Volume I, Number 5
June 2011

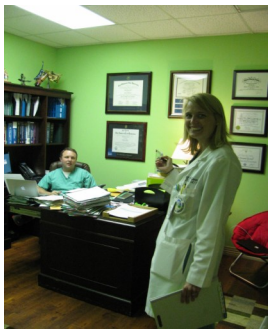
QUILLEN ETSU PHYSICIANS

Quillen Quick Notes

In This Issue

OB/Gyn Go-Live Experience

OB-GYN took the EHR plunge on May 2nd, and the first week went surprisingly well. In fact, one of our ICs from EHR Evolution—Vandana Toteja—stated that it was the best Go Live she had ever experienced. The 2nd and 3rd weeks were a bit more trying for the clinical staff, however, as the EHR team wasn't able to be on site full-time, and the clinic quickly rebounded to their full schedules of over 100 patients per day.



These challenges have served a purpose, however, as they have shed a light on some issues which need attention. One of the issues raised was the difficulty of communicating tidbits of information to a lot of very busy people. As each site goes live, the EHR team discovers things that need to be "tweaked" in the system. Communicating these "tweaks" to everyone is difficult, at best. So, as a partial solution to this problem, we have started a Facebook page, where we will routinely post "tips & tricks" to help our users utilize the system. Another issue that was raised was inadequate EHR support. With each subsequent site, our little team of three is struggling to keep up with the workload. We are therefore in the process of hiring another team member.

In spite of these difficulties, however, the staff and physicians at OB are to be commended for their patience, their positive attitudes, and their suggestions for improvement to the system. They have been a delight to work with, and we appreciate all their hard work over the last several weeks!

Countdown to Go Live!

June 6th —Kingsport Family Medicine

July 6th—Kingsport Internal Medicine

August 1st—Bristol Family Medicine

September 7th—Pediatrics

Gearing up for Kingsport Family Medicine

Up next is Kingsport Family Medicine!

Training is taking place now, with a Go Live date of Monday, June 6th.

Lessons Learned from JCFM and OB-GYN

While the rollouts have gone much more smoothly than anyone anticipated, there are still lessons to be learned from these first two sites:

Preloading information into the patient's charts is essential! **This is not the same as scanning—preloading means putting in the patient's social, family, and surgical histories, as well as their active problems and medications.** Unfortunately, the first two sites weren't able to preload, as the live environment wasn't available until right before their Go Live dates. However, for those of you who will be going live later, we suggest that you take advantage of the live environment, and get your charts preloaded. We will be having a preloading class on June 16th for our Superusers, and everyone who will be preloading is encouraged to watch the YouTube video which is now available at http://www.youtube.com/user/QuillenEHR

Bessie Thomas, Dr. Sheri Holmes, and Monnie Smallman

Notes. One issue that has been raised is that the notes often require changes following Go Live. As the providers begin documenting on their patients, they discover things that they would like to have altered—everything from the output (the way the note looks when viewed on the Clinical Desktop or printed) to the input (the forms which are available in the various sections). Please note that these changes should be made **prior** to Go Live if possible, as making these changes after Go Live causes a lot of confusion. We highly recommend that someone from each office take the time to provide the EHR team with some feedback regarding the notes, as making these changes AFTER Go Live is stressful for everyone involved.

It is important that all providers, residents and staff be on deck for Go Live. The EHR support team is present in the clinic for the entire first week of Go Live. After that, support becomes more sporadic, and it is difficult for us to come back to the office just to support one physician or resident who didn't have clinic during the first week.

Dr. Rayan Elkattah

Join us on Facebook!

We will be including a daily "tip & trick," as well as notes outlining specific navigation techniques. In addition, we will be using the Wall to post answers to questions that come up, and to inform everyone of minor changes that have been made to the system. Feel free to join in the conversation and share any shortcuts that you discover!

Our user name is **EHR Quillen-Physicians**.

Stop by and say "Hi!"

Help Desk Support. . .

Help Desk

- Click on the QITS Help Icon on the desktop

Or

- Send an e-mail to EHR-help@qetsu.org

Or

- Call: 423-282-6122

Or

- Send us a task! From your task list, choose "Allscripts Help."

EHR Support Team

Monaco Briggs
Jennifer Logan
Tracy Jones

Remember, the Help Desk is open from 8 to 5, M-F. If you have an after-hours question, leave a message and a cell number or email and we will get back to you as soon as possible.

May's Challenge Winners!

Congratulations to our Challenge Winners from May!

The winner of the first challenge is:

Ginger Phillips — Quillen Fertility & Women's Services

The winners of the second challenge are:

Dr. Doug Rose—Physician at KFM

Carolyn Stansberry—Nurse at BFM

Dr. Rose and Carolyn spent 2 1/2 hours and 45 minutes, respectively, practicing in Allscripts during the month of May. We will get their pictures in next month's issue!

Congratulations, and thanks for participating!

CITRIX access at Wellmont Health System

Chris Click, IT Manager for MEAC, has successfully negotiated with Wellmont to allow our Kingsport physicians access to Citrix and Allscripts from within the hospital. If you have any problems connecting from Wellmont, please contact the Help Desk. **Thanks Chris!!!** **(Connect using: nophi.qetsu.org)**

The QETSU EHR YouTube videos are waiting for you!

To view these short, 15-minute (or less) videos which cover various aspects of the Allscripts system, please click on the link below:

http://www.youtube.com/user/QuillenEHR

Logging In and Out
Provider and Resident — Introduction PPT
Provider and Resident — Basic Navigation
Provider and Resident — Basic Charting
Provider and Resident — Ordering Rx/Labs
Clinical Staff — Basic Navigation
Clinical Staff — Ordering Rx and Labs
Clinical Staff — Basic Charting
Clinical Staff — Call Process
Front Desk — Call Process
Front Desk — Basic Navigation
Personalization Options
Tasking in Allscripts

NEW: Pre-Loading Before Go Live
Billing — Basic Navigation
Front Desk — Basic Workflow
Scanning — Front Desk & Clinical

Noteworthy Comments, Pictures and the new Challenge Question!

Tracy and Claudia
OB/GYN Go Live Week

Monaco and Beth Ann—
together again!

A Patient's Perspective

I would like to share my experiences during my first visit to **Johnson City Family Medicine.**

On June 1, I was accepted as a new patient. Being informed of the newly implemented EHR system, I was prepared for the visit to take longer than usual— but I was pleasantly surprised.

Upon arrival, the nurse greeted me with her EHR tablet in hand. She escorted me to the triage area, and took my vitals, and quickly entered all the data in the system. Once roomed, the physician met me (also with his EHR tablet in hand), and began his examination. In spite of the fact that he was documenting my visit in the EHR while he was in the room, the entire visit only took 15 minutes.

I am very pleased with my first visit to JCFM, and feel that the entire organization should be pleased with their progress with the EHR.

Submitted by a MEAC employee

Kelley & Kelly — "the Kellies"
OB/GYN Go Live Week

Haley, Sarah, and Lori
OB/GYN Go Live Week

Here is our next EHR Challenge question. There will be a drawing from the list of users who contact us with the correct answer, and the winner will receive a free gift and "special mention" in the next newsletter. Email your responses to Jennifer at loganja@etsu.edu.

Challenge: There are four notes currently uploaded on the Facebook site. What are the titles of these notes?

From the Developer Zone — — —

Viewing Notes from the Clinical Desktop

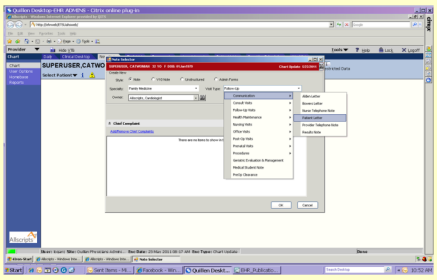
As the "Notes" tab on the Clinical Desktop becomes more populated with notes, it may be easier to find what you're looking for by searching in the "Chart" tab section of the Clinical Desktop, as the "Chart" section has more available views. Click on Chart, and in the View field, click the dropdown and choose the appropriate view. You can organize the chart by Specialty, Author, and by Encounter, just to name a few.

Viewing an Invalidated Note

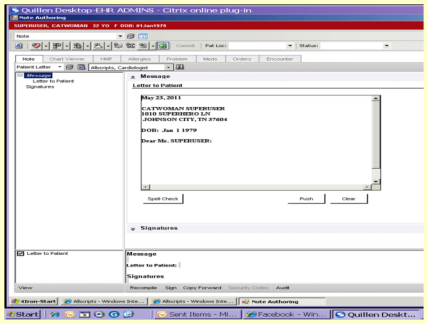
To view invalidated notes, you will need to create a specific view.

1. Click on the Clinical Desktop tab on the horizontal toolbar.
2. If you get the Patient Selector box, pull in the patient whose invalidated note you want to view. If you just want the create the view for future use, pull in any patient.
3. Click on the Chart tab in the first component.
4. Click on the Edit View icon on the toolbar that contains the drop-down list for the various views (next to the Refresh icon. It's a square with colored dots)
5. A ChartViewer – View Editor box will pop up. At the very bottom, there is a checkbox for Invalid Items. Check that box and click Save As. Another small box will appear which will ask you to name the new view. Type "Invalid Items" and click OK. Click Save on the ChartViewer screen. In your View drop down box on the Chart tab, you should now have the option of Invalid Items. Your invalid notes will appear with a small red "x" next to them.

Generic Patient Letter



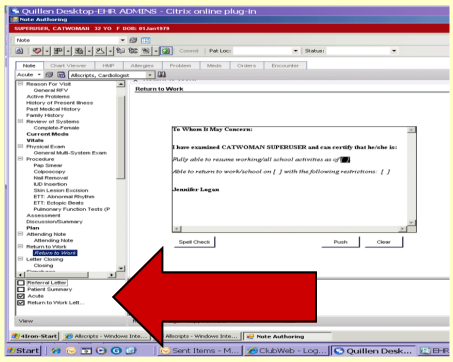
A generic patient letter has been added to the system, and is available for OB and Family Medicine. It will be added to the other clinics as we roll them out. To access this, Click New Note on the HTB, and in the Visit Type field, choose Communication, and then Patient Letter. Click OK.



Once this screen pulls up, you can free text your letter into the Patient Letter box. When you are finished, click the Push button at the bottom of the screen. This pulls the information into the Note Accumulator. You can view the letter by clicking "View" in the lower left-hand corner. To print it, sign the note and from the Clinical Desktop, find the Patient Letter, highlight it by clicking once, and then choose "Print" (or "Fax") from the toolbar at the bottom of the page.

Return to Work Letter

A Return to Work letter has been added to the system. Family Medicine and OB providers can find this in the various note types (i.e., Acute, Established, New Patient, etc.) To create the Return to Work letter from within the note, simply scroll down to the Return to Work section on the Table of Contents, and then free text the information into the field. Once complete, click Push to pull the information into the Note Accumulator. (This is the same process as in the generic Patient Letter detailed above.) Make sure that you check the box in the lower left-hand corner to create the Return to Work letter. Once you save and close the note, both the Return to Work letter and the regular office visit note will be available on the Clinical Desktop.



The Return to Work letter is also available as a note type for OB. Simply click New Note on the HTB, and in the Visit Type field, choose Communication, then Return to Work letter. If any of the other offices want this Return to Work letter added to the Visit Type field, please let us know and we'll be happy to set that up for you.

Ordering Labs

When ordering labs, it is important that you do NOT choose the option of "Before next appointment" or "With next appointment," which is found by going through the calendar icon in the To Be Done field. Because we are not utilizing the scheduling system through Allscripts, the system does not know the date of the next appointment. Information flows from Experior into Allscripts, but not from Allscripts back into Experior. So these two options do not work with our system as it is currently configured. For Family Medicine sites, we handed out a sheet outlining how to order labs for future dates at our post Go-Live meeting. We have also posted this on our Facebook page. Please feel free to contact us if you need a copy of this workflow.

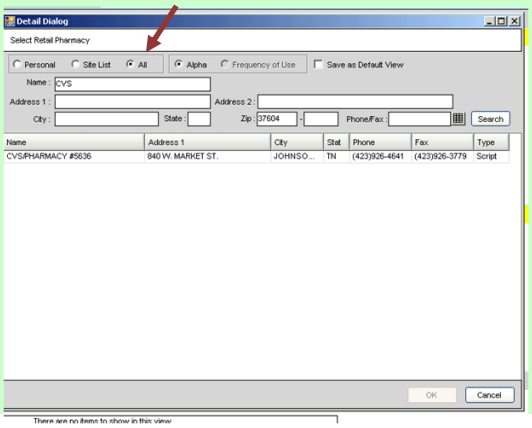
Ask The EHR Experts

Do you have a question for our experts? Ask a question, and it may be answered in the next newsletter. Please email your questions to EHRhelp@qetsu.org. Each month, we will share some questions which we have received from our users. We will be publishing the most frequently asked questions.

Question: What do I do if the pharmacy that I need isn't on the list?

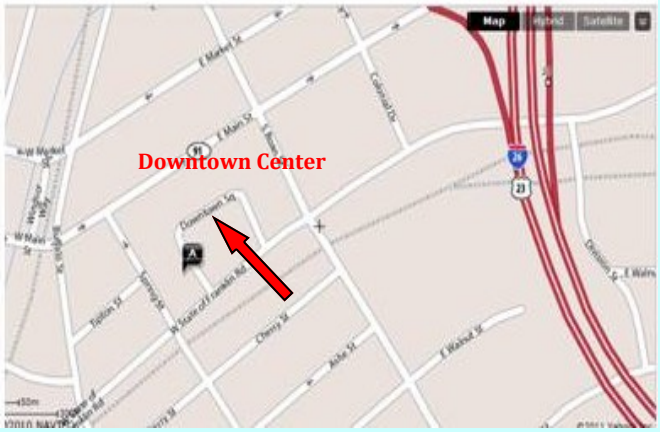
Answer: Be sure that you have selected the "All" button. The default is to search from the Site List, which only pulls from previously searched items. Search with a brief name and a city. You can also search by Phone/Fax.

If you still cannot find the pharmacy, open a new task to the Allscripts Help Team.



Directions to the Downtown Center for training:

The **Downtown Center** is accessed from the **Downtown Square** — just off of W. State of Franklin between S. Roan Street and Spring Street. The entrance to our building is accessed from the Downtown Square parking lot, not from Main Street.



The Downtown Square parking lot allows for up to two hours parking, so it is recommended that you park in the Cherry Street lot, located across the street.

If using your GPS, get directions to:
22 Downtown Square
Johnson City, TN 37604-5738