InterSystems®
Creative data technology

InterSystems IntelliCare
A Next-Generation AI-Powered Electronic Health Record System

Overview

InterSystems IntelliCare™ is an advanced, unified electronic health record (EHR) and healthcare information system with integral AI. Built on proven solutions—InterSystems TrakCare® and InterSystems IRIS® for Health—this next-generation health information system takes full advantage of InterSystems EHR and data management experience. It enables healthcare delivery organizations of any size to break down interoperability barriers, improve information flows, and boost clinical and business outcomes.

Cutting-edge ambient listening and generative AI capabilities fundamentally transform the user experience, streamlining encounters, improving care quality, and increasing clinician productivity and satisfaction. The AI-powered solution with first of its kind IntelliCare Actions optimizes EHR workflows, helping providers free up time and improve focus. It also helps healthcare organizations eliminate operational inefficiencies, increase awareness, and improve decision-making. All while promoting strict human-in-the-loop oversight for data accuracy and patient safety.

IntelliCare eliminates the inherent cost, complexity, and challenges of traditional siloed healthcare IT environments, making it easy to share information across departments, organizations, and sites in real-time. The standards-based solution provides a single data model, common data store, enterprise patient record, and consistent user experience across the entire care continuum.

Much more than a conventional EHR system, the fully integrated product portfolio includes a comprehensive set of unified clinical, administrative, revenue cycle management, and departmental offerings with built-in AI functionality.

Features

- Integral AI Assistant with natural language commands
- Customizable AI prompts
- Advanced generative AI functionality
- Human-in-the-loop data review and confirmation
- Ambient listening capabilities
- Built-in decision-support functionality and AI-powered Actions
- Voice-to-text and image-capture capabilities

Benefits

- Increase care team and staff productivity
- Boost clinical and business outcomes
- Improve patient interactions and trust
- Elevate user experience and satisfaction
- Support clinical safety and regulatory compliance
- Improve information flows and communications
- Avoid third-party AI solution cost and complexity

Use Cases

- Automated patient history summaries and Actions
- AI-drafted encounter notes and documents, visit summaries, and patient communications
- Multilingual voice dictation and transcription
- Populated list of Actions for approval and use
- EHR workflow automation, personalization, and simplification
- AI-assisted procedure and diagnosis coding
- Care handover communications creation

"**AI is a seismic shift in healthcare technology. With its advanced AI functionality and decades of proven reliability, InterSystems IntelliCare was the obvious choice to provide our hospitals with the most advanced solution available.**"

Jusup Halimi, President Director of EMC Healthcare

Improving clinical and business outcomes with AI

Intuitive, proactive, user-centric interface streamlines interactions

Most conventional EHR interfaces are designed around the data, not the user. Busy clinicians waste valuable time traversing menus, trying to find the right screens to enter data into the right fields, instead of fully engaging with their patients.

IntelliCare is designed around clinicians to optimize the user experience and reduce friction and burnout. The user-centric approach radically simplifies workflows for care teams and other users across the enterprise, helping healthcare organizations improve care delivery and manage resources. An intuitive browser-based interface with advanced search functionality streamlines interactions for users of all types.

Innovative AI Assistant reimagines the workflow

IntelliCare features an integral AI Assistant that lets clinicians quickly access key patient data and effortlessly summarize patient histories. Rather than navigating EHR menus, the provider simply enters natural language commands or selects from predefined, customizable prompts to automatically display pertinent information or generate preformatted data summaries. The AI Assistant can also automatically generate notes for providers to review and add to patient records.

The AI Assistant dramatically improves provider efficiency and care quality. It incorporates an AI-enabled Coding Workbench to suggest procedure and diagnosis coding, helping hospitals and healthcare networks avoid coding mistakes, improve compliance, accelerate revenues, and reduce operating expenses.

Ambient

Companion mobile application unleashes productivity

The InterSystems IntelliCare mobile app for Android and iOS devices helps clinicians boost productivity and time-savings even further. Providers can capture patient conversations or dictate using the app, to automatically generate encounter notes and reports, while ensuring human oversight and patient consent. The solution improves patient interactions by eliminating distractions and allowing providers to maintain eye contact throughout the consultation. Clinicians can easily review and edit autogenerated summaries and remarks, along with planned orders or diagnoses suggested by the provider and add them to a patient record, together with captured images such as handwritten notes.

Actions supports rapid data review and inclusion

IntelliCare's Actions feature turns clinician voice and text input into structured, terminology-mapped items greatly reducing the time to update the record. Actions may include patient attributes like allergies, alerts and diagnoses as well as orders for lab tests and imaging, referrals or equipment. Actions prepopulate the chart within the AI Assistant for easy validation and inclusion in the patient record within a single screen.

Current InterSystems TrakCare customers moving to InterSystems IntelliCare

Because IntelliCare is built on TrakCare, there is no requirement to re-implement. Modern system configurations currently in place will persist when your organization moves to IntelliCare, making the migration process straightforward.

Next Steps

InterSystems IntelliCare can be deployed on either a cloud hosted model, or as a secure SaaS solution for ultimate agility and operational simplicity. The solution is architecturally designed to ensure high performance and scalability, and preconfigured to meet local language and regulatory requirements, ensuring rapid deployment and time-to-value. To learn more please visit **InterSystems.com/IntelliCare**

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