



Quillen Quick Notes



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Recently, the EHR team developed an EHR Allscripts Working Group.

The purpose of this group is to assist the EHR team and the Oversight Committee in making key changes in our Allscripts EHR System.

We have sought representation from each QETSU site that has already implemented the EHR system. Additionally, we have made a serious effort to seek participants from varying work roles — physicians, nurses, and administrative staff.

Using webinar meetings, participants can join the meeting from any location without having to travel.

The first Working Group was held on Wednesday, November 2nd and was attended by six nurses and one physician. The meeting was successful, although attendance was not as robust as we had hoped.

The second Working Group met on Wednesday, November 16. Attendance improved, and we were very pleased to see more physician participation.

Topics addressed so far include

- Clinical Desktop views,
- Improving requisition outputs,
- Medication list reconciliation, and
- General discussion of areas to be discussed in the future.

If you have suggestions for other topics of interest we might address, or would like to join, please feel welcome to contact us at ehrmail@qetsu.org. Place "EHR Working Group" in the subject line.

The EHR Working Group plans to meet on a bi-weekly basis, and we will be reporting our discussions and progress to everyone in the newsletter.



EHR "Tune-Up" Site Visits

During September and October 2011, **Bristol Family Medicine (BFM)**, **Johnson City Family Medicine (JCFM)**, and **ETSU OB/GYN** each participated in our "Tune-Up" weeks, in which the practices received some assistance in the fine tuning of their use of the EHR and workflows.

Workflows and system issues were addressed in all areas. We looked at note forms, note types, work lists, and task lists. Improvements were made at the

practice level, as well as within the EHR system. "Tune-Up" weeks have proven beneficial.



Where did all the charts go at KIM?

Kingsport Internal Medicine (KIM) just had their "Tune-Up" on the week of November 28 through December 2. We were able to address workflows as with other practices, and several improvements were implemented:

- Normal renders were improved on the physical exam;
- The back exam was restructured;
- Task lists and work lists were reviewed and improved.



The Night Before Go Live

SQL Server Magazine Innovator Award winner Michael Metcalf submitted the following poem as a gift for IT folks who are working hard to finish end-of-year projects.

Twas the night before go-live, when all through IT
Not a user was stirring, not even a techie.
The code was all copied to the server with care,
In hopes it would execute nary a snare.

The business users were nestled all snug in their beds
While visions of spreadsheets danced in their heads.
And the PM with their papers, and I with my crack-
berry,
Had just packed up our stuff to leave in a hurry.

When out in the lobby there arose such a noise,
I thought it was the custodians, with their cleaning
toys.
Away to the entrance I walked in a flash,
Hit the touchpad to exit, and for the door I dashed.

The fluorescent lights gave off a glow
That seemed to shine the slate floor below.
When, what to my bleary eyes did I see,
But the software vendor, and eight tiny consultees.

With a line of BS so clever and quick,
He introduced himself, VP, MCSE, Nick.
More rapid than patches, his minions they came,
And he hooted and hollered, and called them by
name!

"Now Deployer, now, Developer, now, SME's one and
two!
On, Salesman, On, Legal, on billable lackies with
nothing to do!
To the top of the budget! To the top of the manage-
ment hierarchy!
Now change away! Change away! And do it real
snarky!"

And then, with a clicking, I heard from afar
the typing and mousing of each overpaid star.
As I got myself together to head for the stair,
Down the hall came Nick with a glazed over glare.

He was dressed in a suit, from his head to his feet,
And his attaché was bulging with glossies and dia-
gram sheets.
A bundle of code changes and cheap vendor swag,
was also rearing its head from his overpriced bag.

His stare, how soulless! His smile how scary!
He promised he'd have my app ready by Feb'rary!
His droll little mouth was drawn out like a sow,
And his team wanted access to prod and wanted it
now.

The Bluetooth headset that hung from his ear,
Let me know that a call to his manager soon would
be near.
He had a broad agenda yet not a single clue
Of the havoc his SMEs would ultimately do.

SME #1 was a chump, a sloppy young kid,
I laughed when I saw him. He called himself Sid.
SME #2 kept scratching his head,
Soon let me to know that my app would be dead.

Armed with CD's and signed NDA's
They started changing our code, and there was noth-
ing I could say.
And laying a finger aside of a mouse,
He was one click away from having my app soused.

The billable hours were up, my budget was spent,
They now left me with crap, and boy was I bent.
But I heard Nick exclaim as he got out of my sight,
"Happy Go-Live to you, our code is air-tight!"

Educate Yourself!

Visit our new EHR Website

We've enhanced our former blog site to incorporate all of our educational materials—training manuals, instruction documents, newsletters, YouTube videos, and a new user forum.

www.quillenphysiciansehr.weebly.com

Visit often for the latest info, updates, and photos.

Ask the EHR Experts

Question:

Can we view patient demographics (address, insurance, pharmacy) from Allscripts?

Answer:

Yes. Click on the blue **i** (information icon) beneath the patient's name on the patient banner. You will be able to view Demographics, Community Information, Employer, Insurance, Rx Benefit Plan, as well as Associated Providers.



V70.0 Codes for lab orders

Insurance will not always cover the cost of lab orders when the only diagnosis code is V70.0 — Health Maintenance.

It is important that we select an appropriate diagnosis code when ordering labs for patients, so additional charges

will not be incurred by the patient or the clinic.

Our reports indicate that lab orders have been placed under the V70.0 code. During a three-month period, we were able to calculate that over \$33,000.00 in lab charges occurred using this code.

The potential of these charges going to the patient could have been greatly reduced or eliminated by selecting an appropriate chargeable code that will be covered by payers.

Please avoid using V70.0 whenever possible.

New Hire Training on the EHR System

We realize that new employees will be joining us frequently, and we want to make every effort to provide meaningful training to the new users, while continuing to support existing users.

We are going to offer routine training classes on a monthly basis. The training has proven more effective after the user has been oriented to their new job and had the opportunity to observe other users.

The following classes are scheduled at this time:

- 12/6, 8:00am — Front Desk Training
- 12/6, 1:00pm — Nurse Training
- 12/7, 8:00am — eRx Training
- 12/7, 1:00pm — eRx Training
- 12/8, 8:00am — Provider Training
- 12/9, 1:00pm — Preload Class (CEB II)

Administrators should contact Monaco Briggs to schedule training for new users. Employees who would like a refresher are also welcome to attend.

Farewell and Best Wishes to Jennifer Logan

We have greatly enjoyed and benefited from working with Jennifer over the past twelve months.

Her contributions were invaluable as we planned, built, and implemented the Electronic Health Record.

Thank you Jennifer for all your hard work. You will be greatly missed.



From the Developer Zone

EHR Preloading Tips

No Active Problems

Disable ICD-9 Button
Search “No Active Problems”



PMH: Denial of Significant Medical History

Disable ICD-9 Button
Search “Denial of Significant Medical History”

PSH: No Past Surgical History

Search for “History of Prior Surgery”
Right-click, and select **Deny**

Fam Hx: No Past Family Medical History

Search for “Denial of Any Significant Medical History”

Social Hx: Denial of Substance Abuse

Search for substance (e.g., Alcohol, Caffeine, Drug, Tobacco)
Right-click, and select **Deny**



Allergies: No Known Allergies

Search for “No Known”

Med Hx: No Medications

Search for “No Reported Medications”

Help Desk Support. . .

When contacting the Help Desk, consider the nature of the support you need:

If your need is **URGENT**, call 423-282-6122.

If you have a question or message that does not need to be answered immediately, choose one of the following:

1. Click on the QITS Help Icon on the desktop and open a ticket
2. Send an e-mail to EHRhelp@qetsu.org
3. Send us a task from your task list; choose "Allscripts Help."

Remember, the Help Desk is open from 8 to 5, M-F.

After Hours Support: Due to the size of the EHR team, we do not provide after hours support. However, if you have an urgent need, you may send an e-mail with a return phone number to EHRhelp@qetsu.org. If a member of the team is available, we will get back in touch with you as soon as possible. Please note that messages left on voicemail after hours will not reach us until the following morning.



November EHR Challenge Winner

The November challenge winner was **Christie Cox** from **Kingsport Family Medicine**.

The EHR team will be visiting Christie soon to award her the prize.

Congratulations, Christie!



December EHR Challenge

To be entered in this month's challenge, you will need to send a holiday greeting task to the Allscripts Help Team concerning our "holiday-spirited" test patient.



Can you figure out who it is?
The winner will be chosen from all the entries (tasks) received correctly.

Good luck!

Pictured below: Lori Lane, office coordinator at KIM, won a drawing for an Allscripts cup during KIM's Tune-Up.

