

MOTIONMD EMR SWITCH WORKFLOW

1. Introduction

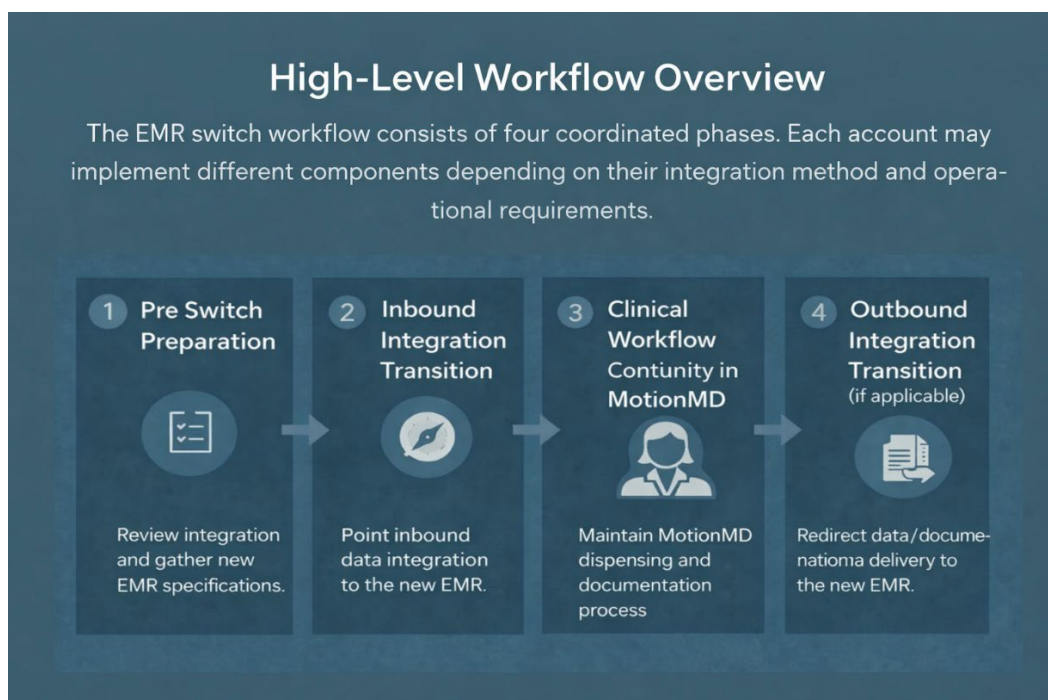
The **MotionMD EMR Switch** workflow describes how an account transitions from one EMR system to another while maintaining continuity in DME operations. This workflow ensures that inbound data, clinical activity, and outbound documentation remain accurate and uninterrupted throughout the transition.

An EMR switch requires coordinated updates to integration endpoints, data mapping, and workflow validation to ensure MotionMD continues to receive and return the correct information.

2. High-Level Workflow Overview

The EMR switch workflow consists of four coordinated phases. Each account may implement different components depending on their integration method and operational requirements.

1. **Pre-Switch Preparation** – Review current integration, gather new EMR specifications, and plan cutover.
2. **Inbound Integration Transition** – Update inbound data sources from the legacy EMR to the new EMR.
3. **Clinical Workflow Continuity in MotionMD** – Ensure staff can continue dispensing devices and capturing documentation without interruption.
4. **Outbound Integration Transition (if applicable)** – Redirect POD/AOB and documentation delivery to the new EMR.



3. Step-by-Step End-to-End Flow

3.1 : Pre-Switch Preparation

Before the EMR switch occurs, the **Account** and **MotionMD Support** collaborate to:

- Inventory current inbound and outbound integration methods.
- Collect new EMR interface specifications (HL7, API, SFTP).
- Identify mapping changes for clinics, providers, insurance, and encounter types.
- Establish a cutover timeline and testing plan.

This phase ensures all technical and operational requirements are documented.

3.2 : Inbound Integration Transition

On the scheduled cutover date, inbound data begins flowing from the new EMR.

Inbound data may include:

- Patient demographics
- Insurance details
- Encounter/visit information
- Ordering provider

Supported inbound methods:

- HL7 (ADT, SIU, ORM)
- API
- SFTP (PDF or structured files)

MotionMD Support validates and maps the new EMR data, then creates or updates patient and encounter records.

3.3 : Clinical Workflow Continuity in MotionMD

During and after the EMR switch, MotionMD users continue to:

- Locate patients and encounters
- Dispense DME devices
- Capture clinical documentation
- Obtain POD/AOB signatures

This ensures uninterrupted clinical operations while integration endpoints transition.

3.4 : Outbound Integration Transition (if applicable)

Once outbound configuration is updated, **MotionMD** begins sending POD/AOB and documentation to the new EMR.

Outbound data may include:

- Signed POD (PDF or structured data)
- Device and delivery details
- Billing documentation
- Encounter metadata

Supported outbound methods:

- HL7 (ORU, MDM)
- API
- SFTP

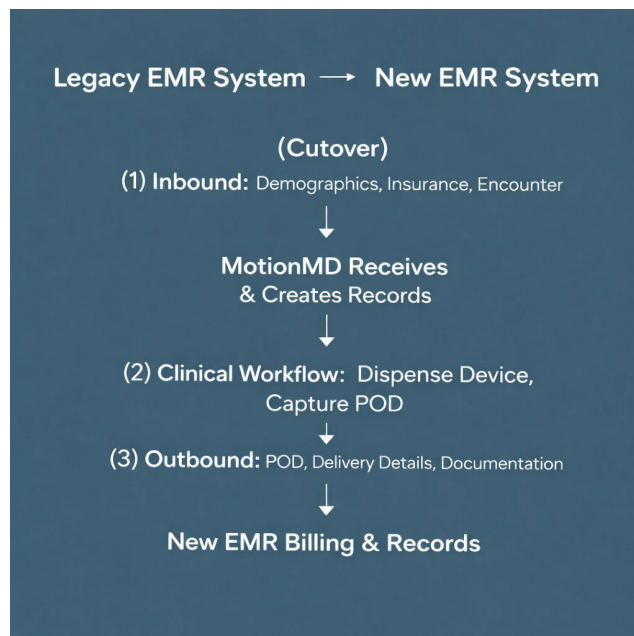
3.5 : Post-Switch Validation

After the switch, the **Account** verifies:

- POD/AOB is received by the new EMR
- Documentation attaches correctly to patient charts
- Billing workflows function as expected
- No duplicate or missing encounters

This closes the EMR transition loop.

4. EMR Switch Data Flow Diagram



5. Key Integration Requirements

To support a smooth EMR transition, the **Account** must:

- Provide updated inbound and outbound specifications
- Supply new endpoints for HL7, API, or SFTP
- Validate clinic, provider, and insurance mappings
- Participate in integration testing before and after cutover

Without updated outbound configuration, **MotionMD** cannot return POD/AOB or documentation to the new EMR.

6. Benefits of a Structured EMR Switch Workflow

A complete integration cycle provides:

- **Automation:** Eliminates manual data entry and document handling.
- **Accuracy:** Ensures consistent patient and encounter data.
- **Efficiency:** Reduces administrative workload.
- **Compliance:** Ensures POD/AOB and documentation are properly stored.
- **Visibility:** Gives the account real-time insight into device delivery.

A well-managed EMR switch provides:

- **Continuity:** No disruption to clinical dispensing or documentation.
- **Accuracy:** Clean mapping ensures correct patient and encounter data.
- **Efficiency:** Automated data exchange continues without manual workarounds.
- **Compliance:** POD/AOB and documentation remain audit-ready.
- **Visibility:** The new EMR receives complete device delivery information.

7. Summary

The **MotionMD** EMR Switch workflow ensures a seamless transition from one EMR to another by coordinating inbound data updates, maintaining clinical workflow continuity, and re-establishing outbound documentation delivery. With proper preparation and testing, accounts experience minimal disruption and maintain full compliance and operational efficiency.

8. Glossary

- **EMR Switch:** Transition from one EMR system to another.
- **Inbound Integration:** Data sent into **MotionMD**.
- **Outbound Integration:** Data sent from **MotionMD** back to the customer.
- **POD (Proof of Delivery):** Signed documentation confirming device delivery.
- **AOB (Assignment of Benefits):** Patient authorization for billing.
- **HL7:** Healthcare data exchange standard.
- **SFTP:** Secure File Transfer Protocol.
- **API:** Application Programming Interface.

9. Troubleshooting and Support

Common issues during an EMR switch may include:

- Missing or incomplete inbound demographics
- Incorrect clinic or provider mapping
- Duplicate encounters during cutover
- Outbound POD/AOB not transmitting to the new EMR
- API authentication failures
- SFTP folder structure mismatches
- Documentation not attaching to the correct patient record

Please contact **MotionMD** Support if issues affect multiple patients or appear system-wide.