

A Publication of the Quillen EHR Team



Quillen Quick Notes

Volume 4, Issue 5

May 2014

Go Live Special Edition

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11.4 Upgrade Update

Over the past two weeks, Quillen ETSU providers and staff have been attending training sessions for the Allscripts Touchworks 11.4 Upgrade. For the most part, training sessions have run smoothly, with users from all clinics providing valuable feedback about the changes, new features, and enhancements.

Training ended May 1st, and the Go-Live preparation begins May 2nd at 6pm, when Allscripts takes control of the database, and testing will run throughout the weekend. Users should be prepared to not have access to the system beginning Friday evening until Monday morning, May 5th.

On May 5th, all clinics will go live with the upgrade, and Allscripts team members will be visiting each site to help troubleshoot and answer questions.

This special edition of *Quillen Quick Notes* is focused on the new upgrade and includes information regarding the new features, important changes, and tips and tricks for making the system work better for you.

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What You Need To Know

Attention

Important Update to the Primary Insurance Field on the Patient Banner
 Many users are already aware that the patient banner in Allscripts doesn't update insurance changes correctly when updated in Experior. **Therefore, we have removed the Primary Insurance field from the Patient Banner in the 11.4 upgrade.** Although this information is important to know, users will have to click on the blue "i" to see the insurance. This way, the insurance information will always be correct. We realize this information will be an inconvenience for some; however, we are running into issues where people are basing decisions on the wrong information, so we feel that this is the best option for all of our users.

Daily	Clinical Desktop	New Note	Task List	Batch Sign	Appointments	Patient Lists	Provider Schedules	Worklist
TEST, FEMALE D		Age: 72 Years	DOB: 01/26/1942	MRN: 001000637456501				
Select Patient ▼ i [info] [warning]		Sex: F	PCP: KITCHENS MD, TAMMY	FYI: FYI				
		Allergies: No	HPhone: (423)433-6003					

QITS Helpdesk Tickets

As we have mentioned in previous editions of the newsletter, 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 or task.

This request will be even more important once we upgrade. We will need to keep track of any problems or issues that users are finding and the ticket system is the best way to track them.

Some users routinely open tickets for assistance, but if you haven't, please see the information available on the [Quillen EHR website](#) on how to open a ticket.

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

Website Quick Access


A quick link to the Quillen EHR website is accessible on the vertical toolbar from within Allscripts. The link will launch the website while your Allscripts sessions is still active. We will be actively adding content regarding the 11.4 Upgrade to the website for users to access, demonstrating how-to's, relaying important information about the system upgrade, as well as providing access to training presentations for subsequent review.

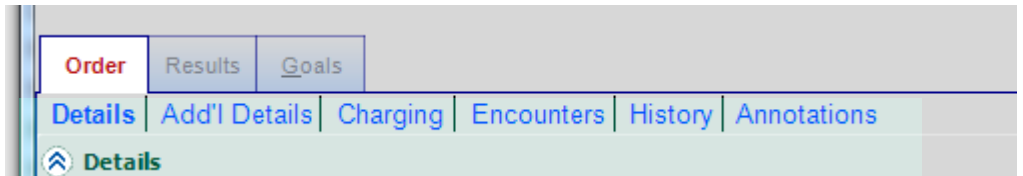
Medication Hx Consent

Currently, only a few sites are using the Medication Hx Consent. In the past, the default on this has been set to Unknown. However, going forward, the default will be set to declined, so if your site has patients sign a Med Hx consent form, the front desk staff will need to make sure they change this if the patient gives permission for the Med Hx. Everyone else can ignore this section.

11.4 Upgrade New Features

Hyperlinks

New hyperlinks at the top of various screens, such as the Information Screen , Order Details Screen, and Problem Details, will take you to each individual section within the screen.



Patient Care Team

The Patient Care Team is a new tool which can list providers, referring providers, and even family members who are helping care for the patient. To add a patient caregiver, just click the appropriate button, and then free text in the Care Team field. You can also add a Role and Relationship.

Clinical Desktop

The main difference on the Clinical Desktop is with the Problem List, which has a new look and a few new fields. Double clicking the problem on the desktop allows you to view the details and the assessment history, which will show the last 8 assessments. The problem list now has three new columns: ICD-9, Managed By, and Last Assessed. This lets you see who is currently managing the patient's problems, when the problem was last assessed, and by which user.

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@qetsu.org

Clinical Summary

There is a new Clinical Summary which we will be using – it will work the same way as the current clinical summary, but it has a different look. Once we have the patient portal up and running, it will be sent directly to the portal if the patient opts to participate.

Multiple Items

You can now select multiple items simultaneously. Hold down the Ctrl key, and click on each item that you want to edit, resolve, assess, etc.

If you are editing multiple items such as medications or orders, you can choose Edit Selected from either the toolbar or the right-click menu. If you are resolving multiple problems from the Problem List, you can choose Resolve from the right-click menu or the toolbar. This also works for printing and faxings documents.

Chart Alerts

You can now add **more than three chart alerts** to a patient's chart.

Medication Flowsheet

There is now a medication flowsheet that makes it easier to view the patient's medications. To access the flowsheet, go to the Med Flowsheet tab on the Clinical Desktop.

Currently, the flowsheet CANNOT be printed correctly, although if the patient has been seen today, the information should be on their Clinical Summary. The medication flowsheet data is defaulted to one year of data, but the data can be time filtered by right clicking and choosing "Time Filter" or "Start Date."

Visit the [EHR Website](#) to view the presentation slides which illustrate and detail the listed features on this page.



KEEP
CALM
AND
CLICK
ON

11.4 Upgrade New Features (continued)

Impression History

There is also a new section, called the Impression Hx, which is where the physician can document how the problem changes from visit to visit.

Family History

There is a new look to the Family History section. In addition to being easier to navigate, it allows you to indicate if multiple family members have had a specific diagnosis. As with the previous version, you will need to click on a family member BEFORE you choose the history item.

New Smoking Statuses

There are two new smoking statuses that will count for Meaningful Use: Heavy tobacco smoker and Light tobacco smoker. Light tobacco smoker <10 cigarettes a day or the equivalent of cigar or pipe smoke.

Heavy tobacco smoker >10 cigarettes a day or the equivalent of cigar or pipe smoke.

ACI Tabs

Problem-based – This is the first tab, and it is the same as the old Quicksets

- Rx – Not changed
- Med Admin – Has been moved next to the Rx tab
- Immun – Moved next to Med Admin tab
- Lab – Labs only now. No longer bundled with the Orders tab
- Rad – Old Imaging tab
- Procs – Procedures. Separated out from the Labs tab
- Findings – New tab. More on this on the next slide. Items available in this section are orderable vitals items

such as Heart Rate and Repeat Blood Pressure. More items will need to be built by the EHR Team upon request.

- FU/Ref – Not changed
- Instruct – Instructions (Education) tab
- Supplies – Not changed

Problem-based orders

On the Problem-based orders tab, if you click on the diagnosis on the left, everything you've ordered for that diagnosis (for any patient) will appear on the right.

Order Folders

Allscripts now allows users to create folders for orderable items, to make ordering easier. The folder can have items in it from any of the subtabs under the Orders tab.

Medication History

When viewing or renewing a medication, the Order and Renewal History is available at the bottom of the page, in an easy-to-read format.

Rx Renew Request

Double clicking on the Rx Renew Request task opens up a new screen so you will have more information when refilling med requests. Clicking on the Quick Chart will open up the patient's appointments in a separate window, so you can quickly check to see their last/upcoming appointments.

The EHR Team's Newest Member



The EHR Team recently hired Tony Houston as an EHR Analyst. Tony will be working as a full-time analyst to fill Jennifer Logan's position. Jennifer will be cutting back to part time to take care of personal obligations, but will still be considered a valued member of the team.

Tony is originally from Memphis, Tenn. and moved to Johnson City in 1995. Previous to joining the EHR Team, Tony's most recent position was a Senoir POS Integration Analyst for Heartland Payment Systems in Johnson City. He is currently a senoir at East Tennessee State University, double majoring in IT and Communications.

Tony is married to Lisa, a Johnson City native and they have three children, Tani, age 16, Maya, age 14, and LaLa, age 6.

Tony and his family have been very active in the community, and he currently serves as the interim boys' soccer coach for University School. He also is a deacon at Jubilee World Outreach in Johnson City.

The EHR Team is excited to welcome Tony to the team. Please join us in welcoming him as you see him in your clinic.

EHR Projects and Plans

ICD-10

Although the 11.4 Upgrade was designed to be ICD-10 compliant, most of the ICD-10 components will not be turned until needed. The mandatory October 2014 deadline was delayed for one year as a result of recent legislation. Further implementation of programs related to ICD-10 coding have been put on hold until more information is available.

Charge

As a reminder, the implementation of the charge component into Allscripts has been put on hold, pending the upgrade to 11.4 and new ICD-10 legislation that was passed delaying the mandatory implementation date. Watch for updates.

Patient Portal

Quillen ETSU Physicians recently signed an agreement to adopt the FollowMyHealth™ patient portal. More information will be forth coming about the implementation of the portal, which will allow us to send **clinical summaries, lab results, and more** to our patients electronically. Implementation of a patient portal is a requirement for Stage 2 of Meaningful Use.

LiveChat

As we have mentioned throughout our training sessions, our organization has been selected to beta test a new support product called LiveChat. Once the EHR team has tested the program to ensure any technical issues have been resolved, the program will be made available to our users.

New Resident Training

New residents will be arriving soon, which means orientation and training are right around the corner. Beginning in June and running through July, new residents in all of our specialties will be provided with initial Allscripts training, and during their first scheduled clinics, EHR staff will be on hand to assist them.


11.4 Icon Quick Reference

This reference provides a quick description of the icons that appear throughout Allscripts 11.4.


Note: There might be additional icons in the application that do not appear on this list. Also, the meaning of an icon might be different depending on where it appears in the application.

 Click to display Allscripts Information Viewer. The icon is displayed on:

- Encounter Summary
- Problem, Meds/Orders, Allergies, and Health Management Plan (HMP) of Clinical Desktop
- Add Clinical Item (ACI) Details and viewers pages for a problem, allergy, medication, and orderable item (for example, Medication Details and Medication Viewer)


 Indicates that at least 1 alert is displayed in My Alerts on the Encounter Summary for the patient in context. Point to the icon to display a tooltip indicating the numbers of alerts. Click to display Encounter Summary. The icon is displayed on:

- Patient banner
- Add Clinical Item


 Indicates that all alerts are displayed in All Other Alerts on the Encounter Summary for the patient in context. Point to the icon to display a tooltip indicating the numbers of alerts. Click to display Encounter Summary. The icon is displayed on:


- Patient banner
- Add Clinical Item


 Existing order


 Existing reminder


 Existing medication order


 In the Problem-based tab of Add Clinical Item (with the CareGuide option selected), indicates that a guideline exists for the template, item, or group.


 Indicates that the patient has not received information about registering for the patient portal. Click to display the Patient Profile. The icon is displayed on the patient banner and in the Clinical Information section of the Patient Profile.

 Indicates that the patient received information about registering for the patient portal but has not registered. Click to display the Patient Profile. The icon is displayed on the patient banner and in the Clinical Information section of Patient Profile.


 Indicates that the patient declined to register with the patient portal. Click to display Patient Profile. The icon is displayed on the patient banner and in the Clinical Information section of the Patient Profile.


 Indicates that the patient's registration request for the patient portal was rejected. The icon is displayed on the patient banner and in the Clinical Information section of Patient Profile.

 Indicates that the document is attached as a result.

 Indicates that the document is

attached as additional information.

 Patient info button. Displayed on the patient banner depending on the setting in Patient Banner Setup. Opens Patient Profile Dialog.

 This icon or [R] displayed next to the patient's name indicates that data is restricted within a patient's record and that information is filtered and hidden from view.

 Refresh view.

 Problem-based order.

 Clinician choice.


 Not a billable diagnosis.

 Edit problem.

 Problem assessed.

 Reported problem.

 Quick Chart

 Indicates that there are additional chart alerts that cannot be displayed in the given space on Clinical Toolbar. Pause your pointer over to view the rest of the chart alerts.

This icon also indicates if there are multiple codes associated with a problem. The problem code is formatted in italics. Pause the pointer over the icon to display all primary and secondary ICD-9 or ICD-10 codes associated with the problem in a comma-separated list.