

June 2013

Quillen Quick Notes

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June: Resident Transition Month

As we all know, June is the month of transition for many of our Resident Physicians. We will be bidding farewell to those who have completed their residency program, and we will be welcoming some new faces.

As your **EHR Support Team**, we have enjoyed working with all the residents, and are proud to have been a part of introducing them to electronic charting.

New residents will receive their training in two steps this year. Basic training modules have been created, and these are posted on our web site:

<http://quillenphysiciansehr.weebly.com/training-modules.html>

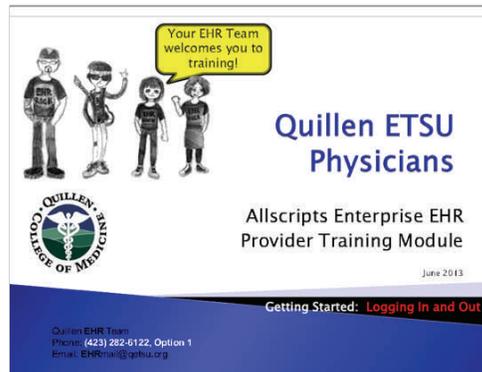
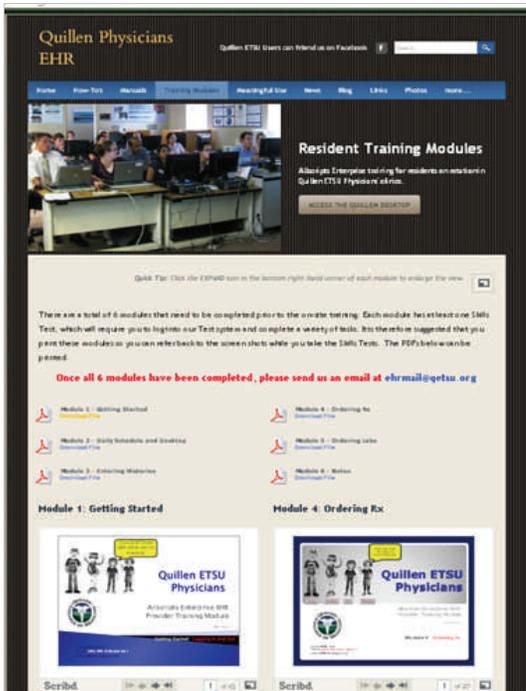
These self-study modules will guide a beginning user through the following:

- Getting Started
- Daily Schedule/Clinical Desktop
- Document History
- Ordering Rx
- Ordering Labs
- Notes

Click the **Expand** icon in the bottom right-hand corner of each module to enlarge the view.

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Navigate through each module, then click on the convenient link to access the Quillen Desktop to practice.

After completing the modules, each resident physician will attend a four-hour EHR training session for further education.

Anyone experiencing difficulty with the modules should call the help desk during regular hours at 282-6122, option 1.

Welcome New Residents!



EHR Challenge

May Challenge Winner

Congratulations to **Amy Shipley**, a nurse at Quillen ETSU Pediatrics, for being selected from all correct answers submitted as winner to last month's challenge question. The correct answer to "What is the one action you should never do to a task?" is "Never Remove A Task." Amy will receive a prize pack from the EHR team.



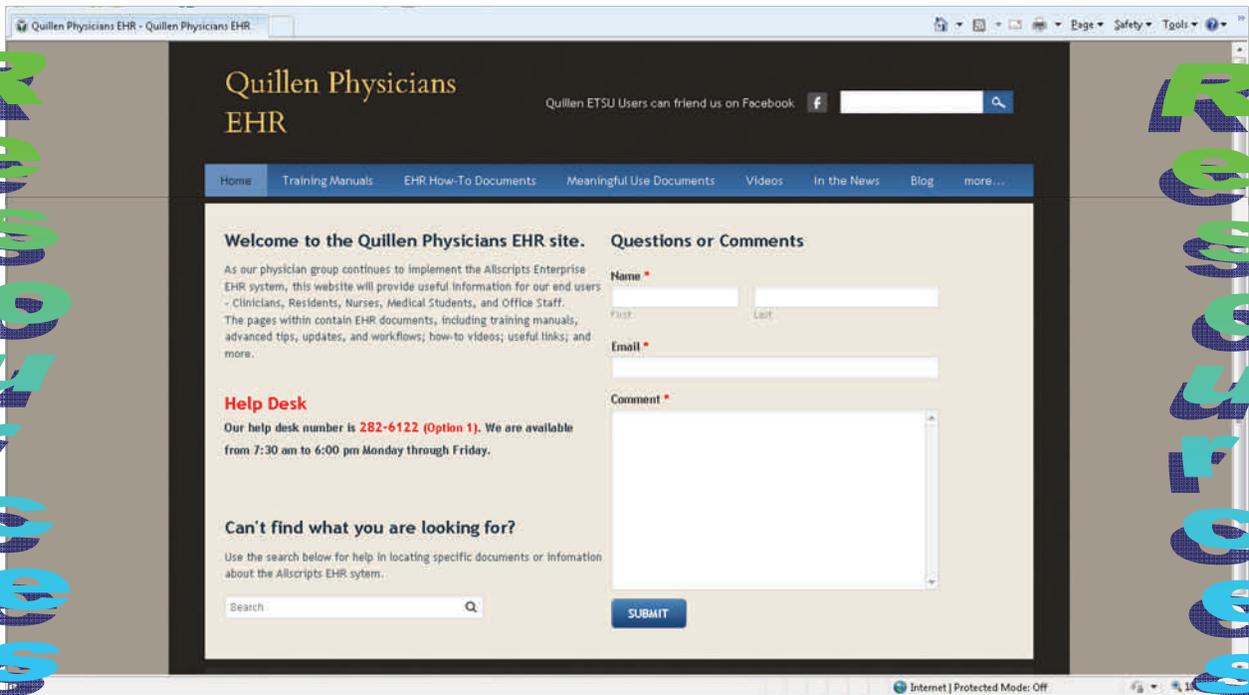
JUNE

Office Challenge

This month we are challenging the entire office, so get everyone onboard ...the winners get **LUNCH!**

The site who has the **highest percentage of patient education being documented correctly** wins. Remember to use the "Instructions" tab record when education is given to the patient.

Good luck!



The Quillen Physicians EHR website is a tremendous resource at your fingertips.

You can easily access our Training Modules, How-To Documents, Manuals, Videos, and more.

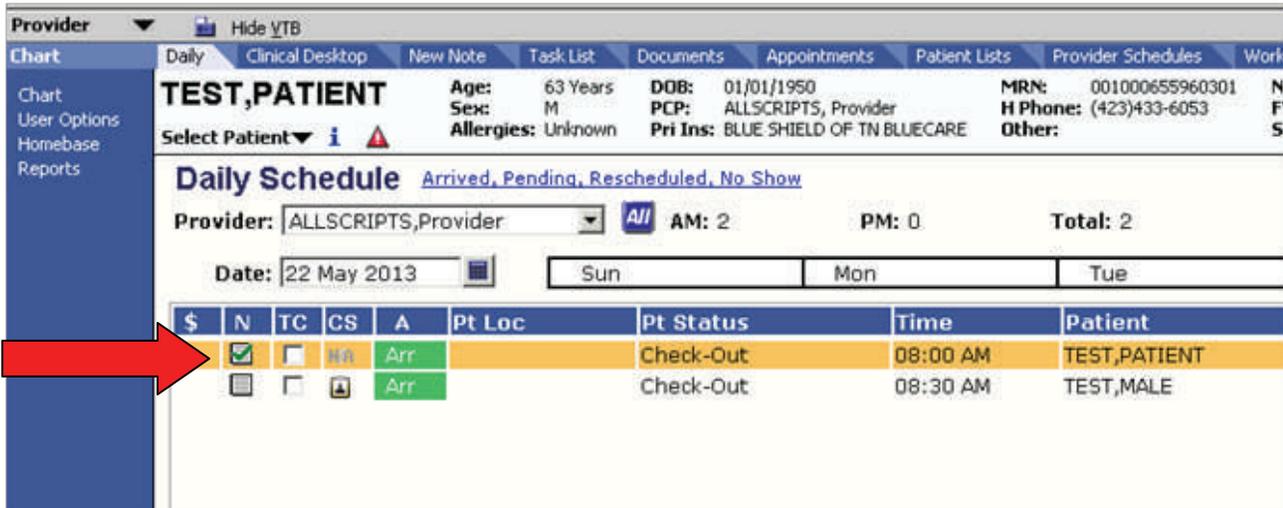


<http://quillenphysiciansehr.weebly.com/>

Focus on ...

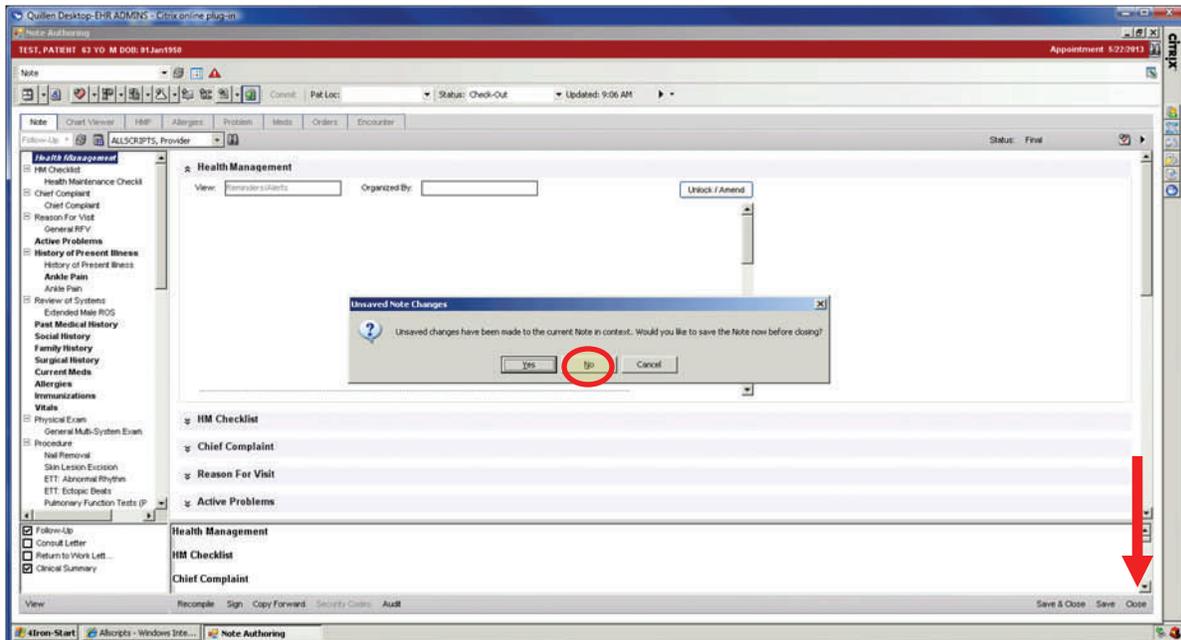
Finalized Notes

Finalized Notes are notes that have been signed by the attending physician.



On the daily schedule, **Finalized Notes** will have a green checkmark on the icon. Do **NOT** re-open a note with a green checkmark from the daily schedule (by double clicking on the icon), unless you intend to alter the note.

If you have accidentally opened a note from the daily schedule, simply close the note **without** saving changes.





HELP DESK

The Help Desk is available Monday through Friday, 7:30 am until 6:00 pm.

When contacting the **Help Desk**, consider the nature of support needed. For **urgent needs** (such as inability to log in or perform your job duties), **Call 282-6122 (option 1)**.

For non-urgent requests, select from the following:

- Task the Allscripts Help Team
- E-mail: EHRhelp@qetsu.org
- Open a Help Desk Ticket by clicking on the QITS Help Desk icon on your desktop.



After-hours support is very limited. If you should have an urgent need, send an e-mail with a return phone number to EHRhelp@qetsu.org. Should a member of the EHR Support Team be available, someone 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 next work day.

EHR ROCKZ

June 2013



Okay, Parrotheads, this one's to the tune of Margaritaville! And a one, two, and a... "Workin' on Task Lists...Calling the Help Desk..."



"Will someone help me, my computer is frozen?!"



"My name is Andrew....How can I help you? ...I can log you out or I can give you to Monaco."



"Clickin' away again in E-H-R-ville....Searching for my lost paper and charts. Some people claim that it's the Green Team to blame, ... But I know,... it's all Rusty's fault!"

Kingsport Family Medicine — Two Years with EHR

Kingsport Family Medicine was the third Quillen ETSU clinic to implement our EHR system. They can now proudly say they have successfully been using the EHR for **two full years**.



Sharon Kindle and Kim Korchmar, KFM Office Staff, during Go-Live Week 2011. Notice the room full of charts—which are long gone now!

Fun Facts About the Month of June

June is the month with the longest daylight hours of the year in the Northern Hemisphere and the shortest daylight hours of the year in the Southern Hemisphere.

June is known for the large number of marriages that occur over the course of the month. According to one etymology, June is named after Juno (Hera). Juno was the goddess of marriage and a married couple's household, so some consider it good luck to be married in this month.

June's birthstones are the Alexandrite, the Moonstone, and the Pearl. The meaning is health and longevity.

June's birth flowers are the honeysuckle and the rose.

It Happened in June

- 1840—Samuel Morse was granted a patent for telegraphy signals
- 1847—The donut was invented

- 1895—Charles Duryea patented a gasoline powered automobile
- 1915—Juicy Fruit chewing gum was trademark registered
- 1934—Dr. Frederick Banting, the co-inventor of insulin, was knighted
- 1954—Roloids was trademark registered
- 1967—Baltimore Orioles and NY Jets trademarks were registered
- 1967—The name K-Mart was trademark registered
- 1984—The safety cap for a medicine bottle was patented by Ronald Kay

Does this black screen look familiar? If so, read on!

Nophi.qetsu....

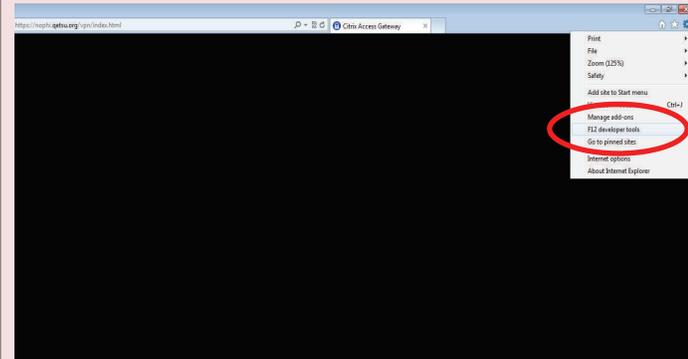
The Black Screen

Question 1: "All of a sudden when I try to go to the nophi.qetsu.org site, I just get a black screen. Why?"

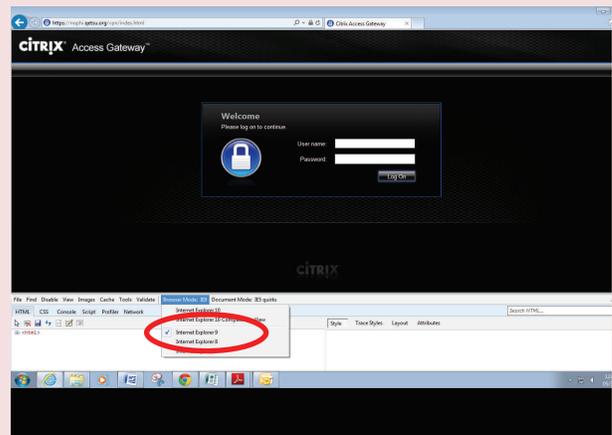
Answer: There is a compatibility problem with Internet Explorer 10 and Citrix. If you have updated to IE 10, you will need to run it in compatibility mode in order to access Allscripts.

Question 2: "I just got a shiny new laptop for home with Windows 8, but whenever I try to get into Allscripts, I just get a black screen from nophi.qetsu.org. What can I do about it?"

Click on Tools, then Compatibility View. Then choose the F12 Developer Tools from the Tools Menu.



Under Browser Mode, choose Internet Explorer 9. Voila!! If you were at the black screen, the log-in magically appears, or if you now navigate to nophi.qetsu.org, you will get the log-in screen.



Home Access @

<https://nophi.qetsu.org>

Are You a Meaningful User?

Rhonda Cole has worked for ETSU Physicians for 34 years. Hard to imagine, huh? And for most our pre-EHR employees, when the computer programs screwed up, bit the dust, or became inoperable by some other clichéd demise, Rhonda was a phone call away. She still is the go-to for many of our practice management computer programs but with the implementation of the Allscripts EHR, a whole new team, with a dedicated line just for EHR issues, was formed.

Now, when someone has computer problems, they usually aren't singing "Help Me, Rhonda," more like "Help, I Need Somebody ... who will help me with this #?!*% ^ EHR." It's not that they prefer the Beatles over The Beach Boys, or that they don't like talking to Rhonda. It's just the tune we have to play now. Rhonda's computer program issues may be a nuisance to many that have to call her, but most of the issues don't keep providers from seeing patients. More often than not, though, when someone calls the EHR Helpdesk, they can't continue to work because they are frozen or have received an error message. Without access to the chart, they feel powerless to help the patient.

So, I probably just validated all of the *negative* thoughts you've been having about using an EHR, but what about the *positive* aspects of the system? What makes it better than all that paper? What makes it meaningful?

For a while, Rhonda was one of the few people who could pull data for ETSU. She was the person to see for reports on codes and charges, or else, clinic personnel would have to take the time to manually pull data—a very time consuming and expensive task. Now, a call or task to the EHR Helpdesk can provide users with **mean-**



ingful data that we could never easily gather before. For instance, we regularly run reports on Controlled Drugs that are prescribed in some of our clinics for quality assurance. We are also currently generating a report on patients with HIV and CAD for providers heading up a research study. We can also generate patient lists by request for providers wanting to keep track of a specific patient demographic or diagnosis.

There is also the **convenience** to the patient of providers being able to send prescriptions electronically so that the medications are waiting at the pharmacy, or the quick access to last week's or last month's or last year's labs.

The **patient's accessibility** to results and medical data is also greatly improved. As they leave the clinic, a clinical summary is easily generated if desired, and very soon, an electronic portal will be available to the patient.

And what about **provider accessibility**? The patient's record is now accessible from home, from the hospital, even from a smart phone. That kind of convenient accessibility has never been an option—on-call providers had to fly blind.

Obviously, EHR isn't perfect and probably never will be. Ask Rhonda. She's been working with computers and software that still need buggy problems fixed.

She's heard the song before: "And I can give you lotsa reasons why/ You gotta help me, Rhonda." (The Beach Boys, *Help Me, Rhonda*)

But since we have a new program, and a new team, a new number to dial, how about we try singing a new song:

"(Now) But now these days are gone (These days are gone), I'm not so self assured/ (I know I've found) Now I find I've changed my mind and **opened up the doors**." (The Beatles, "Help!")

