders from around the world to discuss industry drivers and trends that impact healthcare organizations today and help prepare them for tomorrow. The virtual conference was the largest-attended ACE in the company's history, welcoming eleven times the average number of clients who typically participate in the event. Users across all core Allscripts EHR platforms (as well as hundreds currently not using core EHR solutions) from the United States, Canada, United Kingdom and Australia attended the conference. Attendees gained insights into key issues shaping the healthcare industry in 2020, including the COVID-19 pandemic and its permanent impact on care delivery.

Clinicians had the opportunity to speak with and hear from an impressive collection of industry thought leaders. During one highly attended session, Dr. Marcus Plescia from the Association of State and Territorial Health Officers (ASTHO), Dr. Emily Gurley from the Johns Hopkins Bloomberg School of Public Health and Dr. Dave Swerdlow from Pfizer discussed the timely topics of COVID-19 testing, contact tracing and vaccine development.

"We're really going to depend on all of you who are involved in diagnosing and testing for COVID-19 to help us make sure we have good systems to report on COVID results," Dr. Plescia told Allscripts clients during the panel.

"Getting in touch and being knowledgeable about your local public health response is really useful. Many public health departments have made materials available and have them translated into languages that may be useful. Pointing them to the right resources and having them available if you are seeing patients in real time is a great step to take," Dr. Gurley said.

In addition, clients shared their successes with Allscripts solutions and the value ACE brought to their organizations.

Faith Thompson, MSN RN, RN Clinical Analyst, Clinical Informatics, Hendrick Health shared the power of a full perioperative solution in Allscripts Sunrise™. "Allscripts allows us to integrate all of our surgery systems in a seamless effort," she said. "We have access to all the critical information, located in one place, in one system. One Patient. One Chart."

Dr. Jeeny Job, Chief Medical Informatics Officer at St. Barnabas stated how imperative Allscripts patient portal is to its organization. "The FollowMyHealth® solution already had clinical information for patients to access, whether it was the clinical summary of visits, pharmacy information, medication information, or opportunities to secure messages from providers after visits," she said. "These were all areas of opportunities and value for patients. We thought that adding the video option to the portal as your access to providers created more value to our patients. In just one month, the number of transactions was over 1,600, a huge leap in adoption. The biggest driver of that is the adoption we had for behavioral health patient population. We've been really pleased with the adoption so far and we're increasing those transactions every day."

Mark Hutchinson, of Gloucestershire Hospitals NHS Foundation Trust in the U.K., discussed the benefits that Allscripts Sunrise provides. "When we were laying the tracks of the system that would take us from a low maturity score to HIMSS Level 6, we knew we had a proven, tried and tested solution with Allscripts' EPR. It was a flexible system that allowed us to build what we needed ourselves, while being confident that it would always work for us."

Melissa Huff, Chief Information Officer at Clinics of North Texas, shared how the Allscripts Revenue Cycle Management was the best solution for her organization's needs. "When looking into a revenue cycle services company that could help us, we had several come on site to discuss," she said. The Allscripts Revenue Cycle Management staff offered the best product, for the best pricing, and was able to understand our processes right from the start. When Allscripts took over our revenue cycle initiatives they simply hit the ground running. She added, "Working with Allscripts is a true partnership. There is not a day that goes by where we don't speak to our Revenue Cycle Management Services team. We know that at any time needed, we have a dedicated team we can reach out to. Our collections have increased by 3%. Our payments per encounter have increased. I am frequently asked if I could go back would I engage with Allscripts again. My answer: absolutely, yes! If you asked anybody in our organization I think everyone would tell you we should have made the change much sooner."

Carol Bahner, from University Hospitals in Cleveland shared her experience at ACE. "What we loved the most about ACE this year was discussing the latest solutions, roadmaps and updates. ACE education content struck just the right balance between focusing on the products and inspiring the health-IT community. The sessions were interactive and provided the latest insights from fellow industry experts."

Jill Helm of Veradigm participated in a Surescripts sponsored education session entitled, "Medication Cost Conversation – What's the Hold Up?" The session covered the concept of prescription price transparency (PPT) and how Veradigm's RxTruePrice solution enables physicians to have the difficult but needed conversation on prescription costs right at the point of prescribing. One session attendee remarked, "Excellent session about PPT and how to implement in real-life practice."

No Kid Hungry Partnership for GiveBack Initiative

The World Health Organization estimates that by the end of 2020, the pandemic will have caused chronic hunger to increase by approximately 20% globally. During virtual ACE 2020, Allscripts partnered with No Kid Hungry, raising funds to support chronic hunger.

"Allscripts was honored to host thousands of our clients and healthcare thought leaders from around the world for our flagship event, hosted for the

first time in a completely virtual environment,” said Allscripts CEO Paul Black. “Bringing together healthcare leaders from various sectors of our industry—especially during such a crucial, challenging time for global healthcare delivery—created engaging discussions that were informative, thought-provoking and inspiring. We look forward to building upon this year’s event with an even more successful ACE in 2021.”

About Allscripts

Allscripts (NASDAQ: MDRX) is a leader in healthcare information technology solutions that advance clinical, financial and operational results. Our innovative solutions connect people, places and data across an Open, Connected Community of Health™. Connectivity empowers caregivers and consumers to make better decisions, delivering better care for healthier populations. To learn more, visit www.allscripts.com, [Twitter](#), [YouTube](#) and [The Allscripts Blog](#).

© 2020 Allscripts Healthcare, LLC and/or its affiliates. All Rights Reserved.

Allscripts, the Allscripts logo, and other Allscripts marks are trademarks of Allscripts Healthcare, LLC and/or its affiliates. All other products are trademarks of their respective holders, all rights reserved. Reference to these products is not intended to imply affiliation with or sponsorship of Allscripts Healthcare, LLC and/or its affiliates.

View source version on [businesswire.com](https://www.businesswire.com/news/home/20201112005249/en/): <https://www.businesswire.com/news/home/20201112005249/en/>

Investors:

Stephen Shulstein

312-386-6735

Stephen.Shulstein@allscripts.com

Media:

Concetta Rasiarmos

312-447-2466

concetta.rasiarmos@allscripts.com

Source: Allscripts