

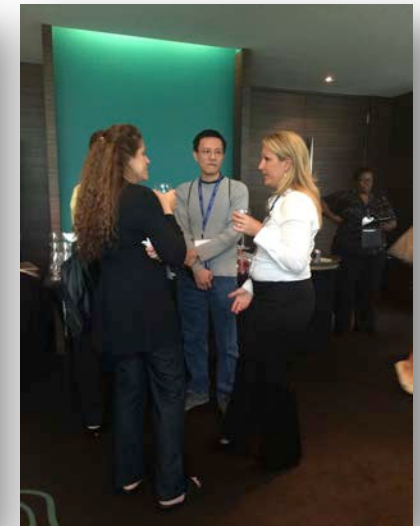


# Making the Most of the Clinical Desktop

Presenter: Jennifer Oelenberger, Director of Operations

# EHR Concepts Gives Back

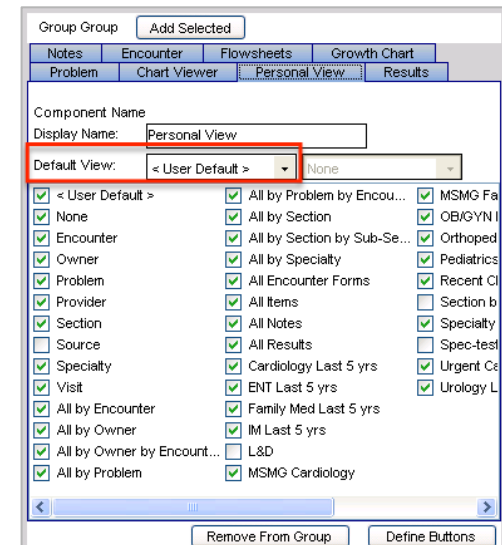
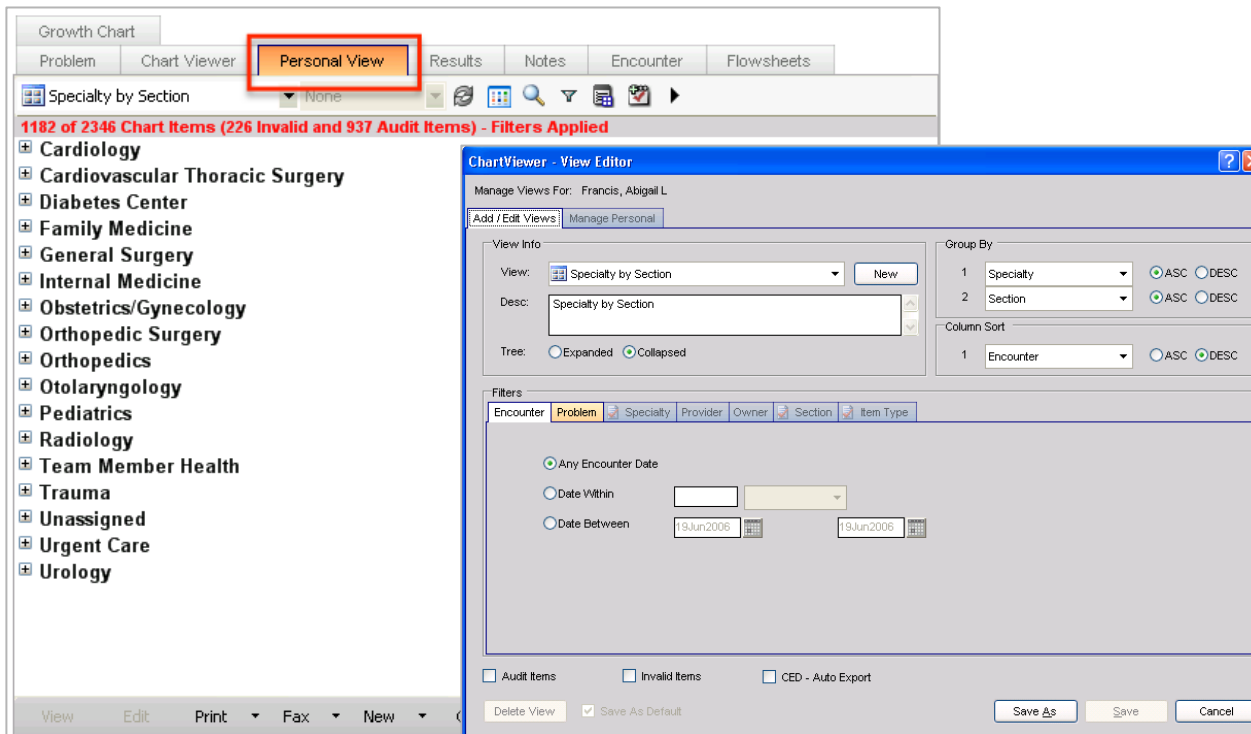
Thank you so much for attending our webinars. We at EHR Concepts enjoy giving back to our TouchWorks community!



# Make it Personal

Educate users on how to create their own chart view.

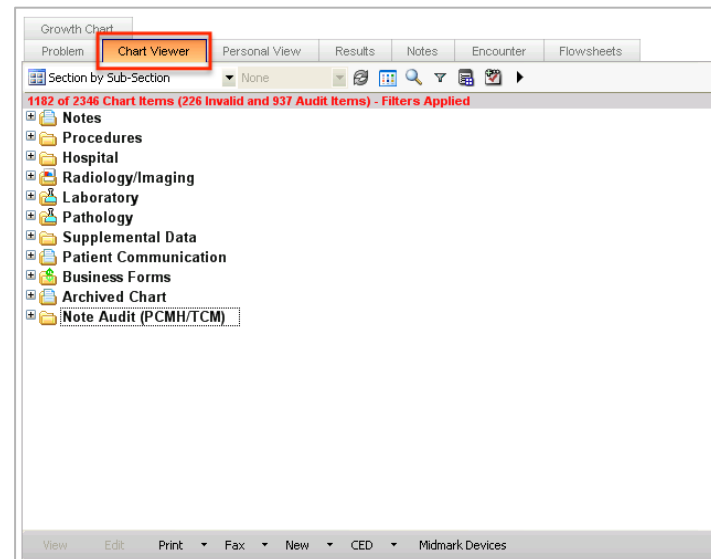
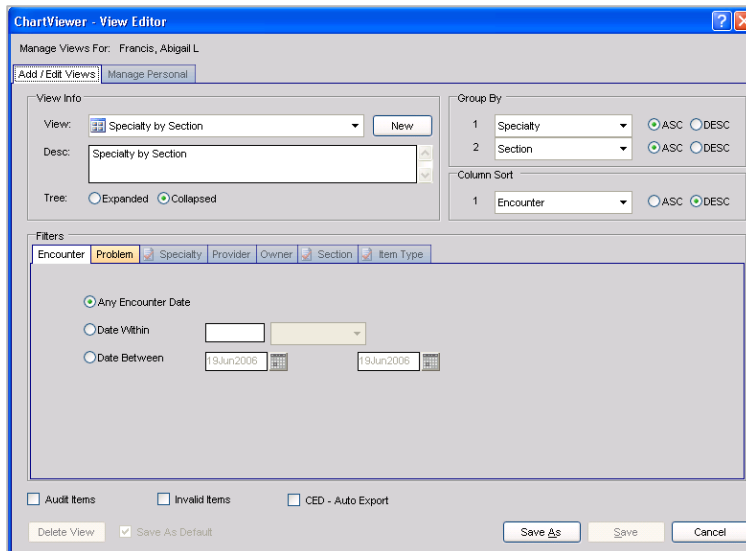
Consider adding a Personal View tab to give users the option to easily see the entire chart on one tab, or their own personal filtered view on another (e.g. only items pertaining to their specialty for the last 3 months)



# Get a Consensus

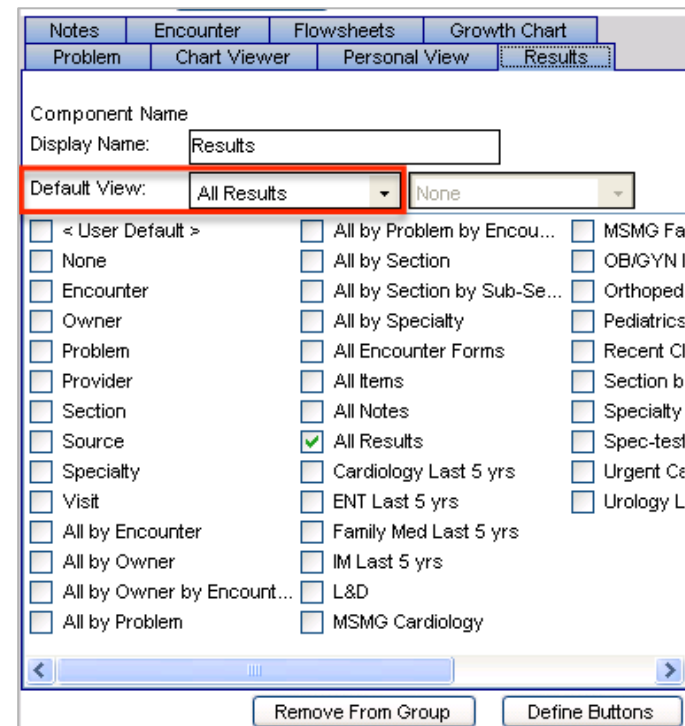
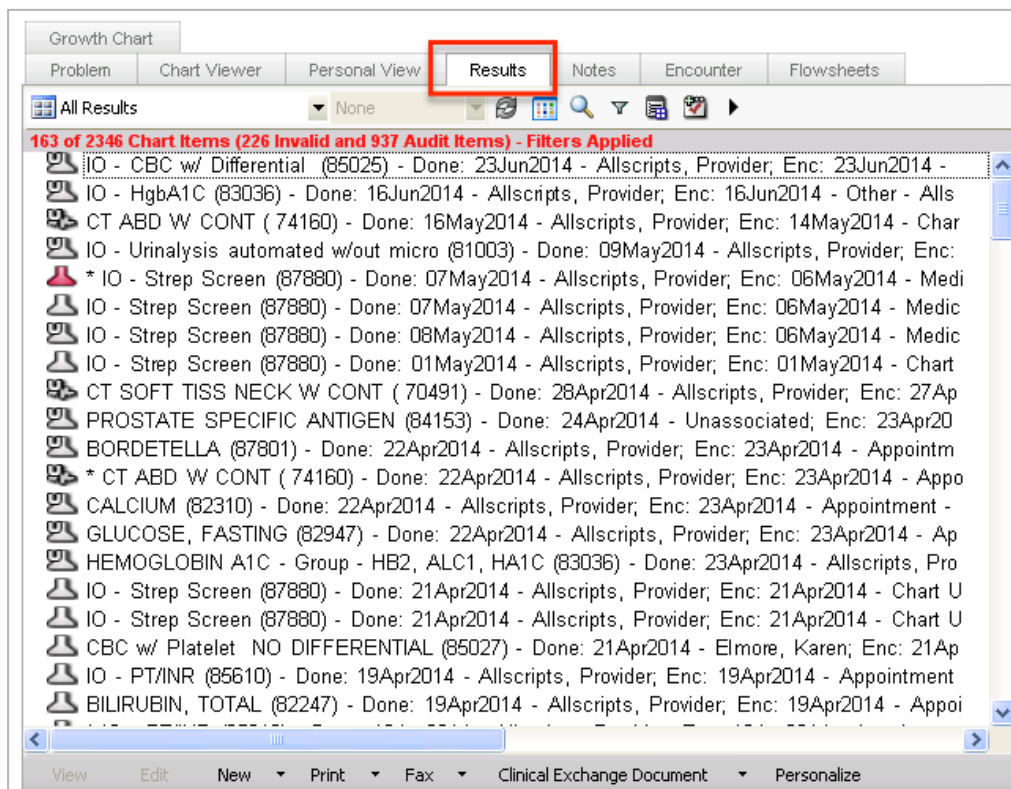
Talk to your users about how they would like to see the main Chart Viewer tab. How did their chart look in the “paper world”?

Do they want it expanded or collapsed? Do they want it arranged section by subsection or by encounter? Ascending or descending?



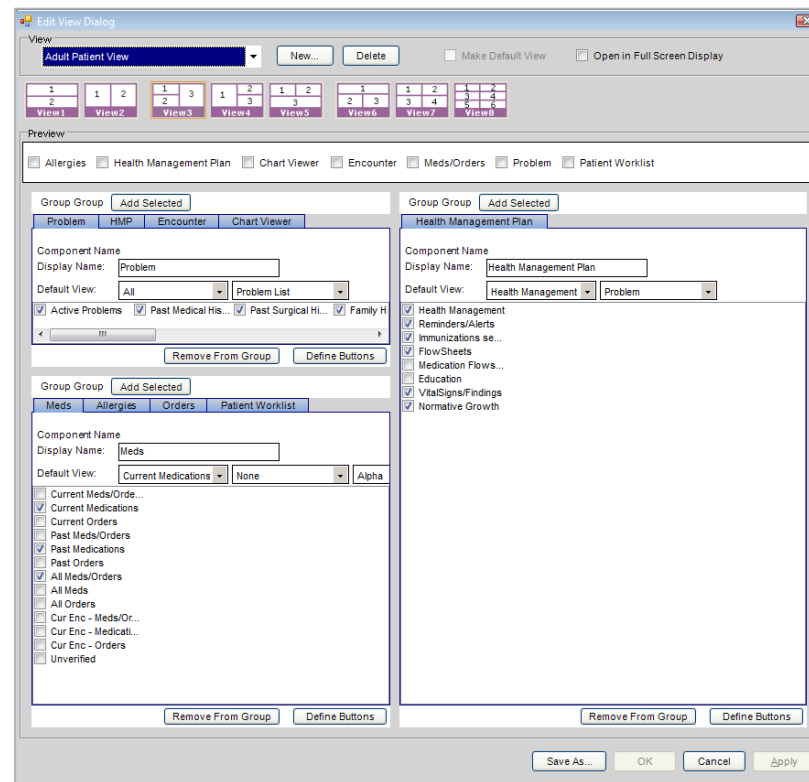
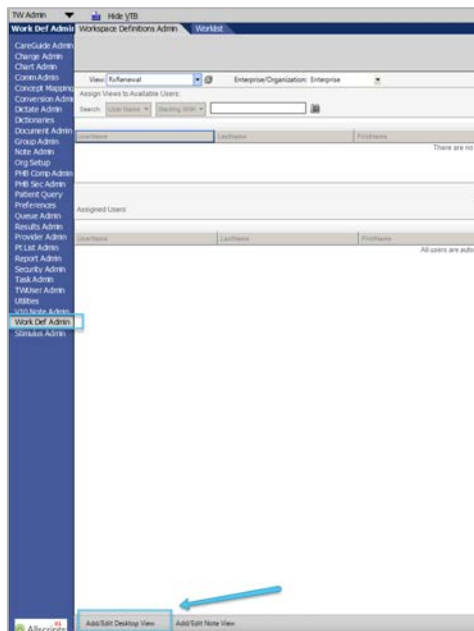
# Get Better Results

Create a “Results” tab so users can quickly see all results in a patient’s chart, without having to scroll through other chart viewer items. You can even break down results into a lab tab, rad tab, etc.



# Customize It

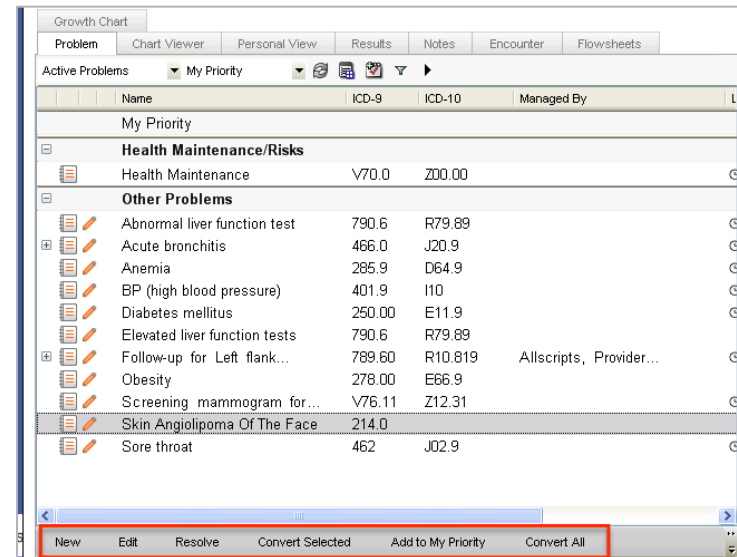
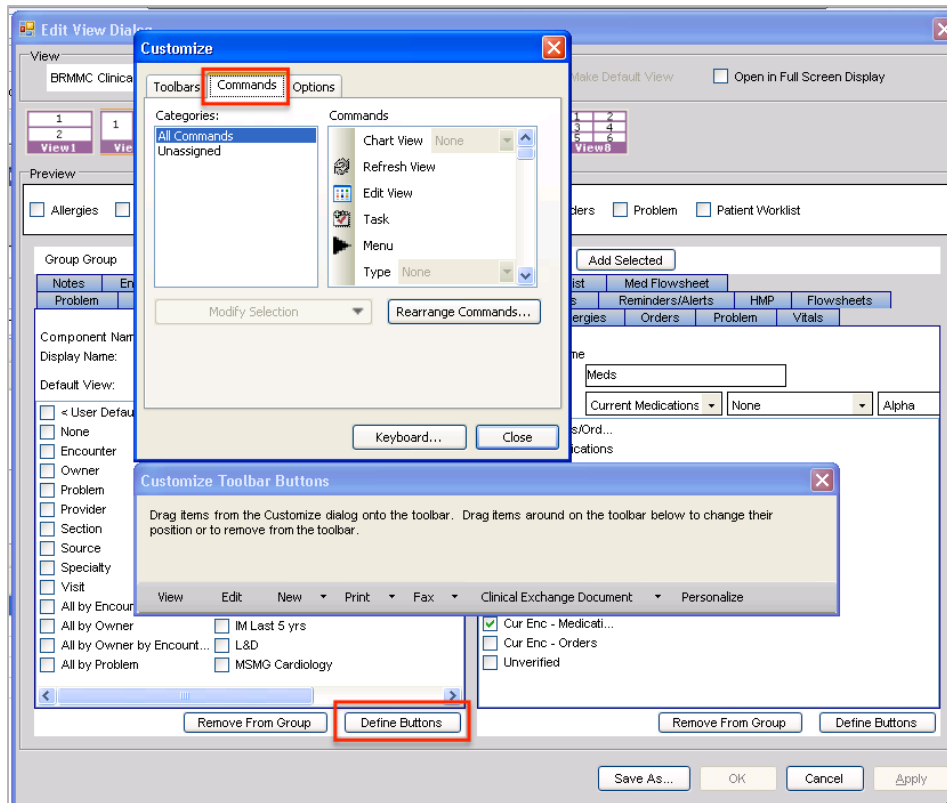
To edit the clinical desktop you will need "Clinical Desktop View- Edit" security. From VTB click "Work Def Admin", then "Add/Edit Desktop."



# Push the Right Buttons

Reevaluate the buttons on each component.

Make sure the most useful ones are used, and clearly visible by the user.



# Medication Flowsheet

In 11.4.1 there is a new “Medication Flowsheet” option that gives users a clear and concise view of a patient’s medications.

Consider adding this as its own tab, or as an option under flowsheets or HMP.

Data Includes: Start Date: 23 Jun 2013			29 May 2014	14 May 2014	23 Apr 2014	19 Apr 2014	11 Mar 2014	04 Mar 2014	26 Feb 2014	25 Feb 2014	19 Feb 2014
Medication: Name	Problem...	Status									
Atorvastatin Calcium 10 MG Oral Tablet (Lipitor 10 MG Oral Tablet)	BP (high blood pressure)	Temporary Deferral - Pt...	Temporary Deferral...								
Benzoyl Peroxide Wash 10 % External Liquid	PMH: History of acne	Active									
Betamethasone Sod Phos & Acet 7 (4-3) MG/ML Injection Suspension	PMH: Adenoid hypertrophy	Hold For - Administration			Hold for Administration						
Bicillin CR Injection 2500 Units	PMH: History of abdominal...	Hold For - Administration				Hold for Administration					
Calcium Carbonate 1500 MG Oral Tablet	A Fall From A Chair	Active									
Cipro 10 GM/100ML SUSR		Active				Record as History					
Compound - see comment (NO DUR CHECKING)	Left flank tenderness	Hold For - Administration					Hold for Administr...	Hold for Administr...	Hold for Administr...	Hold for Administr...	Hold for Administr...
Golytely 227.1 GM Oral Solution Reconstituted	Diabetes mellitus, ...	Active		Prescribed TAKE AS...							



# See the Past

Many clients and users that we work with don't realize that if you double-click on any encounter in the encounters tab, it will bring up the encounter summary from that visit.

This allows users to quickly see what was done on any previous encounter.

The screenshot displays the Allscripts EHR interface. On the left, a navigation pane shows the 'Encounter' tab selected. The main content area is divided into two sections. The top section, titled 'Encounter Summary', displays patient information: [R] XTest Patient, Do Not Use, 19 YO F DOB: 03Feb1995. Below this, it shows 'Billing: Allscripts, Provider Radiology' and 'Performing: Allscripts, Provider Radiology'. A red box highlights the text 'Recommendations not updated - service is not currently available.' The 'Alert Last Updated' section shows 'Alert Displayed: Active for Allscripts, Provider'. The 'Type Whatever You Want Here 1 year, Overdue: 06/14/2013' section contains a warning icon and the text 'VA PMP Checked 1 year, Overdue: 12/31/2012'. The 'Health Maintenance' section lists 'Hepatitis B (Engerix); INJECT 1 ML Intramuscular, Dose: 1; Route: Intramuscular, Site: Left Gluteal Region; Done: 29May2014 11:53AM; Status: Complete; Ordered (Health Maintenance); ADDED'. The 'BP (high blood pressure)' section lists 'Atorvastatin Calcium 10 MG Oral Tablet (Lipitor 10 MG Oral Tablet); TAKE 1 TABLET DAILY AS DIRECTED; Therapy: 29May2014; Last Rx: 29May2014; Status: TEMPORARY DEFERRAL - Pt requests deferral Ordered; DAW = N; Days: 30; Qty: 30 Tablet; Refills: 0; (BP (high blood pressure)); Send To Retail; Roger's Test Pharmacy; DEFERRED'. The bottom section, 'Rx - For Internal Use Only', contains checkboxes for 'Patient Education Content' (CareGuide Patient Instructions, CareGuide Patient Monographs, Print Monographs in Spanish, Ad Hoc Patient Instructions, Medication Profile, Provide Clinical Summary, Edit Clinical Summary), 'Print options' (Use Default Rx Printer, Use Default Order Requisition Printer), and 'Reporting' (Transition of Care, Summary of Care Received). Buttons for 'Print Pt Ed', 'Continue', 'Save and continue', 'Save', and 'Delete Unsaved' are visible. The bottom of the interface shows a navigation bar with 'View', 'Edit', 'Include Audits', 'New Encounter', 'New', 'Edit', 'New Column', 'Order', and 'Print' options.

# Build Your Banner

Choose “Utilities” in TW Admin to access the Patient Banner Setup to customize for your organization

TW Admin Hide VTB

Utilities Patient Banner Setup

CareGuide Admin  
Charge Admin  
Chart Admin  
Comm Admin  
Concept Mapping  
Conversion Admin  
Dictate Admin  
Dictionaries  
Document Admin  
Group Admin  
Note Admin  
Org Setup  
PHB Comp Admin  
PHB Sec Admin  
Patient Query  
Preferences  
Queue Admin  
Results Admin  
Provider Admin  
Pt List Admin  
Report Admin  
Security Admin  
Task Admin  
TWUser Admin  
**Utilities**  
V10 Note Admin  
Work Def Admin  
Sig Capture  
Stimulus Admin

### Patient Banner Setup

**NOTE: If the screen resolution on workstations running TouchWorks is 800 x 600, then select up to 9 fields to display in the Patient Banner.**

**Available Fields:**

- COS
- CurrChart
- Directives
- AKA
- Email
- HomeChart
- Other2
- SSN
- WPhone

**Selected Fields:**

- Age
- Sex
- Allergies
- DOB
- PCP
- PriIns
- HPhone
- MRN
- Other
- Note
- FYI
- Security

Display Patient Info button (i) in the banner.

Save Cancel



## Questions?

For more information,  
contact us at  
1-888-674-0999  
or email us at  
[info@ehrconcepts.com](mailto:info@ehrconcepts.com)

