



# Quillen Quick Notes

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## Kingsport Family Medicine Go-Live Experience

Kingsport Family Medicine (KFM) opened their doors to the EHR Support Team early on June 6, as key staff prepared for the day that had long been in the planning.

**KFM Front Office** staff received last-minute coaching on the EHR system. Each person understood how the system would impact their duties and the process ran smoothly.

**KFM Nursing Staff** geared up as well. Each nurse made sure they could access the system and took full advantage of the availability of the "Green Shirts" to answer questions. The nursing team should be proud of their success.

**KFM Providers and Resi-**

**dents** did a great job as well. The focus was on good patient care, as each physician began working in the live system.

**KFM Leadership** knew the first days would be very difficult



and arranged schedules accordingly. The first day for any provider on an EHR system will be challenging, but the KFM providers have proven that with positive attitudes and hard work, it can be done. Physicians began commenting by the second day, "it does get

better."

**Was the KFM go live perfect?** The honest answer would be "no." Things that could have been better:

- Preloading histories
- 100% attendance during week one
- Better defined workflows
- More training/practice

All-in-all, the KFM go-live experience was a positive one. The EHR Team continues to learn more with each go-live and remains excited as we move on to the next site.

*Pictured here are (left to right) Monaco Briggs, Tracy Jones, Wilma Smith, Jennifer Logan, Dina Schliecker, Carrie Sanders, Dr. Douglas Rose, and Jenny Sarigan.*

## Countdown to Go Live!

**July 6th**—Kingsport Internal Medicine

**August 1st**—Bristol Family Medicine

**September 7th**—Pediatrics

**October 3rd**—Johnson City Internal Medicine

### Correction: CITRIX Access at Wellmont

The CITRIX connection at Wellmont is a link on the portal sign-in page and it should be present on any Wellmont computer (including Bristol).

## Gold Alerts

We are currently in the process of adding all Allscripts users to the ETSU Gold Alert System. In the event that the Allscripts system is down, unavailable for maintenance, or upgrades are added, the EHR Team will be able to immediately notify users of these important messages.

**If you haven't already signed up for the Gold Alert System,** please take a few minutes to register at

[www.getrave.com/login/etsu](http://www.getrave.com/login/etsu).

**ALL users are requested to be on the system.**

## Lessons Learned After Three EHR Implementations

Believe it or not, we now have three sites live on the Allscripts EHR software, and we continue to learn from each rollout.



Sherry Sawyer & Dr. Mark Brummel

The feedback from KFM continues to support lessons learned from the past:

**Preloading** data is essential. This was reinforced once again as KFM realized how difficult it is to enter patient history during that first EHR visit. We recently conducted a preloading class at the Downtown Center which was well attended. There is a preloading video available on YouTube for those of you who weren't able to attend. Preloading patient data into the live system assists with a smooth roll-out and is also a great way to practice!

**Have everyone present during the first week of Go Live.** The first week is when the EHR Team is present to support the transition. Due to the size of the EHR team, we may not be available to support staff and physicians who are not present during the first week.



Robin Williams (Orchard Lab) with Wilma Smith & Dr. Ardel Gorospe

**Cut Schedules:** We know this hurts—especially in the MEAC clinics—where the bottom line is affected by cutting back the physicians' schedules. But it is a necessary evil...we had a few physicians at KFM whose schedules were not reduced during the first week, and it resulted in a lot of anxiety, some tears and upset patients. Unless the physician and his/her nurse has been practicing relentlessly in the system, it is highly recommended that your patient schedules be reduced for at least the first two weeks.

**Define Workflows:** Define your processes and workflows so that each user understands how his/her work impacts users in other settings. This is key to developing a focus for improvement as you adapt to the EHR environment and take advantage of redesign opportunities.



Dr. Connie Hixson & EHR Trainer Jenny

**Practice!** Taking the time to get into the system and practice is crucial. The end-user training is a LOT of information in a short period of time, and we've found that most users are not retaining a lot of what they learn. This has been the most consistent complaint from each site that has gone live to date—that the training is too much, too fast. However, due to the busyness of everyone's schedules, there is really no way to change the current training schedules. It is therefore recommended that everyone get as much practice time in as possible.

## Join us on Facebook!

We are 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!”



## The EHR Team is Growing!



Bridget Garland

We are pleased to announce that we have hired a new EHR team member. Bridget Garland comes to us from the ETSU Osteoporosis Center, located on the VA campus. In her role as Office Coordinator, Bridget was responsible for scheduling appointments, answering phone calls, coordinating follow-up care, coding and billing and managing the office work flow. In addition, she also has a

background in teaching; having taught freshman and sophomore writing and literature classes at both ETSU and Milligan. She has also worked in medical publishing for a number of years: as the CME Coordinator and Senior Editorial Coordinator for the *Southern Medical Journal*, and as the managing editor of *East Tennessee Medical News*.

We are excited to welcome Bridget to the team, and we look for-

ward to introducing her to all of you over the coming months!



### Read More About It

Our new **Quillen Physicians EHR Blog** contains links for downloading our **user manuals** and **downloadable step-by-step instructions** on frequently requested topics: <http://quillenphysiciansehr.weebly.com/>

## Ask the EHR Experts

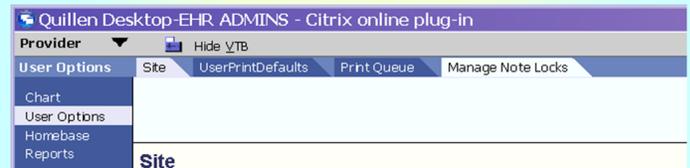
**Question:** How do we unlock a note?

**Answer:** Notes can be unlocked by Providers or the EHR Support Team.

Click on User Options on the VTB, and select the tab "Manage Note Locks."

Single-click on the locked note, and select "Unlock

Note" along the bottom of the screen.



## 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>

Or open YouTube and search for **Quillen ETSU Physicians**

**NEW this month:**  
**E- Prescribing**



# Noteworthy comments

Thanks so much to you and your staff for such a smooth roll out of the electronic health record in Kingsport. I know there were issues, but all in all, it was like we did what we needed to, gave good care to our patients, and began the process well.

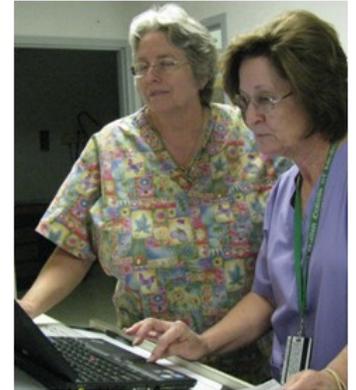
— KFM Faculty



I really appreciate everyone's availability for all of the questions. I hope mine were reasonable!

- ◆ I am able to enter referral docs smoothly now.
- ◆ I am able to record most procedures and the date they were done.
- ◆ Thanks for the demonstration on how to enter old labs.

— KFM Faculty



## July EHR Challenge

The EHR Challenge responses have slowed down, and with interest declining, this may be our final EHR Challenge. If you want to keep it going, we need to hear from you.

We are going to keep this one really simple.

### July Challenge:

What is the name of our EHR system?



You may e-mail responses to Jennifer at [loganja@etsu.edu](mailto:loganja@etsu.edu).

One winner will be chosen in a drawing from the pool of responses.

**Good luck everyone!**



## EHR Challenge Winners



**Dr. Douglas Rose, KFM** — who spent 2.5 hours practicing in Allscripts during the month of May!



**Carolyn Stansberry, BFM** — who spent over 45 minutes in Allscripts practicing during May!



**Pam Zalewski, BFM** — who correctly named the four notes currently uploaded on Facebook!

## From the Developer Zone

### Updating Patient Social History and Family History in the Add Clinical Item (ACI) screen

When updating Social and Family History, it will be helpful to know some **“Keywords”** to use in your search.

By using these **keywords**, you will pull items grouped within certain categories:

#### Social History Keywords

- Behavior
- Difficulty
- Education
- History
- Housing
- Job
- Living
- Never
- Physical
- Recent
- Religious
- Sexual
- Sports
- Travel
- Unable
- Using

#### Family History Keywords

- Abuse
- Alcohol
- Arthritis
- Asthma
- Bleeding
- Cancer
- Coronary
- Defects
- Dementia
- Diabetes
- Epilepsy
- Falls
- Fracture
- Heart
- History
- Hyper
- Illness
- Immobility
- None
- Peptic
- Relation
- Seizure
- Smoking
- Standing
- Stress
- Stroke
- Surgery
- Toxic
- Trauma
- Travel

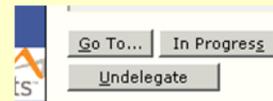
### Automated Prescription Renewal Requests

When patients go to the pharmacy for refills, the pharmacy can now request refills directly through the Electronic Health Record (EHR) system.

Refill request notifications will go to the Ordering Provider for the patient in the form of a task. The task name is **“Rx Renew Request.”**

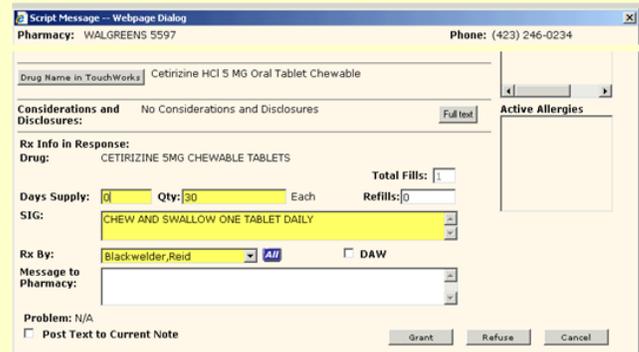
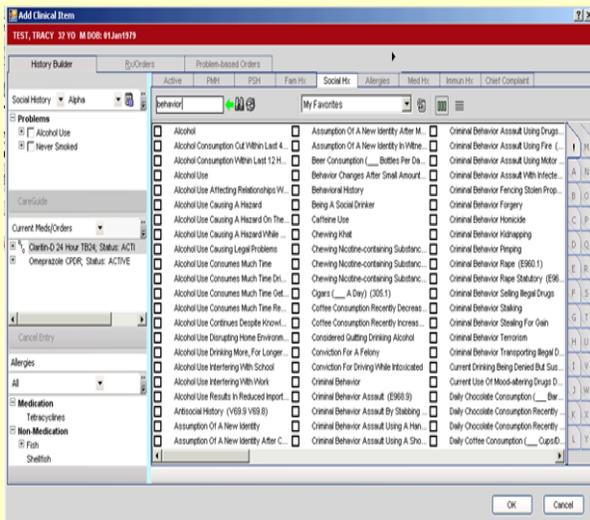


To **Grant** or **Refuse** the request, the provider will simply click on the **Go To** button in the lower left side of the Task Window.



A Script Message window will open displaying:

- Patient Info
- Rx Info from Pharmacy
- Considerations and Disclosures
- Rx info
- Option buttons to either Grant, Refuse, or Cancel the request.



Once the provider has selected the appropriate choice, the task will be removed from the Task List, and the pharmacy will receive an electronic message to refill or deny the request.

## Help Desk Support. . .



### Help Desk

- Click on the **QITS Help Icon** on the desktop

Or

- Send an e-mail to [EHR-help@qetsu.org](mailto: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  
Bridget Garland**

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.



### EHR Preloading Training Class

The EHR Team conducted a preloading training class on Thursday, June 16. Attendees included staff from Family Medicine, Internal Medicine, and Pediatrics.

**Preloading consists of putting the patient's social, family, and surgical histories, as well as their active problems and medications into the EHR. This is different from scanning!** Preloading data is an effective way to ease the transition from paper chart to EHR.

## 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.



From I-26, take the E. Market St. exit (0.2 mi), then turn left onto S. Roan Street. Go 0.1 mile, and turn right onto W. State of Franklin Rd. Turn right into Downtown Square.

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

