



Centricity™ Practice Solution 12.3 & Centricity™ EMR 9.12 Upgrade Project Plan Checklist

Initiate

Plan

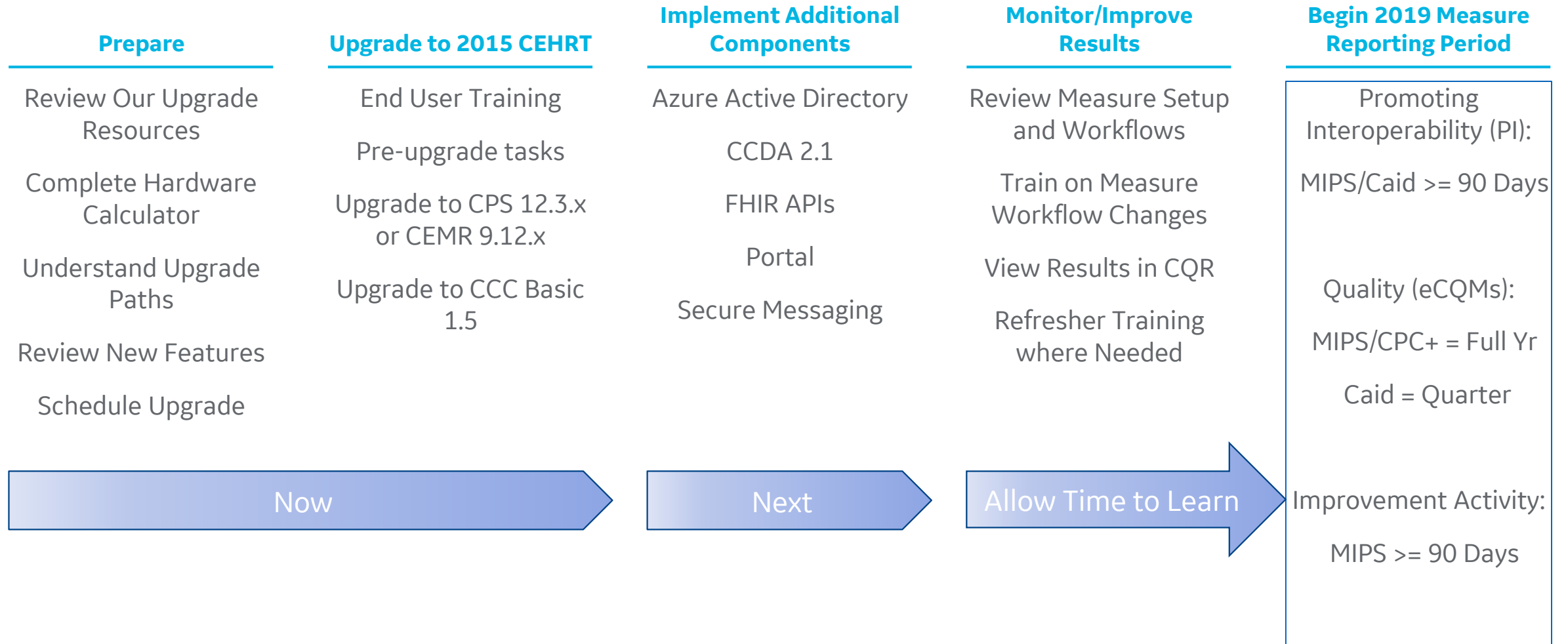
Execute

Go Live

Resources to Help



Upgrade Timeline



Upgrade Resources on the Customer Portal

<https://digital.gehealthcare.com>

The screenshot shows the GE Healthcare Customer Portal interface. The 'Community' tab is highlighted in the top navigation bar. Below the navigation bar, there is a banner for 'Centricity Practice Solution' with a welcome message. A search bar is located below the banner. The 'Featured Content' section includes a welcome message and a video introduction. The 'Resources' section contains several buttons: Documentation, Contact Us, Education & Webinars, Connect with Sales, Product Downloads, Upgrade Resources (highlighted with a red box), Quality Reporting, CHUG User Group, and All Resources & Products. Below the resources, there is a 'MY COMMUNITIES' table with columns for NAME, LAST POST, MEMBERS, and ACTION.

NAME	LAST POST	MEMBERS	ACTION
Centricity Practice Solution	2018-05-08	321	UNJOIN
Quality Reporting Group	2018-05-23	282	UNJOIN
VBC Cloud Operations	2018-05-17	168	UNJOIN
Centricity Customer Communications	2018-05-23	334	UNJOIN
VAR Operations	2018-05-14	116	UNJOIN

A grid of eight icons representing various resources available on the portal:

- What's New (Megaphone icon)
- Technical Planning (Monitor icon)
- Setup & Train (Wrench and screwdriver icon)
- Upgrade Checklists (Checklist icon)
- Schedule Upgrade with GE Healthcare (Calendar and clock icon)
- CMS Quality Reporting (Information icon)
- Centricity Value Added Services (Thumbs up icon)
- GE Healthcare Support & Resources (Question mark icon)



Initiate



- Appoint a project leader
- Create an internal upgrade project team with representation from each functional area including IT
- Review GE upgrade resources in community (see previous slide)
- Map out all Centricity and Centricity inter-related components in use including billing and scheduling add-ons, reporting modules, scrubbers, EDI solutions, ePrescribing, portals, messaging, reminder systems, etc.
- Perform a complete release note & technical documentation review for all upgrading systems
 - Community > Upgrade Resources > What's New & Technical Planning
 - Community > Product Downloads
- Identify need for assisted upgrade services based on current versus future state considering any new features or solutions to be implemented
- Complete technical planning for upgrade
 - Community > Upgrade Resources > Technical Planning
- Conduct an internal upgrade project kick off

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Resources to Help



Plan



- Finalize identification & purchase of needed technical components for upgrade
- Identify all key project contacts, third-party vendors & software suppliers, interface partners, & help desk contact information for quick reference
- Discuss upgrade plans & additional services options with GE or VAR representatives
- Consider implementing or refreshing a Centricity test system prior to upgrade
- Alert key contacts of system components about upgrade plans & validate readiness for upgrade with each
- Develop a training plan
- Begin an issues tracker with assigned owners and regular project touch points
- Finalize contracting as required with GE, VAR representatives, and other inter-related system parties
- Create a project schedule
- Develop a go live day & post live issues routing procedure

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Resources to Help



Execute



- If a test system is available, perform upgrade and end-to-end testing on current and future state workflows
- Install and ready technical systems for upgrade
- Finalize pre-upgrade training with GE, VAR representatives, and other inter-related system parties
- Execute on end user training plan
- Consider upgrading components in advance of the Centricity software as possible
- Complete Active Directory & Azure Active Directory tasks
- Complete Go / No Go meeting, review schedule of events, handoffs, & outstanding issues list
- Communicate to organization upgrade schedule & issue reporting procedure
- Complete pre-upgrade tasks per Centricity upgrade technical documentation
- Backup Systems & Upgrade Centricity and other inter-related systems

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Resources to Help



Go Live



- Finalize workstation installations
- Complete post upgrade feature or system setup, configuration, and grant permissions
- Complete CCC or other form installation and configurations
 - Community > All Resources & Products > Centricity Clinical Content
- Core team tests system access and baseline functionality
- Core team is available on clinic floor for troubleshooting and questions
- Communication to organization announcing go live and reminder of issues reporting procedure
- Monitor and prioritize any incoming issues or concerns with owners to resolve
- Monitor interfaces and quality reporting data flow to CQR as applicable

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Resources to Help



Reference our Customer Portal for Ongoing Updates

GE Healthcare

HI, RHEA GLOBAL SEARCH

Home **Community** Documentation Community List Feeds

CENTRICITY PRACTICE SOLUTIONS

Welcome to Centricity Practice Solution
Over 70 specialties across all 50 states and all practice sizes.

search GO

Featured Content

Welcome to the new Service Cloud Customer Portal providing you with integrated access to Centricity Practice Solution Documentation, Software Updates, Education, Customer Communications, Account and Case management and so much more!

Watch this Video -https://p.widencdn.net/vzks/Service-Cloud-Customer-Portal-Introduction - for an introduction to the Service Portal as well as read the attached Service Cloud Customer Portal User Manual covering the new features and functionality of the Service Cloud Customer Portal.

Service Cloud Customer Portal User Manual

Join us for Centricity LIVE 2018!

Mark your calendars! Centricity LIVE 2018, the premier GE Healthcare Digital user conference, is coming to Las Vegas, May 16-18, 2018.

Centricity LIVE is the ideal venue to learn how to maximize your Centricity investment with the latest best practices, continuing education sessions, networking, exciting speakers and thought leadership. You will have the opportunity to preview the newest software innovations and the ability to reconnect and network with your fellow Centricity users and GE Healthcare Executives.

Resources

Documentation Contact Us
Education & Webinars Connect with Sales
Product Downloads Upgrade Resources
Quality Reporting CHUG User Group
All Resources & Products

1 - 9 of 9 Results

MY COMMUNITIES AVAILABLE COMMUNITIES

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<https://digital.gehealthcare.com>

All webinars in one place

Upgrade tools and guides

Quality Reporting

Join the chatter groups



Community Chatter Groups

GE Healthcare

HI, RHEA GLOBAL SEARCH

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<https://digital.gehealthcare.com>

- Select “Available Communities”
- Select “Join” next to communities of interest
- Select each community you join to configure email notifications (default is weekly)

PRIVATE

WEEKLY DIGEST

Quality Reporting Group

EVERY POST

DAILY DIGEST

WEEKLY DIGEST

LIMITED





Home

