Mandate

Our goal at ICE is to serve the global healthcare community with excellence, providing an extensive, integrated and interdisciplinary electronic health record system solution to meet the profession’s current and emerging requirements for practitioners, researchers and partners.

Electronic Health Record System

The ICE electronic health record system has been developed and is constantly being refined in consultation with users. This unique approach to embrace the best and brightest ideas presented by the profession has created a single system, which is designed to serve a wide range of requirements for any practice.

Interdisciplinary system

Along with serving the range of requirements throughout the practice, ICE users have helped to refine the system to be truly interdisciplinary. If you practice more than one area of dentistry or if you work with colleagues who practice in an area different from you, ICE will serve your needs particularly well. ICE supports General Dentistry, Pediatric Dentistry, Orthodontics, Endodontics, Periodontics, Prosthodontics, Oral and Maxillofacial Surgery, Oral Pathology, as well as Craniofacial and special needs clinics.

Sophisticated architecture

Working closely with the healthcare community, ICE recently has redesigned the entire operating system. This has resulted in a superior and more flexible system that is built to perform at a significantly higher level, both for the present as well as into the future.

True cloud system

ICE is a true cloud based program that permits secure access to your system from anywhere, at anytime. Using opportunities afforded by the cloud, ICE has built communication systems, security systems and architecture to ensure the highest level of performance, while delivering the best in security and liability management for you.

Data hosting and back-up services

Our work with Amazon Web Services guarantees the most cutting edge hosting and back-up facilities currently available. ICE hosts and constantly backs up all data in multiple physical locations and has facilities throughout the world, in order to serve the global community. Most importantly, hosting can be defined per client.

Leading security, verified by external partners
Security and compliance with regulations is a tremendously important component of practice today. Security and compliance requirements have also expanded and become much more stringent. Furthermore, the penalties for not properly addressing these issues are now high enough to threaten the viability of many practices. In collaboration with Internet2 and the University of Michigan, ICE offers the most extensive and verified security and compliance service in the industry. Internet2 has provided the guidelines, titled the Cloud Control Matrix, and the University of Michigan is currently independently auditing ICE’s security and compliance systems to ensure ICE is working at the highest possible level in this area.

**Liability management verified by Medical Protective**

Management of one’s professional liability is a growing priority throughout the world. Working closely with Medical Protective, ICE is now able to provide the highest level of liability management. Your interaction with the system need not change, since ICE’s liability management system is fully automated.

**Scalable system able to grow with your practice**

ICE’s architecture and design, as well as our use of Amazon’s Web Services, ensure that our system is able to seamlessly support your practice through growth of additional staff, providers and clinics, regardless of the number and location.

**System able to serve all practices, from schools to new graduates to the largest interdisciplinary groups**

In order to support providers serving patients in multiple areas of the dental profession, ICE has developed and continues to refine detailed system modules to support excellence in interdisciplinary clinics. All modules are included in every ICE license at no additional cost.

**Communication system for professionals internal and external to your practice**

Professional communication is one of the most important issues facing today’s healthcare professional. ICE has received considerable guidance from both providers and Medical Protective in this area. The result is a secure and tracked collaboration system that allows providers to easily communicate with and share patient information with colleagues. This is used for referrals, consultations, academic reviews and other purposes. The tracking of all access to the collaborations helps protect you as a professional. Finally, your colleagues do NOT need to be using ICE in order to receive your collaborations.

**Verified cost-effectiveness**

What is your system actually costing you? While license fees for many systems may appear reasonable, the actual total cost of ownership of the software is often multiples of the sticker price. Fees such as help desk, servers, backups, additional modules, technical installation and network support can rapidly add up and are often never factored in to the true cost of the system, until it is too late. *The Costs of Health IT: Beginning to Understand the Financial Impact of a Dental School EHR*, a peer reviewed article published in
the Journal of Dental Education, November, 2014 Vol. 78 No. 11, demonstrated this point conclusively. The Total Cost of Ownership of ICE is approximately half of a local or less complete system. ICE’s goals is to provide the most advanced and thorough system for use at a cost that is appropriate, yet highly competitive with the total cost of ownership of local systems.

A working partnership of feedback and enhancements

Every aspect of ICE Health Systems undergoes daily refinement in “direct partnership” with the professional community. This process includes incorporating the best recommendations from health care providers, professional consultants, supply companies and leading educational institutions regarding both current systems and future requirements. Such a unique partnership permits ICE Health Systems to provide an unmatched level of planning and refinement in health care monitoring and interaction. These software enhancements are delivered to ICE users, on an ongoing basis, at no charge.

Interaction with the research community and data sharing opportunities

Connecting private practices with researchers for innovative and forward looking projects is an exciting and another unique aspect of ICE. Research is a fundamental tool required to enhance and refine all aspects of healthcare, including business efficiency and development. To support this critical component, ICE has created the opportunity for data sharing among accounts, after approval of the respective Institutional Review Boards and the signing of Data Use Agreements. ICE is serving a growing number of universities, many of which have research efforts as a core part of their work with ICE.

Quality customer service

To enhance the effectiveness of ICE technical support, clients are provided a primary client care professional, who learns about the unique operational and system needs of that office. In addition, the primary client care professional is able to access any, and all, ICE resources to ensure the highest quality and timely service.

Personal Health Record for patients to access their data, controlled by you

ICE provides an integrated Personal Health Record for each patient. This permits patient to access information that you allow them to view, at anytime, from anywhere. The range of information is broad, including everything from appointment and financial information to patient education, medical alerts and digital images. In addition, the Personal Health Record is an excellent way to communicate with your patients and importantly serves as further protection of your liability, since all of their access to this area is tracked in detail.