



# TouchWorks EHR Upgrade Version 20

Logging In and Schedule

Go-Live Date 05/24/2021

# Logging In

- If you are an on-boarding provider that needs EPCS-enrollment for controlled substances, a member of the EHR team will help you enroll, set up your security account, and log in.
- If you are already enrolled in EPCS prior to May 24, 2021, please see the EHR website <https://www.quillenphysiciansehr.com/v20-training-logging-on.html>
- After your first log in, the logging into the EHR process has simplified.



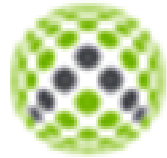
User name:

Password:

Domain:

1. Log into ETSU Health Citrix icon from inside the clinic or <https://mea.allscriptscloud.com> for outside of the clinic.
2. Enter your username and ETSU email password.

# Logging in



Details

TouchWorks EHR LIVE

East Tennessee State University

Sign in

etsuprovider@etsu.edu

....

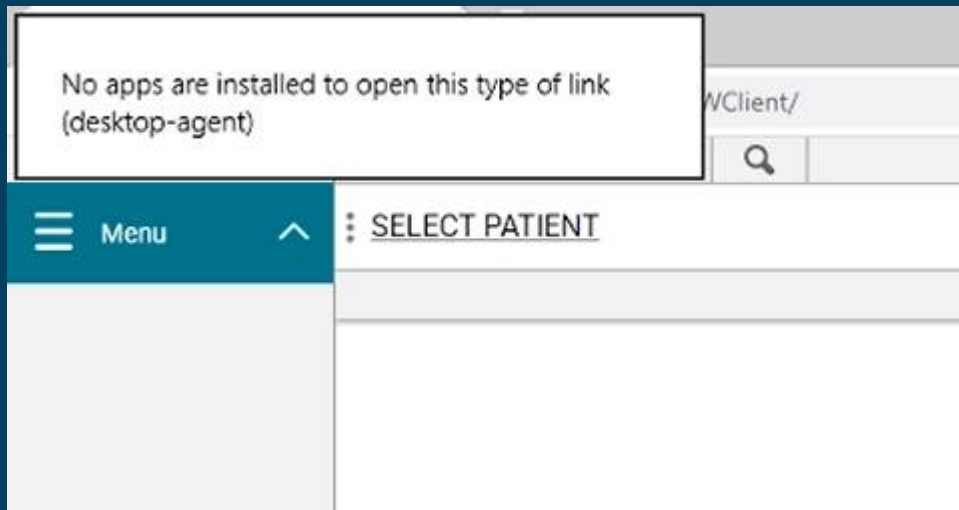
Sign in

3. Click the TouchWorks EHR LIVE icon.

4. Log into ETSU domain again using your full email address and password.

# No apps installed error message

- The no apps installed error message is a known issue.
- This issue may be resolved by Go-Live date.
- It has been reported to Allscripts.
- Click back on the EHR and it will go away.



# My Current Session

- Always, always, always log into the correct site or location.
- This is how the orders flow to the nurse or check out staff.

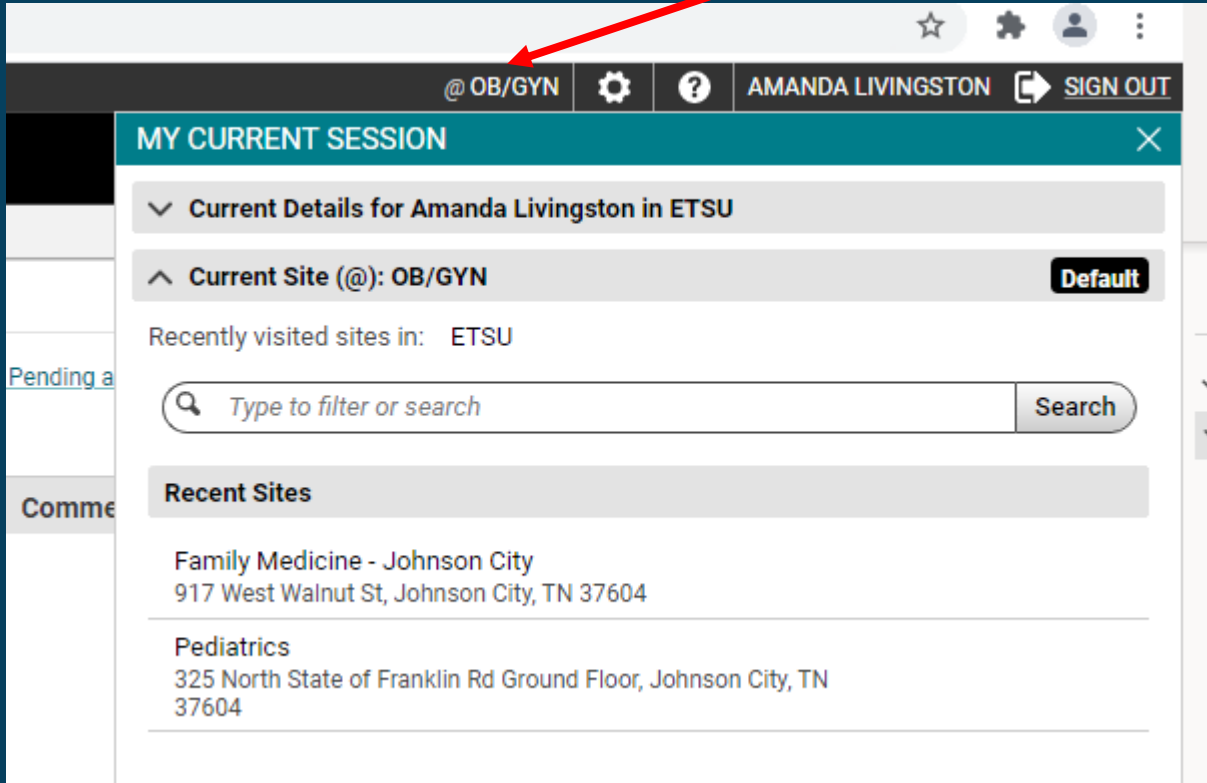
The screenshot displays the 'My Current Session' window. At the top, it shows 'Current Details for Amanda Livingston in ETSU'. Below this, the 'Current Site (@): OB/GYN' is selected, with a 'Default' button next to it. A section for 'Recently visited sites in: ETSU' includes a search bar with the placeholder text 'Type to filter or search' and a 'Search' button. Underneath, a 'Recent Sites' list shows two entries: 'Family Medicine - Johnson City' (917 West Walnut St, Johnson City, TN 37604) and 'Pediatrics' (325 North State of Franklin Rd Ground Floor, Johnson City, TN 37604). At the bottom of the window, there are 'OK' and 'Cancel Sign in' buttons.

- Current Site shows site currently selected.
- You can make a site your Default.

- Use your Search box to look for a new site or location.

# Current Site

- Your current site is visible in the upper right corner now.
- By clicking on the name of your site, the My Current Session opens back up.
- You can change your site from here as well.



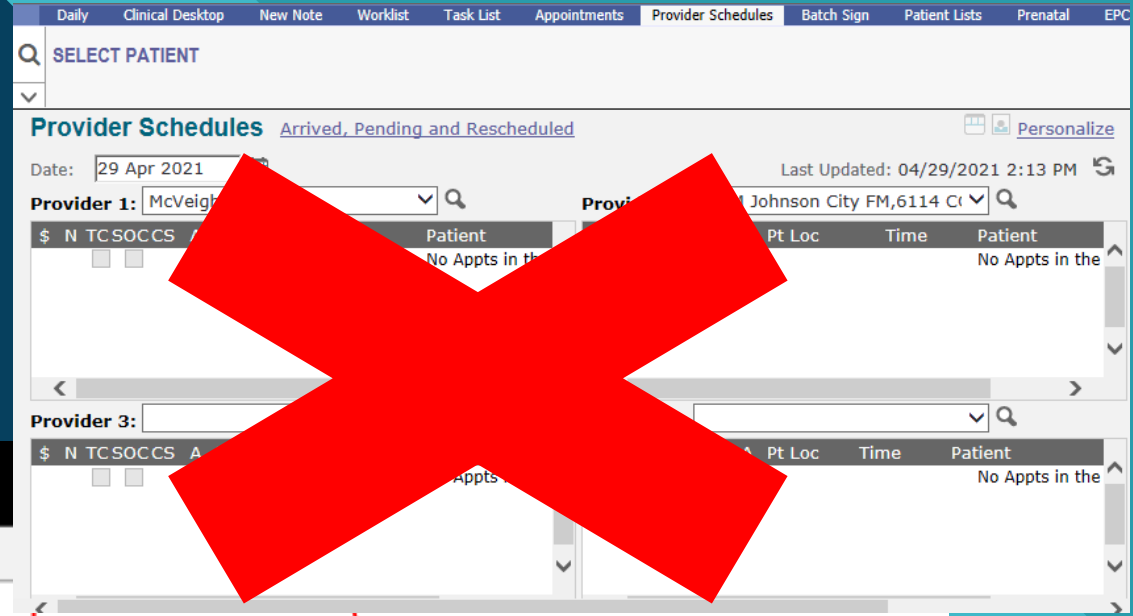
# Now opens in Chrome

- Touchworks should now run in Chrome as recommended by Allscripts.
- Touchworks EHR will no longer open in Internet Explorer.



# Schedule

- The four panel-Provider Schedules is no longer available.
- The four different providers are available on the Schedule page as tabs.



**SELECT PATIENT**

**SCHEDULE** | | | | | | | | | [CHART](#) | [CHARGE](#)

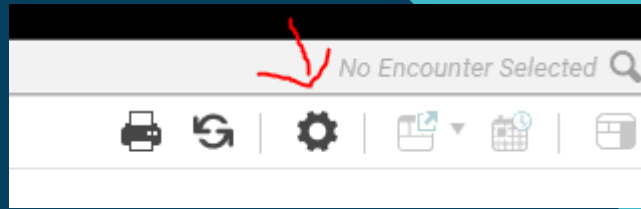
For **My Providers View** **MY** [ALLSCRIPTS, Provider](#) [ALLSCRIPTS17, Provider](#) [ALLSCRIPTS, Midlevel Provider](#) [ALLSCRIPTS, Resident](#) [Arrived, Pending and Rescheduled](#)

Date **13-Oct-2020** **Today** **SUN** **MON** **TUE** **WED** **THU** **FRI** **SAT** **All: 6** **AM: 6** **PM: 0** [Select one or more filter](#)

\$	N	TC	SC	CS	A	Pt Loc	Pt Status	Time	Patient	MRN	Type	Dur
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Arr			08:20 am	Superuser, Superman	0010006435135...	AV15	15
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Arr			08:35 am	Superuser, Daredevil	0010006435325...	AV15	15
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Arr			08:50 am	Superuser, Loislane	0010006435259...	AV20	20
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Arr			09:15 am	Test, Isabella	0010006412712...	OA20	20
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Arr			09:35 am	Allscripts, Brad	0010007746662...	AV15	15
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Arr			10:15 am	Test, Courtney	0010006412746...	AV15	15



# Schedule-Customize



- The Schedule-Customize option is accessible from the gear box in the top right.
- From within this window, you can create your My Providers View and add Provider 1, Provider 2, Provider 3, and Provider 4 to be shown on the previously mentioned tabs.
- The My Providers View did not increase the number of providers that we can load.

A screenshot of the 'Schedule - Customize' dialog box. The dialog is titled 'Schedule - Customize' and has a close button (X) in the top right corner. It is divided into two main sections. The left section contains several settings: 'Default Provider' is set to 'My Providers View'; 'Automatic Refresh' is set to '1 minutes'; 'Double-Click Action' is set to 'Chart'; 'Occ Med Navigation' is set to 'Encounter Summary'; 'Schedule Contents' is set to 'Arrived, Pending and Rescheduled'; and 'My Providers View' is a list containing 'ALLSCRIPTS, Cardiologist', 'ALLSCRIPTS, Family Medicine', 'ALLSCRIPTS, Midlevel Provider', 'ALLSCRIPTS, Provider', and 'ALLSCRIPTS, Pediatrician'. Below this list are 'New Provider' and 'Remove' buttons. The right section contains four provider selection fields: 'Provider 1' (ALLSCRIPTS, Provider), 'Provider 2' (ALLSCRIPTS17, Provider), 'Provider 3' (ALLSCRIPTS, Midlevel Provider), and 'Provider 4' (ALLSCRIPTS, Resident). Below these is a 'Favorite Providers' list with names like 'Abonofal, Abdulrahman', 'Al-Ta'Mari, Ahmad', etc. There are 'Add' and 'Remove' buttons for this list. At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

# Schedule changes

- Green indicator shows new pt arrival behavior since provider's schedule was last viewed.

The screenshot shows a scheduling interface with several annotations:

- 1**: A blue box with the number 1 is positioned above the top navigation bar, with two blue arrows pointing to the words "Allscripts, Family Medicine" and "Allscripts, Provider" in the filter section.
- 3**: A blue box with the number 3 is positioned to the left of the date and day selection area, with a blue arrow pointing to the date "24-Mar-2020".
- A red arrow points from the bottom right of the screenshot towards the "CHART" button in the top navigation bar.

\$	N	D	TC	SC	CS	A	Pt Loc	Pt Status	Time	Patient
\$	✓		✓	☐	👤	Arr			09:00 am	Allscripts, Abby B.
\$			✓	☐	👤	Arr			09:30 am	Allscripts, Belle
			☐	☐		Pen			02:00 pm	Allscripts, Casper
	✓		✓	☐	👤	Arr			02:30 pm	Allscripts, Dexter B.

- The underlined words are jump links to section.
- This functionality works throughout Touchworks.