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.
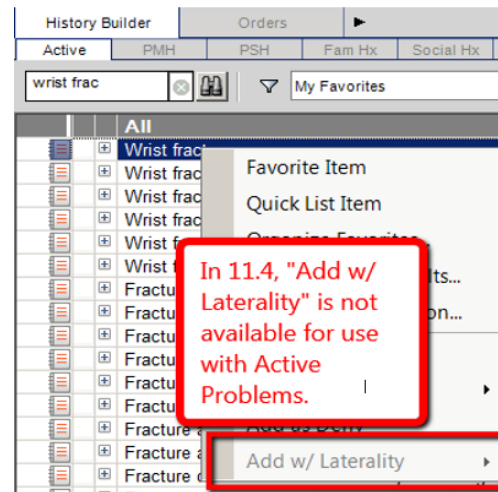

President's Corner

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 -

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

Highlight: Live Chat

TIP: Adding a laterality term such as "left" to your search criteria can save time when searching for an Active Problem.

Clicking the expand sign beside the problem will show Active Problems with a higher level of specifity.


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…"
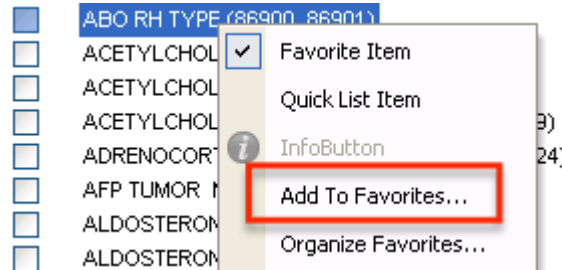
The Add to Favorites dialog box will open. From there you can use the dropdown menu to quickly add the item to any of your current order groups, or you can quickly create a new order group by clicking the "New Order Group" button. Once you have chosen or created the group you would like to add the item to, simply click the "Add" button!
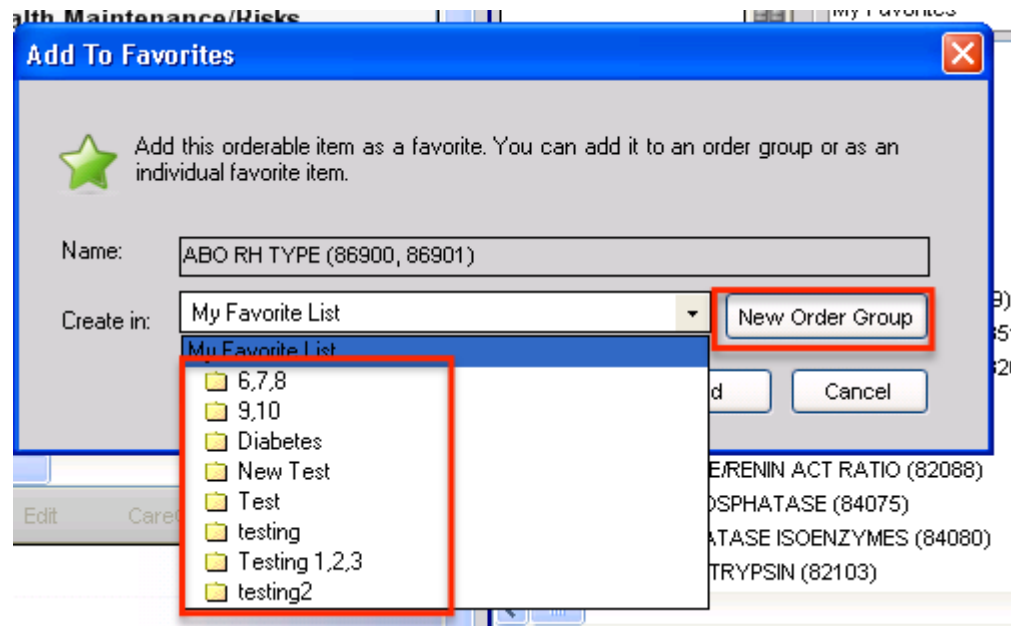
of Live Chat for your organization.
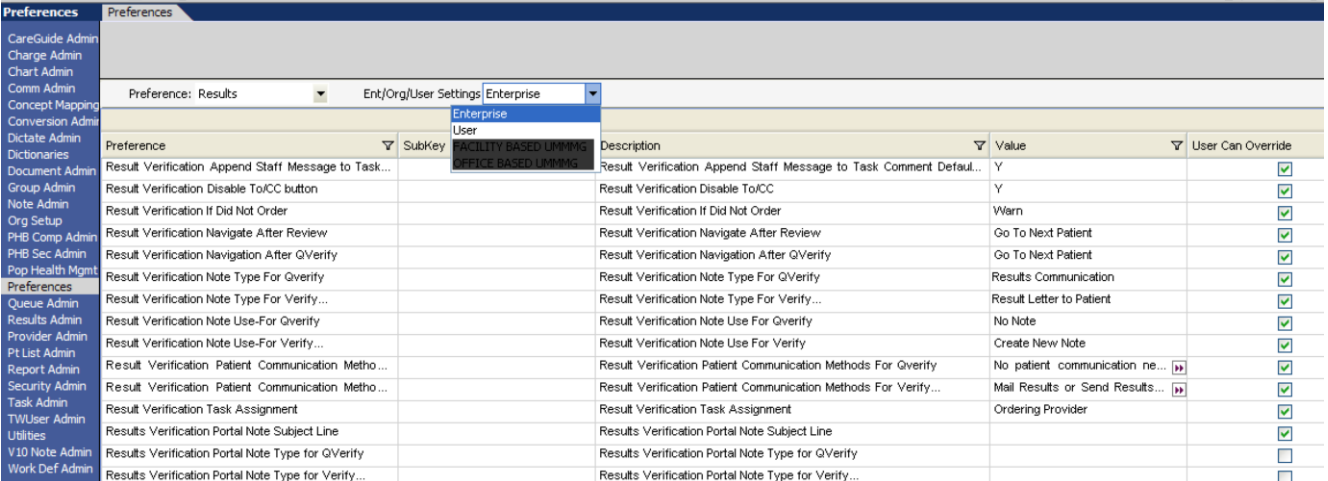
http://ehrconcepts.com/hit-live-chat/

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

*Remember to choose User (Not Enterprise), and then choose the Organization, then the User whose preference you are going to change.
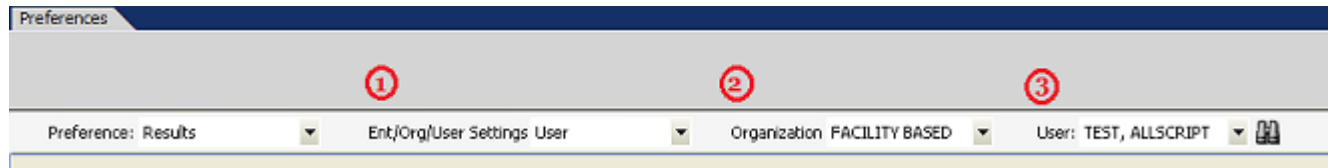
2. Which Preferences do you change to force the provider to choose the appropriate document type?
   Result Verification Note Type for Verify…   Should be blank
   Result Verification Note Use-For Verify…   Should be Note Selector