



# Quillen Quick Notes

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## Inside This Issue

Allscripts 11.4	<a href="#">Page 1</a>
What You Need to Know Now	<a href="#">Page 2</a>
Tips and Tricks	<a href="#">Page 3</a>
<i>Speeding Up Note Documentation</i>	
Tips and Tricks continued	<a href="#">Page 4</a>
The Walking Dead and Meaningful Use	<a href="#">Page 5</a>
EHR Projects and Plans	<a href="#">Page 6</a>
LiveChat	<a href="#">Page 7</a>

## The Quillen EHR Team

**Monaco Briggs**  
EHR Administrator

**Tracy Jones**  
EHR Analyst

**Jennifer Logan**  
EHR Analyst

**Bridget Garland**  
EHR Analyst

**Courtney Holloway**  
Student Intern

**Help Desk**  
(423) 282-6122

## Allscripts 11.4

### *Are we there yet?*

The next couple of months will be extremely busy for both the EHR team and Quillen ETSU providers and staff as we continue with the implementation of the Allscripts 11.4 upgrade.

### Timeline

During the first half of April, the EHR team will be working with Allscripts and Blue Ridge to complete tasks related to the required hardware updates, as well as any necessary software configurations. During the last half of April, in addition to working with the implementation team, training will be offered by the EHR team for all end users of the EHR.

At the end of the day on Friday, May 2nd, Allscripts will be taken offline and will be unavailable throughout the rest of the weekend. Providers who normally access the EHR on weekends will need to plan ahead for this downtime. Over the weekend, the new software will be installed and testing will be conducted on both Saturday and Sunday. The official GO LIVE date for use in the clinics will be Monday,

May 5th.

### Training

As mentioned previously, mandatory training will be provided in 90-minute sessions beginning April 21 through May 1st. Most of the training is being held at the Votaw Auditorium in the ETSU Clinical Education Building. Directions are available on the Quillen EHR [website](#). A limited number of sessions are being offered off site for clinic staff in Kingsport and Bristol. If you or your office manager haven't reserved your spot, use the schedule form located on the Quillen EHR website on the [Calendar](#) page.





If your request for EHR assistance is not urgent, please use the ticket system."

**One Click!**  
Quick access to the  
EHR Website on your  
Vertical Toolbar

## What You Need To Know Now

### EHR Updates

#### Allscripts Upgrade Training

Mandatory training will be provided in 90-minute sessions beginning April 21 through May 1st. Most of the training is being held at the Votaw Auditorium in the ETSU Clinical Education Building. Directions are available on the Quillen EHR [website](#). A *limited* number of sessions are being offered off site for clinic staff in Kingsport and Bristol. If you or your office manager haven't reserved your spot, use the schedule form located on the Quillen EHR [website](#) on the Calendar page. See [page 1](#) for more information about the upgrade.

Allscripts sessions is still active.

If you haven't visited the EHR website recently, you may want to check it out. Not only do we have a new website address (we dropped the "weebly"), we have recently redesigned the layout and will be continuing to update the content.

Now when you visit [guillenphysiciansehr.com](http://guillenphysiciansehr.com) you'll see

- EHR Request Forms
- Frequently Asked Questions
- EHR Calendar

#### Home Access

As a reminder, users who need to access Allscripts should no longer use the old "nophi" address. From your home computer, open Internet Explorer and enter the following url into the browser window:

[access.getsu.org](http://access.getsu.org)

For a detailed step-by-step, visit our website's [How-To](#) page at

[guillenphysiciansehr.com](http://guillenphysiciansehr.com).

#### New Clinical Desktops

New clinical desktops were rolled out last month to all users. Rather than three components on the clinical desktop, users only have two components, providing easier navigation and more desktop space for clinical items.

If you do not have access to the appropriate information you need for your job responsibilities, please let us know so that we can assign you a more relevant view.

#### QITS Helpdesk Tickets

In an effort to provide better support to all of our users, the EHR team asks that all requests for assistance be documented in a helpdesk ticket.

Some users routinely open tickets for assistance, but if you haven't, please see the information available on the Quillen EHR [website](#) on how to open a ticket.

We understand that some assistance requires a phone call, but if your request is not urgent, please use the ticket system.

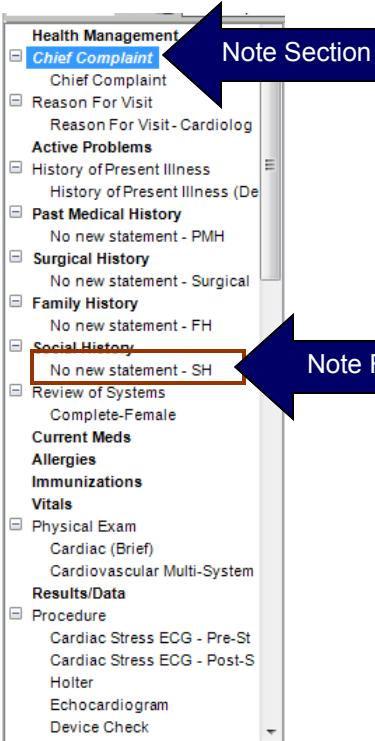
The EHR team will be asking callers who make requests to do so by opening a ticket. If you are asked to open a ticket, please be understanding of the team member's request.

#### Website Quick Access

A quick link to the Quillen EHR website is now accessible on the vertical toolbar from within Allscripts (pictured, left). The link will launch the website while your

## Tips and Tricks

### Speeding Up Note Documentation



One of the most time-consuming tasks related to a patient visit is note documentation. While many providers have been using the note proficiently, the following tips may help speed up the process.

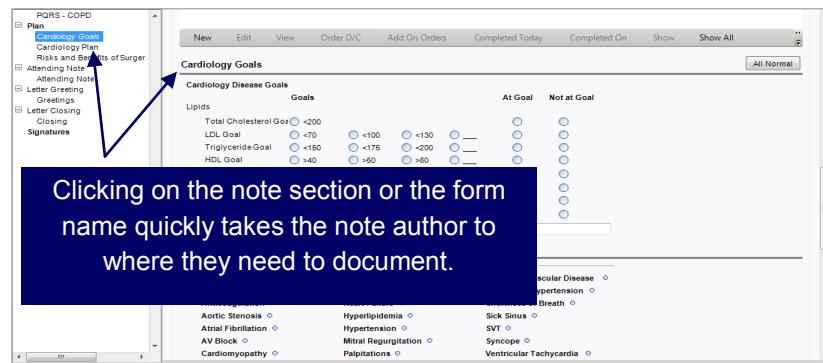
Previous Exam buttons can be very useful for speeding up note documentation, especially on uncomplicated

#### 1. Navigate from the Table of Contents. Located on the left-hand

side of the note authoring workspace (NAW), the table of contents lists each section and form available in the note template. Note SECTIONS are left justified and may have a + or - sign located to the left of it. Note FORMS are listed under the section and are indented. If a section does not have a form available, none will be listed. By clicking on the section name or form name (rather than scrolling from the right side of the note), a note author

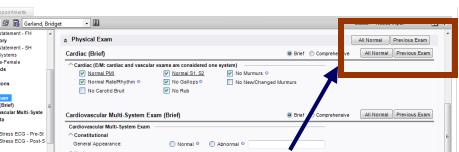
cated or follow-up visits, but don't forget to read through what is populated before signing the note.

**3. Use “free text” boxes whenever they are available.** Some forms contain free text boxes (see the example on [page 4](#)) for information that needs to be typed out rather than populated from a click. Rather than trying



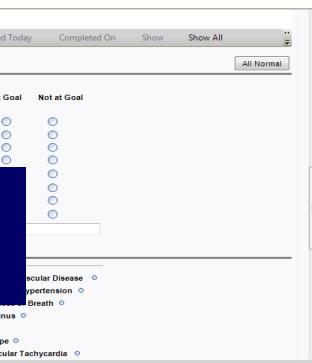
can quickly go to the section that needs to be documented.

#### 2. Use the All Normal and Previous Exam buttons, but use them cautiously. The All Normal and



All Normal and Previous Exam should be used with caution.

can quickly go to the section that needs to be documented.



to type in the small gray spaces at the bottom of the note, make use of the white, free text boxes. If you come across a form or note section that needs a free text box, you can request that

(Continued on page 4)

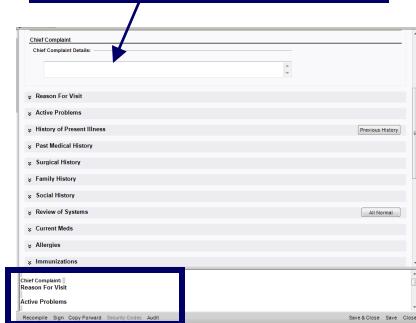
Congratulations  
to  
**Lori Francis, Clinical Services Coordinator with ETSU Family Medicine, for passing the NCQA PCMH Content Expert Certification exam.**

## Tips and Tricks

### Speeding Up Note Documentation

(Continued from page 3)

Using a free text box is much more efficient than trying to type in the gray free text spaces.

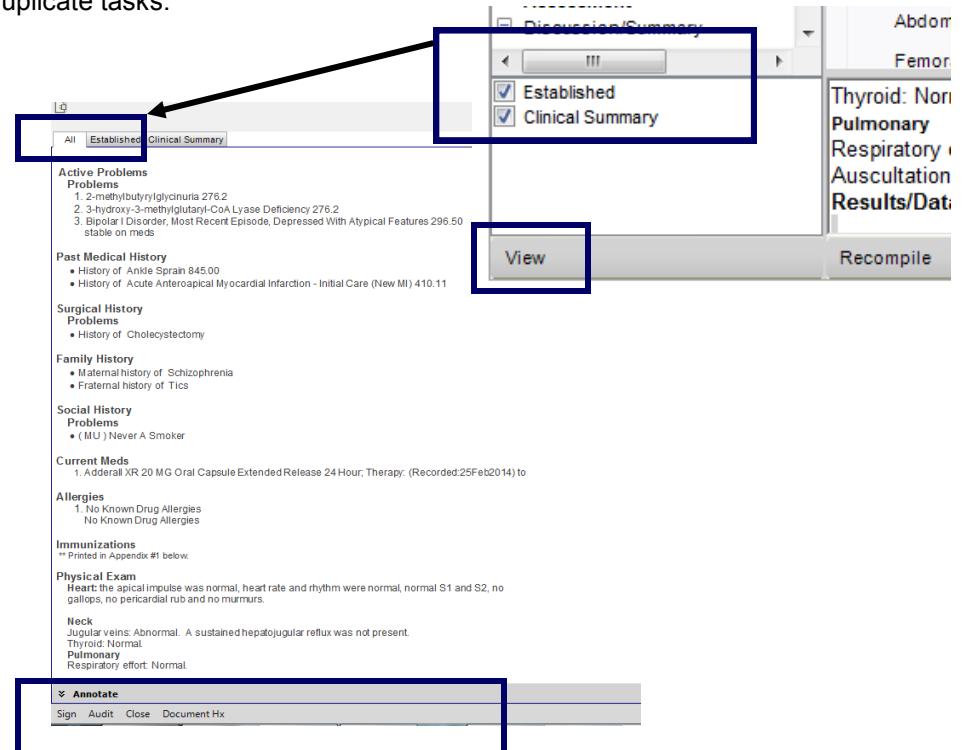


one be added to the template by notifying the EHR Team.

#### 4. Use the All tab to sign your note.

Many note templates have multiple outputs, such as the Clinical Summary, Referral Letters, and Return to Work. If you have multiple boxes checked in the lower left-hand corner of the note, this indicates that more than one output will be generated. Click on View and then click on the All tab at the top of the screen before signing the note. The All tab combines all of your note outputs so that you only have to sign one time. This will prevent unwanted "seemingly" duplicate tasks.

Checked boxes indicate multiple outputs. Sign them all at once from the View screen by clicking the All tab.

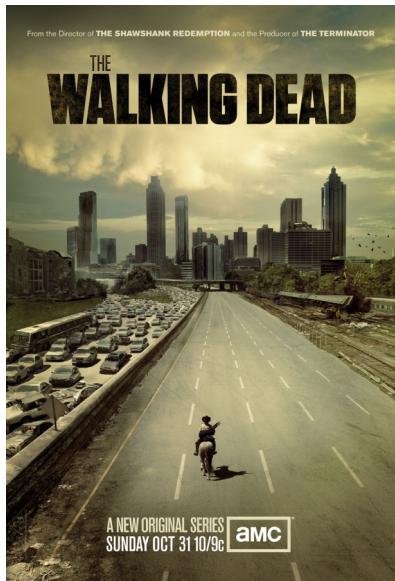


## Contact Us

- Call 282-6122, option 1
- Open a Helpdesk Ticket by *clicking the Help Desk icon on desktop*
- Task Allscripts Help Team
- E-Mail  
[EHRmail@getsu.org](mailto:EHRmail@getsu.org)

## Are You a Meaningful User?

What *The Walking Dead* has taught me about Meaningful Use



### Did you know...

\$21,612,234,517  
has been paid to  
eligible profes-  
sional in the EHR  
Incentive Pro-  
gram-to-date.

If you aren't familiar with AMC's television series *The Walking Dead*, I would suggest you catch up before the start of the next season in October. For fans of the show, Season 4 ended this past Sunday, and the next few months will be filled with anxious anticipation for the Season 5 premiere, which will reveal the fate of the show's characters who are trying to survive in the midst of a full-blown zombie apocalypse.

While a show about zombies may seem a far cry from learning how to use an EHR meaningfully (or maybe not), there are some surprising lessons from the show that EHR Meaningful Users may find helpful (or at least interesting).

- 1. There is no escape for anyone.** One thing that the characters learn quickly in *The Walking Dead* is that zombies are everywhere. Private homes or public buildings, underground or underwater, in the light of day or in the light of the moon — it doesn't matter where the survivors seek refuge, zombies have a knack for showing up, and, frankly, it's unnerving. For many healthcare providers, they feel the same way about "meaningful use"— it's all consuming. Learning how to document in an EHR is tough enough, let alone having to document a certain way as to not alert the chomping mouths of the administrators and their weekly reports. So if there's no escape, how do you survive? Mostly, surviving requires assimilation. The characters learn what it takes to kill the zombies while at the same time studying what triggers their attention and what it takes to hide from them. That's not saying healthcare providers should learn how to kill or to hide from the administration (even if it does seem tempting at times). More

along the lines of accepting your situation, studying what it takes to document correctly, and developing strategies to do it faster.

- 2. Even a prison can be a refuge.** At the beginning of Season 3, after a long, hard winter of running on empty, Rick Grimes (the male protagonist of the series) and crew finally find a place to rest and refuel (and perhaps even reside?). And where else but a prison?! While we discover later in the series that the prison isn't the perfect sanctuary, it does provide them with a temporary refuge where they have time to recover. Likewise, Meaningful Use may seem like a prison sentence for providers who have never had to document in an EHR before now, but in some ways, Meaningful Use has provided EHR users a means of protection in an industry that demands high standards be met for quality patient care. At least healthcare providers can be assured that when purchasing EHR hardware and software, the vendors must design them to meet Meaningful Use criteria in order to be a certified product. Additionally, while the Meaningful Use program isn't perfect, participants do receive funding from the program, which should help them pay for the cost of implementation. For a time, their HIT initiatives are covered (or at least partially); every now and again a zombie sneaks into the prison.

- 3. We must have hope.** If my favorite characters keep dying (in very gruesome, dismal ways) and the zombie apocalypse apparently has no end in sight, why do I and millions of other fans keep watching every Sun-

(Continued on page 6)



## Under Construction 2014

### EHR Projects and Plans

#### Charge

The implementation of the charge component into Allscripts has been put on hold, pending the upgrade to 11.4 and new ICD-10 legislation that was passed delaying the mandatory implementation date. Watch for updates.

#### ICD-10

The mandatory October 2014 deadline has been delayed for one year as a result of recent legislation passed by both Congressional houses. President Obama is expected to sign the legislation into law. Further implementation of programs related to ICD-10 coding have been put on hold until more information is available.

#### Patient Portal

Quillen ETSU Physicians recently

signed an agreement to adopt the FollowMyHealth™ patient portal. More information will be forthcoming about the implementation of the portal, which will allow us to send clinical summaries, lab results, and more to our patients electronically. Implementation of a patient portal is a requirement for Stage 2 of Meaningful Use.

#### LiveChat

Our organization has been selected to beta test a new support product called LiveChat. Please see [page 7](#) for more information about this exciting opportunity.

#### New Resident Training

Dates are being planned now for the new residents scheduled to arrive this summer.

## Are You a Meaningful User?

### What *The Walking Dead* has taught me about Meaningful Use



(Continued from page 5)

day night, glued to our sets for the full hour, the only show that, as one friend pointed out, is watched in real time versus hours or days later on the DVR (yes, we actually sit through the commercials)? Perhaps it's because we still have hope—hope that those who are left will find a safe haven, a place to "live" once again rather than just exist. Better yet,

hope for eradication of the virus that started the whole apocalypse and continues to be a constant threat to the survival of the human race. Perhaps the best lesson healthcare providers can take away from the show is they must have hope—hope that all of their efforts, that all of their struggles, that all of their time and money invested will pay off in the end and that patient care will be improved.



**QUILLENN**  
ETSU PHYSICIANS

## EHR SUPPORT JUST GOT BETTER!

Get Real Support in Real Time

Reach EHR Helpdesk staff immediately!

Watch and Learn as your Helpdesk assists you immediately on your desktop.

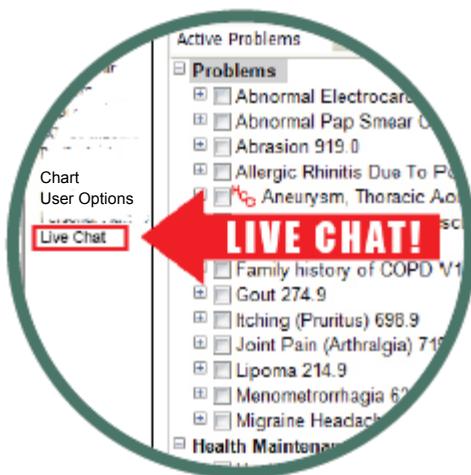
Receive transcripts in your email immediately after your Live Chat session.



**LIVE CHAT Available Soon through Allscripts Touchworks EHR.**

Just click the Live Chat button on your vertical toolbar.

In seconds, you will be connected to the EHR Helpdesk.



**EHR  
CONCEPTS**

LIVE CHAT IS BROUGHT TO YOU BY EHR CONCEPTS, THE HEALTHCARE IT CONSULTANTS.  
VISIT US AT [WWW.EHRCOCEPTS.COM](http://WWW.EHRCOCEPTS.COM)