

QETSU EHR Newsletter

EHR Roll-Out Plan

- JCFM — April 4
- OB/GYN — May 2
- KFM — June 6
- BFM — June 6
- KIM — July 5
- Peds — August 1
- JCIM — September 5
- CEB II — October 3
- Surgery — 2012

Welcome to QETSU's EHR Newsletter

Hi everyone, and welcome to our new EHR newsletter!

As you know, over the next year or so, Quillen Physicians will be implementing the electronic health record—**Allscripts Enterprise**—into each of your offices, and we'd like to take this opportunity to tell you a bit about our plans for the coming year.



Roll-Out Strategy

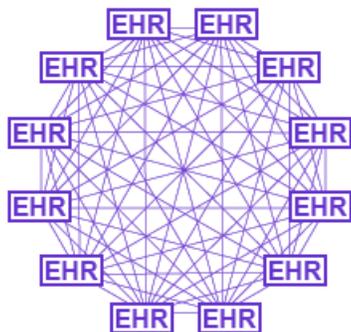
Currently, we are planning on going live with our first office on April 4, 2011. **Johnson City Family Medicine** has bravely volunteered to be the first Family Medicine Go Live site, followed by the first MEAC site of **OB-GYN** on May 2nd. As you can see from our Roll-Out Plan, we are hoping to roll out a different office every month until November; at which point we will have to take a break in order to prepare for the next **Allscripts Enterprise** upgrade. Of note, we have not added the

smaller offices to the Roll-Out plan, but don't worry—we'll get to you, too! We may find that it's easier to tack the smaller offices onto one of the larger clinics and roll them out together—or we may just wait until after the upgrade to roll out the smaller offices at that time.

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 once we have a couple of offices under our "Go Live" belts. **We'll keep**

you updated on our plans.

So, we imagine most of you are a bit nervous (apprehensive, concerned, terrified—choose your favorite adjective here) about the coming implementation. But, we want to assure you that there will be ample training opportunities for everyone, and we will make sure that everyone has the ability to spend as much time as necessary on the system, so that when you do go live, you are completely comfortable with the software.



So, What Will This Training Consist Of ?

The main training, which will begin approximately one to two weeks prior to your office's Go Live date, will be provided at the Downtown Center. This training will be provided in 4- or 8-hour blocks (depending on your role in the organization), and these training sessions are mandatory.

However, we will also be providing some quick and dirty lunchtime training sessions which will be available as a live (and recorded) webcast. We will be holding these sessions at the Downtown Center as well, so we can accommodate 8 people for each session. We will

also offer these as a live webcast (meaning that you can log onto your computer at lunch, and participate in the session just by logging onto a website), and as a recorded webcast, so you can watch it (or review it) at your convenience.

The training schedule for our **lunchtime sessions** is on Page 3. Please contact Monaco at briggsmm@etsu.edu if you would like to attend one of these sessions at the Downtown Center. These sessions will be role-based, so please make sure that you sign up for the appropriate session—we will have training sessions for Clinical

Staff, Front Desk (which includes Medical Records), as well as for the Providers (which includes Residents).

Over the next few weeks, we will be coming to each of your offices and introducing ourselves and Allscripts, and we will be providing everyone with your username and password so that you can access the system and begin playing in the test database. We highly encourage everyone to take advantage of this opportunity, as the key to a successful integration is **practice, practice, practice!**

"It's a very funny thing about life; if you refuse to accept anything but the best, you very often get it."

William Somerset
Maugham

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 doesn't know the answer, please contact us at 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 phone at **423-282-6122**.

Name That Newsletter!

We are planning on making this newsletter a monthly addition to your Inbox, which means that **we need a name!** And since we're all a bit brain-fried from recent testing, and building notes, and ensuring that all the lab names are spelled correctly, we are hoping that you'll be willing to pitch in a

brain cell or two! The winner of the *Name That Newsletter contest* will receive a nice little gift pack, courtesy of **Rusty**, and a shout-out in the March edition! So, put on your thinking caps, and email your practical, fun and wacky suggestions to **Tracy** at jonestl@etsu.edu.



Newsletter

Ask the EHR Experts!

Welcome to the Q & A section! 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 Superuser Training which we have been holding over the past several months. If you have any questions that you would like addressed in this forum next month, please email us at loganja@etsu.edu.

Patient Profile Question: What does the “check eligibility” do?

The Check Eligibility section is found in the Patient Profile. It is accessed through the small blue “i” next to the Select Patient link on the Patient Banner. The “check eligibility” checks the Rx benefits. Some offices may find this feature to be helpful.

Chart Alerts: Where will Expor alerts show up in Allscripts?

Chart alerts can also be accessed through the “i” on the Patient Banner. Since Expor’s alerts are billing notes, they will not cross over into Allscripts. Allscripts’ chart alerts will pertain to medical alerts and front desk FYIs (such as notifications like “patient is hard of hearing,” or “patient is a drug seeker.”)

“Lunchtime Session” Training Calendar

February 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9 11:30 to 12:30 Basic Navigation Clinical Staff	10	11 11:30 to 12:30 Basic Navigation Front Desk	12
13	14 Valentine's Day	15	16 11:30 to 12:30 Basic Navigation Providers	17 11:30 to 12:30 Call Process Front Desk	18	19
20	21 11:30 to 12:30 Ordering Labs/ Rx Clinical Staff	22	23 11:30 to 12:30 Charting Clinical Staff & Providers	24	25	26
27	28					

EHR Support Team

Monaco Briggs—EHR Administrator
Jennifer Logan—EHR Analyst
Tracy Jones—EHR Analyst

Phone: 423-282-6122
Fax: 423-433-6060
Help Desk: EHRHelp@QETSU.org



QUILLEN
ETSU PHYSICIANS

Test your EHR skills:

Each month, we will provide a challenge which will test your ability to navigate through Enterprise. 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. Email your answer to loganja@etsu.edu.

CHALLENGE #1:

Which Allscripts patient appears to have transgender issues? (Besides Cameron, who could be male or female, based on the name)

THANK YOU

Thanks for taking the time to read our inaugural newsletter. We are looking forward to working together with all of you over the coming months, and we trust that by working together, we can make this transition as painless as possible. The EHR/IT team is here to help you. So please don't hesitate to contact us with any questions or concerns.

And remember! Practice, practice, practice!

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 MEAC employees for completing these short online learning sessions!!

EHR Testing

