

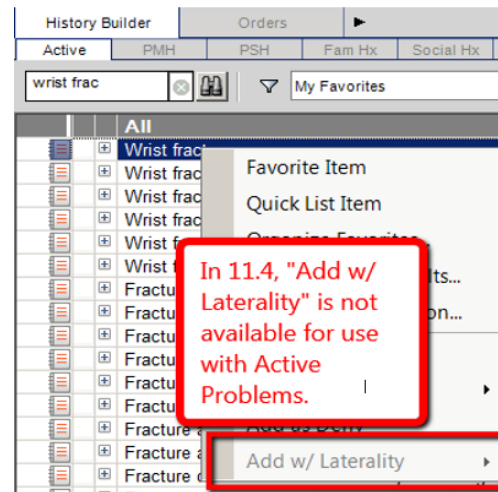


President's Corner

We are thrilled to be attending ACE this year in the Allscripts Development Partner pavilion as well as hosting and sponsoring the ERUG event. Please take 5 minutes and stop by the Allscripts Developer Program Partner Pavilion -

End-User Tip v11.4: Don't be so Lateral!

Prior to upgrading to 11.4, users had to *right-click* an Active Problem and select “Add with Laterality” in order to select “Left”, “Right”, or “Bilateral” 9. But the Active Problem dictionary in 11.4 consists of IMO terminology and ICD-10 codes. These codes have “laterality” built into them.



So, whereas in prior versions of Touchworks users had to *right-click* a problem like “Wrist Fracture” and select “Add with Laterality”, after the 11.4 upgrade there is an Active Problem called “Wrist Fracture, Left” that does not require any additional action on the part of the user to denote a laterality. This reduces both time and clicks for providers and end-users.

Booth ADP-21 to say hello!

This year, we are excited to feature our upgraded Live Chat integrated within the TouchWorks and Professional applications. If you are interested in attending our Wednesday night all inclusive meet and greet at The Navy Pier Beer Garden from 8pm-10pm, let us know. We would love to spend time getting to know you!

Lastly, we are giving our Live Chat product away for a 60 day free trial. All requests must be submitted by September 15, 2014 to apply.

Look forward to seeing you there!

- April Cleek, President & CEO

The screenshot shows the History Builder interface with a search bar containing 'wrist frac left'. The search results are displayed in a table with columns for 'All', 'ICD', and 'ICD-10'. The results are as follows:

All	ICD	ICD-10
Wrist fracture, left	814.00	S62.102A
Left wrist fracture, closed, initial encounter	814.00	S62.102A
Left wrist fracture, open, initial encounter	814.10	S62.102B
Left wrist fracture, sequela	905.2	S62.102S
Left wrist fracture, with delayed healing, subsequent encounter	V54.12	S62.102G
Left wrist fracture, with malunion, subsequent encounter	733.81	S62.102P
Left wrist fracture, with nonunion, subsequent encounter	733.82	S62.102K
Left wrist fracture, with routine healing, subsequent encounter	V54.12	S62.102D

A red box highlights the search bar and the first result, 'Wrist fracture, left'. A red callout box contains the text: 'TIP: Adding a laterality term such as "left" to your search criteria can save time when searching for an Active Problem.'

Below the table, a red box highlights the expand sign (+) next to 'Wrist fracture, left'. A red callout box contains the text: 'Clicking the expand sign beside the problem will show Active Problems with a higher level of specificity.'

The expanded list shows the following results:

- Fracture of left wrist with malunion
- Fracture of left wrist with nonunion
- Fracture at left wrist or hand level
- Fracture of left wrist or hand with malunion

Highlight: Live Chat

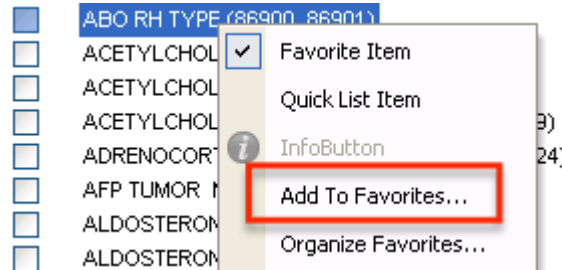
Provider Tip v11.4: It's OK to Play Favorites!

With EHRC Live Chat Support available in TouchWorks and Professional, help is at your fingertips. Our expert helpdesk is ready to assist your EHR users immediately via remote chat sessions right on the user's computer screen. End users can chat with helpdesk staff instead of submitting a support ticket. In addition, users can access recorded Live Chat transcripts to help them resolve similar issues in the future.

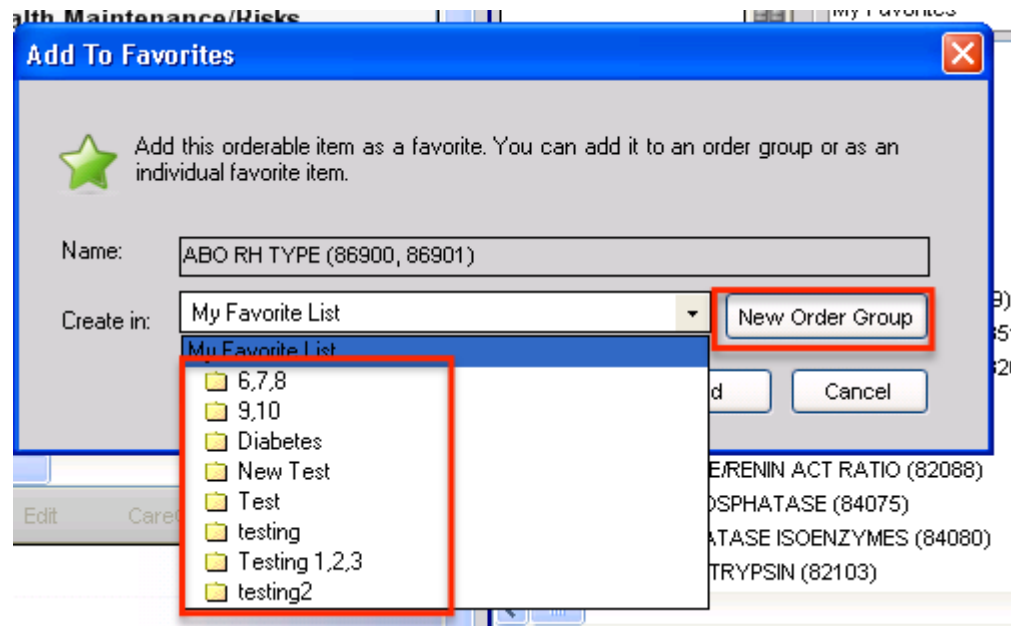
Improve your organization's productivity, EHR adoption and user experience. Take advantage of Live Chat's built-in surveys, as well as the recording and reporting tools to help you better allocate your training and support dollars. Live Chat – healthcare IT made simple.

Visit the link below to explore the many benefits

Finding it a bit cumbersome organizing your order favorites in the ACI? There is a quicker way! Instead of choosing "Organize Favorites..." from the right click menu, choose "Add to Favorites..."



The Add to Favorites dialog box will open. From there you can use the dropdown menu to quickly add the item to any of your current order groups, or you can quickly create a new order group by clicking the "New Order Group" button. Once you have chosen or created the group you would like to add the item to, simply click the "Add" button!



of Live Chat for your organization.

<http://ehrconcepts.com/live-chat/>

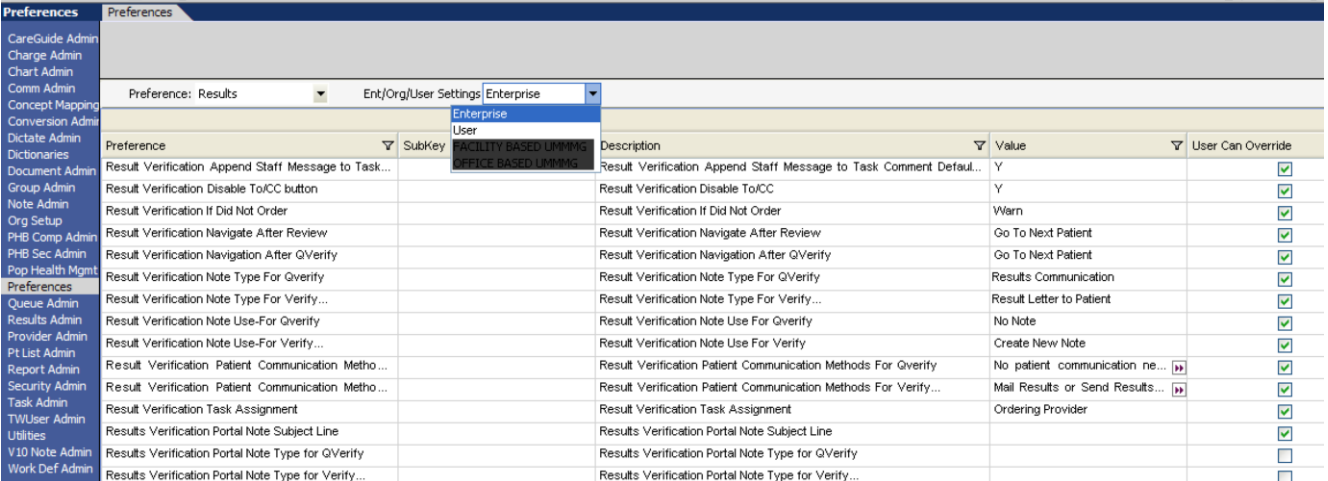
Build Tip: What's Your Type?

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?

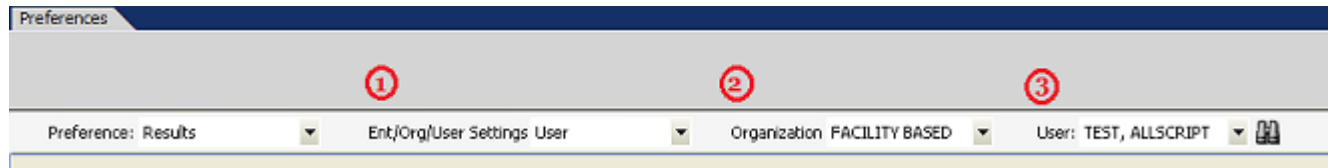
TWAdmin > Preferences > Preference: Results > Ent/Org/User Settings: User



The screenshot shows the 'Preferences' window in TWAdmin. The left sidebar lists various administrative categories, with 'Preferences' selected. The main area displays the configuration for 'Preference: Results' under 'Ent/Org/User Settings: Enterprise'. A dropdown menu is open, showing 'Enterprise' and 'User' options. The 'User' option is selected, and a sub-menu is visible with 'FACILITY BASED DUMMING' and 'OFFICE BASED DUMMING' options. The main table lists various preference settings with columns for 'Preference', 'SubKey', 'Description', 'Value', and 'User Can Override'.

Preference	SubKey	Description	Value	User Can Override
Result Verification Append Staff Message to Task...		Result Verification Append Staff Message to Task Comment Default...	Y	<input checked="" type="checkbox"/>
Result Verification Disable To/CC button		Result Verification Disable To/CC	Y	<input checked="" type="checkbox"/>
Result Verification If Did Not Order		Result Verification If Did Not Order	Warn	<input checked="" type="checkbox"/>
Result Verification Navigate After Review		Result Verification Navigate After Review	Go To Next Patient	<input checked="" type="checkbox"/>
Result Verification Navigation After QVerify		Result Verification Navigation After QVerify	Go To Next Patient	<input checked="" type="checkbox"/>
Result Verification Note Type For QVerify		Result Verification Note Type For QVerify	Results Communication	<input checked="" type="checkbox"/>
Result Verification Note Type For Verify...		Result Verification Note Type For Verify...	Result Letter to Patient	<input checked="" type="checkbox"/>
Result Verification Note Use-For QVerify		Result Verification Note Use For QVerify	No Note	<input checked="" type="checkbox"/>
Result Verification Note Use-For Verify...		Result Verification Note Use For Verify	Create New Note	<input checked="" type="checkbox"/>
Result Verification Patient Communication Metho...		Result Verification Patient Communication Methods For Qverify	No patient communication ne...	<input checked="" type="checkbox"/>
Result Verification Patient Communication Metho...		Result Verification Patient Communication Methods For Verify...	Mail Results or Send Results...	<input checked="" type="checkbox"/>
Result Verification Task Assignment		Result Verification Task Assignment	Ordering Provider	<input checked="" type="checkbox"/>
Results Verification Portal Note Subject Line		Results Verification Portal Note Subject Line		<input checked="" type="checkbox"/>
Results Verification Portal Note Type for QVerify		Results Verification Portal Note Type for QVerify		<input type="checkbox"/>
Results Verification Portal Note Type for Verify...		Results Verification Portal Note Type for Verify...		<input type="checkbox"/>

***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