

Regard FAQs

Integration & Security

- **How does Regard integrate with the EHR?**
 - Regard integrates with EHRs and receives data via SMART on FHIR APIs
- **Is Regard a validated application in Cerner's Code Gallery/Epic's App Market?**
 - Yes, Regard works closely with Cerner/Epic and are listed in the CODE Gallery/App Market
- **Where is Regard hosted?**
 - Regard is hosted on HIPAA-compliant Amazon Web Services (AWS)
- **Is Regard SOC 2 Certified?**
 - Yes, Regard is SOC 2 Type 1 certified
- **How are user accounts authenticated?**
 - Regard leverages OAuth2 user authentication

User Support

- **How are users onboarded to the Regard platform?**
 - The Regard team provides all user education and training. Users who need additional training or support can work directly with their dedicated Providers Success Manager to schedule more support.
- **How can users escalate an issue or provide feedback?**
 - An in-app feedback portal allows users to create a support ticket. This will route all questions directly to the Regard team for triaging and follow up as needed.
- **Users and clients are also able to contact support@regard.com or their dedicated Customer Success Manager for additional support**
- **Does Regard work with client IT teams**
 - The Regard implementation team will work with IT teams to design the appropriate escalation pathway for urgent scenarios, like EHR outages, network downtime, etc.

User Guide & FAQs

User FAQs

- **How do I launch Regard? Where is it located in the EHR?**
 - Regard is available as a tab within Cerner and Epic EHR.
 - For Cerner users - Regard is located in the 'left hand menu' / table of contents
 - For Epic users - Regard can be found in the More Activities menu
- **What will I see when I launch Regard?**
 - Upon launching in a patient's chart, Regard analyzes the last Assessment & Plan from the current encounter and all available patient data. Regard will:
 - Recommend new diagnoses not already mentioned in the note
 - Generate relevant supporting evidence bullets for any covered diagnosis, both new and previously mentioned
 - Alert the provider to recently updated evidence since the previous note
 - Suggest diagnosis title modifiers in compliance with CDI guidelines
- **Can I edit my note within Regard?**
 - Providers can add free text to diagnosis lines, as needed.

- Providers can accept or dismiss recommendations at their discretion.
- Will Regard remember my selections and edits the next day?
 - Yes, Regard will remember your selections and monitor covered diagnoses until the patient is discharged.
- Does Regard note critical labs when a certain threshold is met?
 - Yes, Regard will highlight critically high or critically low lab values indicated by a red symbol.
- Am I able to investigate why Regard made a certain recommendation?
 - Providers can see more information about a condition by clicking the condition name underlined in blue to view additional information in the Dx Details panel. The information will include source notes, medication and lab trends over time, and more.