



# Unite Us Atlas

## Access Unite Us' community resource directory database from directly within Epic.

With the Unite Us Atlas (a.k.a Epic Community Resource Directory) product, you can easily access a robust directory of community resources as part of your typical workflow within Epic.

### Benefits of Unite Us Atlas:

- ✓ **Easily view and search** for up-to-date program information across the Unite Us Network from within your Epic instance.
- ✓ **Share best-fit resources** with patients via Epic (e.g. MyChart, attached to their After Visit Summary (AVS), or SMS text)
- ✓ **Search and filter** on key eligibility criteria.



### Who is Unite Us Atlas for?

Common users include Community Health Workers, Case Managers, Medical Assistants, and Social Care Navigators.

## Implementation Overview

- **Partner Name:** *Epic*
- **Integration Type:** File import of Unite Us resource directory records into Epic, delivered via a Unite Us hosted sFTP connection.
- **Where to find it:** Please speak to your Unite Us representative to get started.

### Product Implementation Timeline

We estimate spending 10-12 weeks on the joint Epic and Unite Us technical implementation. This timeline accounts for cross-collaboration among multiple teams to complete Epic and Unite Us configurations, lower environment testing, and production migration. Planning and build includes, but is not limited to, establishing a Unite Us hosted sFTP connection; Epic IIT creation; Epic EAF concept mapping for: address category values, languages, service types, etc.; and any other Epic and/or Unite Us build required to support workflows.

Please note, additional time may be required to support Epic build dependencies, contracting and/or security assessments, PMO processes, etc. The exact implementation timing depends on factors like the number of users, complexity of configurations, decision-making speed, and intricacy of service type mapping.

## Unite Us Atlas Implementation — Recommended Personnel

Including the following personnel ensures the most efficient implementation:

Organization & Role	Responsibilities	Est. Hrs
<b>Business Sponsor</b> Your team	Executive champion and project sponsor. Defines overall objectives, signs off on product scope, and drives internal support and adoption. As needed, leads coordination on security review, contracts, and approvals	1hr /week
<b>Project Manager</b> Your team	Coordinates approval of scope, technical requirements, and timeline. Central customer point of contact to track project status, drive milestones, identify dependencies, and manage risks.	5hr /week
<b>Community Engagement Lead</b> Your team	Coordinates with Unite Us Customer Success Account Manager to identify and support key partners throughout their engagement journey.	2hr /week
<b>Compass Rose Application Analyst</b> Your team	Primary customer technical point of contact, coordinating with Epic for support. Responsible for Epic user workflow build, Content Management/Data Courier tracking, performing record imports, & end-to-end technical testing.	5-7hr /week
<b>Inpatient Clinical Case Management Analyst</b> Your team	Responsible for Epic user workflow build, Content Management/Data Courier tracking, performing record imports, and end-to-end technical testing. OPTIONAL ROLE IF INPATIENT WORKFLOWS ARE IN SCOPE	3-5hr /week
<b>User Security Analyst</b> Your team	Responsible for setting up Epic user security to support utilization of Unite Us integration.	5-10hr total
<b>Training Lead</b> Your team	Designs and leads user training and adds content to Learning Management System, in coordination with Epic and Unite Us teams as needed.	15hr total CUSTOMER DEPENDENT
<b>Compass Rose/Healthy Planet Technical Support Specialist</b> Epic	Primary Epic support contact for the customer, who has specific knowledge of CRN integration build and related workflows in care management space.	TO BE DETERMINED IN CONSULT WITH EPIC
<b>Healthy Planet Implementation Services</b> Epic, AS NEEDED FOR NEW CUSTOMERS	Epic Application Manager responsible for customer account and project management activities. May also be owned by the Compass Rose/Healthy Planet Technical Support Specialist depending on overall customer scope.	TO BE DETERMINED IN CONSULT WITH EPIC
<b>Customer Success Account Manager (CSM)</b> Unite Us	Serves as the customer's primary relationship point of contact, and advisor in defining platform and network strategy based on customer objectives.	2hr /week
<b>Technical Solutions Manager (TSM)</b> Unite Us	Central Unite Us project point of contact for the implementation. Confirms scope, technical requirements, and project timeline. Responsible for tracking project status, driving milestones, identifying dependencies, and managing risks. Coordinates with customer, Epic, and ISD Engineer on product build, testing, and launch.	3-5hr /week
<b>Interoperability Solutions Delivery (ISD) Engineer</b> Unite Us	Configures and tests customer specific product integration in coordination with TSM, customer technical team, and Epic.	3-5hr /week

### Additional Information and Resources

To learn more about Unite Us, check out our [solutions for providers](#) or download additional resources on our [Knowledge Hub](#). For more information on this integration, please reach out to your Unite Us representative or connect with us at [www.UniteUs.com/demo](http://www.UniteUs.com/demo).