



Quillen Quick Notes

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Dr. Alicia Jackson and Jenny Sarigen



Dr. Patricia Conner and Dr. John Culp (pictured above) were both present during the Mock Go Live and actu-

BRISTOL FAMILY MEDICINE August 2011 Go-Live Experience

August 1, 2011 was an exciting day for Bristol Family Medicine as the EHR system became a reality—and a success!

BFM did something different from our other locations. We conducted a “Mock Go Live” the prior week, and asked all providers to try to see at least one patient using the EHR system, and the EHR Support Team was present to assist and answer any questions.

ally saw all of their patients for the day using the electronic system. It wasn’t easy, and we applaud their willingness to test the system and recommend changes prior to the actual Go Live.



Pictured above, Dr. Thomas Townsend is preceptor for Dr. Jared Hess — both using the EHR system.

As always, the “Green Team” was present during the entire first week of Go Live.

Work continues for BFM, as staff redefine processes. The EHR system brings the opportunity for change—a subject many of us prefer to avoid. But the truth is:

“Change can be a good thing.”

Lesson learned: Try not to change too much too soon. It can be overwhelming for staff. We experienced this in Bristol, when we began modifying processes just a bit too soon.

Dr. Conner realized quickly that this had become an issue and was able to reduce the stress by creating a planned schedule for changes to occur.



Green Team members Bridget Garland and Jennifer Logan assist Dr. Derek Thomson during Go Live.

PREPARE before your Go-Live date...

The first sites we implemented for EHR had little or no opportunity to prepare other than attending basic training.

Future implementation sites certainly have the chance to take advantage of workflow improvements and best practices from the other sites, but they can also explore the system and begin planning:

—**Note Forms:** Do existing EHR note forms meet your needs? If not, provide the EHR Team with input so we can begin

creating custom templates that meet your documentation requirements.

—**Team Nursing:** Does your practice use team nursing? Would this be a good time to consider team nursing?

—**E-Rx:** Would any of your providers like to begin e-prescribing prior to Go Live? Would you benefit from e-Rx education now?

—**Patient Compliance:** The system enables tracking of patient orders for compli-

ance. Begin planning workflows to inform and educate patients.

“We really appreciate all your help. The Mock Live was a big help, but I would suggest with Mock Live using a somewhat lighter schedule to reduce stress. Mock Live is a great way to prepare, and I highly recommend it for any office in the future. . .”

—**BFM Nursing**

The Breakfast Club



Going live with Allscripts EHR can be an exciting—and equally frustrating—time for users of the system. While the hassle of locating, shuffling, and organizing paper charts comes to end, learning a new computer system takes time, patience, and experience.

We have discovered after each Go Live, our users are often the ones who discover tricks, tips, and shortcuts for the Allscripts system. As such, we would like to host regular Allscripts Users meetings, where staff and providers can share with each other how the system has worked for them. ***Has your office discovered helpful shortcuts for navigating the system? Does your office still have issues merging the system with current workflows? Are there any work-a-rounds that your users have developed that another office might find helpful?***

We invite members of your office to join us for the following upcoming Breakfast Club. Participants will have the opportunity to share with others in the group, ask questions of the group, and in doing so, gain some valuable insights about the Allscripts system from other offices to take back and share with their office.

September 8th 8:00-9:00 AM	Breakfast Club for Nurses
September 13th Records 8:00-9:00 AM	Breakfast Club for Front Desk and Medical
September 14th 8:00-9:00 AM	Breakfast Club for Managers
September 15th 8:00-9:00 AM	Breakfast Club for Residents and Providers



Coffee, juice, and bagels will be provided.

We are requesting that each office plan to send **at least one representative** to join us for each session. If you are interested in attending, please contact your office manager to reserve your spot.

Office Managers: Please **RSVP** for your office to Monaco Briggs at briggsmm@etsu.edu **two days prior** to the session.

September EHR Challenge

What is the proper way to log out of your EHR system at the end of the day? (Hint: It's a two-step process)

E-mail your response to:

EHRmail@qetsu.org

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



Our welcome sign from BFM!



Chris from BFM, still smiling on day 3 of Go Live

Tidbits

Did you know...

Over **30,250** patients have been arrived in our EHR system since going live April 2011. And, over **14,300** electronic prescriptions have been e-prescribed in our EHR system.

**Thanks again for everyone's help
"The Green Team" is awesome!**

—BFM Nursing Staff



Tracy Jones, Jenny Sarigen, Dot Warren, Dr. Patricia Conner and Dina Schliecker during BFM's Go Live

Educate Yourself!

YouTube Videos

View short, 15-minute (or less) videos which cover various aspects of the Allscripts system.

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

Quillen Physicians EHR Blog

Our Quillen Physicians EHR Blog contains links for downloading our user manuals and downloadable step-by-step in-

Ask the EHR Experts



Question:

What is the proper way to correct a lab order that has already been committed and sent to the lab?

Answer:

Do **NOT** edit lab orders that have already been submitted to the lab. Editing an order will cause a subsequent order to cross over to the lab. Whenever you realize that a lab has been ordered incorrectly, simply "Enter in Error" and replace the order.



Tina from BFM

"Also, I can't say enough about preloading, preloading, preloading. Preload and scan, scan, scan! The sooner those paper charts are packed up the better!"—BFM Nursing Staff

EHR Challenge Winner

Congratulations to Noretta Lawson, our August Challenge winner!



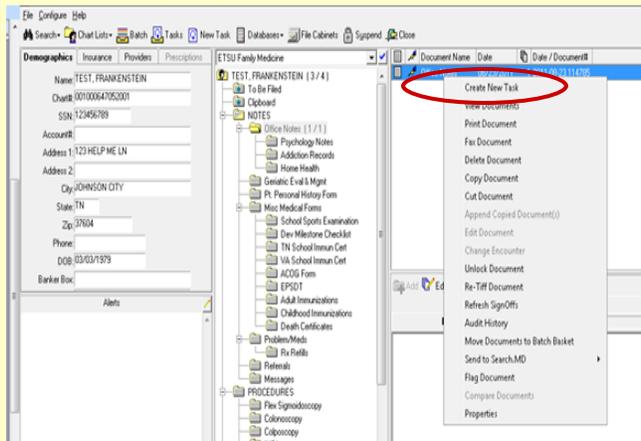
Way to go, Noretta!



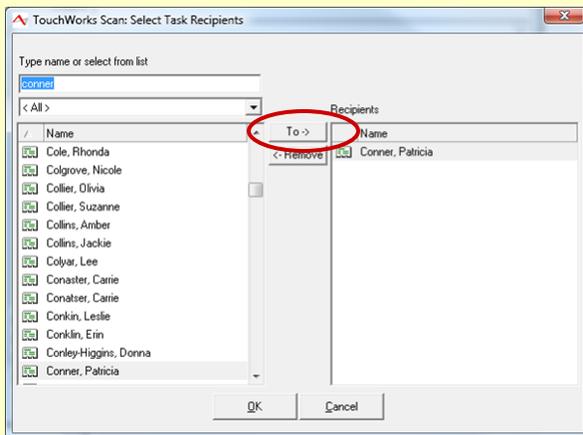
From the Developer Zone

Tasking SCAN Documents for Signature

1. Locate the scanned document in **SCAN**.
2. Right-click on the document and select **Create New Task**.
3. Click the **To...** button to select recipients.



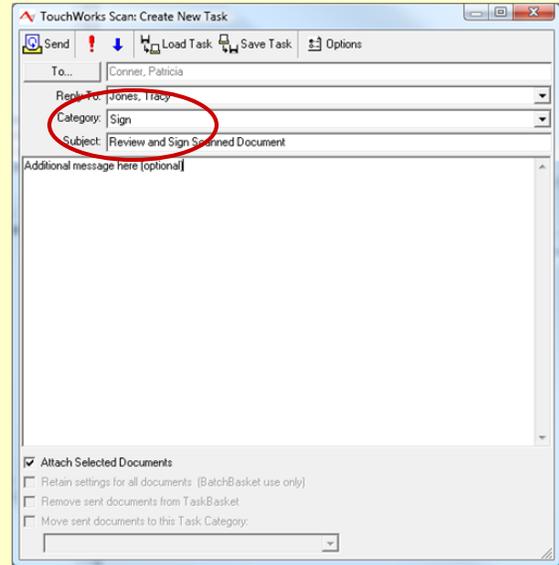
4. Search by Last name, First name.
5. Double-click to select one or more recipients.
6. Click **OK**.
7. **Change Category to Sign.**
8. Subject: **Review and Sign Scanned Document.**
9. Optional: Include message.



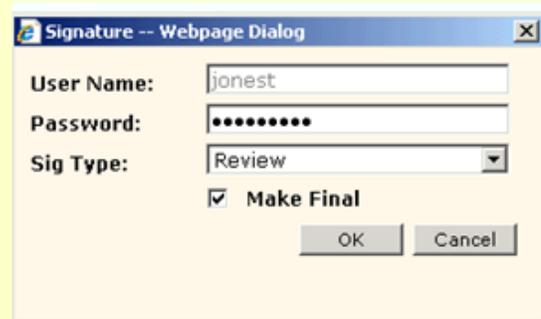
10. Send.

Recipients will receive a Sign Note task .

1. Double-click or select **Go-to...**
2. Review the document.
3. Click **Sign...**



4. Enter password
5. **Sig Type: Review**
6. **OK**



"Everyone was very helpful, and showed a lot of shortcuts in the system."
 —BFM Front Desk Staff

Help Desk Support. . .

When contacting the Help Desk, consider the nature of the support you need:



If your need is **URGENT**, call 423-282-6122.

If you have a question or message that does not need to be answered immediately, choose one of the following:

1. Click on the **QITS Help Icon** on the desktop and open a ticket
2. Send an e-mail to EHRhelp@getsu.org
3. Send us a task from your **task list**; choose "Allscripts Help."

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.

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, go 0.2 miles, 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

