QUILLEN ETSU PHYSICIANS

Allscripts Touchworks - The Basics

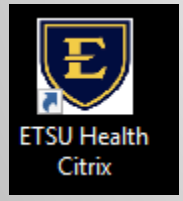
Clinical Staff and Provider Training Module

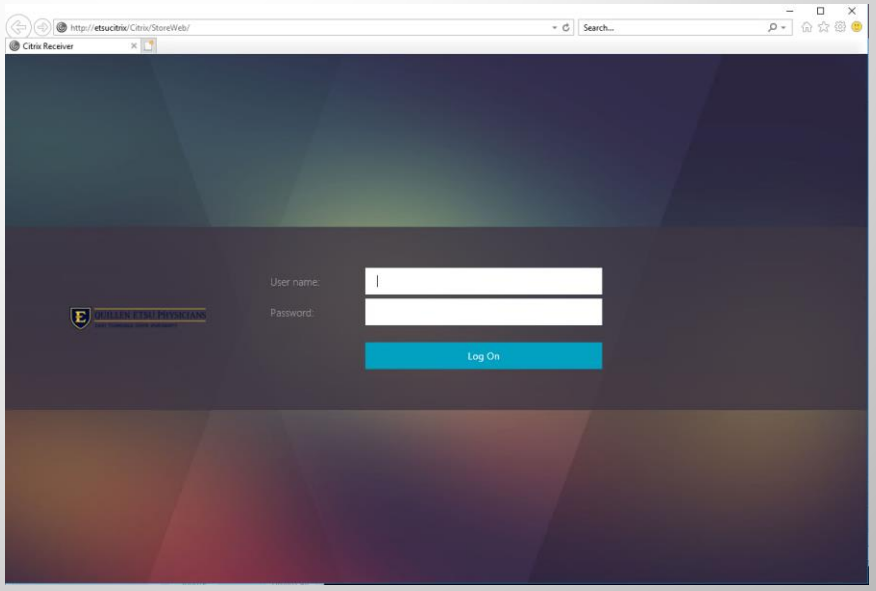
Quillen **EHR** Team
Phone: (423) 282-6122, Option 1

May 2021

Logging In

- If you are an on-boarding provider that needs EPCS-enrollment for controlled substances, a member of the EHR team will help you enroll, set up your security account, and log in.
- Logging into Allscripts is a two-step process, first into the server (Citrix), and then into Allscripts.
- Each clinic computer should have a shortcut set up for logging into Citrix. Double click on the icon to access the Citrix login screen.



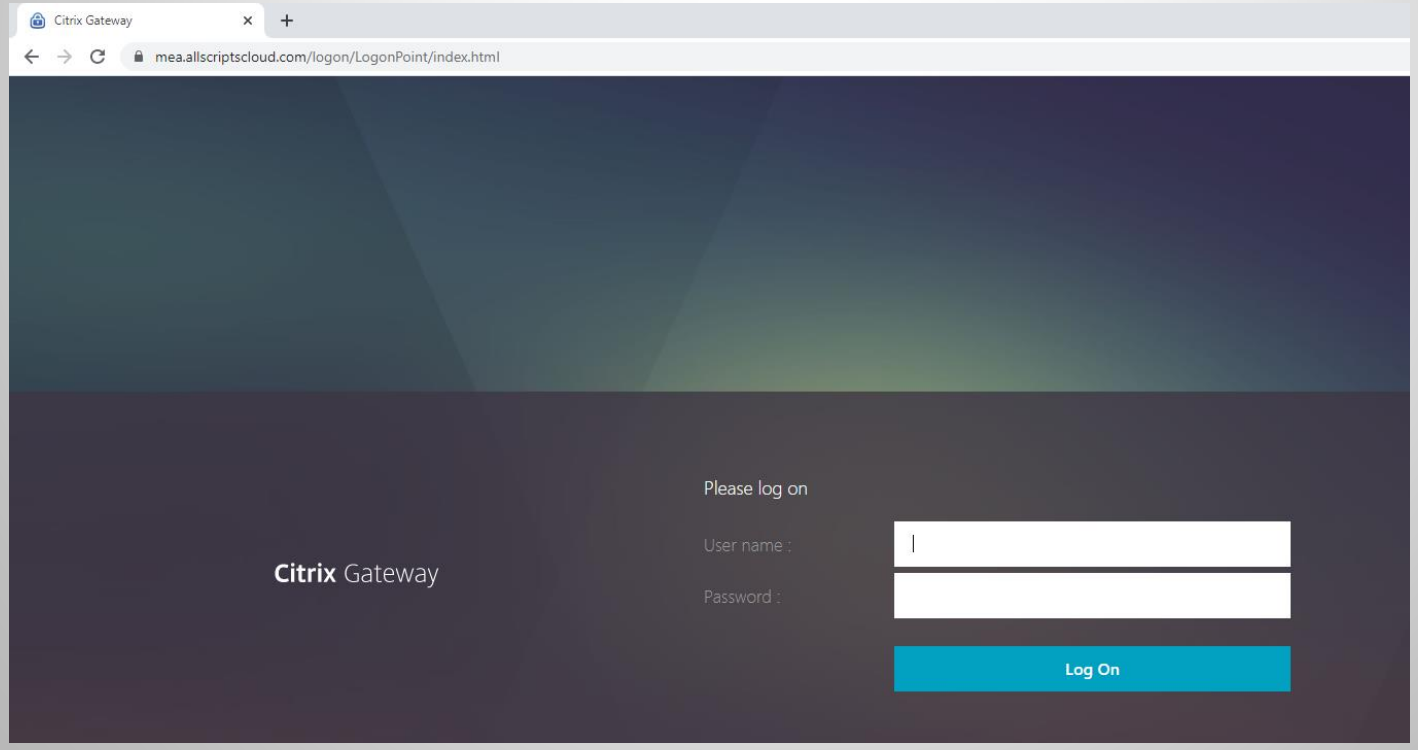


Logging In from Home

- If on a personal device, download Citrix Workspace from

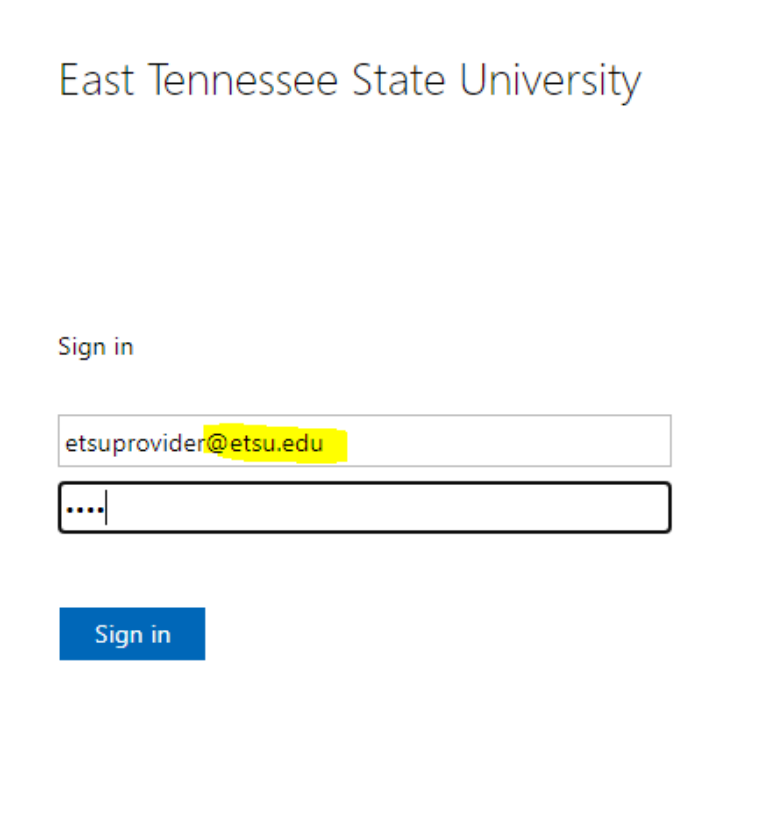
https://www.citrix.com/downloads/workspace-app/

- Once downloaded, go to https://mea.allscriptscloud.com on Chrome or Safari and log into Citrix



Logging In

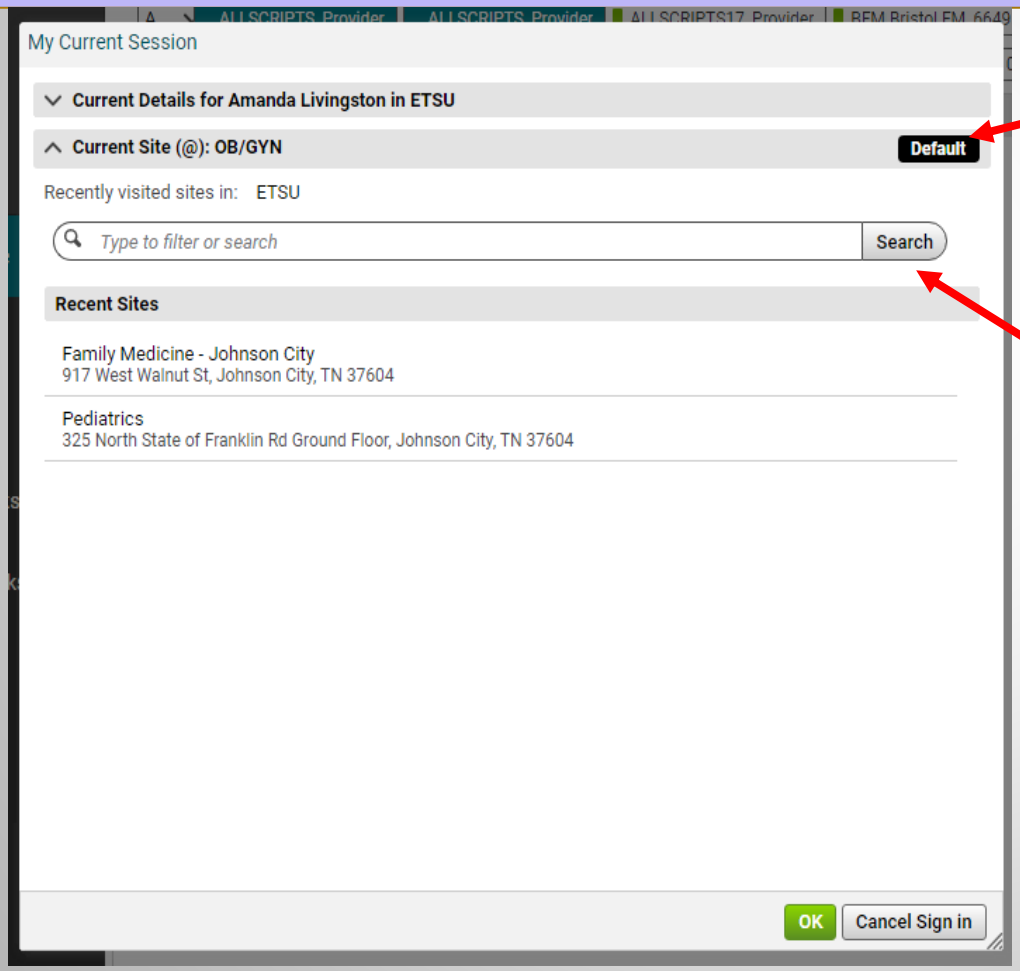
- Click the TouchWorks EHR LIVE icon.



- This is called the federation page. Log into ETSU domain again using your full email address and password.

My Current Session

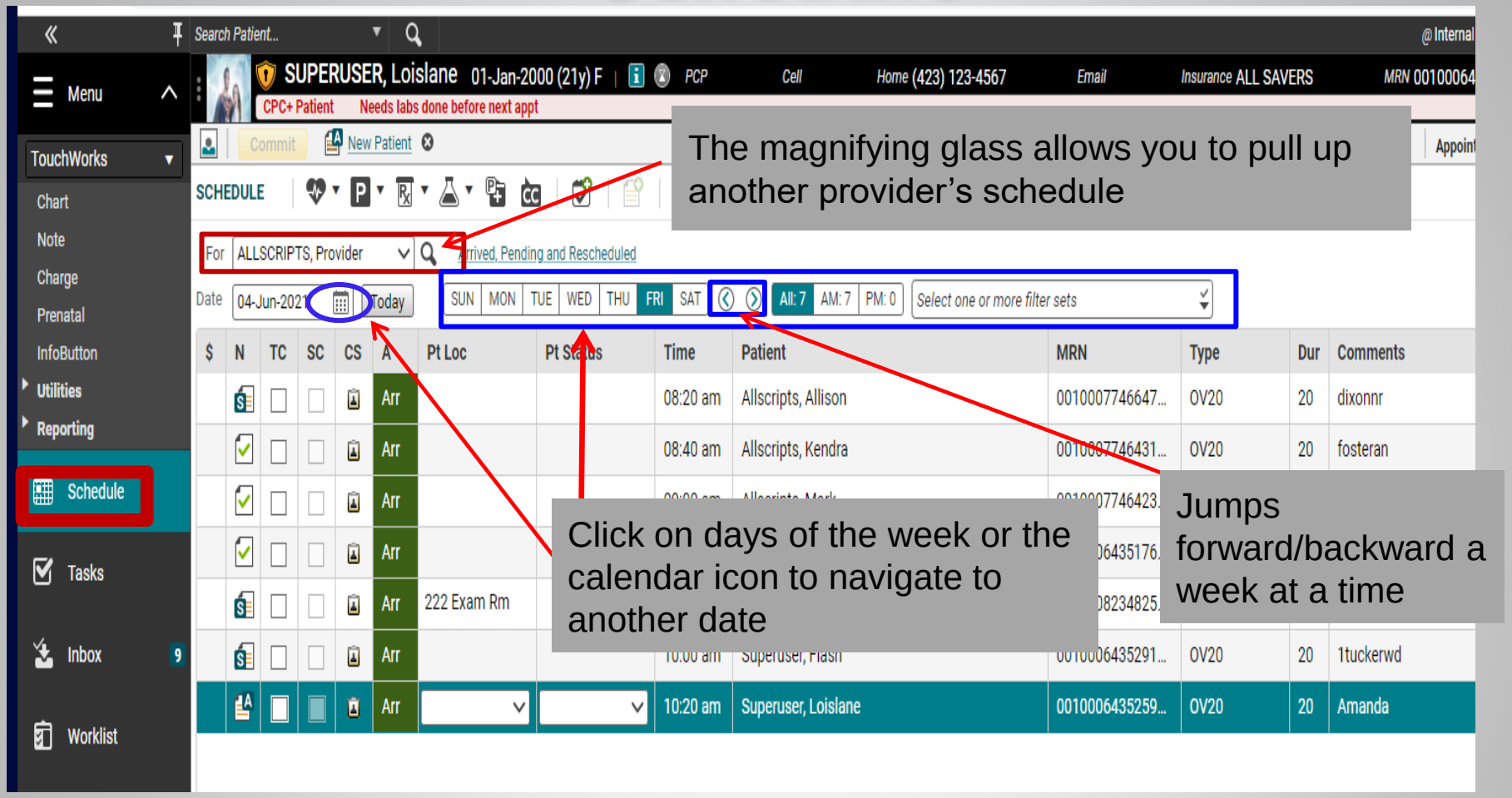
- Always log into the correct site or location.
- You MUST select the correct location.



- Current Site shows site currently selected.
- You can make a site your Default.

- Use your Search box to look for a new site or location.

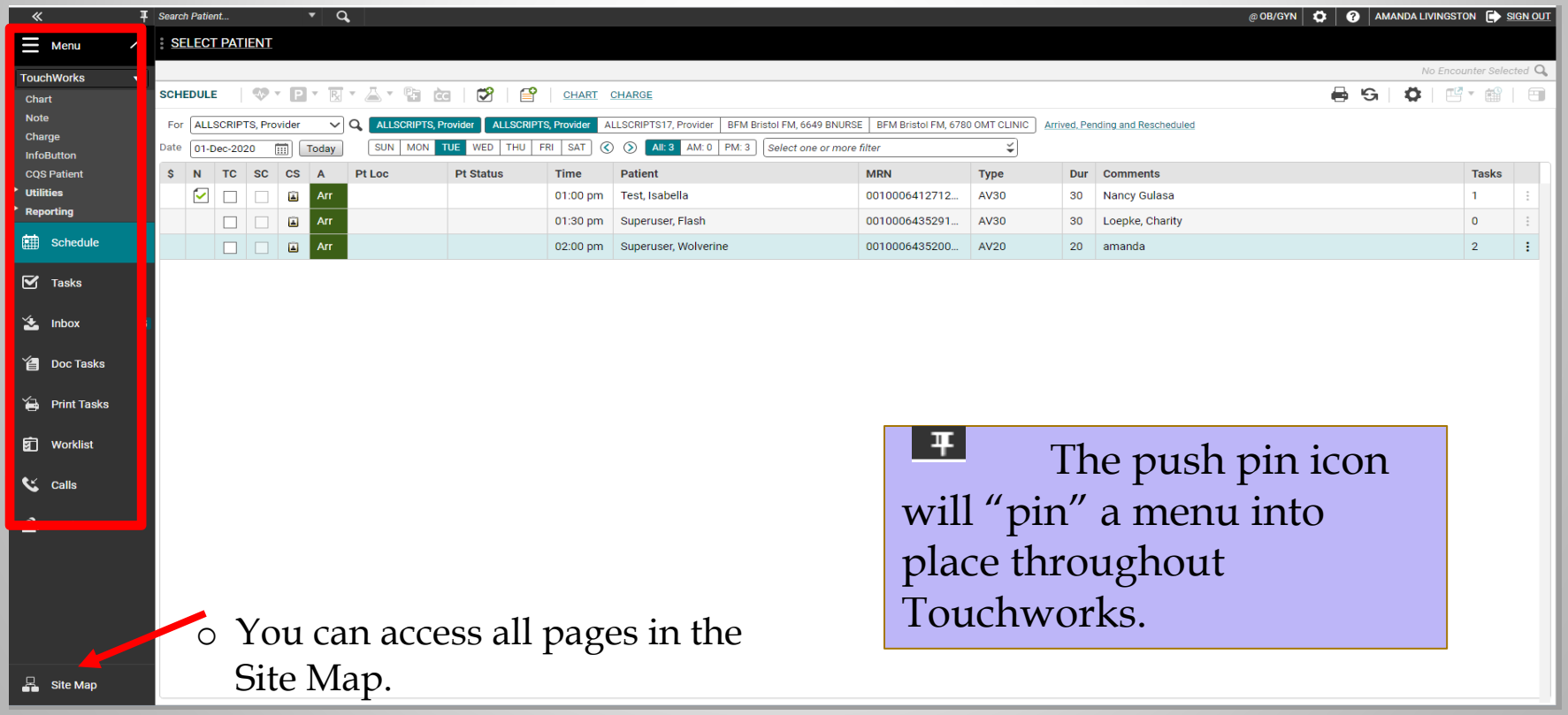
Schedule



When you first log in, you will land on the Schedule. You can pull in other providers' schedules by clicking on magnifying glass and searching by last name. The schedule defaults to the current date, but you can navigate to other dates by clicking on the days of the week, the calendar icon, or using the arrows to jump forward/backward a week at a time.

Action Bar

- The action bar is a menu-based navigational tool you use to access workspaces in Allscripts TouchWorks® EHR that are available to you. It is located on the left.
- You can minimize « or maximize » .

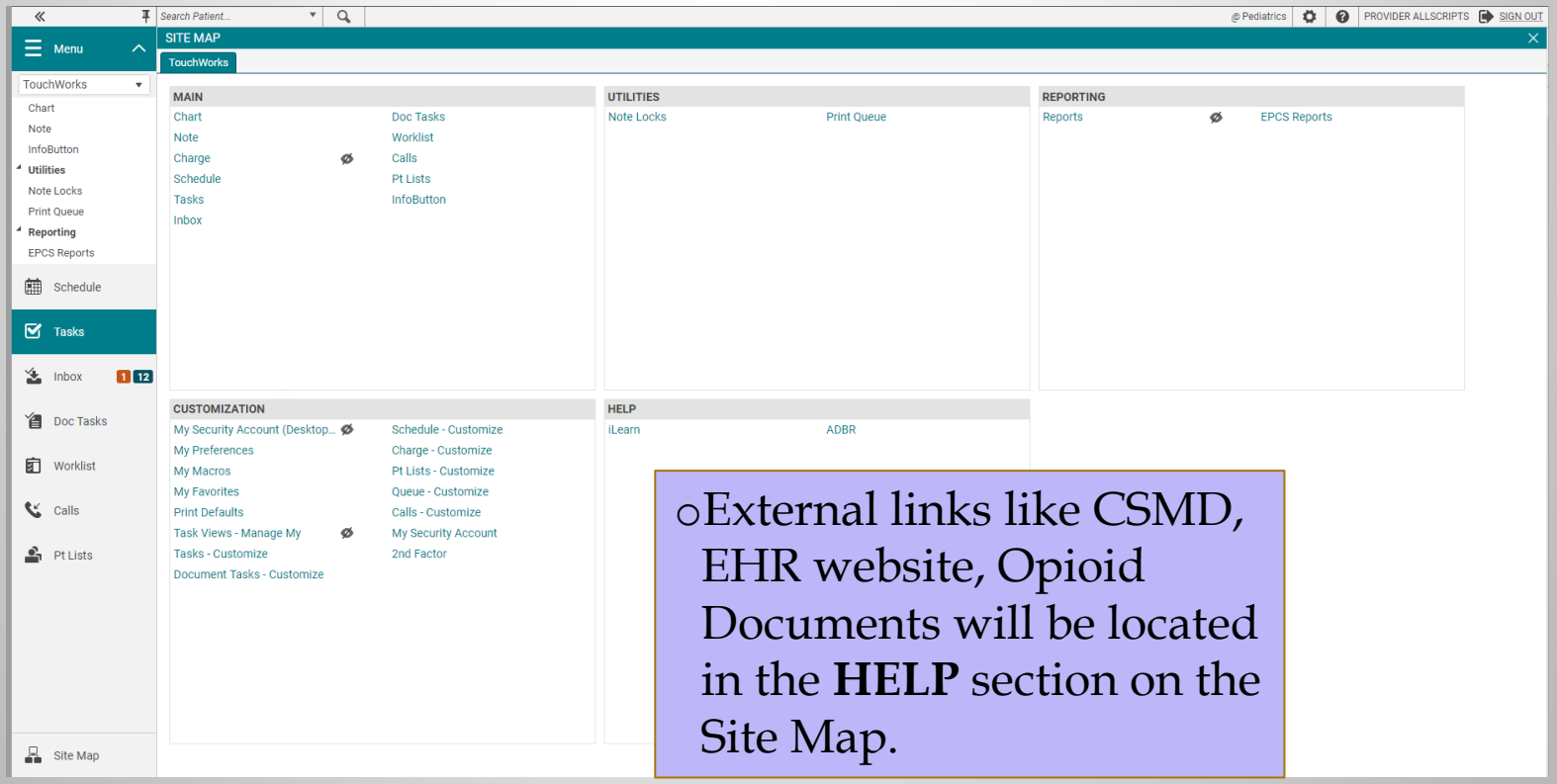


- You can access all pages in the Site Map.

The push pin icon will "pin" a menu into place throughout Touchworks.

Site Map

- The Site Map shows you the pages you have available. We recommend only showing the workspaces you use daily. You can also navigate to your pages from here.



- External links like CSMD, EHR website, Opioid Documents will be located in the **HELP** section on the Site Map.

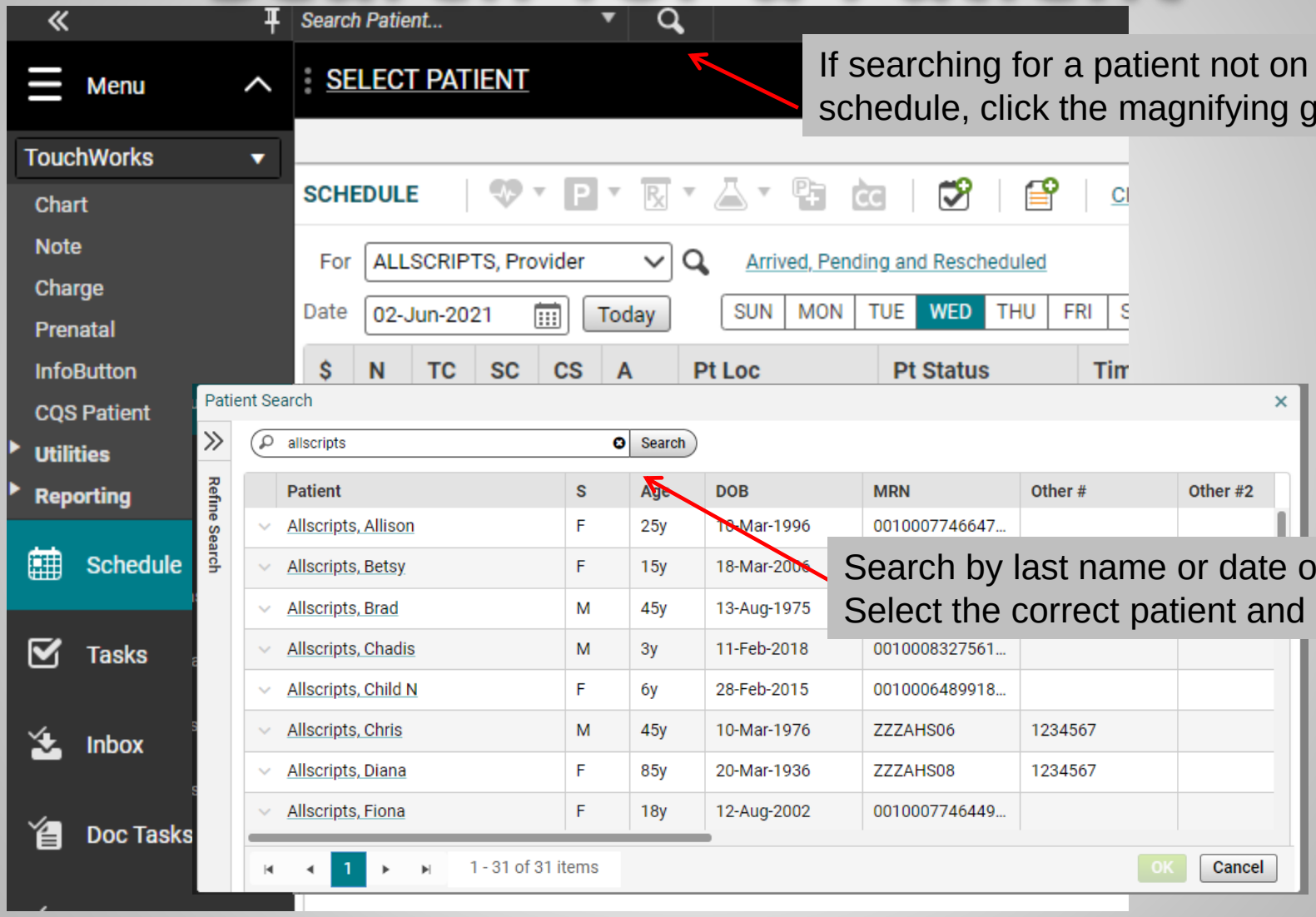
Hiding and Showing Pages

- The hidden from menu icon is displayed next to hidden pages. These pages aren't shown in the Action Bar.

- To show a page in the Action Bar, Click the options icon and select **Show in Menu.**

- You can hide pages too.

Search for a Patient



If searching for a patient not on a schedule, click the magnifying glass.

Search by last name or date of birth. Select the correct patient and click OK.

Schedule

Patient Banner

A double click on the patient's name takes you to their chart.

A single click on the patient's name pulls them into context and displays their name/demographic info in the Patient Banner.

Chart

"Clinical Toolbar"
This is where you add information to the chart

"Patient's Chart"
This is where you view information in the chart

Click on the icons underneath the Patient Banner to ADD information to the patient's chart.
The two panels underneath the Clinical Toolbar is where you can view the information that is already in the patient's chart.

Viewing the Chart

Click on the various *tabs to view the patient's problem list, notes, labs, procedures,* and *radiology.*

This side of the chart contains the vitals, medications, orders, allergies, immunizations, and growth chart.

The toolbar gives you options to resolve problems, print/fax notes, and view/print drug education, etc.

Click on the tabs at the top of each section to view various parts of the chart: the Problem List, Notes, Labs, Procedures, Radiology, and the entire Chart, including administrative paperwork. The second panel has the Vital Signs, Medications, Orders, Allergies, and Immunizations.

Viewing the Chart

Problem | Notes | Labs | Radiology | Procedures/Pathology | Chart | Worklist

All by Section by S... | None

1y | 3y | 5y | All | Default | Filtering: Last 3 years

- Notes
  - Office Notes
    - MSHA Pediatric Surgery Orders (MSHA Pediatric Surgery Orders) - Livingston, Amanda; Enc: 02-Jun-2021 - Appoint...
    - Follow-Up (Follow-Up) - Reese, Blair; Enc: 23-May-2021 - Chart Update - Hurd, Elizabeth (Internal Medicine)
    - Telehealth Visit (Telehealth Visit) - ALLSCRIPTS, Provider; Enc: 29-Mar-2021 - Chart Update - Barker, Morgan (Intern...
    - Office Visit (Office Visit) - Ingalls, Brian; Enc: 12-Feb-2021 - Chart Update - Ingalls, Brian (Family Medicine)
    - Ballad Health - Bristol Regional Medical Center Surgical Booking (Ballad Health - Bristol Regional Medical Center Sur...
    - Treatment Note (Treatment Note) - ALLSCRIPTS, Provider; Enc: 22-Jan-2021 - Appointment - ALLSCRIPTS, Provider...
    - Clinical Bedside Swallowing Evaluation (Clinical Bedside Swallowing Evaluation) - ALLSCRIPTS, Provider; Enc: 22-J...
    - Behavioral Health - Scheduled Visit (OB) (Behavioral Health - Scheduled Visit (OB)) - Livingston, Amanda; Enc: 13-Ja...
    - New Patient (New Patient) - Billington, Alicia; Enc: 12-Oct-2020 - Appointment - ALLSCRIPTS, Provider (Pediatrics)
    - Voice Assessment (Voice Assessment) - ALLSCRIPTS, Provider; Enc: 31-Aug-2020 - Appointment - ALLSCRIPTS, Pr...
    - Chronic Care Management (Chronic Care Management) - Dellinger, Betty Jo; Enc: 14-Jan-2020 - Chart Update - Delli...
    - ALS-Physical Therapy (ALS Physical Therapy) - Livingston, Amanda; Enc: 10-May-2019 - Chart Update - Livingston, ...
    - ALS-Association Representative (ALS-Association Representative) - Livingston, Amanda; Enc: 10-May-2019 - Chart ...
    - ALS-Neurology (ALS-Neurology) - Livingston, Amanda; Enc: 10-May-2019 - Chart Update - Livingston, Amanda (Una...
    - ALS-Nutrition (ALS-Nutrition) - Livingston, Amanda; Enc: 10-May-2019 - Chart Update - Livingston, Amanda (Unassig...
    - ACOG Flowsheets - Carter, Ginger; Enc: 11-Apr-2019 - Chart Update - Carter, Ginger (Obstetrics/Gynecology)
    - ACOG Flowsheets - Carter, Ginger; Enc: 11-Apr-2019 - Chart Update - Carter, Ginger (Obstetrics/Gynecology)
    - ALS-Occupational Therapy (ALS-Occupational Therapy) - Livingston, Amanda; Enc: 11-Apr-2019 - Chart Update - Livi...
    - Transitional Care Note (Transitional Care Note) - Garland, Bridget; Enc: 21-Mar-2019 - Chart Update - Garland, Bridg...
    - Chronic Care Management (Chronic Care Management) - Logan, Jennifer; Enc: 27-Feb-2019 - Chart Update - Logan,...
    - Office Visit (Office Visit) - ALLSCRIPTS, Provider; Enc: 03-Dec-2018 - Chart Update - ALLSCRIPTS, Provider (Pediatr...
    - Chronic Pain Management (Chronic Pain Management) - Sizemore, Dana; Enc: 15-Aug-2018 - Chart Update - Sizem...
    - sJCFM Psychology Documents - Livingston, Amanda; Enc: 10-Aug-2018 - Form Encounter - Livingston, Amanda (Un...
    - Medical Student Note (Medical Student Note) - Moore, Jason; Enc: 22-Jun-2018 - Chart Update - Williams, Janet (Inf...
    - UroGyn Note (UroGyn Note) - Huffaker, R Keith; Enc: 12-Jun-2018 - Chart Update - Huffaker, R Keith (Obstetrics/Gyn...
    - UroGyn Note (UroGyn Note) - Huffaker, R Keith; Enc: 12-Jun-2018 - Chart Update - Huffaker, R Keith (Obstetrics/Gyn...
  - Consults
    - sOrthopedic - Livingston, Amanda; Enc: 18-Jan-2019 - Form Encounter - Livingston, Amanda (Unassigned)

View | Note | Edit | Print | Fax | PainCAS | Task

Sorts/Filters: Most of the tabs also have a variety of sort options and filters from which you can choose, in order to find items more quickly. The sort options are underneath the main tab.

Vital Signs | Meds | Med Actions | Orders | Allergies | Immunizations | Flowsheets | HMP/Reminders | Growth Chart

All | Type | Rec: 11-Mar-2021

Medication

- Penicillins : Adverse Reaction : Anaphylaxis;
- Acetic Acid-Aluminum Acetate SOLN : Allergy
- Gabapentin TABS
- NSAIDs

Non-Medication

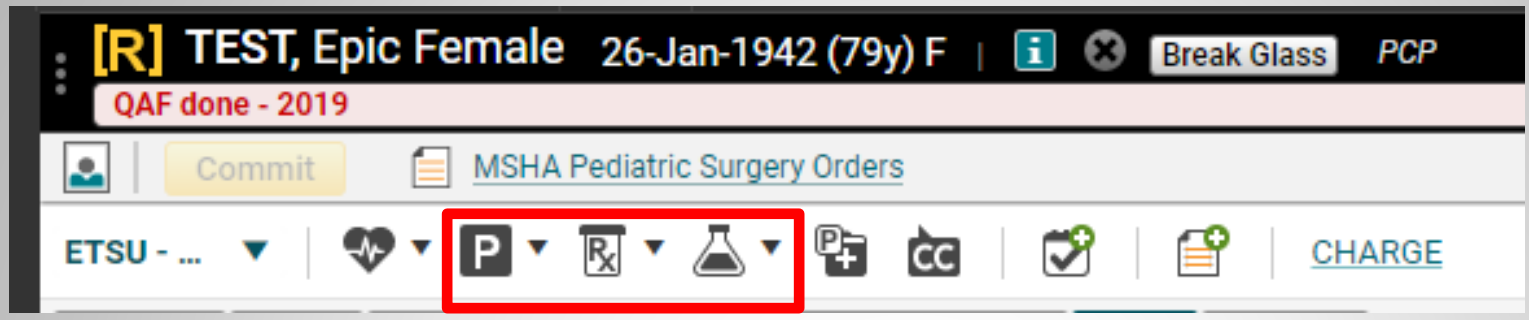
- Banana : Allergy : Swelling
- Corn
- Kiwi
- Latex
- Mango

New | Edit | View | Print Allergy List | Deny | Reconcile | Enter in Error | Annotate | View Annotation

Generally, double clicking on an item allows you to view it. Single clicking (highlighting) an item activates the toolbar, which gives you options for printing, faxing, etc.

Each tab contains different items. Most of the tabs have a variety of sort options and filters from which you can choose in order to find items more quickly. Right clicking on an item opens a menu that expands the options available. This includes resolving problems, editing notes, annotating, and reviewing audit reports.

Charting



Entering information into the patient's chart is done through the Clinical Toolbar.

Active Problems, History items (Past Medical, Family, Social Hx)

Medications, Medication Administration

Labs, Radiology, Procedures, Follow ups, Referrals, Education

The ACI

Add Clinical Item

TEST, Epic Female 26-Jan-1942 (79y) F

Appointment: 02-Jun-2021

Problems | Medications | Orders | Allergies

Active Problems | Type

Name

- Chronic
  - Acne comedone
  - Hypertension
  - Infected hand
  - Infection
  - Overweight
  - Peripheral vascular disease
  - Receptive language disorder (mixed)
  - Sprain of left ankle, initial encounter

History Builder | Orders

Active | PMH | PSH | Fam Hx | Social Hx | Allergies | MedHx | Immun Hx | Chief Complaints

acne | My Favorites | OFF

Name	ICD-10
All	
Acne	L70.9
Acne agmina	.4
Acne atrophi	2
Acne bromat	0
Acne cheloid	0
Acne comedone	L70.0
Acne cosmetica	L70.8
Acne cystica	L70.0
Acne detergicans	L70.8

DUR A ... ons (0) | Disease (0) | Duplicate Therapy (0) | Dose (0)

OK | Cancel

Clicking the P on the Clinical Toolbar opens the ACI (Add Clinical Item screen). The Active tab is where you will enter the patient's new and current diagnoses.

This panel shows items that are already in the patient's chart

Adding Active Problems

Add Clinical Item

TEST, Epic Female 26-Jan-1942 (79y) F — Appointment: 02-Jun-2021

Problems | Medications | Orders | Allergies

Active Problems | Type

Name

- Chronic
  - Acne comedone
  - Hypertension
  - Infected hand
  - Infection
  - Overweight
  - Peripheral vascular disease
  - Receptive language disorder (mixed)
  - Sprain of left ankle, initial encounter

New | Edit | CareGuide

History Builder | Orders

Active | PMH | PSH | Fam Hx | Social Hx | Allergies | ... | ef Complaints

acne | My Favorites

Search for an item

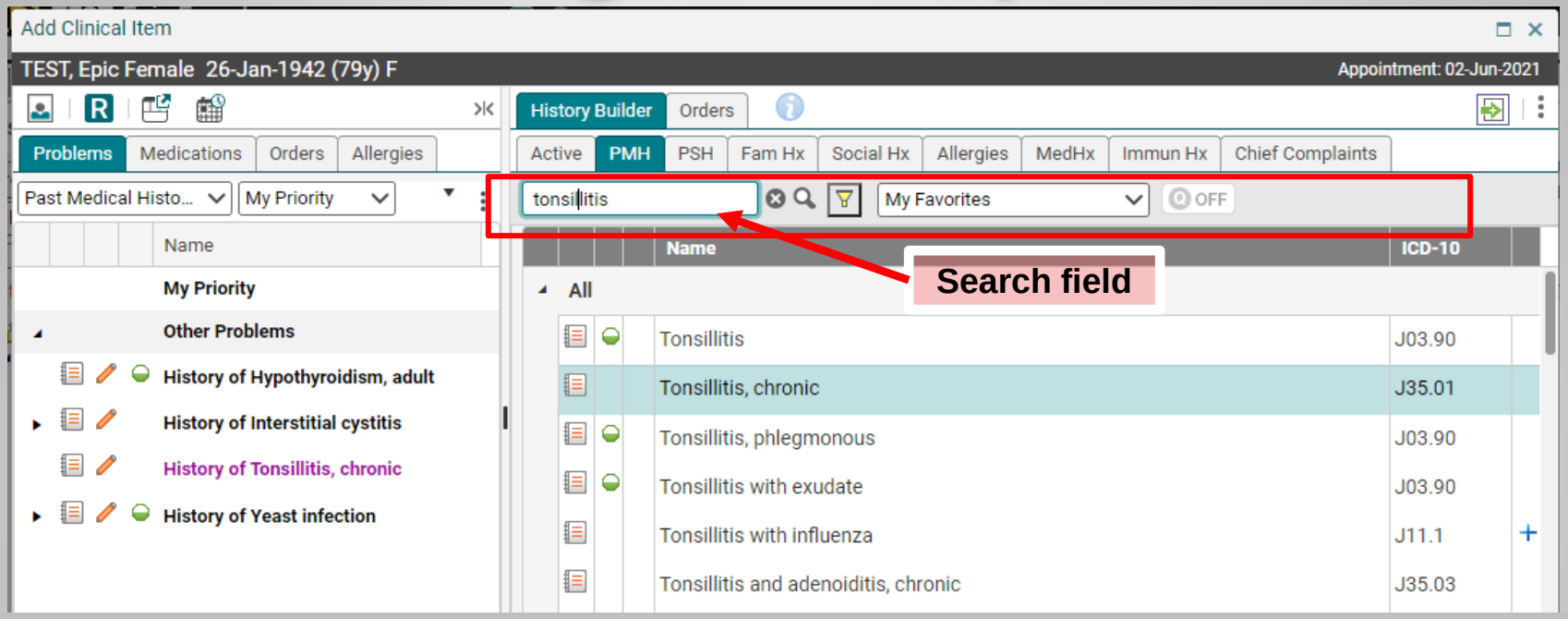
Name	ICD-10
All	
Acne	L70.9
Acne agminata	A18.4
Acne atrophica	L70.2
Acne bromata	L27.0
Acne cheloidalis	L73.0
Acne comedone	L70.0
Acne cosmetica	L70.8
Acne cystica	L70.0
Acne detergicans	L70.8

DUR Alerts: Drug-Drug (0) | Prior Adverse Reactions (0) | Disease (0) | Duplic

OK | Cancel

To add it to the patient's chart, click on the name. This pulls it into the panel on the left. It will remain a pink color until the item is committed.

Adding History Items



Adding history items is just like adding active problems. Click on the appropriate tab and then type in the search field and click the binoculars (or hit “enter”). Find the item, and click to add to the chart.

PMH – Past Medical History

PSH – Past Surgical History

Med Hx – Medication History (Meds the patient states they are currently on, but which are not being prescribed by you or another ETSU Health provider.)

Immun Hx – Immunization History (Immunizations the patient has received in the past.)

Saving (Committing)

Search Patient...

[R] TEST, Epic Female 26-Jan-1942 (79y) F | Break Glass PCP Cell (423) 445-6102 Home

Commit | MSHA Pediatric Surgery Orders

ETSU - ... | CHARGE

Problem | Notes | Labs | Radiology | Procedures/Pathology | Chart | Worklist

All | Problem List | Rec: 12-Oct-2020

Name	ICD-10	Last Assessed	Managed By
Active			
Acne comedone	L70.0	07Jun2021 Livingston, Ama...	
Hypertension	I10	26Apr2021 ALLSCRIPTS, Cli...	
Infected hand	L08.9	11Mar2021 Henson, Amber (...	
Infection	B99.9	11Mar2021 Henson, A	
Overweight	E66.3	22Jan2021 Puryear, S	
Peripheral vascular disease	I73.9	28Jan2021 Livingston	
Receptive language disorder (mixed)	F80.2	05Feb2021 Livingston	
Sprain of left ankle, initial encounter	S93.402A	12Feb2021 Ingalls, Bri	
Health Maintenance		23Mar2021 Hurd, Eliza	
Past Medical History			
History of Hypothyroidism, adult	E03.9	15Feb2018 Rios, Pauli	
History of Interstitial cystitis	N30.10	20Oct2016 Garland, B	
History of Tonsillitis, chronic	J35.01		
History of Yeast infection	B37.9	18May2017 Goodnigh	
Past Surgical History			
History of Appendectomy			
History of Thyroidectomy		15Feb2018 Rios, Paulina (Fa...	
Family History			
Family history of chronic obstructive pulm...	Z82.5		
Social History			

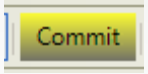
Once you've added items to the patient's chart, and have clicked OK to close the ACI screen, you need to **Commit** the items to save them.

Pink = Unsaved information
Black = Saved information

Commit often to avoid losing information!

Saving (Committing)

- The yellow **Commit** button prompts the Encounter Summary and enables the user to
  - Permanently save an item to the chart, but it also will allow a user to
  - Review new items, and
  - Delete items entered incorrectly.



Review new items

Providers (except for residents and FM) will not have the Encounter Summary automatically pop up.

Encounter Summary

TEST, Epic Female 26-Jan-1942 (79y) F — Appointment: 02-Jun-2021

Appointment Type: OV20 | Reason For Visit: office visit | Billing: ALLSCRIPTS, Provi... | Performing: ALLSCRIPTS, Pr...

View By: Problem | Pat Loc: | Status:

Alert Last Updated: 23-May-2021 11:59 am — Error: CDS Service not available.

Alert Displayed: Active for Livingston, Amanda

My Alerts

- MU Allergies list is not reconciled for encounter
- MU Weight is not documented
- MU Meds list is not reconciled for encounter
- MU Problems list is not reconciled for encounter
- Baclofen 10 MG Oral Tablet; TAKE 1 TABLET 3 TIMES DAILY; Therapy: 01Feb2018 to (Evaluate:03Mar2018) Requested for: 01Feb2018; Last Rx:01Feb2018; Status: ACTIVE Ordered
- Niacin ER (Antihyperlipidemic) 500 MG Oral Tablet Extended Release (Niaspan); TAKE 1 TABLET AT BEDTIME; Therapy: 10Mar2018 to (Evaluate:20Mar2018); Last Rx:10Mar2018; Status: ACTIVE Ordered
- metFORMIN HCl - 500 MG Oral Tablet; TAKE 1 TABLET 3 TIMES DAILY WITH MEALS; Therapy: 10Mar2018 to (Evaluate:14Mar2018); Last Rx:10Mar2018; Status: ACTIVE Ordered
- Lisinopril 10 MG Oral Tablet; TAKE 1 TABLET DAILY; Therapy: 21May2018 to (Evaluate:20Jun2018) Requested for: 21May2018; Last Rx:21May2018; Status: ACTIVE Ordered
- raNITIdine HCl 150 MG TABS; TAKE 1 TABLET EVERY 12 HOURS; Therapy: 22Jun2018 to (Evaluate:22Jul2018) Requested for: 22Jun2018; Last Rx:22Jun2018; Status: ACTIVE Ordered
- Doxycycline Hyclate 100 MG Oral Tablet; TAKE 1 TABLET EVERY 12 HOURS DAILY; Therapy: 22Jun2018 to (Evaluate:27Jun2018) Requested for: 22Jun2018; Last Rx:22Jun2018; Status: ACTIVE Ordered
- amLODIPine Besylate 5 MG Oral Tablet; TAKE 1 TABLET DAILY AS DIRECTED; Therapy: 22Jun2018 to (Evaluate:27Mar2019) Requested for: 26Mar2019; Last Rx:26Mar2019; Status: ACTIVE Ordered
- Allopurinol 300 MG Oral Tablet; TAKE 1 TABLET DAILY; Therapy: 18Oct2018 to (Evaluate:22Sep2019); Last Rx:24Jul2019; Status: ACTIVE Ordered
- Morphine Sulfate 10 MG Rectal Suppository; INSERT 1 SUPPOSITORY RECTALLY EVERY 4 TO 6 HOURS AS NEEDED; Therapy: 01Oct2020 to (Evaluate:02Oct2020) Requested for: 01Oct2020; Last Rx:01Oct2020; Status: ACTIVE Ordered
- MEClizine (Mind Vertigo Oral Tablet; TAKE 1 TABLET ONCE DAILY; Therapy: 26Apr2021 to (Evaluate:27Apr2021); Last Rx:26Apr2021; Status: ACTIVE Ordered

Acne comedone

- Acne comedone (L70.0) ADDED; ASSESSED

Unassigned

- Current smoker (F17.200) INVALIDATED
- *History of Hysterectomy INVALIDATED

New — Rx - For Internal Use Only*

Patient Education Content: CareGuide Patient Instructions; Ad Hoc Patient Instructions; CareGuide Patient Monographs; Medication Profile; Print Monographs in Spanish; Provide Clinical Summary; Edit Clinical Summary

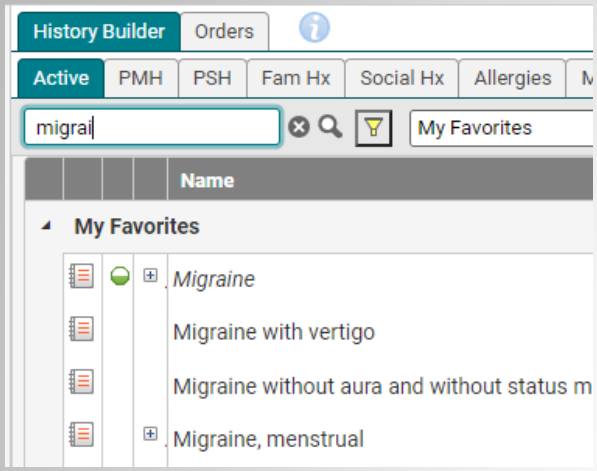
Print options: Use Default Rx Printer; Use Default Order Requisition Printer

Reporting: Transition of Care; Summary of Care Received

Print Pt.Ed | Continue | Save and continue | Save | Delete Unsaved

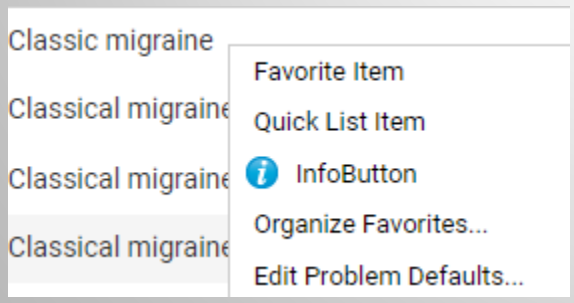
Favorites and Quick lists

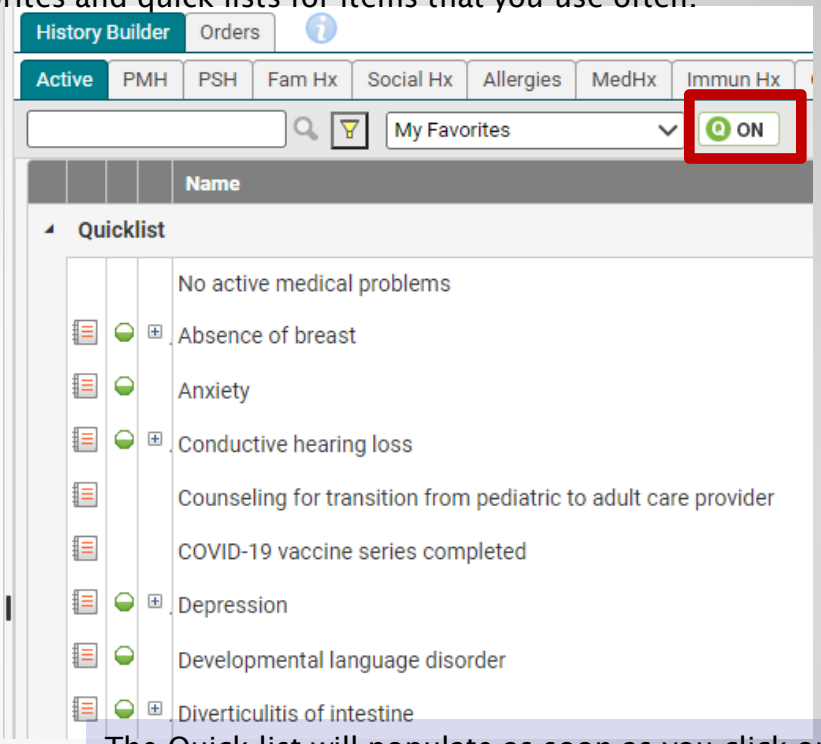
You can create favorites and quick lists for items that you use often.



Favorites – *as you type* in the search field, items that you have saved as a favorite pull up.

If you still don't see what you are looking for, hit "enter" or click the binoculars icon to pull up the Master list





The Quick list will populate as soon as you click on the tab. These are items that you use every day. It is recommended that you keep this list as short as possible, so you can find these items quickly.

Note: Your Quick list button must be "on" in order to see these items

To add an item as either a favorite or a quick list**, right click** on it and choose *Favorite Item* or *Quick list Item*

Starting A Note

[R] TEST, Epic Female 26-Jan-1942 (79y) F | Break Glass PCP Cell (423) 445-6102 Home (423) 433-6003 Email TEST123

QAF done - 2019

Commit MSHA Pediatric Surgery Orders

SCHEDULE CHART CHARGE

For ALLSCRIPTS, Provider Arrived, Pending and Rescheduled

Date 02-Jun-2021 Today SUN MON TUE WED THU FRI SAT All: 1 AM: 0 PM: 1 Select one or more filter sets

$	N	TC	SC	CS	A	Pt Loc	Pt Status	Time	Patient	MRN
					Arr	Exam 123A	Provider Rea...	01:00 pm	Test, Epic Female	0010006374

To start a note, ALWAYS double click on the patient's name from the Schedule tab.

This links the note with the appointment date.
(If you do not double click from the schedule, your vitals (and possibly other items) will not pull into your note)

[R] TEST, Epic Female 26-Jan-1942 (79y) F | Break Glass PCP

QAF done - 2019

Commit MSHA Pediatric Surgery Orders

ETSU - ... CHARGE

Problem Notes Labs Radiology Procedures/Pathology Chart Worklist

Active Problems Alpha Rec: 12-Oct-2020

Double clicking the patient's name takes you to the Chart.

Click on the paper with the plus to start a note.

Infected hand	L08.9	11Mar2021 Henson, Amber (...
Infection	B99.9	11Mar2021 Henson, Amber (...
Overweight	E66.3	22Jan2021 Puryear, Sarah (S...

Starting A Note

Note Selector

TEST, Epic Female 26-Jan-1942 (79y) F Appointment: 02-Jun-2021

Note | Unstructured

Specialty

Internal Medicine

Visit Type

New Patient

- Diabetes/Nutrition Education Record
- Nutrition Visit
- PreOp Clearance
- Behavioral Health
- Chart Documentation
- Communication
- Consult Visits
- Follow-Up Visits
  - Follow-Up
  - Hospital Follow-Up
- Health Maintenance
- Nursing Visits

In the Note Selector box, make sure your specialty is correct, and that <u>your</u> name is in the Owner field. Click the drop-down arrow next to the Visit Type field to choose the note type. (The note types will vary depending on your specialty). Click OK.

Notes

Table of Contents

Note Input (Forms)

Info from Chart

Table of Contents – Navigate through the note by clicking on the headings and forms in this panel (the forms are indented underneath the section headers).

Clhart– Patient's chart – contains the same tabs as on the Chart page. Allows you to view items in the patient's chart while in the note.

Note Input – As you click on section headings/forms in the Table of Contents, that section will open here, so you can document.

Notes - Autopopulation

Allscripts notes are set to auto populate certain sections from the patient's chart. You can choose to hide/show specific items in these sections.

Commit | MSHA Pediatric Surgery Orders | 02-Jun-2021 | ALLSCRIPTS, P

NOTE ... | CHART | CHARGE

Preventive
Chief Complaint
Chief Complaint
Reason For Visit
Reason For Visit - IM
Active Problems
History of Present Illness
History of Present Illness
Acne (Follow-Up)
Review of Systems
Complete-Female
Past Medical History
No new statement - PMH
Social History
No new statement - SH
Family History
No new statement - FH
Surgical History
No new statement - Surgic...
Current Meds
No new statement - Curre...
Allergies

Type | Rec: 12-Oct-2020 | Lock

Name	ICD-10	Last Assessed	Managed By
Chronic			
Acne comedone	L70.		
Hypertension	I10		
Infected hand	L08.		
Infection	B99.		
Overweight	E66.		
Peripheral vascular disease	I73.9		
Receptive language disorder (mixed)	F80.		
Sprain of left ankle, initial encounter	S93.		

New | Edit | CareGuide | Resolve | Show | Show

History of Present Illness

Review of Systems

Past Medical History

All by Section by S...

1y | 3y | 5y | All

74 of 2123 Chart Items (1

Notes

Sections which auto populate:

- Active Problems
- Past Medical History
- Social History
- Family History
- Surgical History
- Current Meds
- Allergies
- Immunizations
- Vitals
- Results/Data (Labs)
- Assessment

Notes – Hiding Autopopulated Items

Active Problems

Type | Rec: 12-Oct-2020 | Lock

Name	ICD-10	Last Assessed	Managed By
Chronic			
Acne comedone	L70.0	07Jun2021 Livingston, Ama...	
Hypertension	I10	26Apr2021 ALLSCRIPTS, Cli...	
Infected hand	L08.9	11Mar2021 Henson, Amber (...	
Infection	B99.9	11Mar2021 Henson, Amber (...	
Overweight	E66.3	22Jan2021 Puryear, Sarah (S...	
Peripheral vascular disease	I73.9	28Jan2021 Livingston, Ama...	
Receptive language disorder (mixed)	F80.2	05Feb2021 Livingston, Ama...	
Sprain of left ankle, initial encounter	S93.402A	12Feb2021 Ingalls, Brian (Fa...	

New | Edit | CareGuide | Resolve | Show | Show All | Hide All | Assessment Management

If you do not wish these items to appear in your note, you CAN hide them. On the toolbar below each section, you can choose to Hide All/Show All, or Hide/Show individual items.

Notes - Signing

[R] TEST, Epic Female 26-Jan-1942 (79y) F | Break Glass PCP Cell (423) 445-6102 Home (423) 433-6003 Email TEST123@TEST123

QAF done - 2019

Commit | MSHA Pediatric Surgery Orders

NOTE ... | CHART | CHARGE

Add Note Form | Add Text Entry | Add Image | Note Details (1/3)

- Preventive
- Chief Complaint
  - Chief Complaint
- Reason For Visit
  - Reason For Visit - IM
- Active Problems
- History of Present Illness
  - History of Present Illness
  - Acne (Follow-Up)
- Review of Systems
  - Complete-Female
- Past Medical History
  - No new statement - PMH
- Social History
  - No new statement - SH
- Family History
  - No new statement - FH
- Surgical History
  - No new statement - Surgic...
- Current Meds
  - No new statement - Curre...
- Allergies
- Immunizations
- Vitals
- Physical Exam
  - General Multi-System Exa...
  - PHQ-9 Depression Questio...
- Procedure

Active Problems

Type | Rec: 12-Oct-2020 | Lock

Name	ICD-10	Last Assessed	Managed By
Chronic			
Acne comedone	L70.0	07Jun2021 Livingston, Ama...	
Hypertension	I10	26Apr2021 ALLSCRIPTS, Cli...	
Infected hand	L08.9	11Mar2021 Henson, Amber (...	
Infection	B99.9	11Mar2021 Henson, Amber (...	
Overweight	E66.3	22Jan2021 Puryear, Sarah (S...	
Peripheral vascular disease	I73.9	28Jan2021 Livingston, Ama...	
Receptive language disorder (mixed)	F80.2	05Feb2021 Livingston, Ama...	
Sprain of left ankle, initial encounter	S93.402A	12Feb2021 Ingalls, Brian (Fa...	

New | Edit | CareGuide | Resolve | Show | Show All | Hide All | Assessment Management

History of Present Illness

Review of Systems

Past Medical History

Social History

Family History

Surgical History

Current Meds

Note Output | Chart Viewer | All by Section | 1y 3y 5y

74 of 2123 Char

- Notes
  - Office
    - MS
    - Fo
    - Tel
    - Of
    - Ba
    - Tre
    - Cli
    - Be
    - Ne
    - Vo
    - Ch
    - AL
    - AL
    - AL
    - AL
    - AC
    - AC
    - AL
    - Tra
    - Ch

View Output | Sign | Final | Author | Recompile | Copy Forward | Show Uncopied Form Data | Save & Close | Save | Close | View | Ed

To sign your note, click the "Sign" button.

Notes – Co-Sign Note Task

Task Details

Task | Filters

1 - Not about a patient | 2 - Concerning patient: Test, Epic Female

Assign To User Team | Task Co-Sign Note

ALLSCRIPTS, Pediatriciar | Priority Routine | Status Active

Comment: TT

If you are a resident or clinical staff, once you click OK, you will get a Co-Sign Note task box which prompts you to send the note to <u>the co-signer</u> for a final signature.

Activate 07-Jun-2021 03:47 PM | Overdue 14-Jun-2021 03:47 PM

Create Notify Task ☐ When Complete ☐ When Overdue

Notify Livingston, Amanda | Priority Routine

☐ Delegate | Reactivate | OK | Cancel

Notes – Co-Sign Note Task

Task Details

Task | Filters

1 - Not about a patient | 2 - Concerning patient: Test, Epic Female

Assign To User Team

Task: Co-Sign Note

ALLSCRIPTS, Pediatriciar

Priority: Routine

Status: Active

Comment:

TT

Switch the radio button from *Team* to *User*, and if your co-signer is not in the drop-down list, click the <u>magnifying glass</u> button and search by their last name. Once you have pulled their name in, just click OK to send the task. You do not have to type anything in the Comment field.

Activate: 07-Jun-2021 03:47 PM

Overdue: 14-Jun-2021 03:47 PM

Create Notify Task | When Complete | When Overdue

Notify: Livingston, Amanda

Priority: Routine

Delegate

Reactivate | OK | Cancel

Doc Sign

Search Patient... | @ OB/GYN | AMANDA LIVINGSTON | SIGN OUT

[R] TEST, Bobby 03-Mar-2013 (8y) F | Break Glass | PCP | Cell (423) 333-3333 | Home (423) 111-1111 | Email BRIGGS@ETSU.EDU | Insurance | MRN 001000647052001 | Directives Signature On File | Other | MED & NONMED

PQRS Complete- Family Medicine | Review before release of medical records | +SBIRT | f/u AUDIT due 10/2021 | BH needs to check with this patient today | Needs U/S appmt | R | FYI

No Encounter Selected

Menu | Schedule | Tasks | Inbox 10 | Doc Tasks | Print Tasks | Worklist | Pt Lists | Site Map

DOC TASKS | CHART | CHARGE

My Active Tasks | Last Updated: 07-Jun-2021 3:48 pm

P	Patient
	Allscripts, Allison
	Superuser, Batman
	Superuser, Loislane
	Test, Bobby
	Test, Epic Female
	Test, Friday

1 Document

New Patient (New Patient) 02 Jun 2021 05:51 PM Livingston,Amanda Needs Input

Note needs finalization signature.

CC

Health Management

Encounter for preventive health examination

Adult Weight Follow-Up; every 6 months; Last 23Jul2013; Next Due: 23Jan2014; Overdue

Reason For Visit

The patient is being seen for a routine follow-up.

Active Problems

Chronic

1. Abnormal Pap smear of cervix (R87.619)
2. Abscess of thyroid (E06.0)
3. Acid excess (E87.2)
4. Acute allergic rhinitis (J30.9)
5. Allergic rhinitis (J30.9)
6. Allergic rhinitis due to cats (J30.81)
7. Anemia (D64.9)
8. Anxiety disorder, unspecified type (F41.9)
9. Atrial arrhythmia (I49.8)
10. Autism (F84.0)
11. Autism spectrum disorder requiring very substantial support (level 3) (F84.0)
12. Benign essential hypertension (I10)
13. Benign neoplasm of oropharynx (D10.5)
14. Bilateral carpal tunnel syndrome (G56.03)
15. BMI 40.0-44.9, adult (Z68.41)
16. Carpal tunnel syndrome (G56.00)
17. Cervical cancer screening (Z12.4)
18. Chest pain (R07.9)
19. Cholecystitis (K81.9)
20. Chronic bacterial prostatitis (N41.1)
21. Chronic pain (G89.29)
22. COPD exacerbation (J44.1)
23. COPD, moderate (J44.9)
24. Cough in adult (R05)
25. Crohn disease (K50.90)
26. Dental caries (K02.9)
27. Depressed affect (R45.89)
28. Depression (F32.9)
29. Depression, unspecified depression type (F32.9)

Request Correction | Security | Text | ☑ Final | Sign | Attach to Result | Edit | Save | Cancel

The Doc Sign tab allows you to quickly sign off on your notes, review documents sent by other providers, and sign scanned results.

Tasks

Ask about your clinic's policy regarding checking tasks on non-clinic days.

Search Patient...

[R] TEST, Bobby 03-Mar-2013 (8y) F | Break Glass PCP Cell (423) 333-3333 Home (423) 111-1111 Email BRIGGS@ETSU.EDU

PQRS Complete- Family Medicine | Review before release of medical records | +SBIRT | f/u AUDIT due 10/2021 | BH needs to check with this patient today | Needs U/S appmt

Menu | Schedule | Tasks | Inbox 10 | Doc Tasks | Print Tasks | Worklist | Pt Lists | Site Map

TASKS | CHART | CHARGE

My Active Tasks | View Desc... | 11 of 11 showing | Total Active Tasks: 11 | Last Updated: 07-Jun-2021 3:53 pm

P	D	Task	Patient	MRN	Assigned To	Created By	Created On	Status...	D...	I...
		Sign-Note	Test, Epic Female	001000637456501	Livingston,Amanda	System	02-Jun-2021 4:15 pm	Active		9435...
		Sign-Note	Superuser, Loislane	001000643525901	Livingston,Amanda	System	04-Jun-2021 9:04 am	Active		9440...
		Sign-Note	Allscripts, Allison	001000774664701	Livingston,Amanda	System	04-Jun-2021 10:20 am	Active		9440...
		Sign-Note	Test, Bobby	001000647052001	Livingston,Amanda	System	07-Jun-2021 11:56 am	Active		9454...
		Sign-Note	Test, Epic Female	001000637456501	Livingston,Amanda	System	07-Jun-2021 3:48 pm	Active		9456...

Comments:
System - 07-Jun-2021 11:56 am
Note needs finalization signature.

Task About:
Note Date: 06/07/2021 11:56 AM
Note Type: New Patient
Note Owner: Livingston, Amanda

Go To... | In Progress | Done | Undelegate | New... | Reply... | Reassign... | Remove... | Copy To Note | Reactivate... | Details... | Original... | Print List... | Print Task...

Tasks are how we communicate with each other about patient care. Tasks can be generated by the system, by a colleague, or by a patient.

Make sure to check your tasks **<u>every</u>** time you log into the system. Ideally, it should be checked when you first log in and again before you log out, to make sure that all issues have been handled before leaving the clinic.

Tasking

D	Task	Patient	MRN	Assigned To	Created By	Created On	Status...
Y	FMH Patient Message	Allscripts, Allison	001000774664701		System	04-Jun-2021 10:20 am	Active
	Test Results	Superuser, Batman			Kazen, Katherine	04-Jun-2021 9:12 am	Active
	Review Document	Superuser, Batman			Dixon, Natalie	04-Jun-2021 9:13 am	Active
	Home Health	Superuser, Loislane	001000643525901	Livingston,Amanda	System	04-Jun-2021 9:04 am	Active
Y	Overdue Order	Superuser, Loislane	0010 0643525901	Livingston,Amanda	Livingston, Amanda	04-Jun-2021 10:01 am	Active
	Finish Note	Test, Bobby	0010		System	07-Jun-2021 11:56 am	Active
	Finish Note	Test, Epic Female	0010		System	02-Jun-2021 4:15 pm	Active
	Finish Note	Test, Epic Female	0010 0637456501	Livingston,Amanda	System	07-Jun-2021 3:48 pm	Active

FMH Tasks

Manually Created

System Generated

1. **System-generated tasks**: These tasks pop in when workflows require completion; signing a note, renewing a medication, etc.
2. **Manually created tasks:** These tasks are sent by other employees in the office and are usually related to patient care – inquiries regarding test results, requests to return phone calls, etc.
3. **FMH (Follow My Health) tasks**: These are tasks sent by your patients via the Patient Portal (Follow My Health™). <u>You need to respond to all FMH tasks within 48 hours at the latest. This is an organizational policy.</u>

Tasking

SUPERUSER, Loislane 01-Jan-2000 (21y) F | PCP | Cell | Home (423) 123-4567 | Email | Insurance ALL SAVERS | MRN 001000643525901 | Directives | Other | MED & NONMED | R | FYI

CPC+ Patient | Needs labs done before next appt

No Encounter Selected

TASKS | CHART | CHARGE

My Active Tasks | View Desc... | 6 of 6 showing | Total Active Tasks: 6 | Last Updated: 08-Jun-2021 2:00 pm

P	D	Task	Patient	MRN	Assigned To	Created By	Created On	Status...	D...	I...
		Sign-Note	Allscripts, Allison	001000774664701	Livingston,Amanda	System	04-Jun-2021 10:20 am	Active		9440...
		Co-Sign Note	Superuser, Batman	001000643517601	Livingston,Amanda	Kazen, Katherine	04-Jun-2021 9:12 am	Active		9440...
		Co-Sign Note	Superuser, Batman	001000643517601	Livingston,Amanda	Dixon, Natalie	04-Jun-2021 9:13 am	Active		9440...
		Call Back	Superuser, Loislane	001000643525901	Livingston,Amanda	Livingston, Amanda	04-Jun-2021 10:01 am	Active		9440...
		Sign-Note	Test, Epic Female	001000637456501	Livingston,Amanda	System	07-Jun-2021 3:48 pm	Active		9456...
		Co-Sign Note	Test, Friday	001000823482501	Livingston,Amanda	Schuh, Alissa	04-Jun-2021 9:12 am	Active		9440...

Comments:
Livingston,Amanda - 04-Jun-2021 10:01 am
TASK CREATED
53545646465

Task About:
No information available.

Go To... | In Progress | Done | Undelegate | New... | Reply... | Reassign... | Remove... | Copy To Note | Reactivate... | Details... | Original... | Print List... | Print Task...

<u>Single</u> click on a task to read the comments.

<u>Double</u> click to take you to the area where the task needs to be performed.

Tasking

SUPERUSER, Loislane 01-Jan-2000 (21y) F | PCP | Cell | Home (423) 123-4567 | Email | Insurance ALL SAVERS | MRN 001000643525901 | Directives | Other | MED & NONMED | R | FYI

CPC+ Patient | Needs labs done before next appt

No Encounter Selected

TASKS | CHART | CHARGE

My Active Tasks | View Desc... | 6 of 6 showing | Total Active Tasks: 6 | Last Updated: 08-Jun-2021 2:02 pm

P	D	Task	Patient	MRN	Assigned To	Created By	Created On	Status...	D...	I...
		Sign-Note	Allscripts, Allison	001000774664701	Livingston,Amanda	System	04-Jun-2021 10:20 am	Active		9440...
		Co-Sign Note	Superuser, Batman	001000643517601	Livingston,Amanda	Kazen, Katherine	04-Jun-2021 9:12 am	Active		9440...
		Co-Sign Note	Superuser, Batman	001000643517601	Livingston,Amanda	Dixon, Natalie	04-Jun-2021 9:13 am	Active		9440...
		Follow Up	Superuser, Loislane	001000643525901	Livingston,Amanda	Livingston, Amanda	08-Jun-2021 2:02 pm	Active		9458...
		Sign-Note	Test, Epic Female	001000637456501	Livingston,Amanda	System	07-Jun-2021 3:48 pm	Active		9456...
		Co-Sign Note	Test, Friday	001000823482501	Livingston,Amanda	Schuh, Alissa	04-Jun-2021 9:12 am	Active		9440...

Comments:
Livingston,Amanda - 08-Jun-2021 2:02 pm
TASK CREATED
Call the patient.

Task About:
No information available.

Reply... | Reassign...

Go To... | In Progress | Done | Undelegate | New... | Reply... | Reassign... | Remov... | Copy To Note | Reactivate... | Details... | Original... | Print Hist... | Print Task...

If you need to reply to a task, or reassign it to another person, highlight the task by single clicking on it, and then click the appropriate button.

Tasks Filters

- On the Tasks window, you can now sort and filter.
- Selecting the funnel icon allows for filtering.
- Clicking on the header sorts the column.

P.	D.	Task	Patient	MRN	Assigned To	Created By	Created On
		Verify Patient Results		001000823482501	Livingston,Amanda	Livingston, Amanda	07-May-2021 11:28 am
		Sign-Note		9143520	Livingston,Amanda	System	28-Jan-2021 4:46 pm
		Sign-Note		001000555558601	Livingston,Amanda	System	13-Apr-2021 3:38 pm
		Sign-Note		001000536337901	Livingston,Amanda	System	26-Apr-2021 3:51 pm
		Sign-Note		001000555558601	Livingston,Amanda	System	28-Apr-2021 4:23 pm
		Sign-Note		001000637455701	Livingston,Amanda	System	03-May-2021 9:25 am
		Sign-Note		001000823482501	Livingston,Amanda	System	05-May-2021 1:42 pm
		Sign-Note		001000823482501	Livingston,Amanda	System	05-May-2021 1:50 pm
		Sign-Note	Test, Friday	00100082			
		FYI	Test, Monaco	00100065			
		Co-Sign Note	Test, Friday	00100082			
		Co-Sign Note	Test, Friday	00100082			

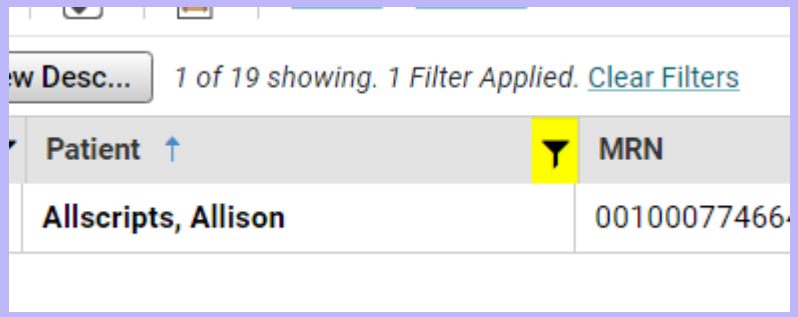
Search
- Select All
- Co-Sign Note
- FYI
- Sign-Note
- Verify Patient Results

0 items selected

Filter Clear

Comments:

- *When a filter is applied, it turns yellow and says "Filter Applied."*
- *Click Clear Filters to remove filter.*



Creating a New Task

SUPERUSER, Loislane 01-Jan-2000 (21y) F | PCP | Cell | Home (423) 123-4567 | Email | Insurance ALL SAVERS | MRN 001000643525901 | Directives | Other | MED & NONMED
CPC+ Patient | Needs labs done before next appt | R | FYI

No Encounter Selected

TASKS | My Active Tasks | View Des | Last Updated: 08-Jun-2021 2:02 pm

P	D	Task	By	Created On	Status...	D...	I...
		Sign-Note		04-Jun-2021 10:20 am	Active		9440...
		Co-Sign Note	atherine	04-Jun-2021 9:12 am	Active		9440...
		Co-Sign Note	atalie	04-Jun-2021 9:13 am	Active		9440...
		Follow Up	n, Amanda	08-Jun-2021 2:02 pm	Active		9458...
		Sign-Note		07-Jun-2021 3:48 pm	Active		9456...
		Co-Sign Note	lissa	04-Jun-2021 9:12 am	Active		9440...

Comments:
Livingston,Amanda - 08-Jun-2021 2:02 pm
TASK CREATED
Call the patient.

Task Details

Task | Filters

1 - Not about a patient | 2 - Concerning patient: Superuser, Loislane

Assign To: User | Team — Task: Home Health
ALLSCRIPTS, Provider — Priority: Routine — Status: Active

Comment: TT

Home Health called. Needs new orders for PT.

Activate: 08-Jun-2021 02:04 PM — Overdue: 12-Jun-2021 02:04 PM

Create Notify Task: When Complete | When Overdue
Notify: Livingston, Amanda — Priority: Routine

Delegate | Reactivate | OK | Cancel

New... | Reply... | Reassign... | Remove... | Copy To Note
Reactivate... | Details... | Original... | Print List... | Print Task...

In the Task type box, choose the appropriate option, then type your comment in the Comment field. Click OK. It will go to the user in the Assign to: field.

On the Tasks page, click “New.”
The Task Detail box will open. Change the radio button to User or Team, as appropriate. Pull in the name of the recipient by searching the drop down, or, if not there, clicking the magnifying glass to search by last name.

Completing Tasks

TASKS | CHART | CHARGE

My Active Tasks | View Desc... | 6 of 6 showing | Total Active Tasks: 6

P	D	Task	Patient	MRN
		Sign-Note	Allscripts, Allison	001000774
		Sign-Note	Test, Epic Female	001000637
		Follow Up	Superuser, Loislane	001000643
		Co-Sign Note	Test, Friday	001000823
		Co-Sign Note	Superuser, Batman	001000643
		Co-Sign Note	Superuser, Batman	001000643

Comments:

Livingston,Amanda - 08-Jun-2021 2:07 pm
TASK EDITED
Livingston,Amanda - 08-Jun-2021 2:07 pm
TASK EDITED
Livingston,Amanda - 08-Jun-2021 2:02 pm
TASK CREATED
Call the patient.

Go To... | In Progress | Done | Undelegate

When you have finished a task, click the "Done" button.

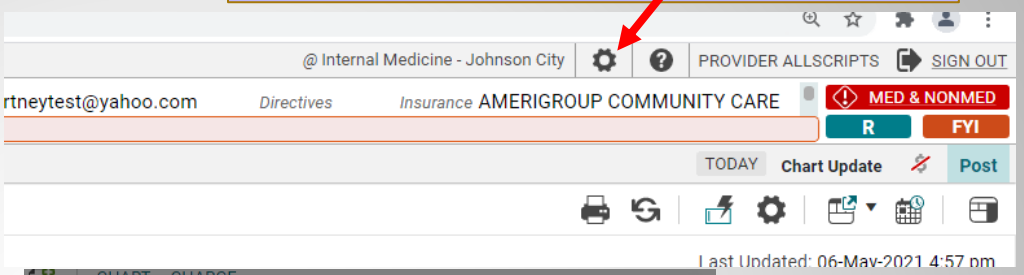
Note: This applies to manually created tasks. System-generated tasks will drop off your list automatically once you have completed the action (signed the note, renewed the medications, etc.) **Never, never REMOVE a task.**

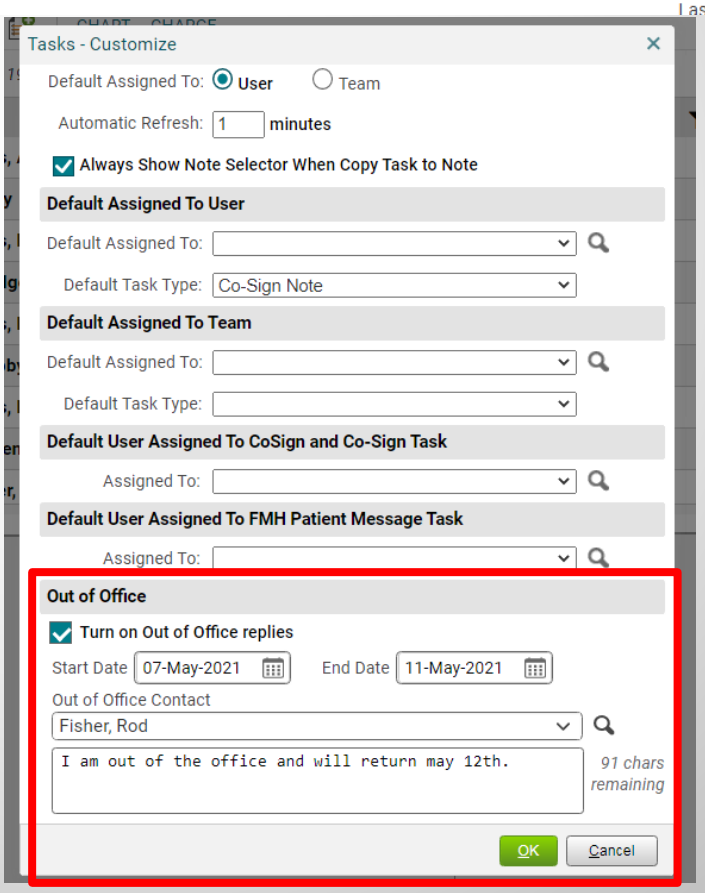
New... | Reply... | Reassign... | ~~Remove...~~ | Copy To Note
Details... | Original... | Print List... | Print Task...
Done

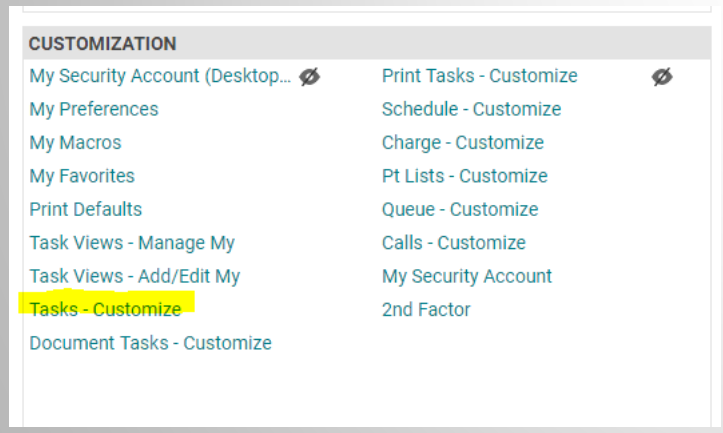
Task – Out of Office

- Tasks now have an Out of Office option.
- Accessible from the Tasks page, at the top right, click the gear box.
- Out of Office is also accessible from the Site Map, under the Customization header, choose Tasks – Customize.

- *To open, click the gear box on the upper right side on the task window.*







Inbox

- The functionality remains the same as tasks: Go To…, Done, In Progress, Undelegate, Assign To.
- It has a more "email-like" look.
- You can see the History of the task.

Menu
TouchWorks
Chart
Note
Prenatal
InfoButton
Utilities
Reporting
Schedule
Tasks
Inbox 19
Doc Tasks
Worklist

[R] TEST, Tony 11-Aug-2020 (8m) M | Break Glass | PCP | Cell (423) 943-0557 | Home (123) 111-1010 | Email HOUSTONU@ETSU.EDU | Directives | Insurance CIGNA | MRN 001000772890001 | Other | MED & NO
Review before release of medical records | HIPAA 2019 | QAF done - 2019 | HIPAA 2018 | QAF done - 2018 | 2020 - QAF Done | 2020 - BMI Done | free text alert
No Encounter Select

INBOX | CHART | CHARGE

MY VIEWS
MY ACTIVE TASKS 19
Authorize Order 2
Call Back 1
Co-Sign Note 3
FYI 3
Finish Note 1
Order Notification 3
Sign Amended Note 1
Sign-Note 4
Verify Patient Results 1
CURRENT PATIENT - ACTIVE 8
CURRENT PATIENT - ALL 541
MY DELEGATED TASKS 33
PEDS - BHC - TASK VIEW 16
PEDS BHC TEAM 0
PEDS MSHA ED TASKS 0
PEDS SOWK TEAM 0
OTHER USERS' VIEWS
BRIGGS, MONACO 20
LIVINGSTON, AMANDA 13

Type Name... | Filter | Filter
Showing 19 of 19

Sign-Note
TEST, Tony
Assigned To: ALLSCRIPTS, Provider
Created On: 12-Feb-2021, 4:31 pm

Sign-Note
ALLSCRIPTS, PPTTest
Assigned To: ALLSCRIPTS, Provider
Created On: 12-Apr-2021, 3:06 pm

Sign-Note
TEST, Bridget
Assigned To: ALLSCRIPTS, Provider
Created On: 19-Apr-2021, 4:24 pm

Sign-Note
ALLSCRIPTS, PPTTest
Assigned To: ALLSCRIPTS, Provider
Created On: 28-Apr-2021, 3:23 pm

Sign Amended Note
TEST, Bobby
Assigned To: ALLSCRIPTS, Provider
Created On: 03-May-2021, 2:56 pm

Order Notification
ALLSCRIPTS, PPTTest
Assigned To: ALLSCRIPTS, Provider
Created On: 12-Apr-2021, 4:24 pm

Order Notification
TEST PATIENT, Female
Assigned To: ALLSCRIPTS, Provider
Created On: 22-Apr-2021, 12:20 pm

Order Notification
SUPERUSER, Ironman
Assigned To: ALLSCRIPTS, Provider
Created On: 22-Apr-2021, 1:33 pm

FYI
TEST, Bridget
Assigned To: ALLSCRIPTS, Provider
Created On: 14-Apr-2021, 10:57 am

FYI

TEST, Tony 11-Aug-2020 (8m) M
Sign-Note
Go To... | Done | In Progress | Undelegate
Reply | Reassign | Copy to Note | Print

DETAILS
Assign To: User / Team
ALLSCRIPTS, Provider
Priority: Routine
Status: Active
Note Date: 12-Feb-2021 04:31 pm
Note Type: Consult
Note Owner: ALLSCRIPTS, Provider

Comments | TT
System - 12-Feb-2021 4:31 pm
Note needs finalization signature.

ADDITIONAL DETAILS
Save | Cancel

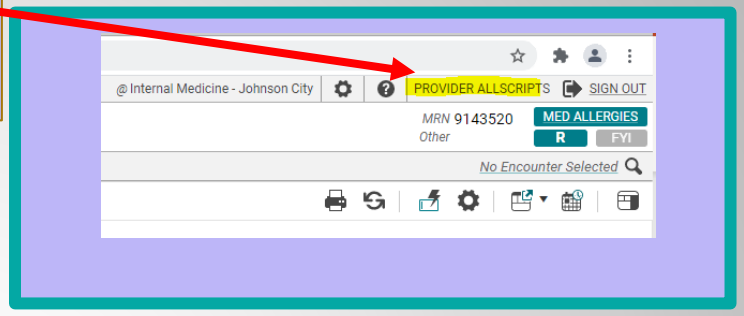
HISTORY
Task ID: 8916904
Created: 12-Feb-2021 4:31 pm System
Changed: 12-Feb-2021 4:31 pm
Remove Reason:

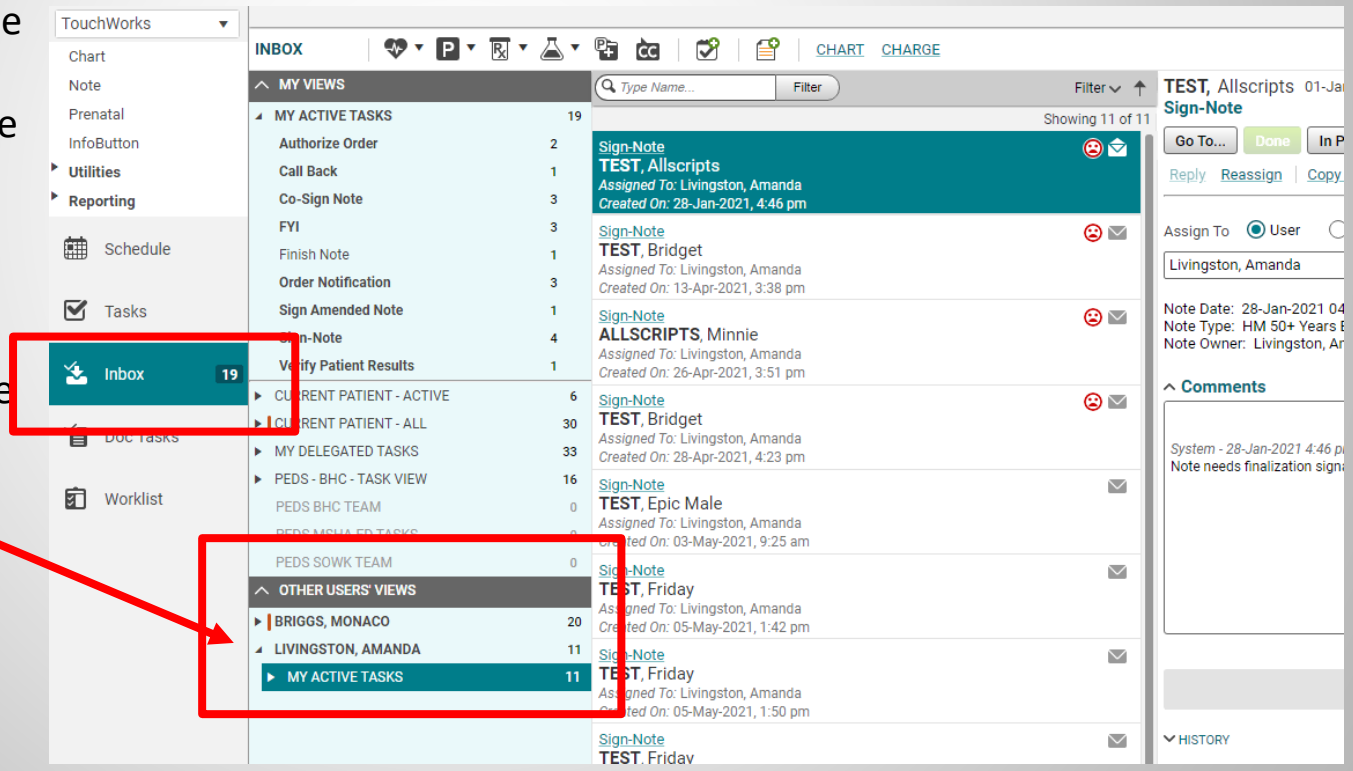
CUSTOM FILTERS

Other Users' Views

- Ability to see other user's "My Active Tasks."
- You can set up a view of your nurse's tasks, your out-of-town colleagues, or your residents.
- In the example on the right, Dr. Provider Allscripts can also see and work the "My Active Tasks" of Monaco Briggs, and Amanda Livingston.
- These are only visible on the Inbox page.

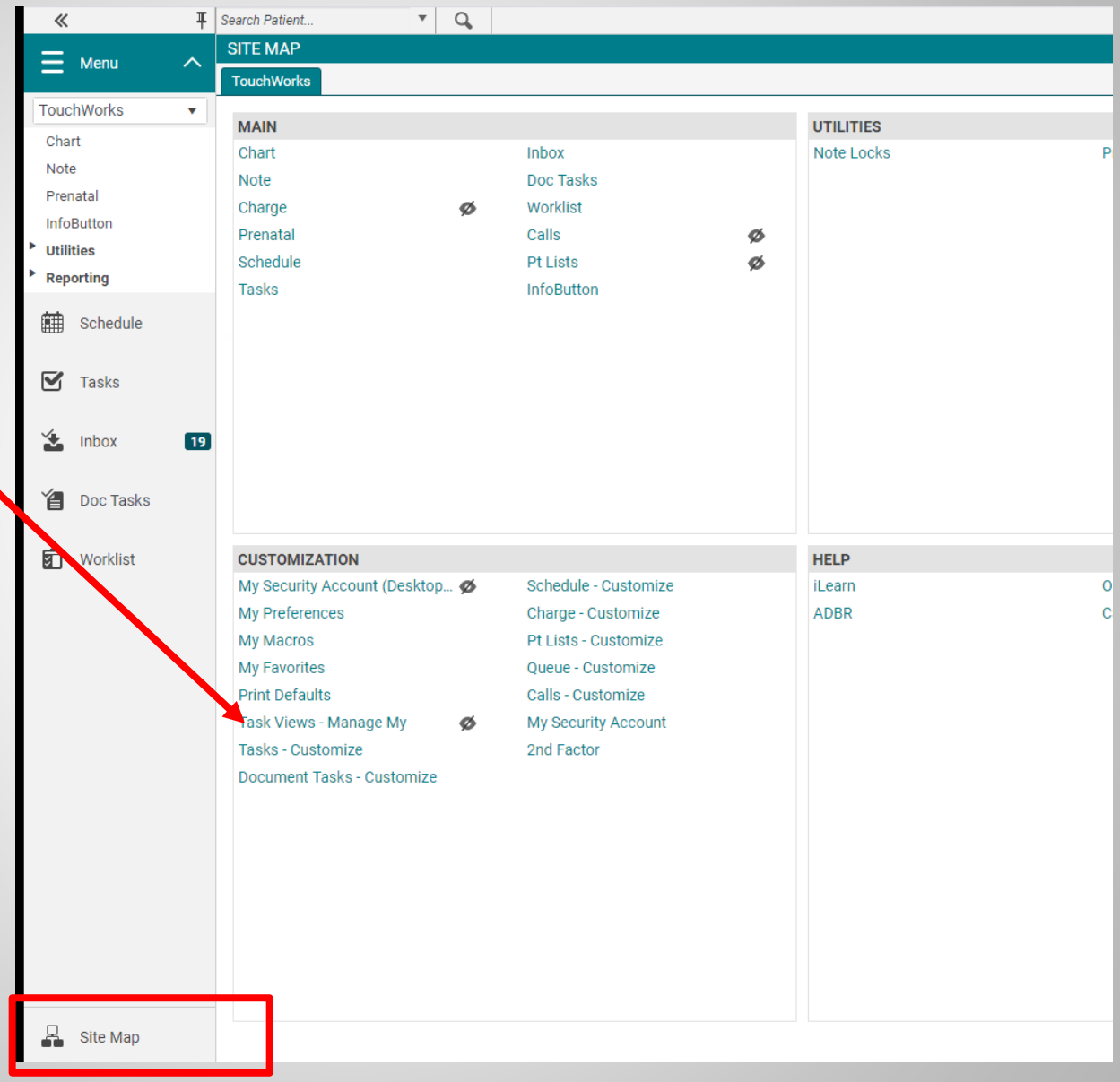
- *Logged in as Provider Allscripts.*





Setting up Other Users' Views

- From the Site Map under Customization, you will choose *Tasks Views-Manage My*.



Tasks Views – Manage My

1. *Select the user you want to copy from. (Remember to search using magnifying glass.)*
2. *Select which box you want to Copy.*
3. *Select the > arrow to add to your view.*
4. *Teams go on the top section and "My Active Tasks" are assigned on the bottom section.*
5. *Save*

TASK VIEWS - MANAGE MY INBOX

Enterprise: Type and search or just search for all

Copy from User: ALLSCRIPTS, Pediatrician 1

SELECT ALL

My Active Tasks 2

Current Patient - Active	Show only Active tasks for the Current Patient
Current Patient - All	Show all tasks for the Current Patient
Peds - BHC - Task View	
Peds - Continuity - Overdue	
Peds - Continuity - Task View	Daily tasks for the resident physicians in their continuity clinics
Peds - Front Desk Tasks	Tasks to be worked by the front desk
Peds - General - Overdue	
Peds - General - Task View	Daily tasks for the general pediatric team
Peds - Referrals Team	Tasks assigned to the Peds Referral Team
Peds Appointments	
Peds BHC Team	
Peds MSHA ED Tasks	
Peds SOWK Team	

3

Define Views for: ALLSCRIPTS, Provider

Out of Office: ALLSCRIPTS, Provider

USER VIEWS

My Active Tasks Default

Current Patient - Active

Current Patient - All

My Delegated Tasks

Peds - BHC - Task View

Peds BHC Team

Peds MSHA ED Tasks

Peds SOWK Team

4

OTHER USERS' VIEWS

My Active Tasks [Briggs, Monaco]

My Active Tasks [Livingston, Amanda]

Remove 5 Save Cancel

Inbox updated

- From my example, Dr. Provider Allscripts can now see the "My Active Tasks" of Dr. Pediatrician Allscripts.

INBOX | CHART | CHARGE

MY VIEWS

MY ACTIVE TASKS	19
Authorize Order	2
Call Back	1
Co-Sign Note	3
FYI	3
Finish Note	1
Order Notification	3
Sign Amended Note	1
Sign-Note	4
Verify Patient Results	1
CURRENT PATIENT - ACTIVE	1
CURRENT PATIENT - ALL	5
MY DELEGATED TASKS	33
PEDS - BHC - TASK VIEW	16
PEDS BHC TEAM	0
PEDS MSHA ED TASKS	0
PEDS SOWK TEAM	0
OTHER USERS' VIEWS	
ALLSCRIPTS, PEDIATRICIAN	1
MY ACTIVE TASKS	1
BRIGGS, MONACO	20
MY ACTIVE TASKS	20
LIVINGSTON, AMANDA	11
MY ACTIVE TASKS	11

Type Name... Filter

Filter

Showing 1 of 1

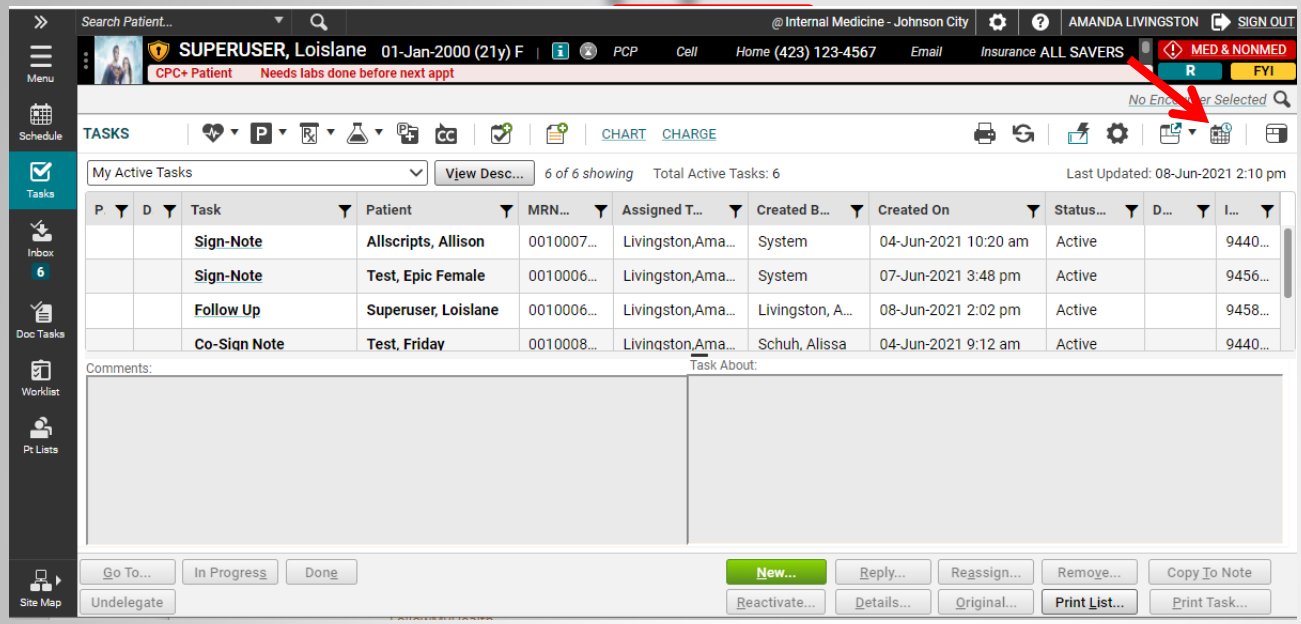
Call Back
SUPERUSER, Rogue
Assigned To: ALLSCRIPTS, Pediatrician
Created On: 07-May-2021, 9:41 am

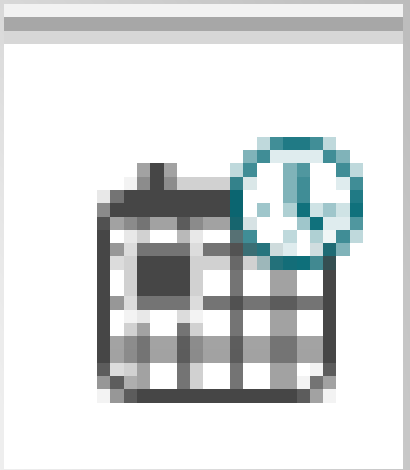
SUPERUSER, Ro
Call Back
Go To... Done
Reply Reassign
Assign To User
ALLSCRIPTS, Pedia
Comments
ALLSCRIPTS,Provider
TASK CREATED
Mom wants to talk to
HISTORY
CUSTOM FILTERS

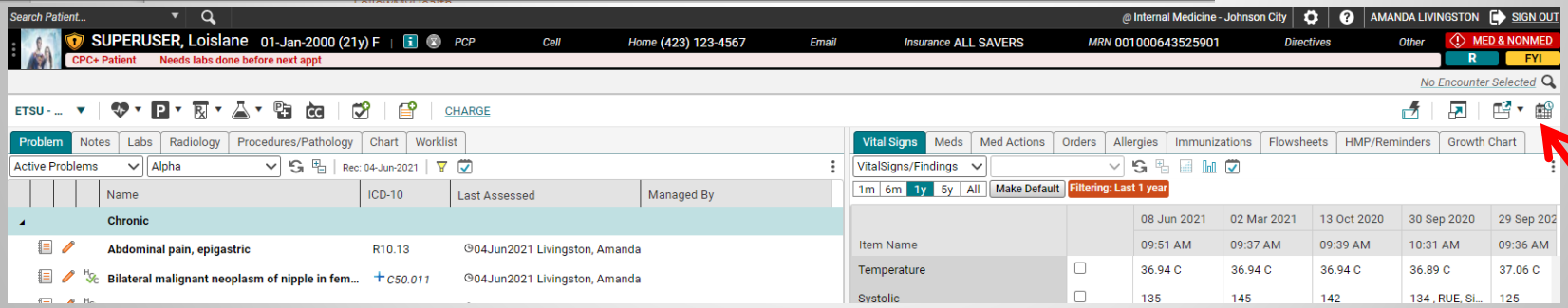
- *Use the checkmark-plus sign icon to start a new task from the Inbox page.*

Start new task

Appointments







To see a patient's appointments, click the appointments (looks like a calendar) icon and see past and future appointments that are scheduled with any provider in the MEAC/Family Medicine system.

Quality Measures

As part of the Affordable Care Act, Medicare has developed the Shared Savings Program, which is a new approach to the delivery of healthcare. Congress created the SSP to facilitate coordination among providers to improve the quality of care and reduce unnecessary costs. ETSU participates in the SSP through AnewCare, our Accountable Care Organization (ACO).

Currently, this targets Medicare patients, and thus, predominantly affects our primary care offices; however, some elements also affect our specialists. Through our participation in this program, our primary care residents will be required to document certain items in the EHR in order to remain compliant.

A few examples of the quality measures include:

- *Tobacco screening and cessation education/medication*
- *Reconciling medications and allergies at each visit*
- *Performing fall screening*
- *Flu and pneumonia vaccinations*
- *Appropriate cancer screening*
- *Depression screening and follow up*
- *Careful follow up of chronic conditions, such as diabetes, IVD, CAD and HTN*

For more information about the Quality Measures and Population Health, please visit our website: https://www.quillenphysiciansehr.com/populationhealth.html

Takeaways

- Drop-down lists are populated by searching for users. If a user is NOT in your drop-down list, click the button next to the search field and search by last name.
- Right-clicking on an item will often give you more menu options.
- **Double click** on the patient's name from the Schedule before starting your note.
- Make sure you check your tasks and worklist EVERY time you log into the system and as often as required by your clinic.
- **Commit, Commit, Commit**. Make sure to commit and/or save OFTEN! When saving in a note, save at least after each section.

Remote Access

- To log in from anywhere not in clinic or on a personal device:
  - Download Citrix Workspace (https://www.citrix.com/downloads/workspace-app/)
  - ETSU Health devices will have Citrix installed.
  - Open your browser (Chrome, Internet Explorer, Safari) and type in the following: https://mea.allscriptscloud.com

Call the Helpdesk 423-282-6122, Option 1 for assistance.

Troubleshooting tips and instructions for installing Allscripts on your tablet/phone are available on our website at www.quillenphysiciansehr.com

Quillen ETSU Physicians Clinics

- Internal Medicine – Johnson City & Kingsport
- Infectious Disease
- Surgery
- OB-GYN – Johnson City & Elizabethton
- Pediatrics
- Genetics
- Cardiology
- Endocrinology
- Fertility
- Rheumatology
- Hematology
- Psychiatry
- Osteoporosis
- Sports Medicine at BucSports
- Family Medicine – Johnson City, Bristol & Kingsport

ETSU Health Clinics

- Speech Language Pathology at the Nave Center
- Audiology at the Nave Center
- Gary E. Shealy Memorial ALS Clinic
- NICU Follow-up Clinic at ETSU Pediatrics

Quillen ETSU Physicians

The Clinical Education Building (CEB) at 325 N. State of Franklin Rd.

Surgery – Third Floor
Internal Medicine and Endocrinology – Second Floor
Lab – Second Floor
OB-GYN – First Floor
Pediatrics and Genetics – Ground Floor

CEB 2

Located behind the main Clinical Education Building (CEB) is CEB2.
This building is home to Cardiology.

Other Specialties and Locations

Psychiatry – Located on the VA campus (Building 52)

Behavioral Health– integrated into Internal Medicine, OB-Gyn, Pediatrics, and Family Medicine

Addiction Care – integrated into Family Medicine and OB-Gyn.

Fertility & Urogynecology -Women's Services - Located at 1319 Sunset Drive, Suite 103, Johnson City

Elizabethton OB/GYN – 1505 West Elk Avenue, Suite 1, Elizabethton

Osteoporosis Center – Located in the ETSU Innovation Lab – 2109 West Market Street, Room 143, Johnson City

BucSports – Orthopedic and Sports Medicine – ETSU Mini-Dome, John Bell Dr, Johnson City

Infectious Diseases – 615 North State of Franklin, Johnson City

Nave Center– 1000 Jason Witten Way, Elizabethton

Family Medicine

Johnson City

Bristol

Kingsport

ETSU Family Medicine has three locations – Johnson City, Bristol, and Kingsport