

Access Tools / Identity Management

Authentication Biometrics	Remote Access	Wireless Access
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User Provisioning	Privileged IDs Shared IDs Monitor IDs	RFID / Global Positioning
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Authorization Workflows

Single Single-on

Enterprise Knowledge Management

Contact Management CRM	Data Warehouse	Decision Support
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Enterprise Strategy Management	Evidence Based Practices	Executive Support
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Market Analysis	Service Line Management	Standard and Compliance
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Interoperability

Protocols	Enterprise Master Patient Index	Health Information Exchange
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Integration Architecture	Integration Engine	Policies
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Standards	Procedures	Best Practices
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Infrastructure

Bar-Coding Devices	Call Center ACD	Career Services
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Computer Hardware	Configuration Management	Data Mobility
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Device Management and Monitoring	Directory Services	Disaster Recovery
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Enterprise Backups	Network Backbone LAN – WAN	Network Management Tools
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Patch Management	Servers	Software Distributions
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Storage	System Management Tools	Telephony – VOIP PBX
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Thin Client	Touch Screen Systems	Virtualization
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Massaging	Voice Mail	Web Servers
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Wireless Systems	WI-FI	
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Authorization	Claims Management	Claims Processing
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Eligibility & Enrollment	Managed Care	Medical Staff Credentialing
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Physician Billing	Premium Billing	Utilization Management
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Clinician Management / Clinician Documentation

Activity	Bio Medical Device Integration	Cardiology
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Case Management	Clinical Documentation	CP / OE - Order Entry
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eMAR	Evidence Based Support	Hemo Dynamic Monitoring Interface
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Incident Reporting	Infection Monitoring	IV Smart Pump
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PACS	Patient Bar Coding	Physician Documentation
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QA / Risk Management	Rehab Documentation	Remote ICU monitoring
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Repository Therapy	Results Retrieval - EMR	Staff Scheduling
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Utilization Review	Voice Recognition	
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Medical Disease Management

Case Mix Management	Clinical Benchmarking	Data Mining and System Tools
Evidence Based Support	Medical Disease Management	Outcomes Management / Tracking
Patient Survey	Provider Profiling	Order Sets Clinical Protocols
Statistical Benchmarking		

Patient Administration

Admissions	Archiving	Billing & Accounts Receivable
Credit & Collections	Electronic Claims & Remittance	Eligibility Verification
Patient Scheduling	Professional Fee Billing	Registration
Revenue Stats and Reporting		

Finance & Business Systems

Accounts Payable	Budgeting	Call Accounting
Contract Management	Cost Accounting	Decision Support
Eligibility Verification	Executive Support	Financial Productivity
Fixed Assets Management	General Ledger	Grant / Fund Accounting
Materials Management	Office Automation	Pay for performance Physicians
Project Budgeting	Supply Chain	

Ancillaries / Departments

Automated Supply Cabinet	Blood Bank	Cardiology Tracking
Lab	Critical Care	Dietary
ED System	Home Care Management	Home Infusion
Infection Monitoring & Control	Mammography	Microbiology
Outreach / Mobile Health	Pathology	Pharmacy
Physical Therapy	Point of Care Diagnostics	Radiology Therapy
Radiology	Rehab / Reporting	Retail Pharmacy
RX Dispensing Units	Surgery / Scheduling	

Facility Management

Bed Tracking	Bio Med Task Management	Construction Management & Planning
Intranet Security Tracking	Physical Security Tracking	Operations Management
Work Order		

Physician Connectivity

Ambulatory Electronic Health Record	Physician Practice Management	Physician Web Portal
Tele - Medicine		

Medical Records Management

Abstracting / Recording	Chart Management	Dictation
Document Management	Electronic Signature	Encoder / Grouper
Facility Electronic Medical Records	Facility Master Patient Index	Medical Records
Medical Records Imaging	Transcription(s)	

Human Resource Management

Desktop Faxing	Education Tracking / Scheduling	Employment Health
Employment Intranet	Enterprise Resource Planning	HR Benefits Administration
Medical Library	Payroll	Performance Management
Recruiting	Self Services eAPPs	Time & Attendance

Collaboration / Communication

eMail

Universal
Messaging

Video / Audio
Conferencing

Voice Mail

Web Conferencing

Instant / Messaging
Texting

Security

Advanced Access
Controls

Encryption

Event Loggings

Intrusion Detection
/ Prevention

Secure Socket
Layering (SSL –
VPN)

Spam Control

Web Filtering

Ancillaries / Departments

Automated Supply
Cabinet

Blood Bank

Cardiology
Tracking

Lab

Critical
Care

Dietary

ED System

Home Care
Management

Home Infusion

Infection Monitoring
& Control

Mammography

Microbiology

Outreach / Mobile
Health

Pathology

Pharmacy

Physical Therapy

Point of Care
Diagnostics

Radiology
Therapy

Radiology

Rehab / Reporting

Retail Pharmacy

RX Dispensing
Units

Surgery / Scheduling

System Automation Administration

Business Express
Automation

Community
Benefit

Foundation
Management

Legal Document
Tracking

Patient Connectivity

Appointment
Reminder

Kiosks &
Wayfinding

Nurse Advise
Line

Patient Portal

Patient TV
Connectivity
Education

Physician
Finder

Smart Card
/ Patient IDs

Wireless Secure and
Public Hot Spots