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Webinar Series:
Product Updates and Demo

June 26, 2025

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Agenda:

- CCIQ Database Scaling Update
- EHR and CallerIQ Integration Update
- Care Plan Builder: Tips and Tricks
- Protocols: Basic Updates
- Patient Charts: Tips and Tricks
- RTM update

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Database Scaling Project:

Updates and Expectations

Azure and Refactoring Updates

- ChronicCareIQ is moving to Microsoft Azure as our Cloud Services provider with a strong focus on IT security and HIPAA best practices.
- At the same time, we are refactoring many screens and reports for a better client experience
- This is a large-scale infrastructure update is nearing completion and estimated to be finalized in July 2025.
- This will enhance the scalability, security, and performance of the ChronicCareIQ platform and help us future-proof our IT foundation.



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EMR and CallerIQ:

Integration Updates

EHR and CallerIQ Integration Updates





CALLERIQ NEW OFFERINGS:

- **FreePBX**
- **Zoom Phone**
- **TalkDesk**

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Care Plan Builder:

Tips and Tricks

Care Plan Builder: Tips and Tricks

Demo in Product

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Protocols:

Basic Updates and Clarifications

Protocols: Basic Updates

- Updates can be made by Admin Users ONLY
  - Recommend going through user list to ID Admins
- Protocols have nothing to do with billing - they are solely clinical information questionnaires sent to patients
- Reach out to support for scoring and formatting
  - Questions have many shared operability between protocols
  - Must ensure changes are compatible with previous answers and scoring histories
- Customized protocols (extensive edit/build) are $150 each

Protocols: Basic Updates

Demo in Product

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Patient Chart:

Tips and Tricks
Read-Only for Providers

Protocols: Basic Updates

Demo in Product

- Docking Comments
- Customized Templates
- Read-Only available for Providers

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RTM Update:

Remote Therapeutic Management

RTM

- Remote Therapeutic Management
  - Overview and rules associated with RTM
  - Specific to: musculoskeletal and pulmonary DX
- Status Update on CCIQCode
  - Time code is completed
  - Beta Testing of Time codes is in progress
  - Requires a unique account without RPM
- ***CCIQ App as a medical device - FDA update***

Thank You!

CONTACT US

If you need product support or help with your account, please contact support

· Email at support@chroniccareiq.com

· Call at (855) 999-8089 option 3