

Madera County Request for Qualifications and Cost Proposal Project Questions and Answers

1. How many patient visits did Madera have last year?
 - a. How many were medical? **Madera County Public Health had approximately 6,911 medical visits last year.**
 - b. How many were dental? **Madera County Public Health does not provide dental services.**
 - c. How many were behavioral health? **Madera County Public Health does not provide behavioral health services.**
 - d. Are you projecting growth for the upcoming year? If so, at what percentage? **We are projecting a 5% growth rate in the upcoming year.**
2. Can we propose alternate solutions for the key requirements, in the event that our proposed system doesn't fully meet the requirements as stated? For example, our system's electronic health record, registration, scheduling, and billing modules provide a much more direct approach that does not require full integration with other systems such as Microsoft.
Yes, we are interested in alternate solutions if our stated requirements cannot be met.
3. Can you share a little more about the State of California's retention schedule requirements (i.e. provide a link or additional details)?
Health Records
Health records for adults are retained for seven (7) years past the date of the last activity. For minors, records are held for seven (7) years past the date of majority (18 + 7 = 25 years).

Fiscal Records
All records used to support and substantiate expenses must be kept for a minimum of three (3) years after the end of the final contract term
4. Can the County clarify if it is seeking a client-hosted or Cloud option?
The Madera County Public Health Department is making a decision on the best option based on the RFQ proposals. We will determine this by analyzing the vendor's proposal rationale, future trends, and short/long term cost-benefit analyses.
5. The RFP states that the number of users includes six FTE nurses. Are these nurse practitioners?
5 are Public Health Nurses, one is a Nurse Practitioner
6. Can the County clarify if there is a any integration required with other organizations/software?
We are seeking integration with the County's accounting system, Sungard IFAS, and with medical service related organizations, which include Quest Diagnostics Laboratory (CARE360), The California Reportable Disease Information Exchange (CalREDIE), and The California Immunization Registry (CAIR).
7. Question 7 in the Key Components section of the RFP states that the system must be able to promptly institute to Public Health Emergencies alerts and workflow revisions. Can you provide clarification for what you are asking here?
The Madera County Public Health Department seeks an EHR system that has the capability to quickly change clinical workflows and raise alerts to providers and case managers when a national, state, or local Public Health Emergency is called, such as an Ebola or Tuberculosis

outbreak. In the event that a patient presents to the clinic with distinctive symptoms, travel/exposure patterns, etc, we expect the selected EHR system to prompt an alert. Please inform us if the workflow modifications will have to be completed by the vendor or programmed by our own staff. If our staff will be responsible please propose training options.

8. Question 23 in the Key Components section of the RFP states that the system must have the ability to allow for future external audits and reviews of public health records by oversight bodies. Can you clarify what you are seeking here? What oversight bodies does the RFP refer to?

Oversight bodies may include the California State Controller's Office, the California Department of Public Health, the California Department of Health Care Services, and the Health Resources and Services Administration's Uniform Data System.