



# Quillen Quick Notes

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## 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

## Coming Soon to a Clinic Near You

### *EHR Team Site Visits*

You may have already noticed one of the EHR team members floating around your clinic, but if not, don't be surprised if one of them pops in one day.

As time and schedules permit, the EHR team will be conducting site visits in an effort to ensure that all of our users have an opportunity to ask questions, seek help, or perhaps learn a more productive workflow.

"We hope that everyone will take advantage of having a 'live body' on site who can answer questions or fix a problem," said Monaco Briggs, EHR Administrator. "Sometimes it's easier to explain a problem face-to-face."

The EHR Team will be rotating sites and days so that each site can be visited on different days of the week, since provider schedules and workflows vary day-to-day.

Several sites have already been visited, including Pediatrics, OB/GYN, Johnson City Internal Medicine, and Bristol Family Medicine.

The experience so far has been good, with several staff members taking advantage of the opportunity to have one-on-one help with specific problems.

If your site hasn't been visited yet, don't worry, one of the team members

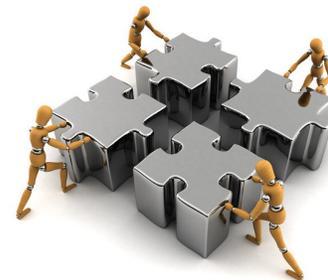
will be there soon enough, and after each site has been visited, the team plans to cycle back though again on another day of the week.

### **What Can We Help You With?**

**Workflows:** Does your workflow seem slow or nonproductive? Do you think you have ideas that might make it better? Demonstrate what your workflow currently involves and we'll brainstorm with you to make it better.

**How-To's:** Curious how to personalize your settings, fax an order, set up a reminder, or cleanup your task list? We can show you how to do all of this and more. Just ask.

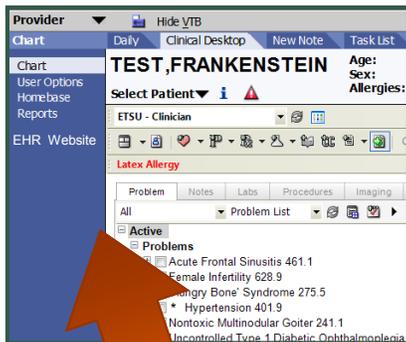
**Hardware issues:** Although we can't fix your hardware issues, we can often identify if a problem you are having is hardware related, and if you don't know how to get it fixed, we can show you how to get help.





“

Welcome to the Quillen ETSU Physician's Help Desk. Please listen closely as we have added a new prompt.”



### One Click!

Quick access to the EHR Website on your Vertical Toolbar.

## What You Need To Know Now

### EHR Updates

#### Phone Prompts

Starting Tuesday, March 4th, the Help Desk will be updated with new prompts. Users who call will now have 5 options from which to choose:

1. Allscripts
2. Family Medicine technical support
3. Hardware issues/possible viruses
4. Experiior and other calls
5. Citrix or Allscripts password issues/ frozen session

Please help us control our phone traffic by choosing the best option that matches your particular issue.

Reach us at (423) 282-6122 between the hours of 7:30 a.m. and 6 p.m.

#### 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 [page 3](#) for a step-by-step on how to open a helpdesk ticket.

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

Beginning Monday, March 3, the EHR team will begin 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 Updates

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 redesigned the layout and will be continuing to update the content.

Now when you visit

[quillenphysiciansehr.com](http://quillenphysiciansehr.com) you'll see

- EHR Request Forms
- Frequently Asked Questions
- EHR Calendar

We will also be providing quick access to the website on the vertical toolbar from within Allscripts (pictured, left). The link will launch the website while your Allscripts sessions is still active.

#### 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.qetsu.org](http://access.qetsu.org)

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

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

#### New Clinical Desktops

New clinical desktops were rolled out this 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.



## Tips and Tricks

### Opening a Helpdesk Ticket

A Helpdesk ticket can be opened two different ways, depending on your location and what device you are using.

#### To Use the Helpdesk Icon

If you are using a clinic device, a ticket can be opened through the QITS Help Desk icon (pictured, top left). When users click on this icon, the Login screen is launched where they should enter their E-mail Address and Password. For most users, this is the same login as their ETSU email address and password. The next screen will prompt the user to enter the Request Type (using a dropdown menu), Request Details, and the user's Location.

By opening a ticket through the Helpdesk, users can easily keep track of the tickets they have opened.

#### To Use Email

For user's who do not have access to the Helpdesk Icon (using a personal device), an email sent to

[EHRhelp@getsu.org](mailto:EHRhelp@getsu.org) automatically opens a ticket for the user in the Helpdesk, which is then assigned to the appropriate group of techs.

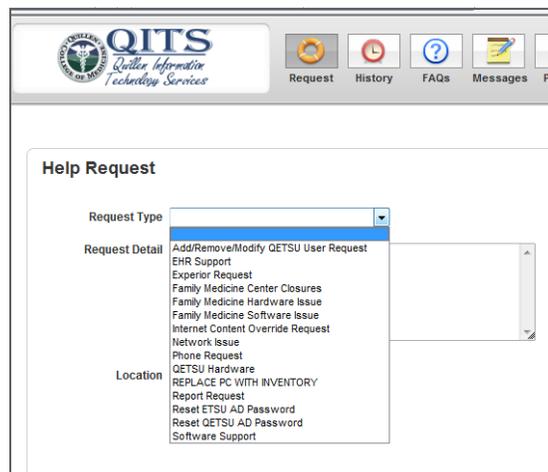
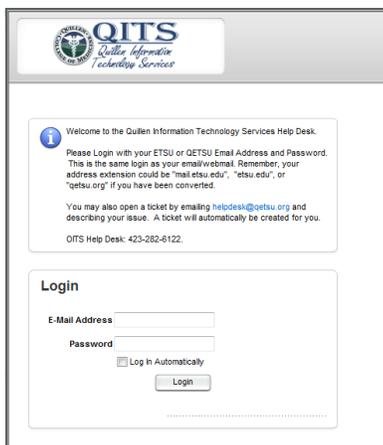
If using the email option, be sure to include plenty of details so that the request is appropriately assigned.

Additionally, do *not* use the word "patient" in the subject line of the email, as this routes the email incorrectly.

### Additional Methods for Contacting Support

#### Creating a Task

When a user needs support related to items within the Allscripts system, sending a task to the Allscripts Help Team might be a convenient option. To



send a task to us, either reassign the task in question or create a new task and send it to Allscripts Help Team.

#### Phoning the Helpdesk

Although creating a ticket or task is the preferred method for support requests, sometimes a phone call is appropriate, especially if the request is urgent.

Reasons you may need to call instead of opening a ticket:

- Password problems
- Freeze ups
- Information about how to document or where to locate something

Reasons you may need to open a ticket

## Did you know...

The EHR Team received 1,007 calls during the month of January.

## Under Construction 2014

### *EHR Projects and Plans*



**11.4**  
Upgrade

#### **Charge**

The implementation of the charge component into Allscripts has been started, but no go-live date has been scheduled. Testing with one provider is expected to take place within the month, provided there are no problems, and then designated providers within the organization will begin testing before a full implementation is rolled out.

Watch for updates.

#### **ICD-10**

The mandatory October deadline is closer than you think. As the date quickly approaches, the ICD-10 committee is working to ensure training is provided throughout the organization to providers and staff. Our EHR system will be updated as well to include ICD-10 diagnoses with our next scheduled upgrade.

#### **11.4 Training and Upgrade**

We are excited to announce that we have been given a tentative go-live date for our

upgrade to the 11.4 version of Allscripts. Go-Live is scheduled for Friday, May 2, and end-users will begin using it on Monday, May 5. The EHR team is expected to start training users beginning in April. Look for more information as the date nears.

#### **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 and more to our patients electronically.

#### **LiveChat**

Our organization has been selected to beta test a new support product called LiveChat. Please see [page 6](#) for more information about this exciting opportunity.

#### **New Resident Training**

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

## Tips and Tricks

### *Opening a Helpdesk Ticket*

*(Continued from page 3)*

or send a task:

- Adding an item to the system (lab orders, imaging orders, allergies, note forms, etc.)
- Requesting a user be set up in the system
- Help with an unusual task or work list item
- Invalidating a note

#### *Using the Website*

The EHR website ([quillenphysiciansehr.com](http://quillenphysiciansehr.com)) now has forms that can be used to submit requests for data reports, note forms, and more. There is also a Question/Comments form on the home page where users can submit questions or suggestions.

Remember, we want to offer the best support possible, but please keep in mind that support staff is limited. Please be patient while we work together to improve our EHR system and provide quality patient care.

### 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 Academy Award Best Picture nominees can teach us about Meaningful Use Stage 2

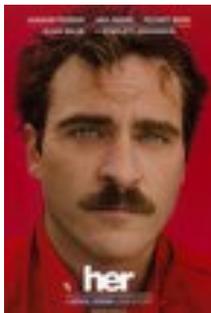
Working with providers on a daily basis who are trying to become ‘meaningful users,’ I often hear comments similar to, “**The Wolf of Wall Street** must have designed this program, rather than anyone who actually practices medicine.”

strength and compliance if we are to survive (ok, so maybe I’m the one stretching it here, but humor me). Unlike Matthew McConaughey’s character in **Dallas Buyers Club**, who had to run around government regulations to survive, healthcare providers would be stopped in their tracks. Neither can they take off to **Nebraska** to claim a lottery prize and retire.



Perhaps their comments are stretching it a little, probably over the frustrations associated with having to adapt and change so quickly. When we look at the timeframe over which the Affordable Care Act was rolled out, we might be tempted to call its implementation the **American Hustle**.

Here’s what I propose: let’s let **Gravity** do what it must (“Stage 2, here we come!”), and as we enter this new stage, remember, we may experience some frustration and disappointment, but with patience and perseverance, like **Philomena**, we may just discover what we needed all along.



Signed in 2010, the Affordable Care Act’s intent was to make sure that every individual has access to affordable, quality care. CMS’ EHR Incentive Program was established to help providers use technology to achieve benchmarks that can lead to improved patient care. In the “hustle” to get certified with CMS, EHR software programs have had to make several changes and improvements to their products just to maintain certification, and users of the software are having to adopt the upgrades as soon as they are rolled out.



Under such demands and pressure, I definitely haven’t discovered any of our providers falling in love with their EHR (notice if you rearrange the letters, it spells out **Her**); more often, I hear them say they feel they’ll be **12 Years A Slave**. That prevailing attitude can be very discouraging to someone whose job it is to support the EHR and help providers achieve meaningful use.

But rather than be discouraged, maybe I need to learn a lesson or two from **Captain Phillips**: striking a balance between





**QUILLEN**  
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.

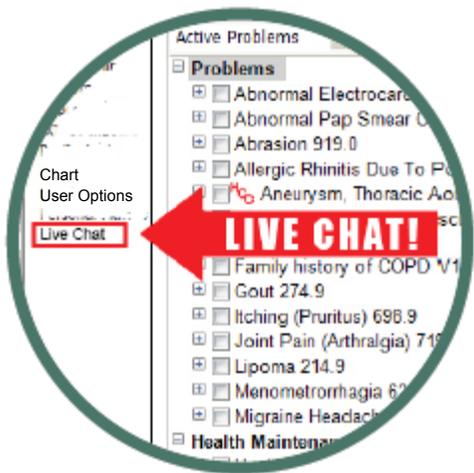
Receive transcripts in your email immediately after your Live Chat session.



## 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.



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