

Patient Engagement – From Your Office to Their Home and Everything In Between



□ Block & Biggs Road Show



Who Are We?



□ Bradley M. Block, M.D.

- Family Physician in independently owned, four physician Family Medicine group in Oviedo, Florida
- eCW User for 9 years

□ William “Reddy” Biggs, M.D.

- Endocrinologist in independently owned, twenty-three physician Internal Medicine Multi-Specialty group in Amarillo, Texas
- eCW User for 7 years

Why Were We Asked to Speak?



□ Bradley M. Block, M.D.

- Voted one of Orlando's "Best Doctors" in Family Medicine by local physicians 2011 - 2013

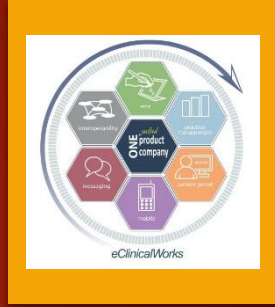
□ William "Reddy" Biggs, M.D.

- Voted "Texas Monthly Super Doctor" Endocrinologist 2005 - 2013

□ Both of us:

- "eClini-Geeks" on the eCW Web User's Forum for assisting users w/ expert eCW advice
 - Dr Block – written over 1,400 posts
 - Dr Biggs – written over 2,900 posts & is a Forum Moderator

Goal of Our Talk



- Explore Real World & Virtual Ways to Transform your Practice into a Modern Platform of Patient Care that Maximally Enhances the Patient Experience & Involvement with your Practice

Why Bother to Make Changes – Who Cares About This & How Does This Benefit Me?



□ Patients!!

- Desire - High Quality Care, Perceived Value For Their Money (espec if high deductible) & Physician Availability
- Benefit - Improved Patient Satisfaction & Loyalty, Increased Referrals, Better Compliance w/ Care, Better On-Line Physician Reviews, Reduced Complaints to Insurance Plans

Who Else Cares About This & How Do We Benefit From This?



❑ Health Insurance Plans

- ❑ Desire - Cost Effective Care & Satisfied Members
- ❑ Benefit - P4P Bonus \$, Fee Schedule Rates, “Star” Status Designations, Preferred Copay Status, \$ for Web Encounters

❑ ACO's

- ❑ Desire - Highly Coordinated & Cost Effective Care while Reaching Quality Benchmarks
- ❑ Benefit - Shared Care Savings Bonus \$ from CMS

❑ PCMH Certification

- ❑ Desire/Require - Highly Coordinated Care & Satisfied Members
- ❑ Benefit - Higher Fee Schedule Rates, PMPM Management \$

Goals of Patient Engagement



- ❑ Develop Strong Physician & Practice to Patient Relationships
- ❑ Encourage Patients to Use Us to Coordinate Their Care
- ❑ Oversee Medical Care & Medical Needs
- ❑ Stay Connected w/ Patients - Provide Tools
- ❑ Provide Continuity of Care During & After Hours
- ❑ Inform Patients What We Expect of Them

Overview of Our Presentation



- ❑ Share Strategies, Ideas & Examples that Providers, Staff & Front Office can utilize through both eCW Capabilities & non-eCW Technologies
 - ❑ Virtual Engagement
 - ❑ Live Engagement – Office Facility, Medical Providers, Staff
 - ❑ Customization
- ❑ Question & Answer Session at the End



First Contact of the Virtual Kind – The Office Web Site

□ Assist in Patient Care & Engagement

AMS HOME PAGE ABOUT AMS AMS LOCATIONS GUESTBOOK PATIENT PORTAL

Amarillo Medical Specialists, LLP

TOMORROW'S HEALTHCARE... TODAY

Our Specialties

- Primary Care Medicine
- Endocrinology / Diabetes
- Gynecology
- Infectious Diseases
- Nephrology
- Neurology
- Pulmonary Diseases
- Rheumatology

Services

- Patient Portal
- Privacy Policy
- Ownership Page
- Downloadable Content
- Insurance Plans Accepted
- How to interpret your lab results
- New Patient Pages
- Patient Survey for Suite 405
- Patient Survey for Suite 400
- Med Refills

Primary Care Internal Medicine and Medical Subspecialties

Welcome to Amarillo Medical Specialists.

Amarillo Medical Specialists is the largest private practice Internal Medicine group in the Texas Panhandle. We are focused on providing a patient centered approach, and we want to be your 'Medical Home'.

ANNOUNCING : SAME DAY APPOINTMENTS & EVENING APPOINTMENTS

Same day appointments are available with Drs Hernan Miranda (358-1374), Susan Neese (677-2039), and Raj Saralaya (677-2002). If you are sick and need to be seen that day, please call in as soon as you can so we can give you a specific time.

Evening appointments and evening clinic will be available starting February 1st, with Dr Miranda. If you are a new patient, please call for an evening appointment at 358-1374.

Our Doctors

- Emily Archer, MD FACOG
- Estelle Archer, MD
- Cesar Arias MD FACE
- William C Biggs MD FACE
- Kenny M Brantley MD PhD
- Nam Do, MD FACP
- L Edwin Dodson, MD
- Milton A Giron, MD FASN
- Luzma Houseal MD
- Alan Keister MD
- Georges M Mallha, MD
- Hernan Miranda, MD
- Tarek Naguib, MD
- George Marck, MD
- Susan Neese, MD
- Steven Norris, MD
- Carlos Plata, MD
- Pablo S Rodriguez, MD
- Jesus N Sahad, MD
- Shipa Saralaya, MD
- Raj Saralaya, MD
- Lawrence Schaeffer, MD
- Stephen J Usala MD PhD

TEXAS Super Doctors

Office Web Site – Tell Patients What Makes Your Practice Special



- Practice Philosophy & Mission
- Services Provided by Practice

**Block, Nation, Chase & Smolen
Family Medicine**

Our goal is to create a medical office that gives high quality patient care and excellent customer service in a pleasant environment.

Our Philosophy and Mission

We Value Our Patients



So often we hear that people are treated as nameless co-payments. We believe that patients are people and should be treated warmly, respectfully, and with empathy. We strive to give them excellent care. We offer a modern medical practice that is warm and welcoming. Our desire is to create strong, long-term relationships with individuals and their families.

We are all Board Certified in Family Medicine and are committed to giving you and your family the highest quality health care. We are pleased to care for infants, children and adults. That means, the whole family can come to the same office. Our Preventative Health Services include: Well Baby and Well Child exams, Sports Medicine, adult Physical Exams and Pap Smears, and Cancer Screening. Of course, we also provide routine medical services such as: care for minor illnesses, sprains and strains, Asthma, Hypertension, Diabetes, etc., as well as in-office procedures like skin biopsies for abnormal moles. Our office has health care providers who perform Osteopathic

Patient Portal

Our [Patient Portal](#) is now up and running for patients who would like to access their files and communicate with us through a secure, encrypted on-line connection. If you have not yet been "web-enabled", ask our staff to help you set up your portal account. [Click here](#) for more information.

Forms

If you have not been seen by us since 2011, please print off and fill out new paperwork for your next appointment.

[Click here for forms.](#)

- HOME
- PATIENT PORTAL
- OUR DOCTORS
- SERVICES WE PROVIDE
- CONTACT US
- LOCATION
- PATIENT FORMS
- LABS & X-RAY CENTERS
- OFFICE HOURS & FAQS

Help Patients Get to Know Your Docs & What Makes Them Special



□ Physician Photos & Bios

Amarillo Medical Specialists, LLP

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- Med Refills



William C. Biggs, MD, FACE, ECNU (806) 358-8331
Endocrinology and Internal Medicine
Managing Partner, CIO, Amarillo Medical Specialists, LLP

TEXAS Super Doctors

Listed as "Texas Monthly Super Doctor" 2005 through 2012
Fellow, American College of Endocrinology

Dr Biggs enjoys helping people with difficult endocrine problems, particularly diabetes, diabetes during pregnancy, and thyroid diseases.

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- George Marck, MD
- Susan Neese, MD
- Steven Norris, MD
- Carlos Plata, MD
- Pablo S Rodriguez, MD
- Jesus N Sahad, MD
- Shilpa Saralaya, MD
- Raj Saralaya, MD
- Lawrence Schaeffer, MD
- Stephen J Usala MD PhD

Help Patients Get to Know the Staff



- Listing of Staff by role & what duties they perform for patients
- Patients can see which Nurse works with which Doc

Nursing Staff



**Rowena
(Dr Block)**



**Michelle
(Dr Nation)**



**Valerie
(Dr Smolen)**



**Porsche
(Dr Chase)**

We are the Nursing Staff; as Medical Assistants, we specialize in helping you with:

- Bringing you back to the doctors for your appointment
- Checking your vital signs, like weight & blood pressure
- Confirming all your concerns that you would like to address with the doctor
- Assisting doctors with exams
- Performing in-office lab tests
- Answering phone calls regarding medical issues like referral requests, test result requests, and medication questions.
- Processing insurance referrals for care that your physician has requested
- Calling you back with test results, instructions from your doctor, or answers to your questions as per instructions provided by your doctor
- Calling you back to confirm when your requests for prescription refills, referrals, or other physician paperwork has been completed

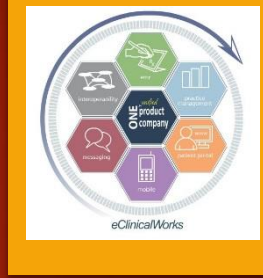
Phlebotomist



I am the office Phlebotomist, and I specialize in helping you with:

- Drawing blood for tests ordered by the doctors
- Running basic in-office tests on urine specimens
- Preparing and processing blood & urine specimens to be picked up by the lab facility that your health plan utilizes

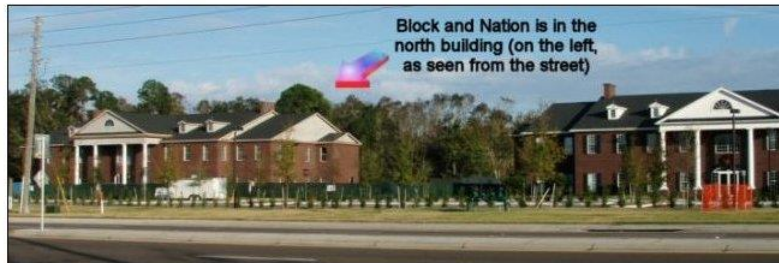
Use Web Technology to Help Patients to Find Your Office



- ❑ Map Link to Office
- ❑ Photo of Office Building

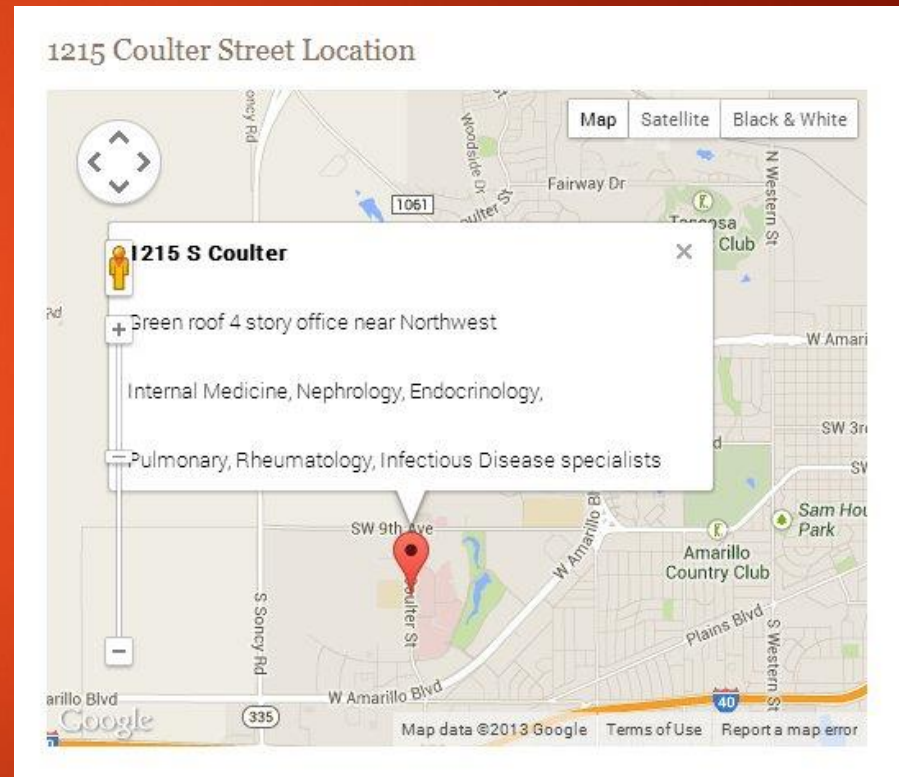
Location

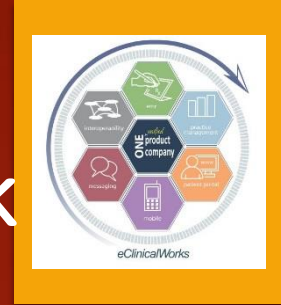
Our office is located at 2441 West State Rd 426, Suite 2011, Oviedo, Florida 32765. Our office is in the red brick building on the left; we are on the second floor:



Block and Nation is in the north building (on the left, as seen from the street)

Note: There is both an elevator and stairway up to our office from the first floor entry.





Assist Patients with Required Paperwork

- Provide PDF Forms to Print, Fill Out, & Bring in or Fax to Office

- ❑ “New Patient” Forms including Office Intro, Policies & Map
- ❑ Existing Patient Forms for Updating Info
- ❑ Special Use Forms
 - ❑ Records Release, Parental Consent to Treat an Unaccompanied Minors, Diabetic Forms

Provide Important Info for Patients Regarding Practice



- ❑ Office Hours & FAQ's
- ❑ Contact Info including After Hours On-Call # & Extensions for Reaching Staff Directly
- ❑ Insurance Plans Accepted
- ❑ HIPAA Privacy Policy

Important: For all medical emergencies, call 911.

Contact Us

Phone 407-678-6888
Fax 407-678-0252
Mailing address 2441 West State Rd 426, Suite 2011
address Oviedo, Florida 32765

After Hours

- To speak to an **on-call physician** after hours for urgent medical concerns, call our answering service at 407-215-7903.
- To **leave a message** for staff after hours which they will receive the next morning, call our regular number 407-678-6888 any time (or use our [Patient Portal](#)).

Telephone System

All incoming phone calls go through a telephone triage system. Here are some frequently-used extensions and voice-mail boxes that you can go to directly:

Press 0	Schedule or cancel an appointment. Available only during office hours.
Press 2	Leave a message for Dr. Block's nurse. Available 24 hours a day.
Press 3	Leave a message for Dr. Nation's nurse. Available 24 hours a day.

For non-urgent medication refills, referrals, test results or other medical concerns, you can leave a message:

Press 2	Leave a message for Dr. Block's nurse. Available 24 hours a day.
Press 3	Leave a message for Dr. Nation's nurse. Available 24 hours a day.

Physician On-Call

How do I reach a physician after-hours?

If you are experiencing a medical emergency, please call 911.

To page our physician on-call for urgent medical concerns when our office is closed, call our live-person answering service at **407-215-7903**.

Office Hours

What are your office hours?

Our regular office hours are Monday through Friday from 7 am to 5 pm, except Wednesdays, when we are only open from 8 am to 1 pm.

Please note that on every 2nd and 4th Thursday of the month, our office will be closed for a staff meeting from 1 to 2 pm.

Printable version

- HOME
- PATIENT PORTAL
- OUR DOCTORS
- SERVICES WE PROVIDE
- CONTACT US
- LOCATION
- PATIENT FORMS
- LABS & X-RAY CENTERS
- OFFICE HOURS & FAQS
- STAFF
- INSURANCE
- PATIENT EDUCATION
- USEFUL WEB LINKS

Provide General Medical Information



- ❑ Patient Education
- ❑ Helpful Web Site Links
 - ❑ Labs & Local Radiology Centers
- ❑ High Quality Medical Web Site Links
 - ❑ Mayo Clinic, CDC, etc.
- ❑ Info on How to Interpret & Understand your Blood Test Results

Amarillo Medical Specialists, LLP
TOMORROW'S HEALTHCARE... TODAY

Our Specialties

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- Endocrinology / Diabetes
- Gynecology
- Infectious Diseases
- Nephrology
- Neurology
- Pulmonary Diseases
- Rheumatology

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- Patient Portal
- Privacy Policy
- Ownership Page
- Downloadable Content
- Insurance Plans Accepted
- How to interpret your lab results
- New Patient Pages
- Patient Survey for Suite

How to interpret and understand your blood test results

Your blood test results explained and lab tests reviewed

- Overview
- Glucose
- Electrolytes
- Waste Products
- Enzymes
- Proteins
- Blood Fats
- Minerals
- Thyroid
- Glycohemoglobin
- CBC
- Risk Factors
- Urinalysis
- Thyroid Antibodies
- Lab Normals

Overview

Laboratory tests are tools helpful in evaluating the health status of an individual. It is important to realize that laboratory results may be outside of the so-called "normal range" for many reasons. These variations may be due to such things as race, dietetic preference, age, sex, menstrual cycle, degree of physical activity, problems with collection and/or handling of the specimen, non-prescription drugs (aspirin, cold medications, vitamins, etc.), prescription drugs, alcohol intake and a number of non-illness-related factors. Any unusual or abnormal results should be discussed with your physician. It is not possible to diagnose or treat any disease or problem with this blood test alone. It can, however, help you to learn more about your body and detect potential problems in early stages when treatment or changes in personal habits can be most effective.

Use the Web to Connect with your Patients



□ Patient Portal (& Healow App)

Explanation, Tutorial
& Link to Portal Site

□ Facebook Page



Amarillo Medical Specialists Patient Portal

If you have used our portal, please participate in our survey!
[Click here to take the portal survey](#)

CLICK HERE TO TRANSFER TO PATIENT PORTAL

This is a new feature, if you have any questions, please call our offices.

Here is a brief YouTube tutorial about how to use your Patient Portal with our office.

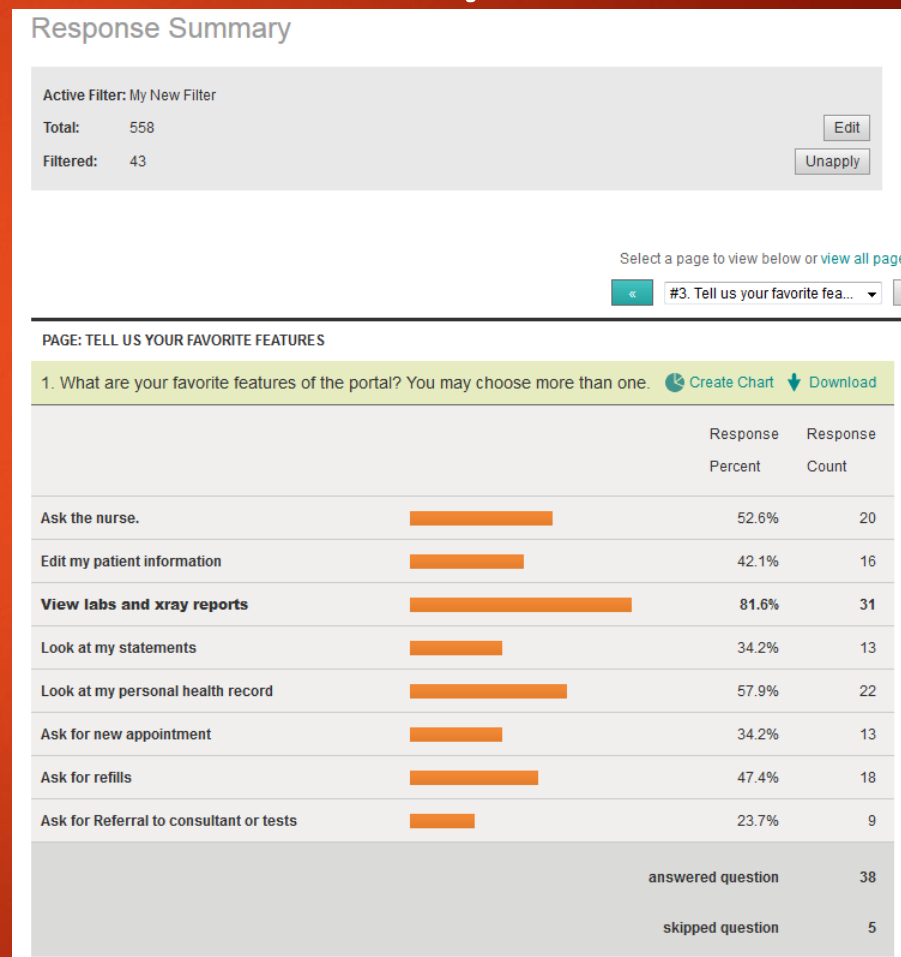
The screenshot shows a YouTube video player for a tutorial titled 'eCW Patient Portal Version 5'. The video content shows a screenshot of the patient portal interface with a table of referrals. The table has columns for 'date', 'details', and 'visit date'. The first row shows a referral on 09/26/2011 to 'William Block referred to Susan Hines for New PCP referral' with a visit date of 09/26/2011. The second row shows a referral on 08/01/2012 to 'William Block referred to William Biggs referred to Susan Hines for New PCP' with a visit date of 12/27/2011. A play button is overlaid on the video player.

Use the Web to Get Feedback from your Patients – Create & Use Patient Surveys



☐ SurveyMonkey.com

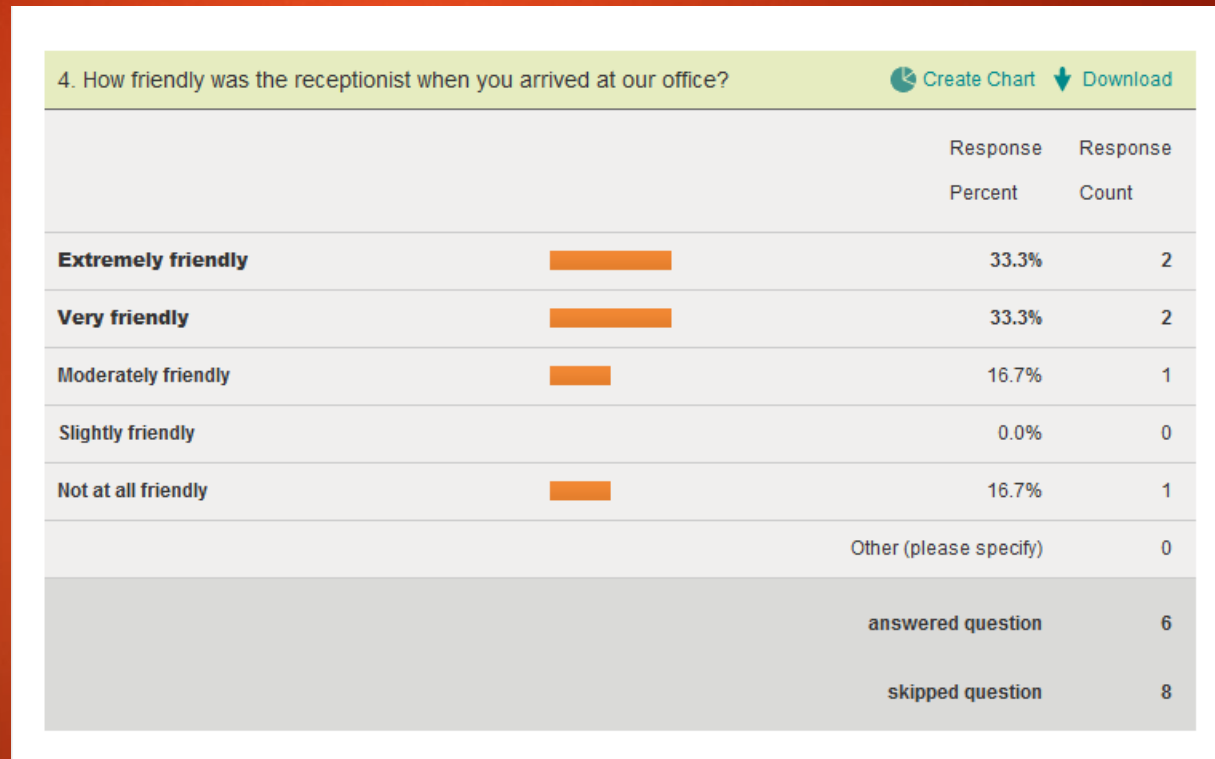
☐ Portal Surveys



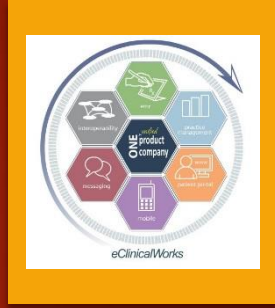
Use Satisfaction Survey Results to Improve the Practice



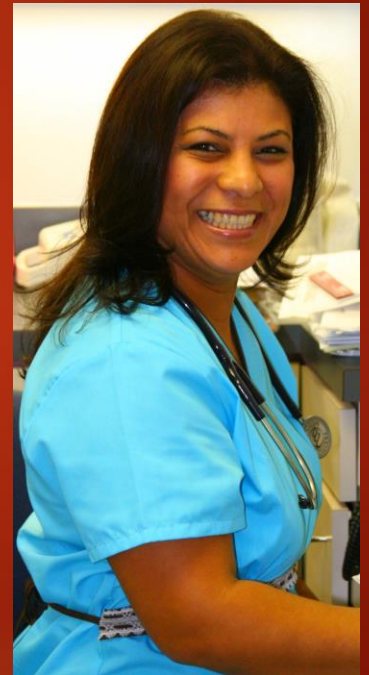
❑ Low scores suggest a need to evaluate further



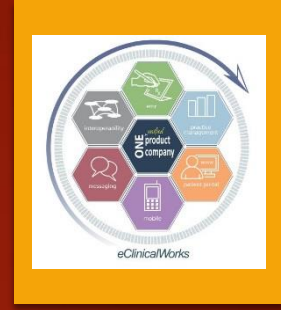
First Contact of the In-Person Kind – The Office Facility & People



- ❑ Assist in Patient Care & Engagement
- ❑ Office Amenities, Layout,
& Environment
- ❑ Live Person Interactions



Comfortable Waiting Room with Private Feel & Internet Access



- ❑ Comfortable Seating with Clustered Arrangement for Intimate Feel



- ❑ Medical Television Programming

 - ❑ Accent Health - Approp for All Audiences

- ❑ TV Provides Comfortable Background Noise

- ❑ Public WIFI throughout the Office for Patients

Special Areas for Children or for Family Waiting on Patients – Keep Everyone Happy



☐ Children's Area

- ☐ Play Area w/ Children's Seating
- ☐ Children's Movies Playing
- ☐ Children's Books

☐ Entertainment Area

- ☐ TV (non-medical)
- ☐ Louder, More Relaxed Atmosphere



Keep Bright, Pleasant Environment throughout Office



- ❑ Relaxing Décor & Color Schemes
- ❑ Increase Natural Light
- ❑ Avoid Crowded or Cluttered Appearance



- ❑ Pleasant Background Sounds for Privacy Feeling &/or to Relax Patients
 - ❑ Nature Sounds or Background Music

Design Exam Room Layout for Best Interaction



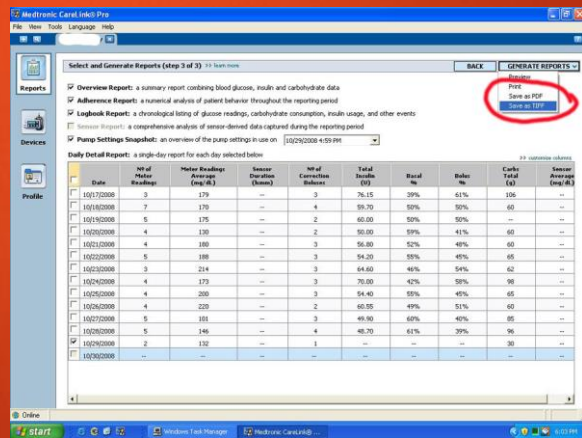
- ❑ Keep Self Lined up for Eye to Eye Interaction with Patients
- ❑ Pull-Out Countertop for Tablet PC's & for Filling Out Forms



Use PC Monitors in Exam Rooms to Review Data with Patients



- Review Lab Results or Any eCW Flowsheet
- Review BS Logs & Insulin Pump Logs



Lab: HEMOGLOBIN A1C				
Order Date	07/26/2013	02/01/2013	11/01/2012	10/17/2012
Name/Collection Date	10/17/2012	04/24/2013	10/17/2012	10/17/2012
Hemoglobin A1c	Not Resulted	Not Resulted	Not Resulted	Not Resulted
HEMOGLOBIN A1c	6.3 # (<5.7 % of total Hgb)	6.2 # (<5.7 % of total Hgb)	6.5 # (<5.7 % of total Hgb)	Not Resulted

Lab: Iron, TIBC, % Sat				
Order Date	10/17/2012	05/15/2012	11/17/2011	08/17/2011
Name/Collection Date	10/17/2012	08/07/2012	02/07/2012	11/04/2011
Iron (mg/dL)	455 (250-450 ug/dL)	Not Resulted	Not Resulted	Not Resulted
TIBC (mg/dL)	Not Resulted	3145 (160 mg/dL)	2545 (160 mg/dL)	2545 (160 mg/dL)
% SAT	32 (150-375 ug/dL)	Not Resulted	Not Resulted	Not Resulted
IRON BINDING CAPACITY	Not Resulted	420 (250-450 mg/dL)	433 # (250-450 mg/dL)	Not Resulted
Iron Saturation	Not Resulted	Not Resulted	Not Resulted	Not Resulted
% SAT/IRON	Not Resulted	20 (15-50 % (Lab))	14 # (15-50 % (Lab))	17 (15-50 % (Lab))
Iron Saturation	Not Resulted	Not Resulted	Not Resulted	Not Resulted

Lab: Lipid Panel (Tchol, Trig, HDL, LDL) wnon-HDL-C				
Order Date	11/01/2012	11/17/2011	08/17/2011	11/04/2011
Name/Collection Date	01/24/2013	02/07/2012	11/04/2011	11/04/2011
CHOLESTEROL, TOTAL	191 (125-200 mg/dL)	201 (125-200 mg/dL)	170 (125-200 mg/dL)	170 (125-200 mg/dL)
HDL CHOLESTEROL	25 # (35-65 mg/dL)	29 # (35-65 mg/dL)	29 # (35-65 mg/dL)	29 # (35-65 mg/dL)
TRIGLYCERIDS	184 # (<150 mg/dL)	138 (<150 mg/dL)	143 # (<150 mg/dL)	143 # (<150 mg/dL)
LDL CHOLESTEROL	141 (70 mg/dL (Calc))	111 (70 mg/dL (Calc))	104 (<100 mg/dL (Calc))	104 (<100 mg/dL (Calc))
NON-HDL CHOLESTEROL	136 (COR < 130 (Calc))	136 (COR < 130 (Calc))	136 (COR < 130 (Calc))	136 (COR < 130 (Calc))
NON-HDL CHOLESTEROL	Not Resulted	Not Resulted	Not Resulted	Not Resulted

Make Waiting Time More Pleasant



- ❑ Patient Coaster Pagers - Give to patients waiting for testing - X-Rays, etc.
- ❑ Reasonable Cost, Compact, & patients like freedom to roam around



-
- ❑ For Calls on Hold - Use Telephone On-Hold Sound Track

Don't Forget the Other Important Aspect of the Office Environment – The People - Staff Makes a Difference



- ❑ Warm, Friendly, Helpful, Empathetic Staff
- ❑ Name Tags
- ❑ Name Used when Answering Calls
- ❑ Patient-Staff Relationships -
 - ❑ Continuity of Care - Each doc has one nurse for care & referrals
 - ❑ Strive to Keep Staff Long-term
 - ❑ Flexible Scheduling (when possible), Salary & Benefits (espec Health Insurance)

Care Coordinators – Personalized Care for Your Patients



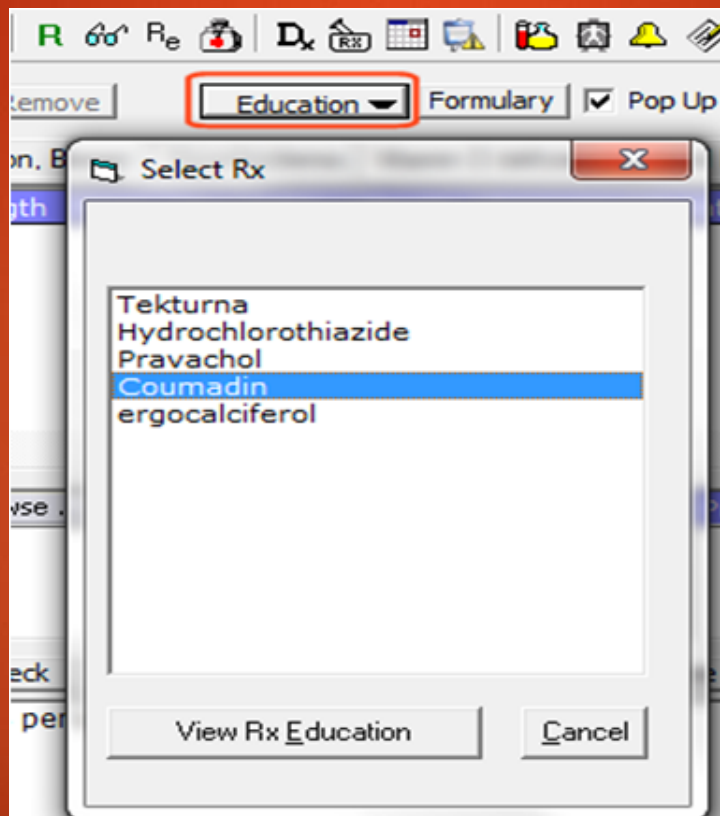
- ❑ Provide Close Follow Up of Patients High Risk for Poor Medical Outcomes, High Medical Costs or Hospitalization
 - ❑ Chronic Medical Conditions (Diabetes, CHF, Asthma, etc.)
 - ❑ Unstable Medical Conditions
 - ❑ Hospital Discharges

More Aspects of Live Patient Engagement – Providing Actual Medical Care & Guidance

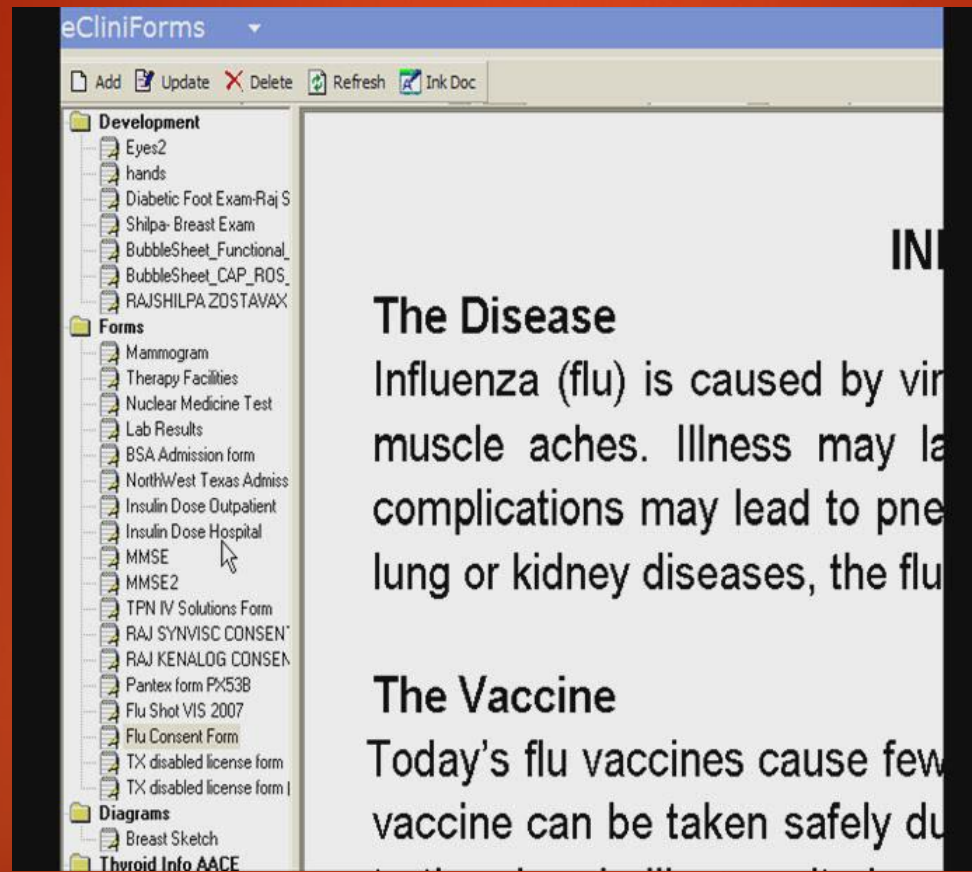
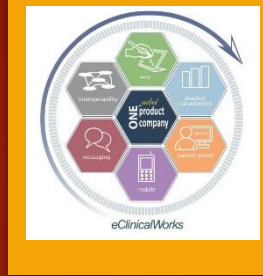


- ❑ Give Patients What They Want - High Quality Patient Education For After They Leave the Office
 - ❑ Help Patients to be More Successful in Treating their Medical Problems
 - ❑ Increase Medical Compliance
 - ❑ Improve Quality Of Care
 - ❑ Boost Patient Satisfaction

Use RX Education – Help Patients Learn Medication Interactions, Side Effects & Warnings



Use eCliniForms – Print Information on Demand for Patients



eCliniForms – Insulin Instruction Form - Digitally Ink, Print & Save



ADULT SUBCUTANEOUS INSULIN DOSE

MEALTIME INSULIN DOSE

Mealtime	INSULIN	BREAKFAST	LUNCH	DINNER	BEDTIME
	Novolog	8	8	10	
	Humalog				
	Apidra				
	Regular				

BASAL INSULIN DOSE

Basal	INSULIN	BREAKFAST	LUNCH	DINNER	BEDTIME
	Lantus	44			
	Levemir				
	NPH				

4. CORRECTION DOSE with fast acting insulin
 To be administered in addition to Mealtime INSULIN
 Fast acting insulin Type: Novolog Humalog Apidra Regular
 Give at these times: Breakfast Lunch Dinner HS 2am

BG	Range A	Range B	Range C	Custom Range
< 65	-2	-2	-3	
66-100	-1	-1	-2	
101-140	0	0	0	
141-170	+1	+1	+2	
171-200	+1	+2	+3	
201-250	+2	+3	+4	
251-300	+3	+5	+7	
>300	+4	+7	+10	

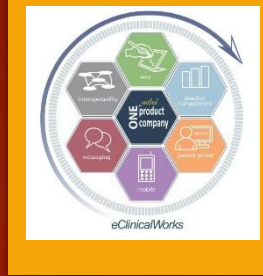
6. TIMING: Give Novolog, Humalog, or Apidra 0 – 10 minutes **before** eating. Give Regular 20 – 30 minutes **before** eating.

Endocrinologist Signature UB Date: 10-31-08

Use PDF's in eCW Order Sets

– Print On Demand –

(Add PDF's from Web downloads or Create Customized PDF's with PDF Editor or from WORD/TIFF documents via printing to Cute PDF)



Connections in Senior Care



Preventing Falls in Seniors With Diabetes

Many residents have a fear of falling—and for good reason^{1,2}:

- The incidence of falls increases greatly at age 75
- 1 out of 5 falls can be fatal for those over age 85

Furthermore, diabetes itself can increase the risk for falls because of slower reflexes, vision problems, obesity, medications, and foot problems.^{3,4}

You Can Make a Difference...

You can play an important role in helping to keep residents safe by understanding how to identify the risks associated with falling—as well as ways to help prevent falls.

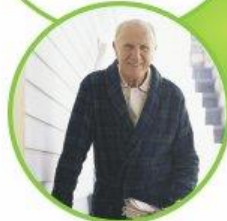
Risk Factors for Falling

Medical Risk Factors

- Diabetes
- Poor nutrition
- Dehydration
- Nighttime bladder problems
- Alzheimer's disease or dementia
- Vision impairment
- Diminished strength
- Foot disorders

Be Aware of Trouble Spots

Most falls occur in the resident's room and are often related to the resident going to or coming from the bathroom.²



Bradley M. Block, M.D.
Craig P. Chase, M.D.

Amy J. Nation, D.O.
Susan G. Smolen, M.D.

Going Gluten Free

You have been advised by your doctor to adopt a gluten free diet. Basically, all this means is avoid grains that have **gluten** -- the main ones are wheat, barley, rye and most oats. Oats must be grown in a field that has been free of wheat for at least two years and must be processed in a gluten-free plant to be "gluten-free". It is, however, naturally gluten-free. You can buy gluten-free oats at Chamberlains. Feel free to also enjoy these other **gluten-free grains**: quinoa, buckwheat, and millet.

Got it? So, avoid the bad grains and eat only the good ones. Of course, you can still enjoy meat (in moderation), lots of vegetables, fruits and nuts.

In theory gluten free eating is simple, in actuality it can be a bit daunting as you discover that gluten is all over the place, even where you least expect it!

If you are like most people, on occasion, you like the convenience of ready-made foods. It is likely that the manufacturer used an ingredient or two containing gluten. Even if you do cook it all from scratch, there are some hidden "gluten traps". Gluten travels under many aliases -- check the labels for ingredients like some artificial colors, brewers yeast, malt, modified food starch...but wait there's more...lots more. It is exasperating to find that innocent-sounding things like vanilla, deli meats, hot dogs, marinades, salad dressing, vinegars, medications, French fries, candy and soy sauce often contain gluten.

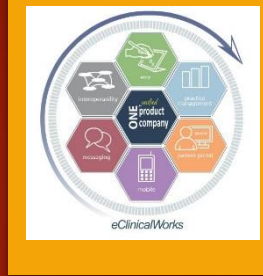
Check out this **webpage** for a list of unsafe or questionable ingredients:

<http://www.celiac.com/articles/182/1/Unsafe-Gluten-Free-Food-List-Unsafe-Ingredients/Page1.html>

On this **webpage** you will find a list of gluten free ingredients safe for celiacs:

<http://www.celiac.com/articles/181/1/Safe-Gluten-Free-Food-List-Safe-Ingredients/Page1.html>

A.D.A.M. & Healthwise - Print out or Publish to Portal (only ADAM for now) (Paid Subscription Service)



QuickSheets Home Email Article Print in English

Search: Go 1245A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Type 2 diabetes

Definition (paid subscription services)

Type 2 diabetes is a lifelong (chronic) disease in which there are high levels of sugar (glucose) in the blood. Type 2 diabetes is the most common form of diabetes.

See also:

- [Diabetes](#)
- [Gestational diabetes](#)
- [Type 1 diabetes](#)
- [Metabolic syndrome](#)

Alternative Names

Noninsulin-dependent diabetes; Diabetes - type 2; Adult-onset diabetes

Causes

Diabetes is caused by a problem in the way your body makes or uses insulin. Insulin is needed to move blood sugar (glucose) into cells, where it is stored and later used for energy.

When you have type 2 diabetes, your fat, liver, and muscle cells do not respond correctly to insulin. This

Food high in sugar stimulates insulin release

Lack of food inhibits insulin release

Carrying case Lancing device Test strip

Print Preview... Print... Publish To Portal

Publish to portal

Successfully published patient education material to portal.

OK

Use eCW Visit Summary to Coach Patients on their Med Regimen – Use Editing Options to Customize Print Outs



Visit Summary

✕ 📄 🖨️ 📧 **B** *I* U ☰ ☱ ☲ ☳ ☴ ☵ ☶ ☷ T ↶ ↷ Arial Size 4 🔍

Medication List

- **Stop Zetia : 10 mg 1/2-1 tab ut diet orally once a day, stop date: 02/07/2012**
- **Stop Valtorna : 300mg/320mg 1 tab for bp orally once a day, stop date: 02/07/2012**
- **Stop Amlodipine : 10 mg 1/2-1 tab ut diet orally once a day**
- **Start Carvedilol : 12.5 mg 1 tab(s) for BP orally 2 times a day**
- **Start Exforge : 5 mg-320 mg 1 tab for bp q am orally once a day**
- **Decrease ergocalciferol : 50,000 intl units 1 cap orally once a week for Vitamin D**
- **Decrease AndroGel 1.25 mg/actuation : 1% use 1 pumps of gel applied topically QAM ut diet**
- Refill Lipitor : 80 mg 1 tab for cholesterol orally once a day
- Refill Spironolactone : 50 mg 1 tab(s) for bp & potassium orally twice a day
- Refill Hydrochlorothiazide : 25 mg 1 tab(s) for BP orally once a day
- Refill Prilosec : 20 mg 1 cap(s) 1/2 to 1 hour ac for acid reflux orally once a day
- Refill allopurinol : 300 mg 1 tab(s) orally once a day
- Refill Metformin : 1000 mg 1 tab(s) orally with food twice a day
- Refill Viagra : 100 mg 1 tab(s) 1 hour prior to sex PRN up to once per day
- Refill minocycline : 100 mg 1 cap orally 2x to 7x/week w/ food as directed & PRN for acne

Other medications you are on

Use Smart Phone & Tablet Apps to Assist with Medical Care & Goals



- ❑ Lose It! for Weight Loss
- ❑ Blood Sugar Log Apps
- ❑ iPhone BG Meter

AT&T 1:24 PM

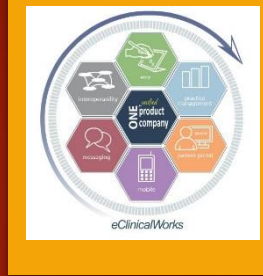
Edit Wed, Dec 12 +

Budget	Food	Exercise	Net	Under
2,212	932	-661	271	1,940
Breakfast: 421				
	Egg, Scrambled 3 Each			306 >
	Juice, Orange 8 Fluid ounces			112 >
	Coffee, Brewed 12 Fluid ounces			4 >
Lunch: 511				
	Sandwich, Chicken Salad 1 Each			423 >
	Tea, Iced 1 Cup			88 >
Exercise: 661				
	Basketball Shooting baskets – 60 Min			330 >
	Bicycling 12-13.9 mph – 30 Min			330 >

My Day Log Motivate Goals More

Make Sure Your Patients Can Get Their Meds

- Assist Financially Distressed Patients with Pharmaceutical Patient Assistance Programs



Add New Rx

Rx Type: All Rx

Find: patient as

Di	
	Patient Assistance*PPA*
	Patient Assistance*RA/VIH*
	Patient Assistance-AstraZene
	Patient Assistance-AstraZene
	Patient Assistance-HP-
	Patient Assistance-NM-
	Patient Assistance-Pfizer-

Visit Summary

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Medication List

- Start Patient Assistance*RA/VIH* : RxAssist by Volunteers in Healthcare www.rxassist.org no phone#, web only
- Start Patient Assistance*PPA* : Partnership for Prescription Assistance www.pparx.org/intro.php 1-888-477-2669

More Live Engagement Strategies – Provide In-Office Services Popular with Patients



- ❑ Saves Time & Money for Patients
- ❑ Patients Prefer Using Familiar Provider
- ❑ Allows Better Coordination of Care & Quality Control by Provider
- ❑ Provide Services that Pay for Themselves – usually leads to Extra Profit

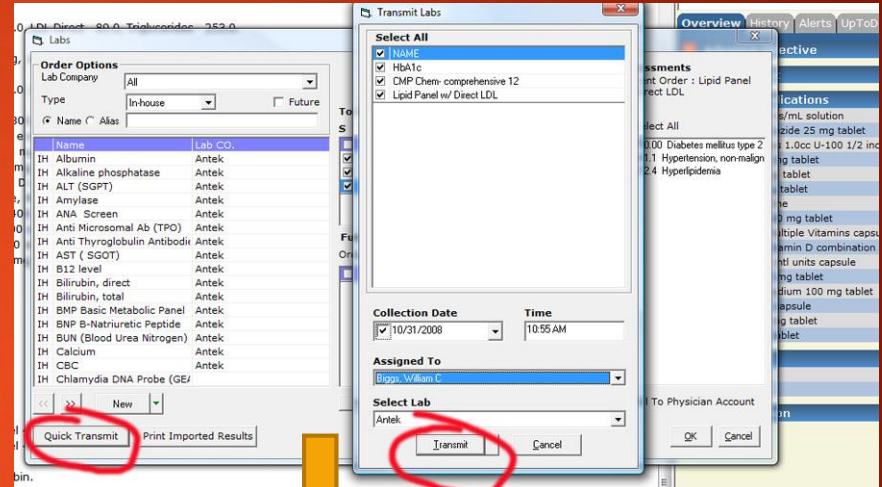
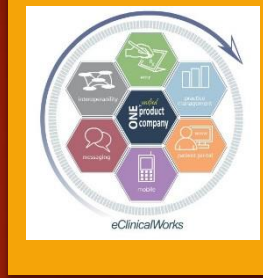
Phlebotomy On Site



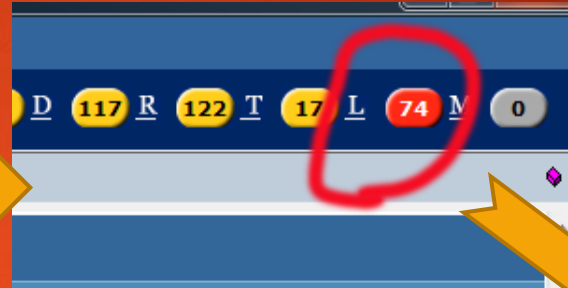
- ❑ Obtain all labs when patient is seen – no extra trip to a lab draw site
- ❑ Patients like seeing same phlebotomist every time versus pot-luck at PSC's
- ❑ Pays for itself – fees generated cover staff costs



In-Office Lab Testing & Interface: Lab Flow



In-Office Lab Testing & Interface: Lab Flow



Treatment:
Diabetes mellitus type 1
Start Glucagon Emergency Kit, 1, as directed, as directed, Refills PRN
Insulin Plan:

	Lantus	Novolog	Correction Dose
Breakfast	20 units	11 units	1 unit per 50mg/dl above 110
Lunch		9 units	1 unit per 40mg/dl above 110
Supper	20 units	12 units	1 unit per 40mg/dl above 110
Snacks		7 units	none

Lab:HbA1c
A1C - 8.80.
Lab:CMP Chem-comprehensive 12
Na - 140.0, K - 5.5, Cl - 111.0, CO2 - 18.0, BUN/Cr - 18.7, AnionGap - 11.0, Glu - 156.0, Ca - 9.7, Alb - 4.0, Alkphos - 68.0, AST - 23.0, ALT - 13.0.
Lab:Lipid Panel w/ Direct LDL
Total Chol - 154.0, HDL - 48.0, LDL Direct - 74.0, Triglycerides - 102.0.
Discussed getting a glucagon kit. Generally doing very well, and will leave insulin.

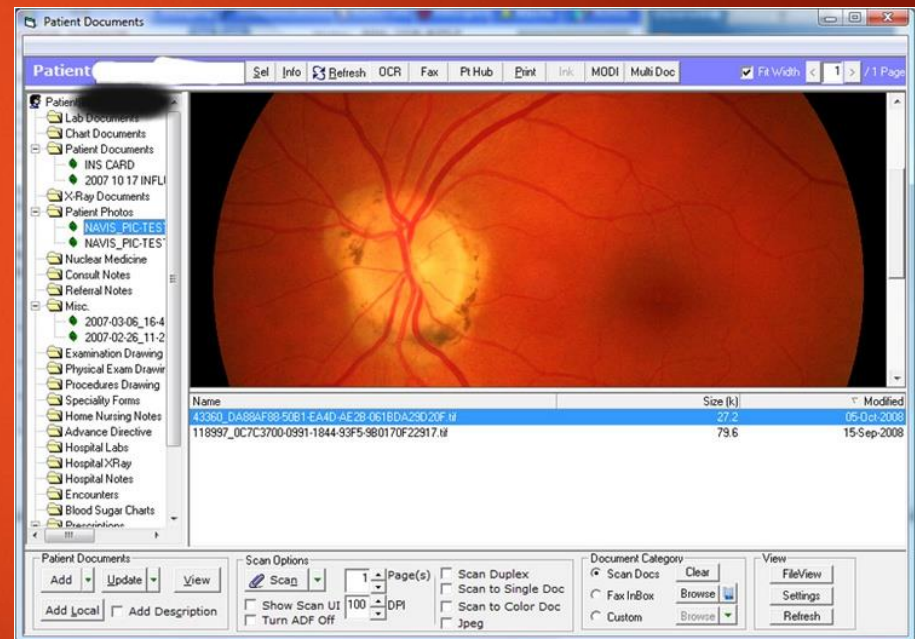
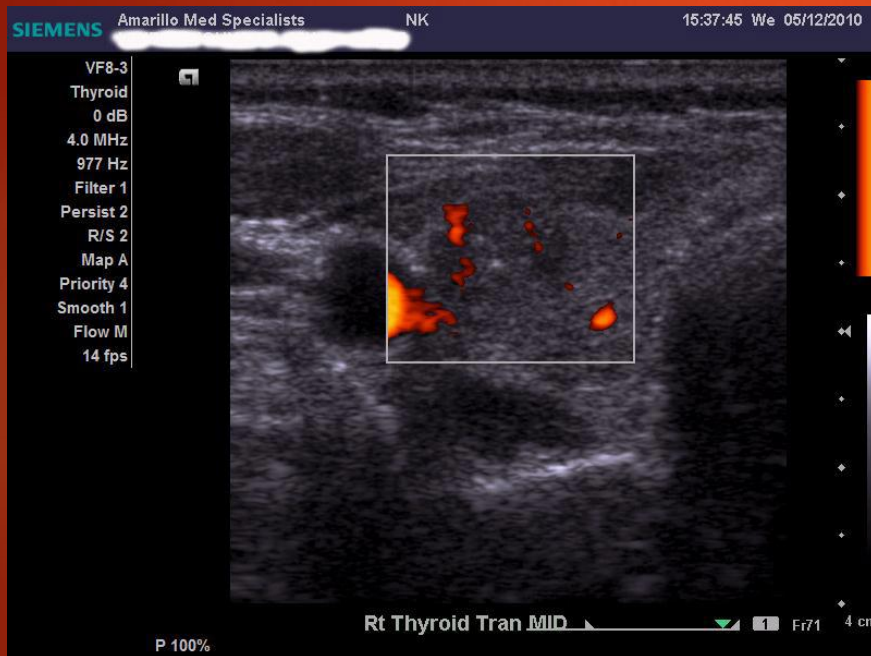
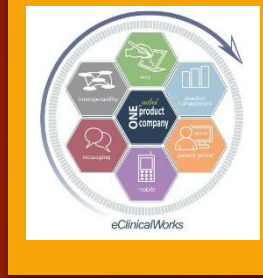


Let Patients Sleep at Home – Home Sleep Studies for OSA

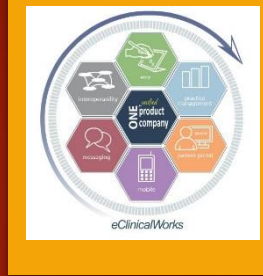


- ❑ Cost 1/4 to 1/3 Cost of Sleep Center Study for Deductibles (but as accurate for OSA)
- ❑ Better Compliance - b/c of Sleeping at Home (& cost)
- ❑ Results Received Quicker
- ❑ We are in Control of Care Initiated

Other Services – Radiology & Retinal Photos



Virtual Medical Care – Patient Portal - Efficient, Desired by Patients, & Helps Keep Patients Connected



Pre-Register | Forgot Password? | Login

health portal

Amarillo Medical Specialists LLP

Welcome to Amarillo Medical Specialists! As part of your 'medical home' our web portal facilitates better communication with our doctors by providing convenient 24 x 7 access from the comfort and privacy of your own home or office.

Would you like to join our practice? **Pre-Register**

Using your secure portal you will be able to:

- Appointments
- Request Refills from your doctor
- View Health Records

healow Mobile App

Your health is in your hands... with healow

Your health & online wellness platform

Download the **Free** healow app!

Available on the **App Store** | Available on **Google play**

Find us using our unique practice code on the healow app **FDCA**

Use the Patient Portal for Enhanced Patient Engagement



- ❑ Improves Efficiency & Quality of Patient Interaction
- ❑ Enriches Satisfaction of Patient Interaction
- ❑ Reduces Errors in Communication with Patients
- ❑ Improves Quality of Care Provided to Patients via Portal Features

Use Portal Messages & Web Encounters for Improved Communication with Patients



- ❑ Ask Medical Questions
- ❑ Notify About & Review Test Results
- ❑ Refill Requests
- ❑ Referral Requests

Reason Lab Results **AssignedTo** Block, Bradley M

Perform Eligibility Check

Message | Rx | Labs/DI | Notes | Addendum | Log History | Virtual Visit

Message [Complaints](#) [Browse](#) [Check Spelling](#)

Action Taken [Send eMessage](#) [Time Stamp](#) [Action Taken](#) [Check Spelling](#)

Labs All Normal & Cholesterol #'s are good, EXCEPT: Vitamin D level was Borderline low. Need to start an OTC form of Vit D to boost level to help bone density and to prevent other health issues (like possible cancer prevention) by taking Vitamin D 1,000 units OTC daily. Will need to recheck this level w/ future labs, AND had a Borderline Low Vitamin B12 level. Need to start an OTC oral supplement of

[Print Script](#) [Send Rx](#) [Print Report](#) [Progress Notes](#) [Document](#)

Portal Provides Easy Access for Medical Information – Directly Reviewed & Printed by Patients



- ❑ Labs & other Test Results
- ❑ Immunization Records
- ❑ Medication & Allergy Lists
- ❑ Problem Lists & DX's
- ❑ Complete PHR



latest lab results

Lab:

- HEMOGLOBIN A1C0
- CMP (comprehensive metabolic panel) w/GFR1
- HEMOGLOBIN A1C2
- CMP (comprehensive metabolic panel) w/GFR3

Ordered Date:	03/27/2010	
Assessments:	Hyperlipidemia	
Lab:	-Lipid Panel (TChol,Trig,HDL,LDL)	
Name	Value	Reference Range
Cholesterol	144	80-199 mg/dL
Triglycerides	68	30-150 mg/dL
HDL Cholesterol	50	40-110 mg/dL
LDL Cholesterol Calc	80	30-130 mg/dL
VLDL Cholesterol	14	10-60 mg/dL
Risk Ratio (CHOL/HDL)	2.9	0.0-5.0 Ratio
Result:		
Received Date:	03/30/2010	

Portal Keeps Patients Connected to the Front Office too



- ❑ Patients Can Make or Request Appts (or Cancel Appts) Any Time of Day or Night w/o Telephone Hold Time or Busy Signals
- ❑ Patients Can Update Their Demographics so Your Office Can Maintain Up To Date Contact Info

Simplify Portal Interaction - Healow



- ❑ Works on Smart Phones & Tablets
- ❑ Helps Avoid Password Lock-Outs – Patients can use PIN to log-in

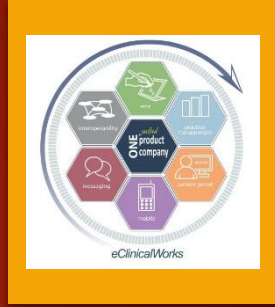
Patient Portal Success – Promote It and Your Web Enabled Patient List will Grow



- ❑ Waiting Room/Front Office Flyers
- ❑ Office Web Site
- ❑ Exam Room Flyers
- ❑ STAFF!



Web Enabled Stats



□ Dr Block's Family Medicine:

- 76% of All Adult Patients seen in past 2 yrs (>17 y/o)
- 74% of All Patients seen in past 2 yrs (including Peds)

□ Dr Bigg's MultiSpecialty Group:

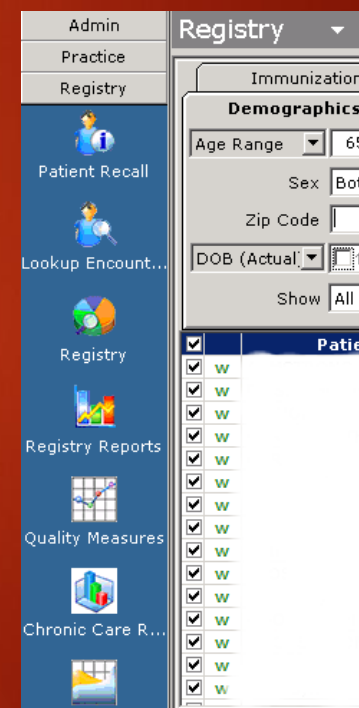
- 64% of All Patients seen in past 2 yrs

Now That Patients Are Connected – Keep Them Engaged – Remind Them of What They Need Done

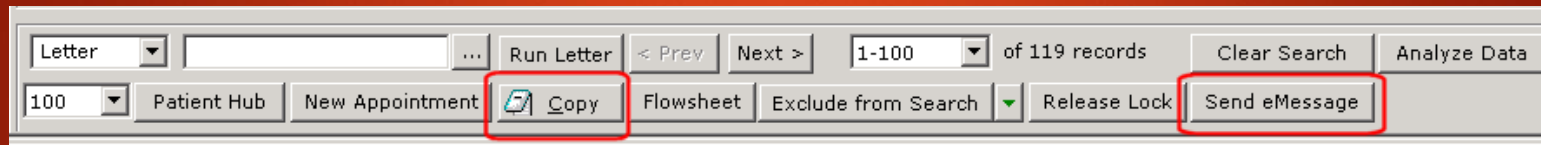


❑ Identify Patients Due for Medical Care or Intervention by Running Registry or Alert Recall Lists

- ❑ Preventive Care Based on DX or Age (like Flu Vaccine Reminders)
- ❑ Follow-Up Testing for Medical Problems like Diabetes & for Abnormal Studies (like a Repeat Colonoscopy or Pap Smear)
- ❑ New FDA Medication Recalls



Notify Patients in Need of Care with Messages Generated from the Registry Screen



- Patient Portal eMessages
 - “Send” Reminders & Messages en-mass
- Automated Appointment Reminder Phone Systems
 - “Copy” Patient Lists for Automated Calls with a Specific Message

Patient Portal eMessages – Quick & Easy to Use by Creating pre-written Templates for Care Reminders



Portal eMsg

From: Block,Bradley M, M.D.

To:

Subject: Flu Vaccine Reminder

Preventive/ Follow-up care message

Templates

Load Save Save As

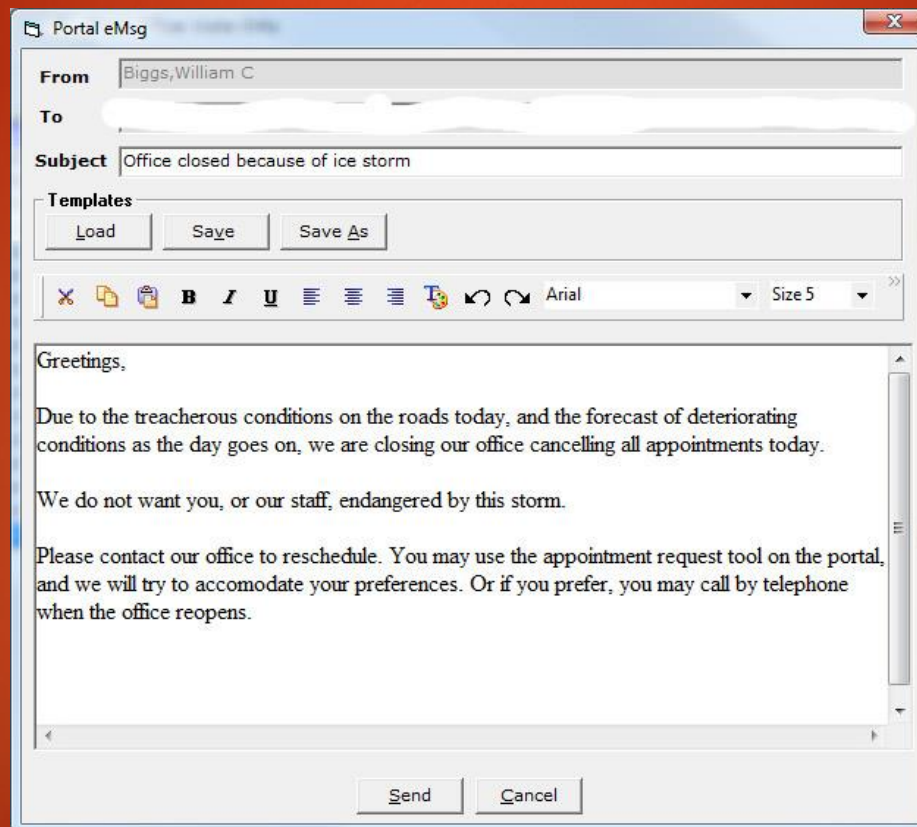
Web Reply Template

Available Web Reply Templates

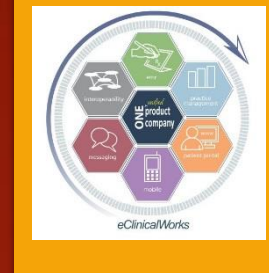
ReName Delete

Sl. No	Template Name
0	
1	Salutation
2	Flu Vaccine Reminder-High Risk Pts
3	Flu Vaccine Reminder-Peds Pts

Keep Patients Informed – Use eMessages for Important Announcements en-mass (i.e.- Urgent Scheduling Issues, Insurance Updates)



More Aspects of Virtual Engagement – Help Patients to Keep Their Appointments – Automated Appt Reminder System



□ Patient Portal

□ Customize Look,

Content & Timing

□ eClinicalMessenger

□ PhoneTree, Televox, Others

Appointment Reminder from Block, Nation, Chase & Smolen Family Medicine

FROM: Block,Nation,Chase,Smolen,FamilyMedicine +

TO: [REDACTED]

Greetings from Block, Nation, Chase & Smolen Family Medicine.

This is just a friendly reminder:
We have an appointment time reserved for: BRADLEY M BLOCK as follows:
 Date: 10/04/2012, Time: 1:30 PM, at our office at 2441 West State Road 426, Suite 2011 in Oviedo, Florida 32765.
 We look forward to seeing you soon at your appointment.

If you would like to view more details about your appointment, please log in to our Patient Portal at <https://health.ec> margin, and click on "Current Appointment" to see all your upcoming appointments with us.

Name	Home Phone	Cell Phone	Work Phone	Preferred Phone	eMail	Text	vMessage	eMail Defaul	PLI/Int
<input checked="" type="checkbox"/> M, ERICA	508-836-2700 (Home)		508-836-2700	508-836-2700 (Home)		X	✓	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> J, JOYELLE	508-836-2700		508-836-2700	508-836-2700 (Home)		X	✓	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> C, CHRISTIE	508-836-2700		508-836-2700	508-836-2700 (Home)		X	✓	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> R, MARIA CELESTE	508-836-2700		508-836-2700	508-836-2700 (Home)		X	✓	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> B, ELISHA	508-836-2700		508-836-2700	508-836-2700 (Home)		X	✓	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> C, E, KARIYN	508-836-2700		508-836-2700	508-836-2700 (Home)		X	✓	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> B, DEBORAH	508-836-2700		508-836-2700	508-836-2700 (Home)		X	✓	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> P, R, ALISON	508-836-2700		508-836-2700	508-836-2700 (Home)		X	✓	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> P, A, KIMBERLY	508-836-2700		508-836-2700	508-836-2700 (Home)		X	✓	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> D, KYLE	508-836-2700		508-836-2700	508-836-2700 (Home)		X	✓	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Thompson, Jennifer						X	X	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Preeregister, S, Sheeta	508-456-5465				sameer.mohite@stream.com	X	X	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> testing, S, preagent	508-456-4889	508-475-0450			sameer.mohite@stream.com	X	X	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Smith, Rachael						X	X	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Shweta, S, CDSShwo	508-475-0450					X	X	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Shweta, S, Obviit	508-475-6235					X	X	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Qtp, Test						X	X	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Qtp, Test1						X	X	<input type="checkbox"/>	<input type="checkbox"/>

No. of rows: 617

Send VMessage Only | Send Text Only | Send eMail Only | Send All Messages

Automated Appt Reminder Systems

– Don't Worry, Be Happy –



- ❑ Increase Office Efficiency & Income and Boost Patient Satisfaction - Our office No Show rate dropped by over 50%
- ❑ Improved schedule flow - Less patients showing up wrong time (or wrong day)
- ❑ Reduce need to reschedule missed appts & Less delays in patients receiving medical care
- ❑ More same day openings for urgent visits - Patients cancel ahead of time

Special Patient Engagement Tips – Customize eCW Functionalities to Personalize Your Practice



- ❑ Portal Web Site & Portal Emails
- ❑ Patient Portal Password Instruction Pages
- ❑ “Appointment Cards”

Customize your Practice eCW Portal Web Site & Portal Emails via the Portal Admin Site



eClinicalWeb
Schedule. Prescribe. Chart. Charge.

Welcome to your HealthCare Support Portal Admin Login

HealthCare Support Portal Admin Login allows administrator to review the notification sent out.

Please Enter your Login Credentials

User Name

Password

[Reset Password](#)

Customize your Practice Portal Web Site & Portal Email Appearance



Notification Logs


- Sent eMails Logs
- eMail Failures Logs
- Portal Customization
- Site Builder**

Access Logs

- Lab Access Logs
- Statement Access Logs
- Patient Access Logs
- Locked Acnts
- Unsubscribed User List


Practice Logo **Working Hours** **Practice Doctors**

Upload Practice logo for New User interface



[Change Logo](#) (For best result upload logo of resolution height
[Click here to Preview Login Screen](#)

Upload Portal Home Page logo for New User interface



[Change Logo](#) (For best result upload logo of resolution 57px

Notification Logs

- Sent eMails Logs
- eMail Failures Logs
- Portal Customization**
- Site Builder

Access Logs

- Lab Access Logs
- Statement Access Logs
- Patient Access Logs
- Locked Acnts
- Unsubscribed User List

Patient Portal Customization

*** Practice Name:**
Practice Name to be displayed on the Patient Portal login screen
Welcome to the Block, Nation, Chase & Smolen Patient Portal
You have 6 characters left.
Recommendation: Welcome to Patient Portal
If Practice name is 'Clinton Medical Health Centre', 'Clinton Med

*** Practice Info:**
Practice Description to be displayed on the Patient Portal login s
Our Practice Portal provides you with convenient 24 x 7 access
the comfort and privacy of your own home or office. Please
remember that the Portal is for non-urgent medical issues.
You have 45 characters left.

*** Display Name for e-mail notifications sent from Portal**
Block,Nation,Chase,Smolen,FamilyMedicine
You have 25 characters left.

Your Personalized Patient Portal URL:

<https://health.eclinicalworks.com/BlockAndNation>

Change URL

Modified Practice Portal Web Page –Site Looks Familiar to Your Patients



Welcome to the Block, Nation, Chase & Smolen Patient Portal

Our Practice Portal provides you with convenient 24 x 7 access from the comfort and privacy of your own home or office. Please remember that the Portal is for non-urgent medical issues.



Using your secure portal you will be able to:



Appointments



Request Refills
from your doctor



View Health Records



Messages

Modified Practice Portal Email “Sender” & Portal Website Link – Sender & Web Link Look Familiar to Your Patients



Delete Reply Forward Spam Print Settings Up Down

You have a message from Block, Nation, Chase & Smolen Family Medicine

FROM: Block,Nation,Chase,Smolen,FamilyMedicine +

TO:

Hello from Block, Nation, Chase & Smolen Family Medicine.

We have a message for: Patient M Demo.

Please log in to our Patient Portal at <https://health.eclinicalworks.com/BlockAndNation> to securely access your account, and medical account, then go to the "Messages" area in the left margin, and click on "Inbox" to see the latest message sent to you.

Customize the Contents of Portal Email Messages from within eCW



Admin Patient Portal Settings

- Settings
- Message Settings
- E-mail Message Settings**
- Appointment Settings
- Labs Settings
- Form(Ques & Imm) Settings
- Menu Settings
- Consent Form Settings
- Welcome Message Setting
- Medical Report Conf.
- Feature Settings
- Synchronize

Email Settings

E-mail Appointments reminders:	Yes	Settings
E-mail Appointments confirmations:	No	Settings
E-mail Alert Reminders:	No	Settings
E-mail Lab Published Information:	No	Settings
E-mail Statement Information:	Yes	Settings
E-mail New Message Information:	Yes	Settings
E-mail Username,Password on Web Enabling:	Yes	Settings

Save

eMail Subject
Appointment Reminder from Block, Nation, Chase & Smolen Family Medicine

eMail Content

Source Insert tags

Greetings from Block, Nation, Chase & Smolen Family Medicine.

This is just a friendly reminder:

We have an appointment time reserved for: {{pt_firstName}} {{pt_middleName}} {{pt_lastName}} as follows:

Date: {{appnt_date}}, Time: {{appnt_time}}, at our office at 2441 West State Road 426, Suite 2011 in Oviedo, Florida 32765.

Customize Healow for your Practice – Makes Providers Easier to Find



- ❑ Tweak Healow Practice Address & Physician Configurations via MyeClinicalWorks.com

myeClinicalWorks
Improving Healthcare Together

UCF - Block & Nation PA Fam Practice
Welcome blocknation!
Live Chat | Webinars | Meaningful Use | Videos | eCWIdeas
My Settings | Log out

Home Projects Documents Helpdesk Services New Products Subscribe to the eClinicalWorks Newsletter

healow

Health and Online Wellness

Introducing healow by eClinicalWorks - a versatile platform that puts your patients in control of their healthcare. Anytime, anywhere access to PHRs, secure messaging to providers, and the ability to locate health and wellness products are just some of the patient-friendly features of healow! Empower your patients to take control of their healthcare with healow.

Available Now

Now your patients can access their Patient Portal account securely and manage their family's healthcare with the healow app on their smartphone - anytime, anywhere.

Available on the App Store

Available on Google play

Put your practice on the map!

Make it easy for patients to find your practice on healow...

You can -

- Register your practice by its most commonly used name for a fast and accurate consumer search
- Organize providers and their locations logically under your practice name
- Introduce NEW patients to your practice with the healow search feature
- Take the first step to meaningful patient engagement with a positive search experience!

Practice Customization (for healow App)

Customize your Patient Portal Password Instruction Page – Add Extra Information for Patients



- ❑ BACK UP a copy of the original printWebDetails.jsp file
- ❑ OPEN With Notepad and Edit/Add details about Portal Features, Benefits, Policies & Instructions for patients to read

Changing Patient Portal Instructions



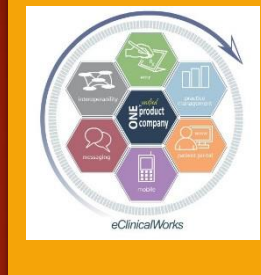
❑ Patient Portal Password Instructions file:

❑ <APP SERVER>:

❑ D:\eClinicalWorks\tomcat6\webapps\

❑ mobiledoc\jsp\catalog\xml\printWebDetails.jsp

Modified Portal Info Sheet



Amarillo Medical Specialists, LLP
1215 South Coulter Street (Main Offices)
1900 South Coulter Street (Gynecology & Neurology)
Amarillo, TX 79106

Hello William Biggs,

Congratulations!! You have been web-enabled for our portal.
Your username is **WilliamBiggs** and your password is

Please log into our website at <http://portal.amarillomed.com>
to access your account by using your new username and password.

Your Web Portal can be used to ask the staff or doctor a question, add or change your personal information, medical, surgical or allergy history, or view lab and Xray results, view your medication list, and your current and past statements, and request medication refills, all online.

The Portal is a secure means of communication, using encryption and other methods to protect the information that is being transmitted. This protects information provided to you inside the Portal. Remember to use the portal, and not regular email to discuss your medical history, since we cannot guarantee the privacy of information transmitted by regular email.

We offer a brief tutorial "Using the Patient Portal" on YouTube, on our main web site at <http://www.amarillomed.com/patient-portal/>

Your results will appear online as soon as the doctor has reviewed them with your chart. As a reminder, we are only able to post lab and radiology results for tests that are performed in our own offices. Tests done outside our office, or sent to outside reference labs, do not flow directly into our portal.

If you have any problems or questions regarding our Patient Web Portal, please don't hesitate to give us a call. We would love to hear your feedback on how this means of communication works for you and how we might improve it.

Thanks,

The staff of
Amarillo Medical Specialists, LLP

Customize your eCW “Appointment Cards”

– Add Extra Notes for Patients about
Services Offered, No Show Fees, “Thanks”



□ Appointment Card file:

□ <APP SERVER>:

□ D:\eClinicalWorks\tomcat6\webapps\

□ mobiledoc\jsp\catalog\xml\appointments.xml

Changing Appointment Cards



- ❑ BACK UP a copy of the original
- ❑ appointments.xml file
- ❑ OPEN with Notepad, add XSL paragraph
- ❑ <TR>
- ❑ <TD VALIGN="TOP" align="left">
- ❑ "Appointments that are missed, or canceled/rescheduled with less than 2 days notice are subject to a \$25 charge. Missed dietitian appointments have a \$50 charge. If you need to reschedule for any reason, please call us so we can accommodate you, and make your spot available to another patient who needs it. Thank you for your consideration."
- ❑ </TD>
- ❑ </TR>

Modified Appointment Card



G Emily Archer MD

1900 S Coulter, Ste. O

Ste O

Amarillo, TX-791061754

Tel: 806-358-8332 Fax: 806-356-0045

APPOINTMENT CARD

Patient Name: _____

Appointment: Monday, April 15, 2013 at 4:15 PM

Provider: William C Biggs, MD FACE

Reason: Thyroid

"Appointments that are missed, or canceled/rescheduled with less than 2 days notice are subject to a \$25 charge. Missed dietitian appointments have a \$50 charge. If you need to reschedule for any reason, please call us so we can accommodate you, and make your spot available to another patient who needs it. Thank you for your consideration."

Appointment: Friday, April 19, 2013 at 8:45 AM

Provider: G Emily Archer, MD

Reason: _____

"Appointments that are missed, or canceled/rescheduled with less than 2 days notice are subject to a \$25 charge. Missed dietitian appointments have a \$50 charge. If you need to reschedule for any reason, please call us so we can accommodate you, and make your spot available to another patient who needs it. Thank you for your consideration."

Keep Track of Customized EMR Items Lost by Version Upgrades



Local Disk (D:)

Computer > Local Disk (D:)

Organize > Open > Include in library > Share with > New folder

Name	Date modified	Type
eClinicalWorks	2/27/2011 6:05 PM	File folder
ecw_install	10/14/2012 5:14 PM	File folder
Redist	12/17/2010 9:21 AM	File folder
Stuff that gets messed up on upgrades	4/11/2012 12:21 PM	File folder
mfc70.dll	1/5/2002 4:48 AM	Application extension
mfc70u.dll	1/5/2002 4:36 AM	Application extension

Take Home Messages



- ❑ Many Ways to Engage Patients
- ❑ Use Virtual & Live Engagement Strategies for Better Patient Satisfaction & Loyalty and Improved Medical Care Oversight
- ❑ Boost Practice Income via Direct Care Provided to Engaged Patients and from Better Insurance Reimbursement Rates



Questions?



- ❑ Bradley M. Block, M.D.
- ❑ William “Reddy” Biggs, M.D.



❑ *Go Forth and Engage!*