



Quillen Quick Notes



Spooky Tips and Tricks

EHR Team Gets in the Halloween Spirit

Page 1

- Spooky Tips and Tricks
- Lab Clean-Up

Page 2

- Tune-Ups
- Educate Yourself!
- Ask the Experts

Page 3

- Help Desk Support
- EHR Challenge

Page 4

- The Developer's Zone



Dr. Summers and Monaco



Dr. Gebka and Jennifer



Dr. Culp and Tracy



Carrie Sanders, JCFM



Dr. Avonda and Bridget



Heather Ledwell and Patsy Vines, JCFM

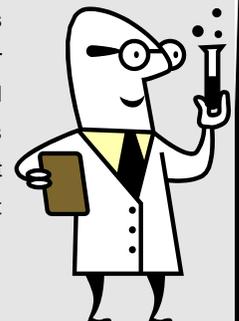
The Lab and the EHR Team will be working on cleaning up lab orders in Allscripts. Any lab order that is older than **three months** will be removed from the system.

Please keep in mind, this process

will be ongoing management of the EHR, and lab orders three months or older will be removed from the system. Accurately filling in the "To Be Done" date will be very important (i.e. for labs that need to be done in six months, order the lab for six months, not today). For offices that schedule lab appointments, the lab will

In the true spirit of Halloween, the EHR team decided to visit the offices that have already gone live and shower them with candy and good will. We would like to thank the doctors who cheerfully allowed us to become their twins for the day: Dr. John Culp (BFM), Dr. Jeffrey Summers (KIM), Dr. Ann Gebka (OB-GYN) and Dr. Tom Avonda (JCFM). We hope you all had as much fun as we did!

change the "To Be Done" date when the appointment is scheduled. Offices should consider workflows and inform providers and staff about this important update.



"Tune Ups" Continue at JCFM and OB/GYN



During the month of October, the EHR team spent some time with Johnson City Family Medicine (JCFM) and ETSU OB/GYN facilitating "Tune Up" weeks, in which the practices received some assistance in fine tuning their EHR usage and workflows.

The week of October 11-15th was dedicated to working with JCFM. They were the first office to Go-Live with the Allscripts system, so returning to see the medical records office completely empty of paper charts was an eye-opener to the changes that take place with EHR implementation.



Tracy Jones and Jennifer Logan sit down with Dr. Jack Woodside (JCFM) to discuss the EHR system.

The last full week of October was spent with OB/GYN, and the team received some great recommendations on improving the note forms and note types.

Not only was a new Well Woman note type created for the office, but several additions/improvements were also added to the Physical Exam section and Review of Systems.

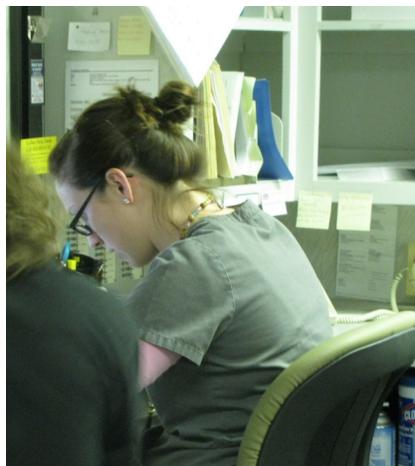
The nurses also provided valuable insight into work lists and task lists, and some changes were made to ordering and printing requisitions.

Like JCFM, OB/GYN was spotted clearing out an entire room which previously held paper charts. While learning and tweaking the system can be a bit tiresome, seeing the creation of additional space, less paper work, and improved tracking of patient care makes the effort worthwhile.



Shelves at JCFM, that had previously held hundreds of charts, are now completely empty.

Front Desk and Lab workflows were revisited and improved upon, and the feedback from providers and residents about note forms, work lists, and task lists was used to improve the use of the electronic chart.



Allison Smith uses the new workflow for check out.



New fellow Dr. Tracy Goen sits with Jennifer Logan to go over some basics.

Educate Yourself!

Visit our New EHR Website

We've enhanced our former blog site to incorporate all of our educational materials—training manuals, instruction documents, newsletters, YouTube videos, and a new user forum.

quillenphysiciansehr.weebly.com

Visit often for the latest info, updates, and photos.

Ask the EHR Experts

Question: Help! Some of our patients' medication lists are getting too large and difficult to manage. Why are the lists so long and cumbersome?

Answer: Apart from the patient being on a considerable number of meds, take a look at how the medications are being ordered. Are medications being renewed? or re-entered? The best way to manage the list is to "renew with changes" for medications that have already been entered into the system.

And don't forget to reconcile the list. . . To meet meaningful use requirements, med lists must be reconciled at each patient encounter.

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
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. 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 voicemail after hours will not reach us until the following morning.



October's EHR Challenge Winner

This month's winner is Suzanne Hammonds, a nuclear medicine tech for ETSU Cardiology (CEB II).



November EHR Challenge

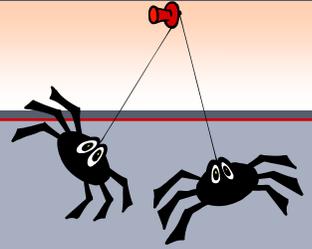
“Lightning could strike!” One of our test patients is diagnosed with the active problem **994.0 — Hit By Lightning**. Be the first to provide us with the test patient's name. (Hint: Search for patient with the last name of “Test”)

E-mail your response to:

EHRmail@qetsu.org

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

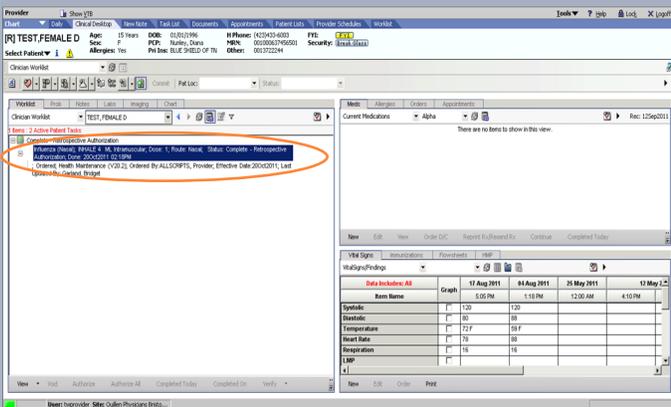
From the Developer's Zone



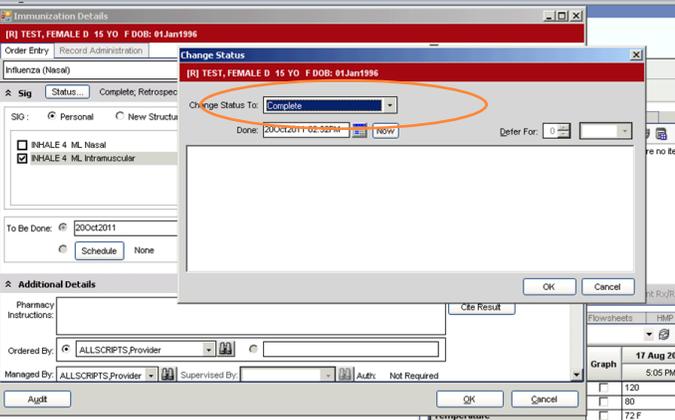
Work-Around for Order Notification Tasks/Worklist Retrospective Authorizations

In the event you are experiencing issues with Order Notification Tasks and Worklist Items that will NOT allow you to authorize them ("Authorize" is grayed out in the toolbar), the following workaround should fix the problem until we can get the issue resolved with Allscripts.

1. From the Worklist, open the order to edit it.

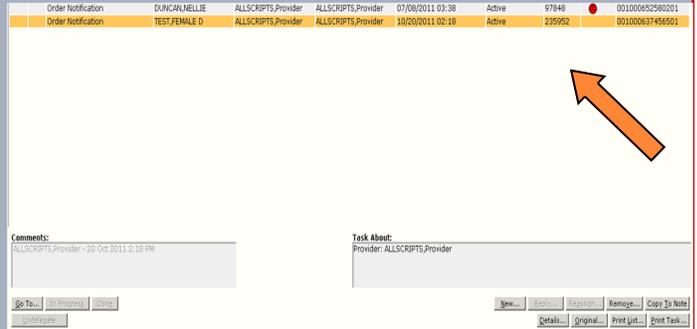


2. Click on the "Status. . ." box and the "Change Status" selector will open. The drop-down menu should read "Complete." Click "Ok" and then "Ok" again in the next box.

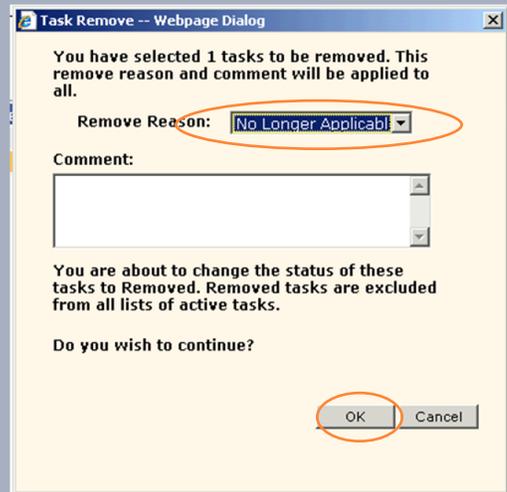


3. If the Encounter Selector appears, choose the appropriate encounter date and click on "Ok." Click on the yellow "Commit" button and the Encounter Summary will pop up. Confirm that the Status is "Complete" and then click "Save and Continue."

4. Return to the Task List and highlight the Order Notification task by single clicking. Click on the "Remove. . ." button in the bottom right-hand corner of the screen.



5. The "Task Remove" box will generate. Select "No Longer Applicable" as the Remove Reason in the drop-down box and click "Ok."



6. The Order should now be removed from the Worklist, appear under the Orders tab as a complete order, and the Order Notification task is removed.

