

February 2014

Quillen Quick Notes

# Quillen Quick Notes

## The Complicated World of Multispecialty Orders



One of the benefits to Quillen ETSU Physicians' patients is having access to multiple specialty providers. Currently, Quillen's specialties range from Family Medicine to Fertility to Cardiology and Gastroenterology. Having access to an EHR that is shared across the specialties is also a big advantage to patients and providers alike, improving continuity of care, preventing duplicate orders, and, ultimately, saving money while improving care.

Unfortunately, sharing a record with other specialties and clinic sites can be a little cumbersome, especially if staff is not careful to only handle information that is entered from their specialty or site only.

Please take into consideration the following information for updating orders/data in the EHR (and adjust workflows accordingly):

1. When reconciling the medication list, do not discontinue or complete a medication that was ordered by a provider at a different site or with a different specialty, unless that provider is contacted before doing so. Understandably, there may be times when a new therapy is started and a medication needs to be discontinued before the other one is started, but out of professional courtesy, the prescribing provider needs to be informed.

*Tip: The medication list, like other order lists, can be sorted by provider. (See Figure 1.)*

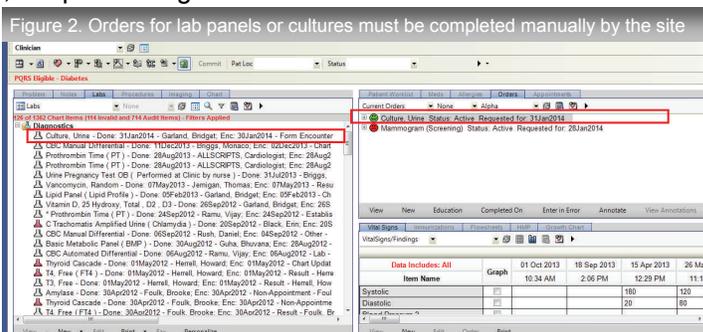
2. Orders other than Rx (i.e. labs, imaging, diag-



nostics, etc.) should only be completed or deferred by appropriate staff from the site that ordered them. Even if the order is from the same specialty, different sites handle orders differently. Some sites have workflows in place that keep track of orders that have not been completed to ensure the results are returned to the office. The order is not completed until the result is scanned into the system. If another site completes the order, than a result might get missed.

*Tip: Lab culture results do not automatically complete an order. If your site orders a culture, remember to complete the order once the results are entered in the system. (See Figure 2.)*

3. If in doubt, leave orders alone if they have not been ordered by your site and/or specialty—even if they are overdue. If you feel an order needs attention, contact the site's office manager or administrator.



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**2014**

**8 Months Until ICD-10**

## Focus on...

## Preventing Loss of Data While Note Building

## EHR Challenge

As many users have already realized, the EHR System will not always recover unsaved work. Occasional system outages have proven that data can be lost.



Allscripts does not have Auto-Save and Auto-Recover features at this time; however, there is something you can do to help prevent data loss:

**SAVE and SAVE Often!**

Just like in the earlier days of Word Processing, if your computer went down, you could expect to lose any unsaved work. I recall those days, and as frustrating as they were, I had to train myself to avoid loss.

We encourage you to save notes upon opening, and periodically during documentation. Yes, this will be extra “clicks,” but a few extra clicks is still better than having to recall and re-enter lost data. Avoid the frustration.

Simply click the SAVE button in the lower, right-hand section of the document. Make a habit of clicking SAVE after each section.

**January Challenge**

**How do you learn about updates and changes to the EHR? Is it the newsletter, emails, Facebook, the EHR website, office meetings, Gold Alerts, other staff members?**

*And the survey says...*

The number one answer was a three-way tie:

- \* E-Mails,
- \* Meetings
- \* Newsletter

Second on the list was also a tie:

- \* Alerts
- \* Supervisors
- \* Help Desk

**January's challenge winner is:**

**Kelly Bailey**

**Kingsport Internal Medicine**

**Congratulations! Thanks for participating!**

And thanks to all who have participated in our past challenges. Because of low participation, this month's challenge was the last one.



## What You Need to Know Updates/Changes

### Reporting Change (effective January 2014)

As a benefit of Quillen ETSU Physicians joining AnewCare Collaborative, an Accountable Care Organization (ACO), we **no longer need to report PQRS with G-codes through claims**. Reporting will be done by AnewCare. Should you have any questions, please do not hesitate to call.



### Prescription Change (effective immediately)

Any Hydrocodone-Acetaminophen above 325 MG is **not** available at standard pharmacies. It will only be available at compound pharmacies.

More information about the FDA's warning against high acetaminophen doses is available at

<http://www.cnn.com/2014/01/15/health/fda-acetaminophen-dosage/index.html>



## Quillen ETSU Physicians Employee News

Two MEAC employees recently achieved their Certified Professional Coder (CPC) credentials.



**Tony Stanton (OB/GYN)**  
**Tiffany Hall (Psychiatry)**

Medical coding specialists work in doctor's offices, hospitals, and clinics, gathering and coding

data to get reimbursement from healthcare claims. Medical coders are responsible for ensuring that claims meet all legal and insurance regulations. Both doctors and patient rely on coding specialists for getting insurance reimbursements.



## Stay Informed

### MEAC Gold Alerts

Have you signed up for the **MEAC Gold Alerts**? To get signed up for a text/email alert for any weather-related closings or Allscripts alerts, you can now register using your ETSU email address. Go to <https://www.getrave.com/login/etsu> and click on the "Register Now" link in the lower left-hand corner. Follow the instructions to register. Once you have registered, Rave will send an email to your etsu.edu email address. You will also receive a text message on your cell phone with a 4-digit code. To complete your registration, enter the 4-digit code in the space provided in the email and click send. Stay safe, everyone!

# Changing Passwords

*I forgot the password for the file where I keep all my passwords.*



Maintaining passwords can be a huge hassle—at least it is for me. In an effort to keep things simple, I make most of my passwords match. I figure out the minimum requirements for all systems, and make the combination work for me.

I follow these rules:

- \* At least 8 characters long
- \* Include at least 2 numbers
- \* Consider using symbols
- \* Mixed case (some upper and some lower)
- \* Do not use your name or username
- \* The new password must be unique (never used before)

Here are some examples:

- \* ButterCup\_123
- \* MissPiggy44\$
- \* GuitarMan1972



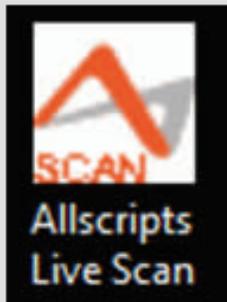
## Changing the WINDOWS Password

1. Press **Ctrl, Alt, and Delete** simultaneously on your keyboard.
2. Select **Change Password** from the menu options.
3. Follow the prompts.



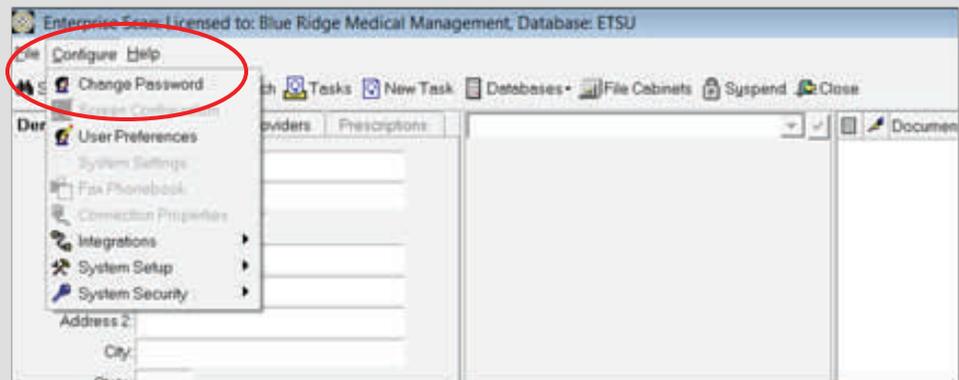
## Changing the EXPERIOR Password

1. Login to to **Experior**.
2. Click on the **Tools** icon (upper-right section).
3. Select **Change Password**.
4. Follow the prompts.

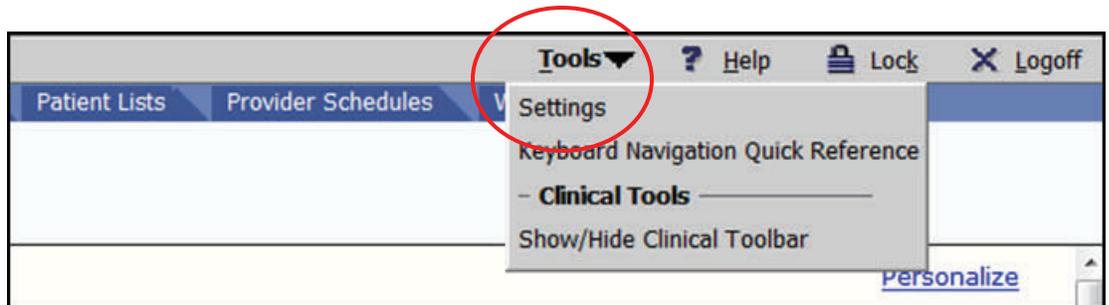
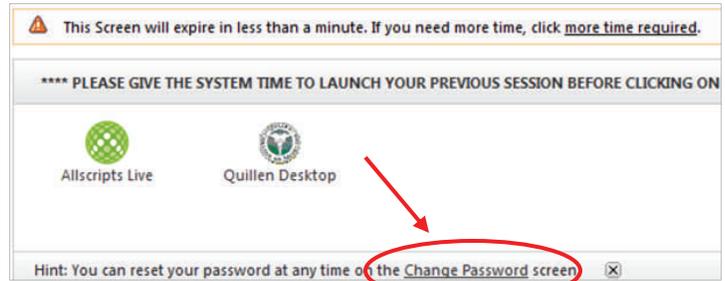


## Changing the SCAN Password

1. Login to **Allscripts Live Scan**.
2. Click on **Configure** (on the toolbar).
3. Select **Change Password** from the menu.
4. Follow the prompts.



# Changing Passwords *continued*



## The Quillen Physicians EHR website is a tremendous resource.

**Visit:** <http://quillenphysiciansehr.weebly.com/>

Quillen ETSU Users who visit the website will find helpful tips, how-to's, news, videos, training manuals and modules, the EHR newsletter, and more.



Quillen Physicians  
EHR

Quillen ETSU Users can friend us on Facebook   

Home How-To's Manuals **Training Modules** Meaningful Use News Blog Links Photos Videos more...

**Training Modules**

Allscripts Enterprise training for *Quillen ETSU Physician's* residents, nurses, and medical students.

ACCESS THE QUILLEN DESKTOP

## NEED EHR HELP?

### EHR Help Desk

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

### HELP DESK SUPPORT

7:30AM TO 6:00PM  
MONDAY *through* FRIDAY

When leaving a voice message, please leave your Full Name and Username.