

# Quillen Quick Notes



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## Are You Ready?

### Allscripts Enterprise EHR Version 11.2 arrives this March

The next version of Allscripts Enterprise is on its way. Initial configuration took place from November 14 through December 16, and the EHR Team has been working diligently to assure that the new version of the system is configured correctly:

- Users/Providers
- Workspace Definitions
- Security Gates
- Task Name (updates)
- System Preferences
- Dictionaries
- Registries (Meaningful Use)



The second step will be testing. System testing will occur from January 3 until February 10. The EHR Team will be calling on Superusers from offices who have already gone live to

assist with the testing process. Bugs or glitches have to be taken care of before the upgrade is implemented.

Once the EHR Team and Superusers have gone through the testing process, any problems will be addressed, which will help prepare for a smooth transition.

As the upgrade testing is being done, the IT Team will be working behind the scenes to assure that the hardware and network certifications are complete and tested.

End-user re-education will occur between February 10 and March 2. This education should go smoothly, as the system upgrade is very similar to our existing version, and the enhancements will complement the work we already perform.

Go-Live for Version 11.2 is scheduled for the weekend of March 9, 2012. The five locations who are currently live on the Allscripts system will actually begin using the new version on Monday, March 12, 2012.

## New Year Brings New EHR Go-Lives

March 2012 will be the transition month for the five sites who are already completely live with the EHR system: Johnson City Family Medicine, OB/GYN, Kingsport Family Medicine, Kingsport Internal Medicine, and Bristol Family Medicine.

If everything goes as expected, the next sites will begin their Go-Live experience as follows:

**April 2012:      Surgery**

**May 2012:      Johnson City IM**

**June 2012:      Pediatrics**

**July 2012:      Break**

**August 2012:      CEB II**

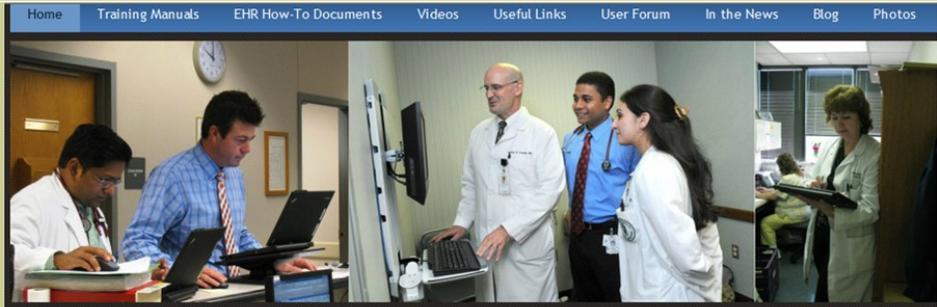
Many providers have already started e-prescribing in these clinics, and with the experience gained from our previous Go-Lives, the EHR Team expects the remaining roll-outs to go well.

If you have questions moving forward, please feel welcome to contact any EHR team member.



# Visit The Quillen Physicians EHR Website

The Quillen Physicians EHR website is easy to use, and the contents are current. Simply visit the website (click on link below), and click on the helpful links.



Welcome to the Quillen Physicians EHR site.

Questions or Comments

As our physician group continues to implement the Allscripts Enterprise EHR system, this website will provide useful information for our end users

Name \*

Last

## Quillen Physicians EHR



### Training Manuals



Front Desk Manual  
Download File



Basic Navigation for Clinical Staff  
Download File



Clinical User Manual  
Download File



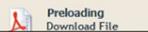
Basic Navigation for Residents/Providers  
Download File



ePrescribing  
Download File



Preceptor Guide  
Download File



Preloading  
Download File

Here is a view of the Training Manuals page. Users can view or download each manual. The EHR How-To Documents are just as easy to view and download.

## Quillen Physicians EHR



### Quillen Helpdesk



To open a ticket about an EHR issue or an IT hardware issue, click the link and describe the issue you are having.

### Facebook



Invite the Quillen EHR Team to be your friend on Facebook to be updated on tips and tricks, to be informed about new workflows, and to view photos of our users.

### Quillen Physicians



Find out more about the Quillen Physicians organization by visiting their website.

Left, a view of helpful links within the website—the Help Desk, our Facebook page, and even the Quillen Physicians website.

Please visit the website, and provide feedback. Our goal is to provide meaningful, helpful information that can easily be accessed at any time. Your suggestions are welcomed.

<http://quillenphysiciansehr.weebly.com/>

## “Tune-Up” Time for Kingsport Family Medicine

**Kingsport Family Medicine (KFM)** just completed their “Tune-Up” site visit during the week of December 19.

**KFM** was the third location to implement the EHR system. Their Go-Live occurred the week of June 6, 2011, so the EHR Team was eager to return to KFM for their Tune-Up week because of so many things the team has learned since last June.

Just like other Tune-Up’s, the front desk and medical records staff received a refresher on such tasks as printing, passwords, and worklists.

The nursing staff also worked closely with the Green Team to improve efficiency and address problems with worklists and task lists.

Faculty and residents were also offered education about

tasking and documentation.

The **Green Team** attended the provider noon conference on Thursday and had the opportunity to demonstrate some of the capabilities of the system and to respond to a Question & Answer session. The providers were also given a preview of what the

new version of the system will look like (next year).

*Pictured below, the former chart room for KFM with Sharon Kindle in the background. The lone Christmas tree is all that remains from the hundreds of paper charts that filled the room.*



## New Hire EHR Training

We realize that new employees will be joining us frequently, and we want to make every effort to provide meaningful training to the new users, while continuing to support existing users.

The EHR Team will be offering routine training classes on a monthly basis. The training has proven more effective after the user has been oriented to their new job and had the opportunity to observe other users.

Administrators should contact Monaco Briggs to

schedule training for new users.

**The following classes are scheduled at this time:**

- January 6, 1:00pm — E-Rx Training
- January 10, 1:00pm— Front Desk Training
- January 11, 8:00am — E-Rx Training
- January 12, 8:00am — Nurse Training
- January 16, 8:00am — Provider Training

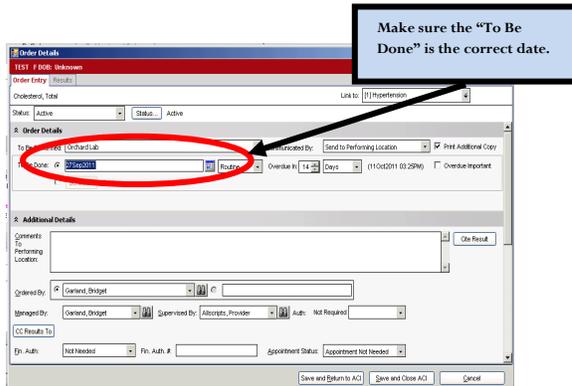
Employees who would like a refresher are also welcome to attend.

# From the Developer Zone

## Scheduling and Rescheduling Lab Orders

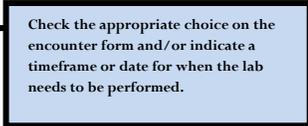
In order to ensure that patients' lab orders are getting to the lab and scheduled properly, the following workflow demonstrates the proper way to schedule them.

1. Providers should order labs as usual in the Allscripts system. Providers **MUST** order labs in the system before the patient goes to the lab; otherwise, the lab will not be able to perform and/or schedule the lab(s).
2. Make sure that the **"To Be Done"** date is the correct date, whether the lab is to be done that day or in the future. (Some offices prefer that the "To Be Done" be the current day's date, whether or not the lab is a future order. Check with your office manager for the preferred workflow.)



3. If your office schedules labs, after the lab order has been placed in Allscripts, mark on the encounter sheet when the lab needs to be done (if applicable).

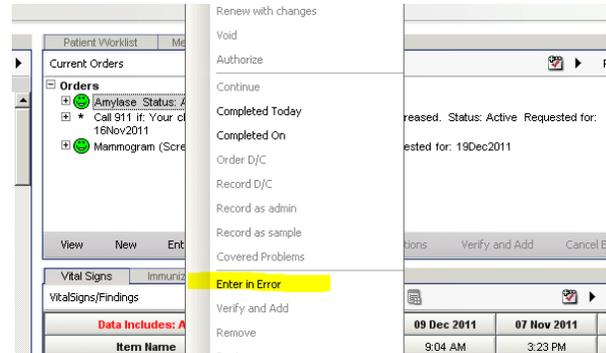
LABS TODAY [ ]  
 FUTURE LABS [ ]



4. If your offices schedules labs, instruct the patient that he/she needs to stop by the lab or the front desk (depending on who schedules the appointment), before checking out of the office.
5. The lab will either perform the lab or schedule the lab for a future date. [The lab will schedule the lab in Experior and will enter the lab in error. Then they reorder the lab in Allscripts to reflect the date of the lab appointment.]

**\*\*\*Important\*\*\***

Labs that are to be performed in the future or that have to be rescheduled (i.e. patient missed appointment, etc.), must be "Entered in Error" and reordered for the correct date, **NOT EDITED**. Edits to lab orders do not cross over to the lab.



- Go to the **Orders** tab, right click on the lab that needs to be rescheduled, and choose "Enter in Error."
- Click on the yellow "Commit" button. The lab falls off the list.
- Reorder the lab with the new "To Be Done" date. (See the "Ordering Labs" how-to document at [quillenphysician-schr.weebly.com](http://quillenphysician-schr.weebly.com)).



6. Once the lab has been performed or scheduled, the lab tech will sign off on the encounter form (if applicable) and will send the patient to check out.
7. The Front/Appointment Desk will double check that the encounter form has been signed by the lab before the patient can check out (if applicable).

## 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@qetsu.org](mailto:EHRhelp@qetsu.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.

**After-Hours Support:** Due to the size of the EHR team, we do not provide after-hours support. However, if you have an urgent need, you may send an e-mail with a return phone number to [EHRhelp@qetsu.org](mailto:EHRhelp@qetsu.org). If a member of the team is available, we will get back in touch with you as soon as possible. Please note that messages left on voice-mail after hours will not reach us until the following morning.



## November and December EHR Challenge Winners

*Thanks to all who participated !!!*

November Challenge Winner

Christie Cox  
(Kingsport Family Medicine)



December Challenge Winner

Carrie Sanders  
(Kingsport Family Medicine)



## January EHR Challenge

For our January challenge, the EHR Team is seeking the best "self-help" users. Using this month's newsletter as a resource (the URL can be found somewhere in this edition's pages), navigate to the EHR Weebly home page, enter your name and email address in the Questions or Comments section, and then share what you believe to be the most helpful part of the EHR website in the Comment section. The winner will be selected from a drawing of all entered comments. Good luck!

