The EHRConnection

Welcome to EHR Concepts' Tips and Tricks e-Newsletter. The purpose of this Newsletter is to offer professional advice to you and your organization in order to help enhance your EHR.

End-User Tip: Editing a Previously Committed Referral

When an order has been placed for a **Referral** and you have scheduled the appointment, you change the **Appointment Status** from **Appointment Needed** to **Appointment Scheduled** in the **Additional Details** section of the **Order Details** dialogue box and the order will drop off the **Worklist**. Once you have clicked on the **Save and Commit** button, the detail fields of the order "gray out" and are not available for editing (appointment date, time, location and/or provider). Very often the patient will call back and need to change a detail of the appointment for the referral. It is common practice to enter the order in error because the fields are grayed out and unable to be edited.

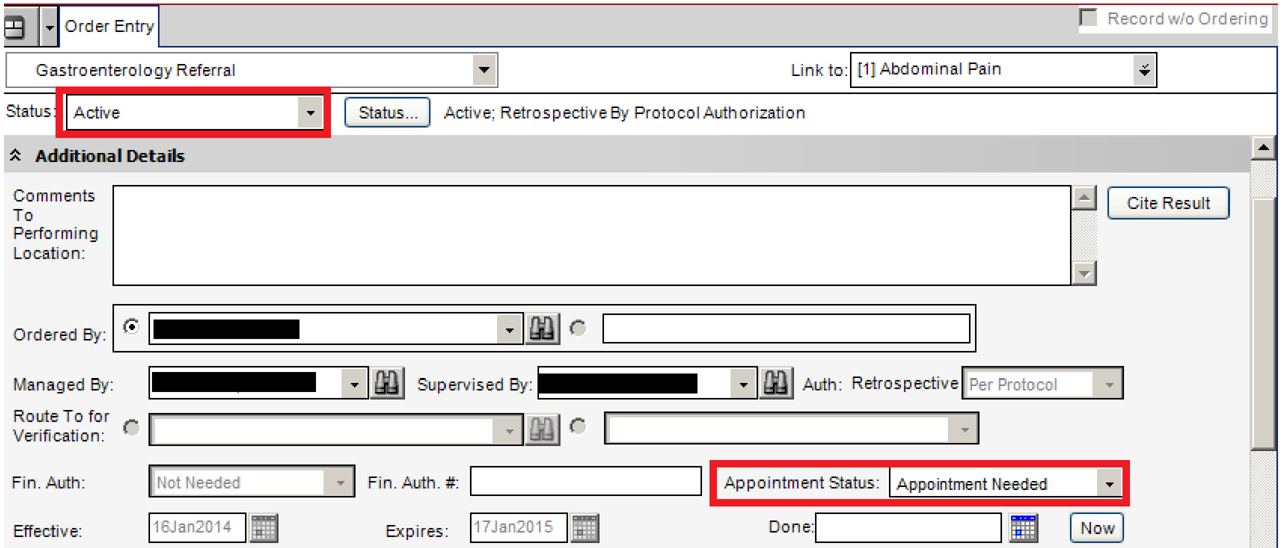
A quick tip for getting around having to enter the order in error and re-enter it, is to:

- Navigate to the **Clinical Desktop**
- Navigate to the **Orders** Tab
- Locate the **Referral Order** you need to edit
- *Right*-Click on the order you need to edit
- Scroll down to the **Additional Details** of the **Order Details** page

EHR Concepts

A Full Service HIT Staffing and Consulting Firm comprised of Allscripts EHR professionals. We pride ourselves on being masters of all Allscripts products and have a proven method of taking clinical professionals from zero use to 100% utilization of Allscripts EHR.

- Change the **Appointment Status** back to **Appointment Needed**



Once you "**Commit"** and then **"Save and Continue"**, the appointment details will once again be available to edit. The order will re-appear on the Worklist and will be available for editing in the date, time, location, and provider fields.

President's Corner

"Are you going to HIMSS? We will be there Feb 26th at the Allscripts booth from 9am - 1:30pm! Come by and see us feature our new Live Chat product!

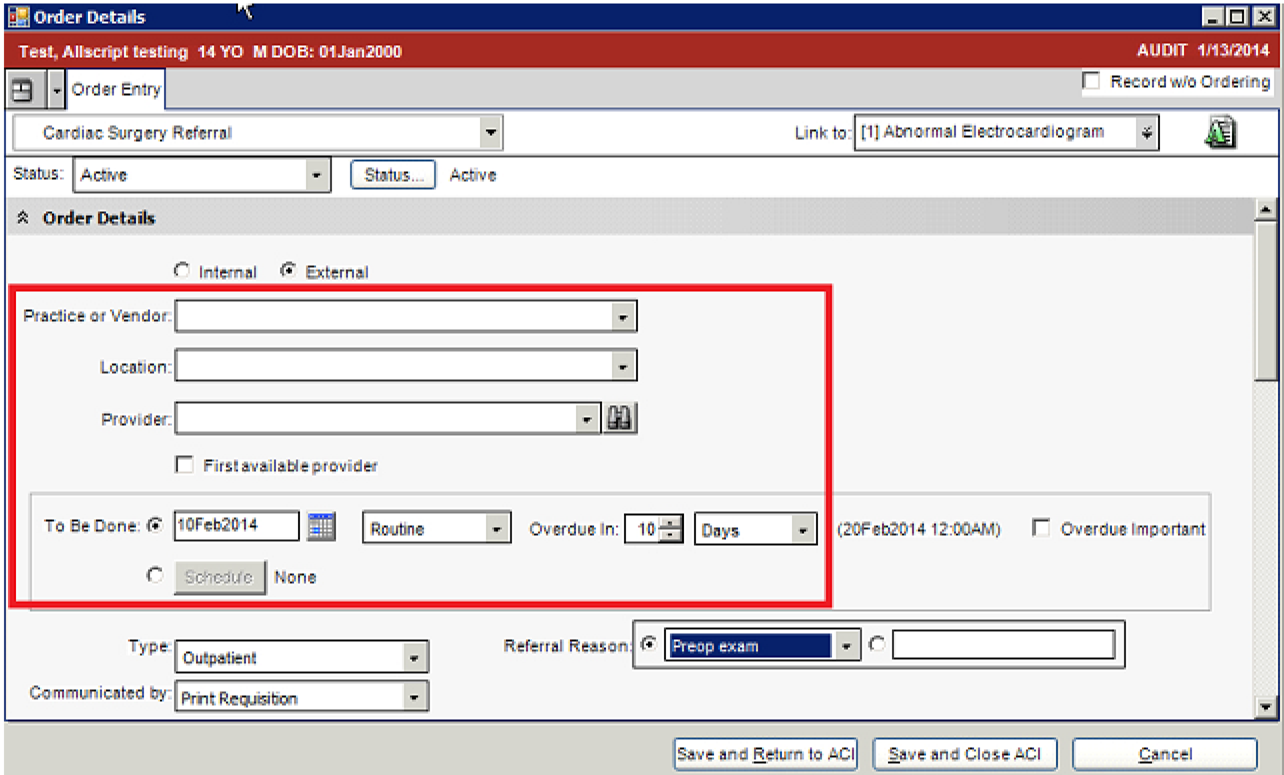
How are You seeing a ROI with your EHR? We have been working with clients nationwide helping them implement and optimize v11 Note with a proven

ROI. If you would like a free presentation of our services, please let us know.

What are you doing for v11.4.1 training? We have created an eLearning course that we would love to show you. We have a free preview available!

As mentioned in previous newsletters, we are here to help and offer simplified solutions. Thank you for reading our Newsletter."

- April Cleek, President



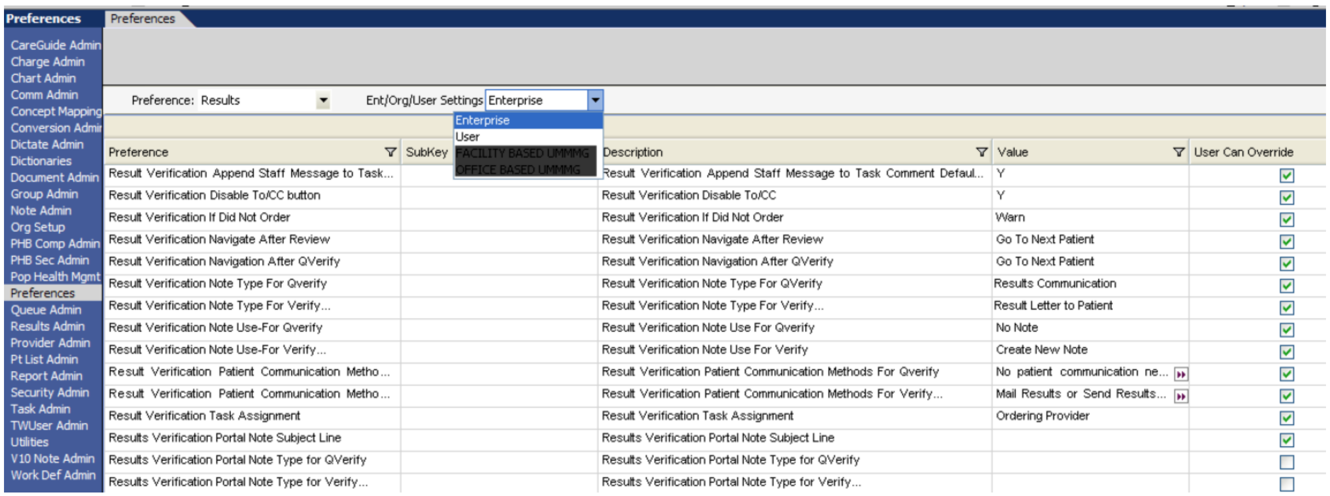
Build Tip: Setting Result Document Types

Does your organization have more than one Result Document type in the Result Verification screen which requires differentiation on the providers' part? Do you ever have providers who forget to change this Result Document type when they **Verify All**?

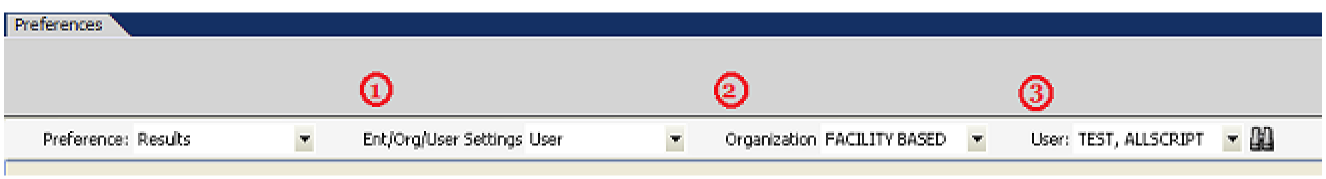
If so, there is a set up that will force the provider to choose the appropriate Result Document type. These preference settings can be set at an enterprise level or at a user level on the back end and can be set to allow the provider to override the enterprise setting in their personal preferences. However, for this tip we are going to set it at the user level.

1. Where to find on the back end?

TWAdmin > Preferences > Preference: Results > Ent/Org/User Settings: User



*Remember to choose User (Not Enterprise), and then choose the Organization, then the User whose preference you are going to change.



2. Which Preferences do you change to force the provider to choose the appropriate document type?

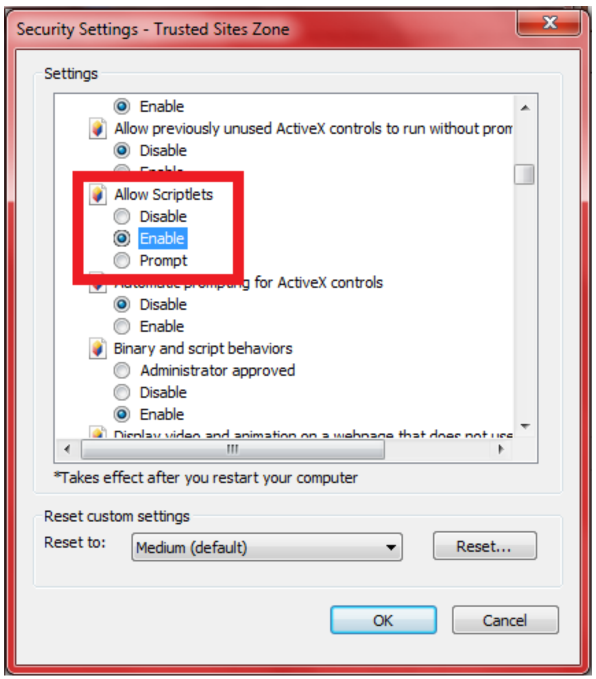
Result Verification Note Type for Verify… Should be blank

Result Verification Note Use-For Verify…   Should be Note Selector

Interface: The "Red X"

Ever receive a "Red X" box when selecting a date to display in the ConnectR message log? This may be worth a try!

1. Got to Internet Explorer > Internet Options > Security Tab > Trusted Sites > Custom Level.
2. Next, find the "Allow Scriptlets" option and Enable.

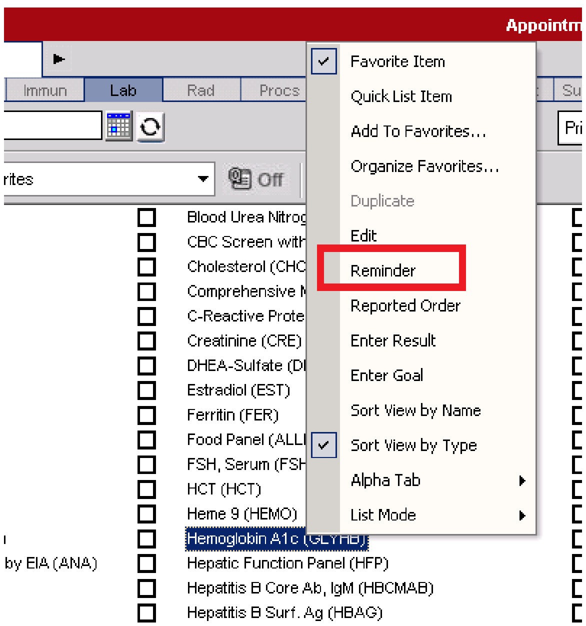


Provider Tip: Setting a Reminder

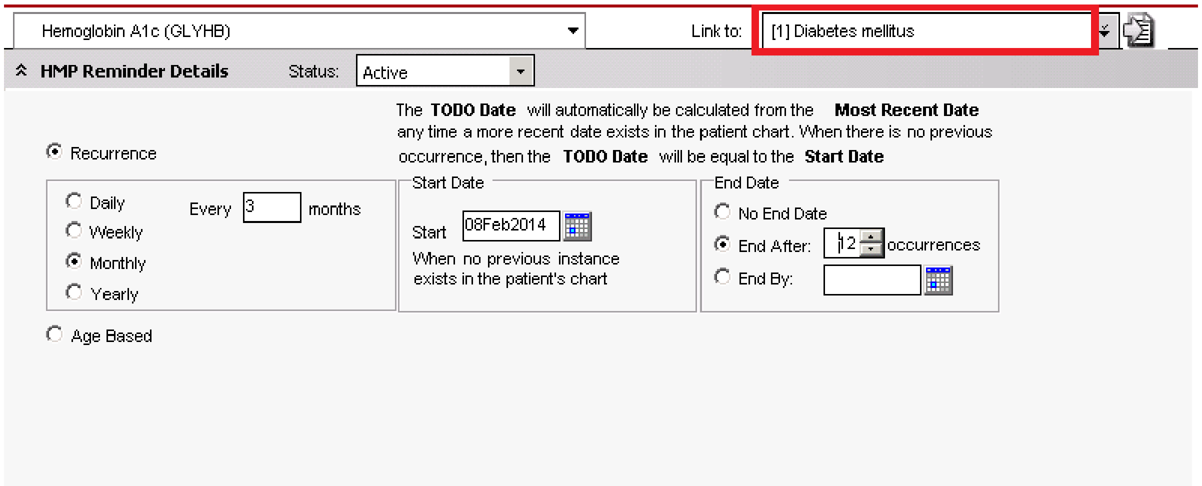
The **Health Management Plan** (HMP) is a valuable tool which allows providers the ability to review and manage problems, medications, reminders and results. **Reminders/Alerts** can be created by providers based on the patient and conditions which need to be followed. This is especially helpful in allowing providers the ability to manage their patients by condition.

For example, if the patient is diabetic, custom **Reminders/Alerts** can be added to assist the provider in tracking the patient's compliance with their diabetic plan of care.
In the example below, we will add a **Reminder/Alert** for a Hemoglobin A1C based on the patient's active problem of Diabetes Mellitus.

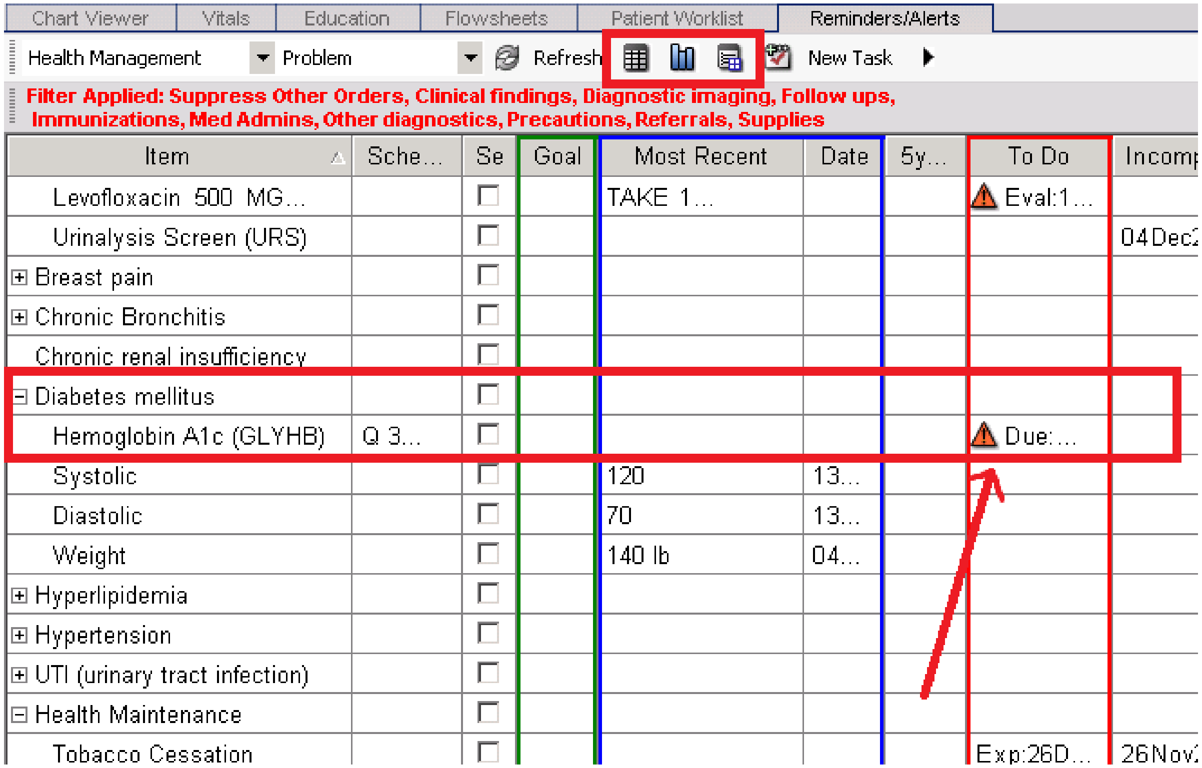
1) Proceed to the **Add Clinical Item** dialog box and right click on the lab with which you want to create the reminder. Click on **Reminder.**



2) Fill out the **Reminder** details that best describe the frequency of the labs and click "**Save and Close the ACI**". Diabetes Mellitis must be in the Linked diagnosis field.



3) In the Reminder/Alerts component on the Clinical Desktop, the Hemoglobin A1C will be listed under Diabetes if the component is set to sort by problem. The fields can be filtered and the information can be graphed or put into a table by clicking the icons above shown below. Hovering over the columns will show the schedule and any additional information which is not readily visible. These reminders will be present on the **HMP,** in the **Reminders/Alerts tab**, and also will present in the **Encounter Summary** if viewed. Lastly, for orders that were not completed by their test date, a delegated task would be sent to your practice's **Overdue Orders** Task List, if active.



Reminders/Alerts may also be managed directly from the **HMP** Component screen by right clicking on the item you wish to change or resolve. **Reminders/Alerts** can also be added to follow-up on abnormal test results or to ensure testing is done timely for meaningful use requirements. The **HMP** Component of Allscripts TouchWorks EHR is very beneficial to providers and is said to be well adopted if introduced after providers have gotten used to navigating thru the EHR.