

# With endowriters, you get what you pay for.

## Jump to a Question

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1. Getting Started
2. Customizations
3. Super User Expectations
4. Efficiency
5. Medical Content
6. Advanced Reporting
7. Cloud Security
8. Customer Support

### Before choosing a gastroenterology documentation software, be sure to ask the vendor these 8 questions.

When researching endoscopy report writers (ERWs), you might assume competing software solutions are like-for-like based on their listed features and benefits. However, investing in a cheaper solution will likely cost you more in the long run and will limit your return on investment (ROI), so it is important to understand any nuances.

We are confident that there is only one Gold Standard in Gastroenterology (GI) procedure documentation software – it is, and always has been, Provation.

We are also confident that if you ask the vendor these 8 questions, you are more likely to choose the right endowriter to serve your team immediately and for years to come.

# Getting started.

Can we start documenting procedures immediately in the endowriter or is it common for users to require custom configurations and/or templates? How will these customizations impact our timelines?

## Why it is important to ask

Some endowriter (ERW) vendors claim to be designed with the help of gastroenterologists for quick, efficient documentation. However, it is important to know if the workflow is right for *your* facility. Be sure to ask if any significant custom configurations and/or templates are likely required or strongly encouraged before most clinicians feel comfortable documenting in the software. Without these customizations, there may be considerable delays and a learning curve for anyone new to the software.

False expectations for implementation are often set by other endowriter vendors during the proposal stage, which can impact the estimated total project costs and timing. The more custom configurations and templates needed to make your clinicians happy, the longer you will have to wait before they can start documenting procedures.

## The Provation advantage

Provation is renowned for allowing all clinicians and gastroenterologists (at all types of practices) to document endoscopy procedures immediately, without the need for any significant customizations. That is because our software is continuously aligned with GI industry best practices to drive standardization.

At Provation, we take transparency and honesty seriously. We have a consultative approach to ensure all parties are on the same page – before, during and after going live with our solutions. Without any unrealistic expectations, we can work together to get your team up and running quickly and with as little stress as possible.

## Jump to a Question

---

1. Getting Started
2. Customizations
3. Super User Expectations
4. Efficiency
5. Medical Content
6. Advanced Reporting
7. Cloud Security
8. Customer Support

Implementing another  
GI ERW can take

**3x LONGER**

than Provation due to customizations, and may also require onsite fine-tuning after launch, according to one super user.

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Custom configurations and templates are available and easy to make in Provation. However, they are not necessary for quick onboarding and efficient procedure documentation.



# Customizations.

How do custom configurations impact medical content, coding, reporting and note consistency across physicians?

## Jump to a Question

---

1. Getting Started
2. Customizations
3. Super User Expectations
4. Efficiency
5. Medical Content
6. Advanced Reporting
7. Cloud Security
8. Customer Support

## Why it is important to ask

Many endowriters promote flexibility and easy customizations because they know clinicians will likely need customizations to efficiently document procedure notes using their software.

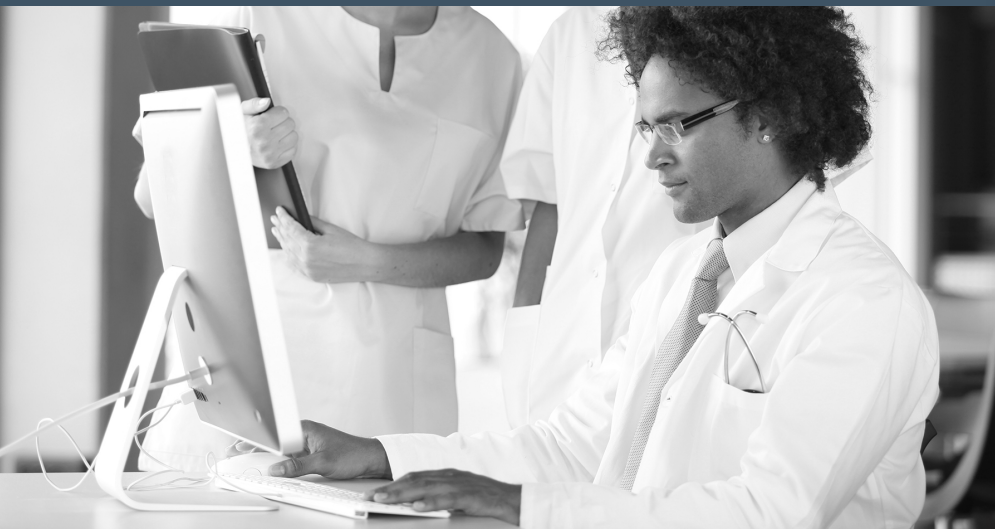
However, every custom configuration made for a clinician can compromise the endowriter's structured data, which is required for any automated coding, medical content updates and reporting. This in turn can increase procedure note inconsistencies and inaccuracies, while decreasing standardization across the facility and health system.

Also, any customization of content or coding becomes the customer's responsibility to maintain.

## The Provation advantage

Provation is designed to align with the physician's natural workflow and GI best practices. Some physicians prefer templates to minimize the number of clicks, however, custom configurations in Provation are more often "nice to have" rather than "need to have."

In addition, Provation experts train super users to make any customizations in a way that maintains standardization and automation, maximizing the availability of reportable data.



# Super User Expectations.

What can our endowriter super user(s) expect before, during and after implementation?  
How much will we be asking our super user(s) to take on in addition to their day-to-day responsibilities?

## Why it is important to ask

Customizations are not always easy in endowriters, especially in the beginning. That is why many endowriter vendors offer to make all initial custom configurations and templates for you.

After implementation, maintenance of anything customized becomes your responsibility. So, the more custom configurations and templates required for each clinician and/or workflow, the larger the burden on your on-site super user(s) – and this is on top of their other day-to-day responsibilities.

## The Provation advantage

As mentioned, Provation is intuitive and easy to learn, without the need for significant training or customizations, minimizing the day-to-day endowriter responsibilities of the super user(s).

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1. Getting Started
2. Customizations
3. Super User Expectations
4. Efficiency
5. Medical Content
6. Advanced Reporting
7. Cloud Security
8. Customer Support

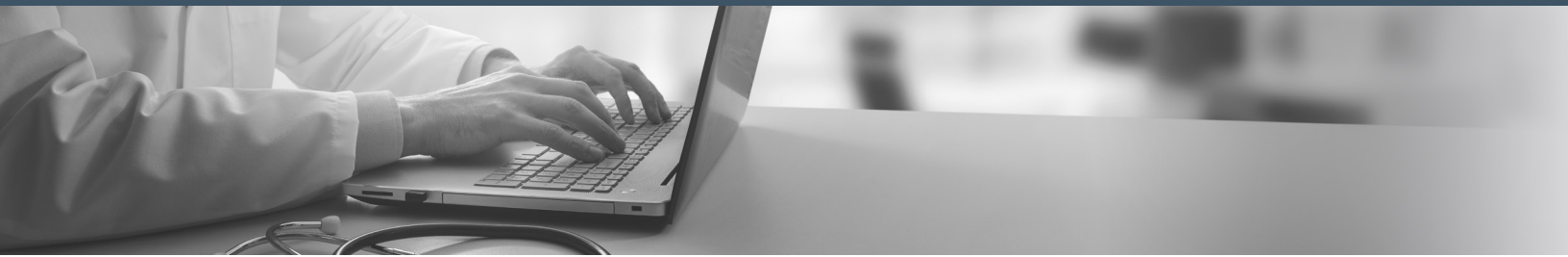
To truly understand the endowriter's burden on your super user(s),

## ASK YOURSELF:

- Are you planning to ever add new clinicians?
- New specialties?
- New procedures?
- New sites?

Each of these scenarios will increase the demand on your super user(s) to manage custom configurations, templates, and coding for all software users.





# Efficiency.

Without customizations, how does the endowriter increase efficiency?

## Why it is important to ask

Improving efficiency is fundamental when adopting a new endowriter. If the software requires heavy customization to align with your existing workflows and/or reduce the time spent on documenting procedures, billing and reporting, you should consider a better option.

## The Provation advantage

Provation has a proven return on investment (ROI) due in large part to its ability to increase operational and clinical efficiencies, with or without customizations.

As the recognized endoscopy software leader for ease of use, Provation quickly guides clinicians through deep medical content to capture all relevant procedure details by anticipating the most logical selections.

The resulting Provation procedure note is not only timely – it is high quality, medically accurate, and coder-ready. With Provation, specialists can immediately communicate their findings and recommendations with colleagues, patients and primary care physicians, all while supporting the continuity of care.

## Jump to a Question

1. Getting Started
2. Customizations
3. Super User Expectations
4. Efficiency
5. Medical Content
6. Advanced Reporting
7. Cloud Security
8. Customer Support

## Provation's Proven Efficiency



**10 MINUTES**

Reduction in time spent per procedure by physicians

**DOCUMENTING PROCEDURES**



**15 MINUTES**

Reduction in time spent per procedure on

**ADMINISTRATIVE BILLING**



**16 HOURS**

Reduction in time spent per month on

**REPORTING**

# Medical Content.

What medical content is available “out-of-the-box”?

## Why it is important to ask

Most endowriters only offer basic content for colorectal and esophageal procedures “out-of-the-box.” They require you, the customer, to build out and maintain the majority of the content for advanced procedures and surgeries. Building out this content for all the procedures (filling all picklists, templates, ICD-10 diagnosis codes and CPT® reimbursement codes) is a very detailed and time-consuming process. Then, once the solution is content-ready, an analyst may be needed to maintain the content.

## The Provation advantage

Provation implementation is smooth and fast – with minimal case load disruption. That is because highly-vetted, deep medical content and reimbursement coding come standard with our solutions. Best yet, Provation maintains this content and coding for customers through frequent software updates.

# Advanced Reporting.

Can we build our own advanced reports in the endowriter?

## Why it is important to ask

Most endowriters include a few standard reports “out of the box” to help facilities better understand trends based on procedure data collected. However, it is rare to find a software that lets you build your own advanced reports in the software. And even if you can technically build your own advanced reports, it can be extremely difficult to do so.

## The Provation advantage

Why is Provation used in more than 80% of the top U.S. hospitals for GI and GI surgery and countless academic institutions? One reason: We offer the best in endoscopy data collection and reporting. In addition to the helpful standard reports, Provation empowers healthcare teams with advanced reporting to drive clinical and operational insights they have never had before. Rest assured; our experts are always available to help you create advanced reports to meet your site’s needs – all you have to do is ask.

## Jump to a Question

1. Getting Started
2. Customizations
3. Super User Expectations
4. Efficiency
5. Medical Content
6. Advanced Reporting
7. Cloud Security
8. Customer Support

# Cloud Security.

Is your cloud endowriter hosted on a public or a private cloud? Who manages the cloud platform and its cybersecurity?

## Why it is important to ask

If you are interested in a cloud solution, we don't blame you! Benefits of the cloud are ample, but not all cloud platforms are the same...

If the endowriter uses a private cloud platform, all the responsibility of ensuring data security, resiliency, and scalability falls on the cloud owner. So, if you choose an endowriter on a private cloud platform, be sure they meet the highest cybersecurity standards possible and are doing their due diligence to manage their cloud environment properly.

## The Provation advantage

Our cloud platform, Provation® Apex, goes above and beyond mandatory practices like HIPAA by employing internal and external teams to manage data protection, receiving extensive security certifications (SOC2 and ISO27001).



We carefully weighed the pros and cons of a private cloud versus a public cloud for Provation Apex. In the end, Provation chose HITRUST-certified Microsoft® Azure® public cloud platform for three key reasons:

## Jump to a Question

1. Getting Started
2. Customizations
3. Super User Expectations
4. Efficiency
5. Medical Content
6. Advanced Reporting
7. Cloud Security
8. Customer Support

1

### RESILIENCY

Best in class  
resiliency and  
uptime

2

### SCALABILITY

Ability to scale quickly to  
meet performance needs  
and provide a positive  
customer experience

3

### SECURITY

Ability to provide  
enhanced security  
and compliance

With Microsoft® Azure®, we can provide our customers with an extremely high level of cybersecurity. Microsoft invests over a billion dollars annually into its Cybersecurity Operations and employs over 3,500 dedicated cybersecurity professionals. This dedication to cybersecurity allows for built-in protections at the highest level. We then supplement this with the Provation Security Operations Center and a third-party that provides 24-hour monitoring and defense against potential security threats and attacks.

# Customer Support.

What can we expect from your customer support team in terms of GI expertise? Can they resolve most issues immediately?

## Why it is important to ask

Medical software providers are notorious for being slow to update software based on customer requests, even if the software's clinical content, diagrams or coding are inaccurate. Customer Service response times may often be delayed and when you finally get in touch with someone, they may not have a deep understanding of GI or the endowriter's functionality.

## The Provation advantage

We have saved the best for last – Provation's notoriously excellent Customer Support! With a consistently high 96% customer satisfaction rate, Provation customers can expect:

- Tenured, friendly support staff with extensive knowledge of gastroenterology, clinical workflows and Provation software
- Minimal call hold times
- Quick resolution, often in a single call and/or same day
- Robust self-help tools including eLearning, online Knowledge Base and ticket submission and look-up

## Jump to a Question

1. Getting Started
2. Customizations
3. Super User Expectations
4. Efficiency
5. Medical Content
6. Advanced Reporting
7. Cloud Security
8. Customer Support

## Accolades from our Customers

*"Best customer service and support ever. Really. You guys are what every other company should be."*

*"I am very pleased with the support that Provation offers me. The attendants are always polite, super helpful and easy to understand as well as very patient."*

