

# QETSU EHR Newsletter

## In This Issue

### Page 1

- Name That Newsletter!
- Training Updates

### Page 2

- Roll-Out Update
- EHR Challenge Contest

### Page 3

- Links to YouTube Training Videos
- March Training Schedule

### Page 4

- EHR News
- Ask the EHR Experts

### Page 5

- Help Desk Support
- Basic Computer Skills Course



## “Name That Newsletter!”

Welcome to the second edition of our EHR newsletter.

So far, we have received five name suggestions, and we would like more.

The winner of the Name That Newsletter contest will receive a nice little gift pack, and a shout-out in the next newsletter.

Please email your suggestions to Tracy at [jonestl@etsu.edu](mailto:jonestl@etsu.edu).

## Spring, Go Live, and Training!

As spring begins to feel like something other than a distant dream, we grow ever closer to going live with our first site.

### Are you ready?

Over the past several weeks, we have begun holding lunchtime training sessions to introduce everyone to Allscripts. Our most recent session had 20 participants, which is fantastic! We have posted our schedule for March on page 3 of this newsletter, and we encourage you all to sign up.

In addition, we have posted some training videos on YouTube which you can view in your spare time. These can be accessed from the office or at home. The link to these videos is also on page 3.

The “formal” training, which will be provided by our consultants from George Washington University is the only required training which will be provided. However, and we can’t stress this enough, we believe that the 4-8 hours of training which you will receive during this for-

mal session is not nearly enough to ensure that you are comfortable with the system. We therefore **HIGHLY** encourage each of you to take advantage of our online and live training opportunities.

**And we especially encourage the nursing staff and physicians to practice in the system as soon as possible—your feedback will help us make the system work better for you!**



## Roll-Out Update

We are still on schedule for our first Go Live on April 4, 2011 — a date that seems to be quickly approaching.

As mentioned earlier, we expect to learn a lot from the first two offices that Go Live, and we hope to have a better sense of how quickly we can roll everyone out as we move forward.

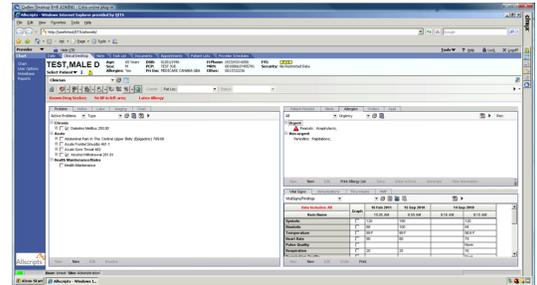
### What have we learned so far?

Testing, testing, and more testing has proven beneficial. **Superusers** have bravely assisted the EHR

team as we tested User Roles, Documentation, Lab Processing, and other elements of the database. These efforts have successfully flushed out system issues that needed tweaking. **THANK YOU to our superusers.**

Not only have the **superusers** and your EHR team been testing, but so has a forward-thinking physician. **Dr. Jeffrey Summers** with Kingsport Internal Medicine has been charting actual patient encounters in the EHR system, and placing a printed copy of the electronic note in the patient chart.

**Dr. Summers'** efforts have been invaluable, as he has presented insight from a provider's perspective, and yes, he has given us suggestions that we have been able to make — **improving the system even more!**



### Challenge #1 WINNERS

We take great pleasure in announcing that **Dr. Jeffrey Summers and Lori Lane of Kingsport Internal Medicine** are the winners of **Challenge #1** in February's Newsletter. Both have received an EHR prize pack! **Congratulations!!!**

**The correct answer was Douglas Allscripts...**

**...due to the fact that Douglas is male (according to his demographics), but is pregnant with a breeched baby.**

**Thanks to ALL who participated!**

*Each month, we will provide a challenge which will test your ability to navigate through Allscripts. The first user to complete and report their success with the challenge will receive a free gift and "special mention" in next month's newsletter. E-mail your answer to [loganja@etsu.edu](mailto:loganja@etsu.edu).*

### **CHALLENGE #2**

**Since we'd like to encourage you to watch the YouTube training videos, this month's contest is to view the video "Logging In and Out," and leave a comment on the YouTube site. The winner will be chosen at random and announced in the next newsletter.**

## Training Has Begun!

### Don't Be Left Behind—Sign Up For a Session Today!

**Upcoming lunchtime Training Sessions:**

- ◇ Basic Navigation — Front Desk Staff
- ◇ Basic Navigation — Clinical Staff
- ◇ Call Processing — Front Desk and Clinical Staff
- ◇ Charting—Clinical Staff

To sign up for any of the sessions listed below, please email Monaco Briggs at [briggsmm@etsu.edu](mailto:briggsmm@etsu.edu).

**We have begun recording videos and posting them on YouTube!** You may log onto YouTube, from work or home, and view these short, 15-minute training videos on topics such as Logging-In, Basic Navigation, and Call Processing. More videos will be added during March, so keep checking. Search for “**Quillen ETSU Physicians**” or visit:

<http://www.youtube.com/user/QuillenEHR?feature=mhum>



You may wish to view these in “full screen mode” which can be accessed by clicking this icon in the bottom right-hand corner of the video. Viewing this in full screen mode may make it a little blurry, but we think it will be easier for you to see the items that we are clicking on in this view.

## March 2011

### “Lunchtime Session” Training Calendar

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8 <b>Basic Navigation for Front Desk</b>	9	10 <b>Basic Navigation for Clinical Staff</b>	11	12
13 <i>Daylight Savings Time</i>	14 <b>Call Process for Front Desk</b>	15	16 <b>Charting for Clinical Staff</b>	17  <i>St. Patrick's Day</i>	18 <b>Ordering Labs/Rx for Clinical Staff</b>	19
20  <i>Spring</i>	<b>Central Billing Training</b>					26
27	28	<b>JCFM End User Training</b>			31	

# EHR News

www.fierceemr.com

"Treat your password like your toothbrush. Don't let anybody else use it, and get a new one every six months."  
—Clifford Stoll



Dr. Yvette Ortiz (Uptown Medical, NY) wanted to use electronic health records since she opened Uptown Medical in the Bronx ten years ago, but until the Primary Care Information Project came along, it was always too expensive.

The transition from paper charts in October 2007 was quite a challenge, but that Thanksgiving, Dr. Ortiz had an experience that drove

home the value of electronic records. She was home cooking when she received a call from a hospital: One of her elderly patients had been admitted with severe infection in her finger and, suffering from dementia, wasn't able to tell the doctors about her medical conditions.

Flipping open her laptop from home, Dr. Ortiz was able to access the patient's record remotely, let the hospital know that the pa-

tient's kidney disease was longstanding and gave a list of other co-morbidities and medications, preventing wasting precious time at the hospital duplicating diagnosis and treatment.

"Had this been before my electronic medical records, I would have been calling my staff to go back to the office to open up and dig out records. **At that point I felt like it was all so worth it.**"

## 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 suggestions to [EHRhelp@qetsu.org](mailto: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 in the hopes that this will help everyone.

The following questions have been asked during testing and "Meet and Greet" meetings:



### Daily Schedule Question:

Can I set a default when searching for a patient?

When searching for a patient, you have several search options. You can change the default value of the patient field on the Select Patient window by clicking on the "Personalize" hyperlink in the upper-right corner of the Select Patient page.



### Orders Question:

Why can't I order an H&H (hematocrit and hemoglobin)?

To properly order an H&H in Allscripts, you will need to order the tests separately.

## Help Desk Support. . .

As you begin using the system, you will undoubtedly run into some questions. When you do encounter issues, please follow the steps below:



**Step 1:** Ask your **superusers**. If you don't know who your **superusers** are, ask your office manager.

**Step 2:** Help Desk. If your **superuser** does not know the answer, please contact us at [EHRhelp@qetsu.org](mailto:EHRhelp@qetsu.org). The Help Desk automatically generates an email to the ENTIRE EHR team, and we will respond as quickly as possible.

**Step 3:** You may also get in touch with us by telephone at 423-282-6122.



**EHR Support Team**  
**Monaco Briggs**—EHR Administrator  
**Jennifer Logan**—EHR Analyst  
**Tracy Jones**—EHR Analyst

### FREE ONLINE COMPUTER COURSE

Do you feel comfortable with the basics of a computer system? Are you unsure of your own computer skills as we approach EHR Go Live? Visit the following link, and attend some very helpful **free** online classes:

<http://www.ctdlc.org/remediation/index.html>

*Certificates will be awarded to employees for completing these short online learning sessions!!  
...and a special THANKS to everyone who has already participated! We appreciate your enthusiasm!*



QUILLEN  
ETSU PHYSICIANS

