

Block & Biggs Roadshow Back by Popular Demand!

Tips & Tricks to Improve Efficiency, Finances, & Quality of Patient Care for a Better Overall Provider & Patient Experience

- For copy of presentation go to:

www.BlockAndNation.com/BlockAndBiggs



eClinicalWorks/Healow

Bradley M. Block, M.D. & William "Reddy" Biggs, M.D.

Who Are We?

- Bradley M. Block, M.D., FAAFP
 - Family Physician in independently owned, 4 physician Family Medicine group in Oviedo, Florida
 - eCW User for 19 years
- William “Reddy” Biggs, M.D., FACE, ECNU
 - Endocrinologist in independently owned, 52 provider Internal Medicine Multi-Specialty group in Amarillo, Texas
 - eCW User for 17 years
 - Board Certified in Clinical Informatics
 - CPT reviewer for AMA
- Spoken together at NUC since 2008



eClinicalWorks/Healow

Bradley M. Block, M.D. & William “Reddy” Biggs, M.D.

Why Were We Asked to Speak?

- Together we have 36 years of total eCW experience
- We've been using eCW longer than approx. 80,000 facilities & approx. 150,00 physicians
- Provide improvement ideas to eCW & work with Usability Leaders
- “eClini-Geeks” on the eCW Web User’s Forum for assisting users w/ expert eCW advice
 - Dr Block – written over 1,600 posts
 - Dr Biggs – written over 3,100 posts & is a Forum Moderator
- Both in leadership roles in very successful ACO’s
- No Financial Incentives for anything we present nor do we get paid by eCW for anything we do for them



Dr Bigg's AMA & AACE Work Required Disclaimers

- Disclaimers:
- This session is not given under the auspices of AACE or AMA, and any opinions or comments are my own, and do not necessarily reflect official opinions from AACE or AMA.
- *Comments, information or advice (collectively referred to as “information”) provided reflect current understanding of the proper use and application of CPT^{®1}, ICD, HCPC codes, and claims modifiers. The information provided is solely intended as general information only. Ultimately, it is the provider’s responsibility to understand and comply with National Coverage Determinations (NCD), Local Coverage Determinations (LCD) and any other complex coverage requirements established by relevant government and private payors, which are subject to frequent change.*
- *No representation is made regarding the appropriateness of use or the likelihood of reimbursement with respect to a specific code or claim. The information presented in this presentation is for informational purposes only, and is not meant as a substitute for professional medical and/or legal advice, both of which should be obtained independently from qualified professionals.*



Our Goal: Provide Beneficial Ideas You Can Implement Using Tools Available Through eCW

- Increase Efficiency of Providers & Staff
- Improve Documentation of Care
- Enrich Quality of Patient Care & Experience
- Enhance Patient Engagement & Satisfaction
- Boost Income



Overview of Our Presentation

- Full Hour of Tips, Tricks & Examples
 - Mostly for Medical Providers but includes some Front Office & Billing
- Tips relate to workflows regardless of whether or not you are on v12
- LOTS of new material & includes mix of basic concepts through more advanced ideas
- Fast Pace to share as much as possible
- Make Note of 3-5 Things Presented
- Question & Answer Session at the End
 - We'll stay after as long as it takes
 - Make notes so you don't forget!



Ideas to Improve User & Practice Efficiency & Experience And to Reduce Everyone's Work Related Headache Issues



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Still Using EXE? Time to Start Transitioning Onto Chrome Version for EXE Users

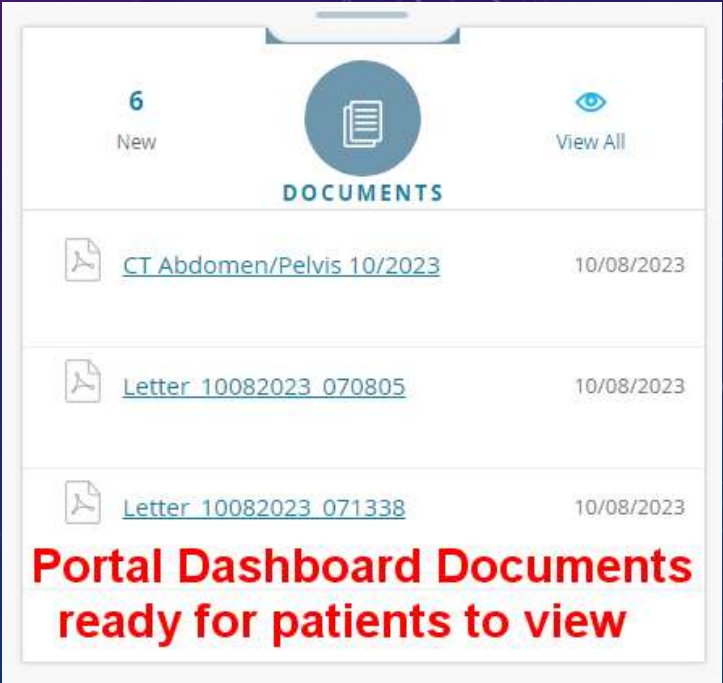


- Chrome version has LOTS of benefits like newer & better features, and LESS bugs.
- No timeline or any plan for now to release v12 in EXE
- Try doing things in chrome initially when not with patients like TE's/WE's, reviewing documents & reports, and when finishing up any visit notes at the end of the day to learn the different layouts & workflows to avoid getting frustrated with patients sitting in front of you.
- Hold staff & provider teaching sessions on different aspects- ie- patient document management including faxing & running letters



The Future of Patient Documents – Stop Wasting Staff & Patient Time And Start Optimizing Office Efficiency

- Stop mailing or emailing documents to patients & Stop making patients drive to your office to pick up documents
- “Publish” (upload) documents to the Portal & Healow for patients
- Documents are in PDF format for patients to view or print



The screenshot shows a dashboard titled "DOCUMENTS" with a central icon of a document. At the top left, it says "6 New" and at the top right, "View All". Below the title, there is a list of three documents:

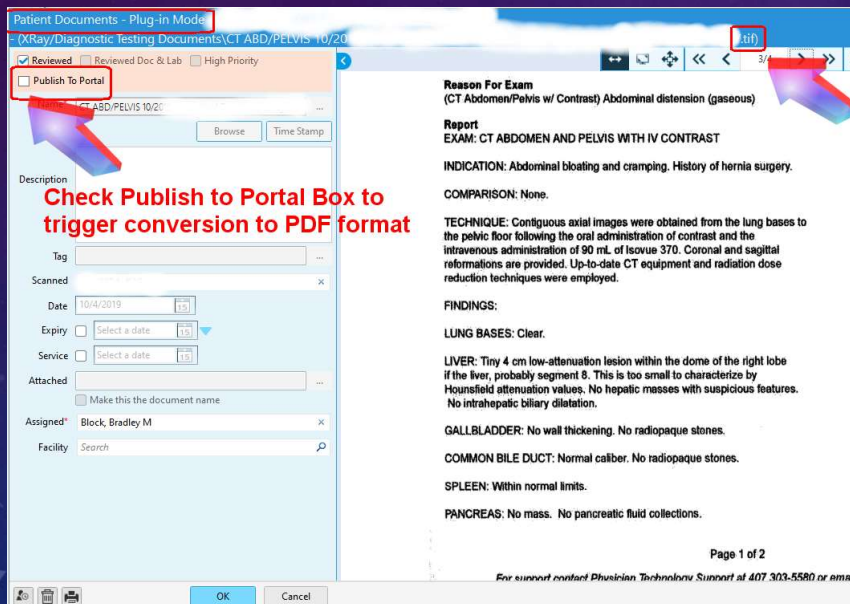
Document Title	Date
CT Abdomen/Pelvis 10/2023	10/08/2023
Letter 10082023 070805	10/08/2023
Letter 10082023 071338	10/08/2023

Portal Dashboard Documents ready for patients to view

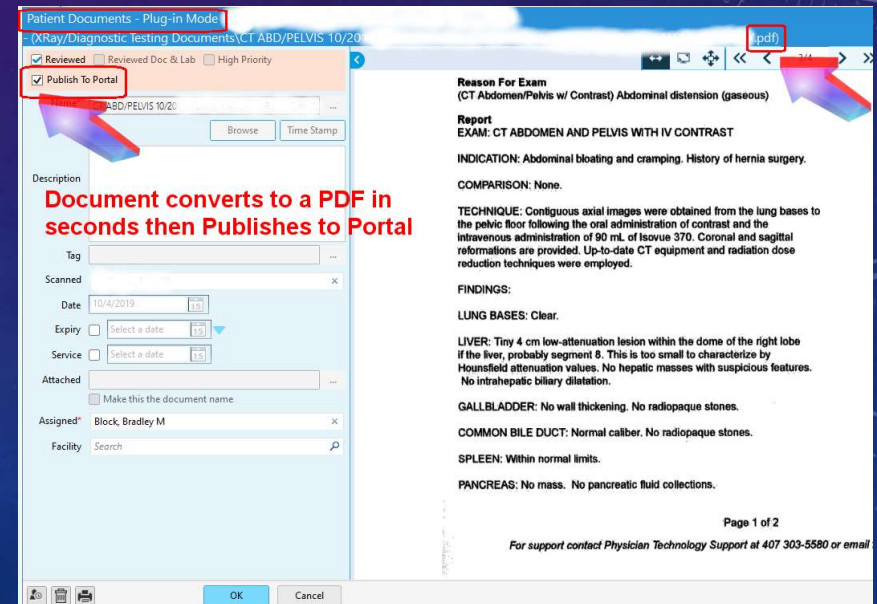


The “How To Guide” For Publishing Documents to Portal

- Can Publish documents to portal from both Web Mode & Plug-In Mode if already in PDF format (by checking the Publish to Portal box)
- TIFF format documents (ie- scanned & fax documents) can ONLY be Published to portal from Plug-In Mode b/c these need to be converted to PDF format



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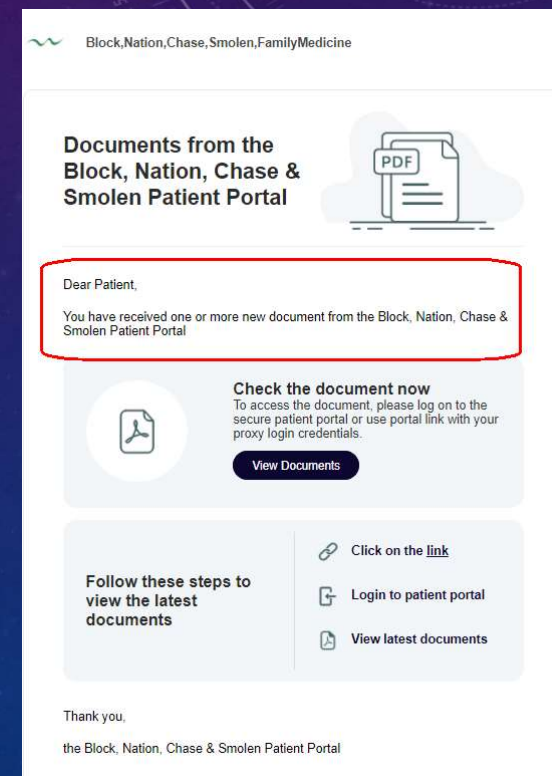


Bradley M. Block, M.D. & William “Reddy” Biggs, M.D.



More Tips For Maximizing Use of Publishing Documents to the Portal & Healow

- Use for patients who want or need copies of scanned or fax received for lab & radiology reports & other tests or consult reports
- No longer need test results to come through an interface for patients to get copies of results
- Patients receive an email notification when you Publish documents
- Cannot convert or publish JPEG documents

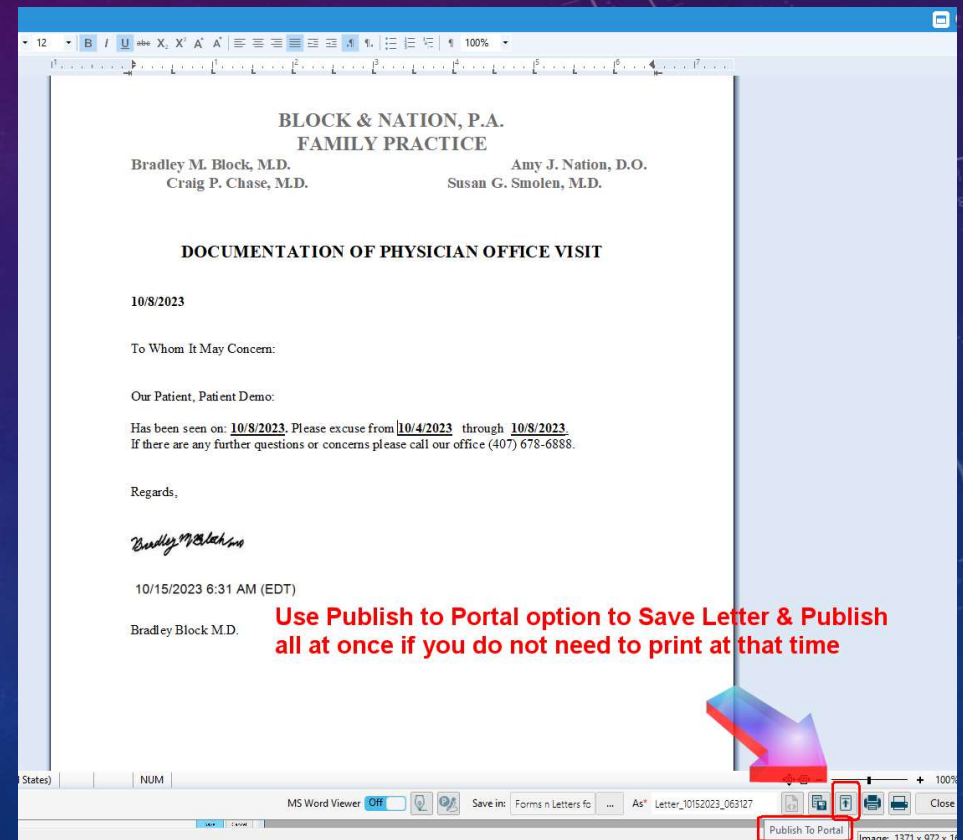


How About Patients Who Need Letters From Us Like Work Excuse Notes? No Problem!

- Letters can be run in Word or PDF format & published to the portal after saving them or as part of the saving process
- For Letters that need Provider signature, build this into the Letter so staff don't print letters to sign & scan back into eCW



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Here Is How the Letter Looks Once Saved

- All Published documents have a “W” next to them (& not just letters)

Patient Documents - Web Mode DEMO, Patient M

Quick Search

- LAB Documents(0)
- XRay/Diagnostic Testing Docume...
- Consult Letters & Hospital Rep...
- Cardiology Consults(0)
- GI Consults(1)
 - GI 02/15/2012 AH Normal x left
- eCW P2P Consults & Documents(6...)
 - Referral 10/22/2014 15:27:25
 - Referral 08/16/2012 18:27:43
 - PCP Referral 08/16/2012 18:27
 - Referral 01/25/2012 12:58:56
 - Referral 11/03/2011 15:40:12
 - Patient Record 09/24/2011 21:3
- Block & Nation Old Records(0)
- Forms n Letters for Patients(6...)
 - Letter_10082023_071338 W
 - Letter_10082023_070805 W
 - Letter_10032023_151054
 - Doctors Note 10/5/2023**
 - CT Abdomen/Pelvis 10/2023 W
 - Work Letter 9/14/2023
 - Letter_03062023_182945
 - patientdemonote W
 - Letter_03062023_180349

Reviewed Reviewed Doc & Lab High Priority
 Publish To Portal

Name Letter_10082023_070805

Description

Tag

Scanned Block, Bradley M

Date 10/08/2023

Expiry

Service

Attached

Assigned Block, Bradley M

Facility

OK

Bradley M. Block, M.D. Amy J. Nation, D.O.
Craig P. Chase, M.D. Susan G. Smolen, M.D.

DOCUMENTATION OF PHYSICIAN OFFICE VISIT

10/8/2023
This is the "Saved & Published" Letter

To Whom It May Concern:

Our Patient, Patient Demo:

Has been seen on: 10/8/2023. Please excuse from 10/4/2023 through 10/8/2023.
If there are any further questions or concerns please call our office (407) 678-6888.

Regards,

Bradley M. Block

10/8/2023 7:08 AM (EDT)

Bradley Block M.D.

If content is not visible properly, please click [here](#) to view in external viewer

BLOCK & NATION, P.A.
FAMILY PRACTICE

Bradley M. Block, M.D. Amy J. Nation, D.O.
Craig P. Chase, M.D. Susan G. Smolen, M.D.

DOCUMENTATION OF PHYSICIAN OFFICE VISIT

10/8/2023
This is the PDF of the Letter after opening it up from the Patient Portal Document Dashboard

To Whom It May Concern:

Our Patient, Patient Demo:

Has been seen on: 10/8/2023. Please excuse from 10/4/2023 through 10/8/2023.
If there are any further questions or concerns please call our office (407) 678-6888.

Regards,

Bradley M. Block

10/8/2023 7:08 AM (EDT)

Bradley Block M.D.



eClinicalWorks/Healow

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Not Sure How to Add Provider Signatures to Letters – We Can Help With This Too

Choose a signature tag when creating or updating a Letter template

When letter is Run, it will add the electronic signature used when faxing orders & when locking notes



Can You Retract Documents From the Portal & Healow? Sure Can!

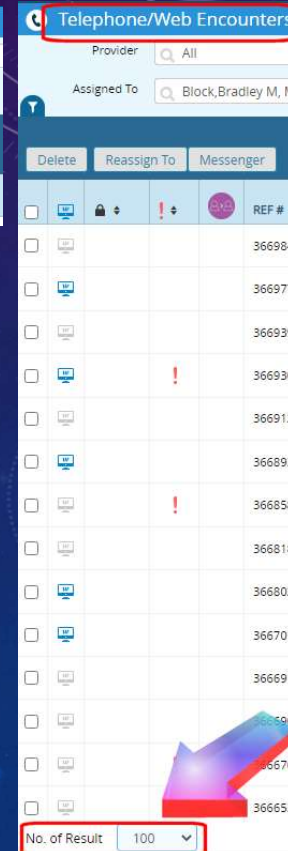
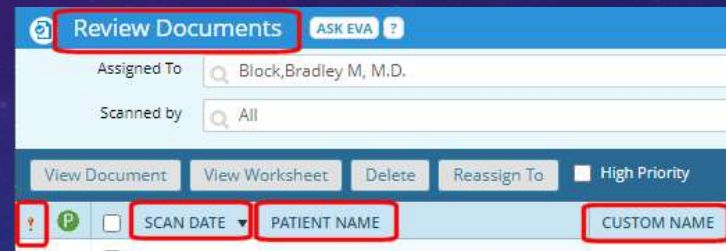
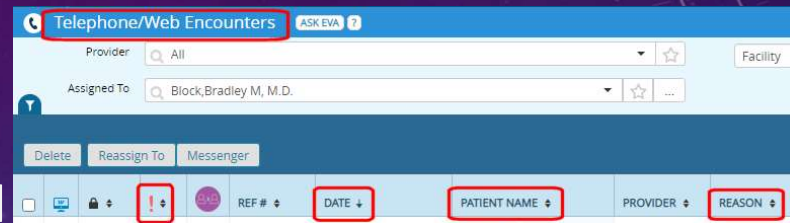
The screenshot shows the eClinicalWorks interface for a document titled "Letter_10082023_070805". The "Publish To Portal" checkbox is unchecked and highlighted with a red box. A confirmation dialog box titled "eClinicalWorks" is open, asking "Are you sure you want to unpublish the document?" with "Yes" and "No" buttons. The dialog box is also highlighted with a red box. The document content is a letter from "BLOCK & NATION, P.A. FAMILY PRACTICE" dated 10/8/2023, addressed to "Our Patient, Patient Demo". The letter includes a note: "Has been seen on: 10/8/2023. Please excuse from 10/4/2023 through 10/8/2023. If there are any further questions or concerns please call our office (407) 678-6888." The signature is "Wendell M. Johnson".

Uncheck Publish to Portal to trigger option to remove document from portal



Improve Efficiency – Sort Jellybean Items the Way You Want

- Sort by **High Priority “!”** symbol to prioritize seeing more urgent items
- Sort TE’s/WE’s & Documents by Name to see everything from same patient all at once (helpful w/ CCM tracking)
- Sort TE by Reason or Document Custom Name to find certain types of Items - ie- “Form to sign”
- Maximize how much you see in each Jellybean by using Pull Down Setting in bottom left corner to see & review up to 100 TE’s, Labs, or Documents per screen (v12 automates this; can set default in 11e)



eClinicalWorks/Healow

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Instantly See If Abnormal Labs Are Concerning Or Not While Reviewing Labs

- Use “Last 3” results button when reviewing labs to compare labs without having to open new windows like Cumulative Lab Report

F AST 370 H 10-30 (U/L)

F ALT 902 H 6-29 (U/L)

Verified by repeat analysis.

Typical Lab Review Appearance from Lab Jelly Bean

Fax Print Prev Next >

Do Not Publish to Patient **See Last 3 Results of this lab panel side by side with "Last 3" button**

-CMP (comprehensive metabolic panel) w/GFR Show Results Current **Last 3**

Order Date	07/27/2023	07/25/2023	04/15/2022
Collection Date/Time	07/28/2023 11:53:00	07/25/2023 12:25:00	07/22/2022 06:00:00
Glucose, Serum*	78 65-139 mg/dL	84 70-99 mg/dL	93 65-99 mg/dL
Sodium, Serum*	140 135-146 mmol/L	140 134-144 mmol/L	139 135-146 mmol/L
Potassium, Serum*	3.7 3.5-5.3 mmol/L	4.4 3.5-5.2 mmol/L	4.5 3.5-5.3 mmol/L
BUN*	8 7-25 mg/dL	11 6-20 mg/dL	12 7-25 mg/dL
Creatinine, Serum*	0.58 0.50-0.96 mg/dL	0.70 0.57-1.00 mg/dL	0.89 0.50-0.96 mg/dL
BUN/Creatinine Ratio*	NOT APPLICABLE 6-22 (calc)	16 9-23	NOT APPLICABLE 6-22 (calc)
Calcium, Serum*	9.0 8.6-10.2 mg/dL	9.8 8.7-10.2 mg/dL	9.1 8.6-10.2 mg/dL
ALT (SGPT)*	902 H 6-29 U/L	991 HH 0-32 IU/L	35 H 6-29 U/L
AST (SGOT)*	370 H 10-30 U/L	384 H 0-40 IU/L	19 10-30 U/L

Fax Print Prev Next > Save

Result
ALT/AST 902/370

Assigned To
Block, Bradl

Status
 Open Reviewed
 High Priority
 Do Not Publish to Patient
 Published To Progress Note

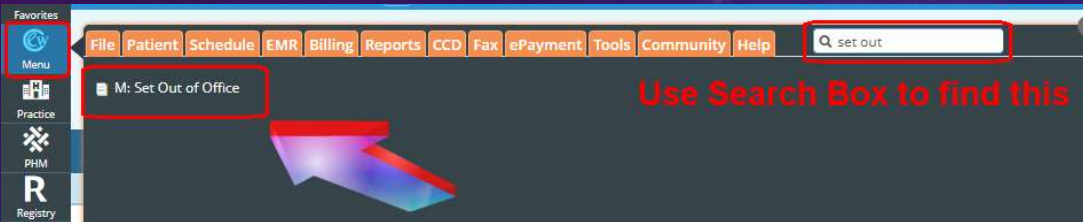


Maximize Patient Engagement by Maximizing Portal & Healow Use – Our Web Enabled Patient Stats for Patients Seen in Past Year

- Dr Block's own Patients = 98% (children-94 yrs old)
- Dr Bigg's own Patients = 91%
- Dr Block's Family Medicine Group = 98%
- Dr Bigg's Multi-Specialty Group = 87%



Wouldn't It Be Nice to Have Your TE's & WE's Automatically Assigned Or Delegated to Another Provider While Here Or Any Other Time When Out of The Office – Try Using the “Set Out of Office” Function



A screenshot of the 'Out of Office' configuration window. The window has an orange header and three tabs: 'Set my Out of Office', 'Set Out of Office for other users', and 'Out of Office Users'. The 'Set my Out of Office' tab is active. It contains a checked checkbox for 'Turn on Out of Office', radio buttons for 'Delegate' (selected) and 'Reassign', a 'Delegate To' dropdown menu set to 'Individual', and date/time pickers for 'From' (10/20/2023, 8:00 AM) and 'To' (10/22/2023, 01:00 pm). Red boxes highlight these key elements. Below the form, red text reads: 'Activate (Turn On), Choose Provider to Delegate these to, Set Start & Stop Dates & Times'.



More Importantly, Make Sure You Can Easily Find The “Set Out of Office” Function Or Any Function In The Future Quick & Easy

Use Favorites * link to add function to Favorites List

File	Patient	Schedule	EMR	Billing	Reports	CCD	Fax	ePayment	Tools	Community	Help			
File	Insurances	Provider Numbers	User Groups	Patient Merge	Pharmacies	Data by Facility	Templates	Change Password	Attorneys	Referring Physicians/Insu...	Action Template	Print	Collection Setup and Tran...	Letters
PHM	Employers	Refresh Counts	Zip Codes	Management	Registry	Insurance Groups	Mandatory Fields	Security Settings	Case Managers	Facilities				

Next time just use Favorites List to find this

Order Set Configuration	M : MultiSatisfied Alerts
M : Insurances	M : Merge Labs
M : Provider Numbers	M : Release Concurrency Lock
M : My Settings	Resource Scheduling
M : CPT/HCPCS Codes	M : Immunizations/Therapeut...
M : ICD Codes	healow OpenAccess
M : Report Console	M : Set Out of Office
User Logs	



Healow CHECK-IN Tip #1 – Update Same Day Appt Reminder Text

- Edit & Optimize “Same Day Appt SMS/TEXT Template” in Messenger Same Day Appt Configuration section
- Suggestions for Same Day Appt Reminder text:
 - “PLEASE CLICK LINK BELOW TO CONFIRM OR CANCEL appointment and to verify & update your personal information.”
 - “Some information screens require scrolling to bottom to click "Next" button.”
 - “We have a new option to tell us “I Have Arrived”, BUT since this is very new, PLEASE TELL US PERSONALLY THAT YOU HAVE ARRIVED (or else we might not know this).”

BRADLEY : You have an appointment today at 3:00PM with Dr Bradley Block. FACE MASKS are required in our office. Please click link below to verify & update your personal information if not already done in past 24 hours. We have a new option to tell us "I Have Arrived", BUT since this is very new, PLEASE TELL US PERSONALLY THAT YOU HAVE ARRIVED (or else we might not know this). Some information screens require scrolling to bottom to click "Next" button. Thank you!
<https://msg.fm/38a774bdd27a452eb4242645bf57dc80> Reply STOP to opt out

Block, Nation, Chase, Smolen Fami..

English

✓ Check-in Complete

Friday,
September 30, 7:30 PM EST Add to

Bradley Block, M.D.
Block, Nation, Chase, Smolen Family Medicine
2441 W SR 426, STE 2011,
OVIEDO, FL - 32765-4515

Contact us at :
[407-678-6888](tel:407-678-6888)

We know you are here and will connect with you shortly.



Healow CHECK-IN Tip #2 – Avoid Arrival Status Headaches

- If using “I Have Arrived” option - Create separate “Arrived” visit status in eCW
- Distinguish between fully vetted check-in patients vs self check-ins who might be in the parking lot or might have incomplete check-in tasks
- Instead of default “ARR”, we created a “SELF ARR” (self check-in) visit stats (in darker green)

Block,Nation,Chase,Smolen Fami..

English

Friday,
September 30, 7:30 PM EST

Bradley Block, M.D.
Block,Nation,Chase,Smolen Family Medicine
2441 W SR 426, STE 2011,
OVIEDO, FL - 32765-4515

Contact us at :
[407-678-6888](tel:407-678-6888)

Begin CHECK-IN

Let us know when you've arrived at our office or parking lot.

I have arrived

Check In/Out	Billing Data	View Orders	eCliniForms	Send TV Message	Messenger	Hub	View P...	Lock Progress Note
<input type="checkbox"/>	<input checked="" type="checkbox"/>							
		VISIT TYPE	APPT TIME	PATIENT NAME	P/R	REASON	SEX	VISIT STATUS
<input type="checkbox"/>	<input checked="" type="checkbox"/>	15 MINS	07:30 PM	Demo_Patient M. (Spiderman)	BMB	Lab Follow Up	F 116 Y	SELF ARR
<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER/HOSP	07:45 PM	Demo_Patient M. (Spiderman)	BMB	GI issues	F 116 Y	ARR

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Patient Questionnaires Now Simplified

- Item Key change enables Portal & Healow CHECK-IN to Link **MULTIPLE** Questionnaires to a single Visit Type & by Provider & Facility (& Kiosk too in v12)
- Also allows Portal, Healow CHECK-IN, & Kiosk to Share ALL Questionnaires & Consent Forms
- No Need to create separate Questionnaires or Consent Forms anymore!

healow CHECK-IN Settings

Questionnaire Visit Mapping ADD/EDIT **Same Exact Appearance As Portal Questionnaire Settings**

Visit Type Questionnaire Mapping

1. Provider: Block,Bradley M. x

2. Facility: Block,Nation,Chase,Smolen F **Map Questionnaires by Multiple Parameters**

3. Visit Type: 0WORK-IN (WORK-IN)

4. Please select Questionnaire to map with selected Visit Type

Questionnaire
<input type="checkbox"/> test
<input type="checkbox"/> Kiosk
<input type="checkbox"/> PHQ-9 Patient Health Questionnaire
<input checked="" type="checkbox"/> URI testing Link As Many Questionnaires As Desired to Each Visit Type
<input type="checkbox"/> Diabetic Visits
<input type="checkbox"/> Med Refill Needed
<input type="checkbox"/> Opioid Visits
<input checked="" type="checkbox"/> Med and Influenza Vax update
<input type="checkbox"/> Meds-InfluenzaVax-Mammo Updates

No. of Result: 10 Total Counts: 9 Prev Page 1 of 1 Next Save Mapping

Patient Portal Settings

Spanish Portal Settings

General Settings

Feature Settings

Menu Settings

Message Setting

Facility Accessibility Options

Questionnaire Visit Mapping + Create New Mapping **Final Choices Carry Over to Portal & Vice Versa**

Visit Type Questionnaire Mapping

Search: Visit type or Questi Provider: All Facility: All

Visit Types	Questionnaire	Provider	Facility
0WORK-IN(WORK-IN)	Med and Influenza Vax update,Med Refill Needed,URI testing	Block Bradley	302 Block,Nation,Chase,Smolen Family Medicine



eClinicalWorks/Healow

Bradley M. Block, M.D. & William "Reddy" Biggs, M.D.

Improve Efficiency by Creating Templates For All Common Medical Issues That Require Similar Documentation

Assessment:
Assessment: ▾
• COPD Exacerbation, Acute - J44.1 (Primary)

Plan:
Treatment: ▾
COPD Exacerbation, Acute
• Start predniSONE Tablet, 20 MG, 1 tab(s), orally with food, once a day, 5 days, 5 Tablet, Refills 0
Notes:
Counseling done on probable etiologies, potential testing, & potential treatment options., educated on COPD, Counseling done on risks/benefits/ advantages of patient's therapies & treatment options., Use Nebulizer (if pt has one) or Rescue Inhaler PRN & as appropriate until better, Steroid therapy as noted & if appropriate, call if problem worsens or persists.

Procedures: ▾
Immunizations:
Therapeutic Injections:
Diagnostic Imaging:
Lab Reports:
Procedure Orders:
Preventive Medicine: ▾
Next Appointment: ▾

Create Templates on the fly to Save Time

Copy and Merge from Templates
Save Notes as Template
Templates List
Set Default Options

Templates

Save Notes As Template

Name: Block COPD Exacerbation

Description: **Choose easy to remember name**

Associated Order Sets:
 Diabetes and Renal
 Hypertension and CHF
 Thyroid Disorders
 Well PE
 Ankle, Foot, and Leg Sprain
 Allergies, Asthma, COPD
 Back, Neck, and Radicular Pain
 Shoulder, Elbow, and Wrist Pain
 Hip and Knee Pain
 Lipids and Cardiac

All Options:
 HPI
 ROS
 Examination
 PhysicalExam
 Assessment
 Treatment
 Procedures
 XRay
 Visit Code
 Labs

Save As Default Default

Add as Favorite **Save as Favorite if expecting to use on a regular basis**

OK Cancel



Optimize Template Efficiency & Use

Template List

Category: My Favorites Facility: All

Find Template Add New Template

Create Templates that Mix & Match well with others

TEMPLATE	ACCESS
<input type="checkbox"/> Block Female PE w/ full skin exam	Public
<input type="checkbox"/> Block Female PE w/o skin exam	Public
<input type="checkbox"/> Block Folliculitis	Public
<input type="checkbox"/> Block GAD (Generalized Anxiety DO)	Public
<input type="checkbox"/> Block Gait Ataxia	Public
<input type="checkbox"/> Block Gallstones w/o Sx's	Public
<input type="checkbox"/> Block Ganglion Cyst	Public
<input type="checkbox"/> Block Gastritis, NSAID type	Public
<input type="checkbox"/> Block GE, viral - Child/Teen/Adult	Public
<input type="checkbox"/> Block GE, viral - infant	Public
<input type="checkbox"/> Block GERD	Public
<input type="checkbox"/> Block Gout	Public
<input type="checkbox"/> Block Hearing Loss	Public
<input type="checkbox"/> Block Hematuria	Public
<input type="checkbox"/> Block Herpes (GU)	Public

These Templates could ALL be merged into a single note w/o contradicting each other since they ONLY add very specific notes into very limited sections of chart

Template Categories | Configure My Favorites | View | Associate CC | Close

Copy And Merge Templates

Template for: **Use Options List to limit what portions of template get merged into note when necessary**

Patient: Demo, Patient, M Encounter Date: September 04, 2023

Choose Template: Generic My Favorites

Patient Specific: Demo, Patient, M

Find: Find Template Contains Go

Facility: All

Template	Access	Preview
<input type="checkbox"/> Block Purpura Senile/Solar/Mechanical	Public	★
<input type="checkbox"/> Block Pyuria	Public	★
<input type="checkbox"/> Block Rhinitis, Non-Allergic type	Public	★
<input type="checkbox"/> Block Seborrhea	Public	★
<input type="checkbox"/> Block Shoulder Impingement Synd w/o injection	Public	★
<input checked="" type="checkbox"/> Block Sinusitis	Public	★
<input type="checkbox"/> Block Sleep Apnea (probable)/Fatigue & Snoring	Public	★
<input type="checkbox"/> Block STD screening labs	Public	★
<input type="checkbox"/> Block Strept Tonsillitis	Public	★
<input type="checkbox"/> Block Thrombocytopenia	Public	★

- All Options
- CC
- HPI
- ROS
- Examination
- PhysicalExam
- Assessment
- Treatment
- Procedures
- XRay
- Visit Code
- Labs
- PreventiveMedicine
- NextAppointment
- Procedure Codes
- Therapeutic Injections
- Images
- Procedure Orders

Please manually check all Copied/Merged Template data for completeness including potential Interactions for all Medications ordered from Templates.

Merge Template ? Close



Use Patient Specific Templates to Order Testing or Document Notes Faster

Copy And Merge Templates

Template for Patient: Encounter Date: **October 09, 2023** **Order a full set of repeat labs w/ 3 clicks**

Choose Template: **Patient Specific**

Find: Find Template [x] Name [v] Relation [v] Contains [v] Go

Facility: All

Date	Visit	Reason	Preview
<input type="checkbox"/>	09/02/2023	Migra... Multum To Medispan Conversion Encounter	
<input type="checkbox"/>	04/06/2023	NURSE AWW	
<input type="checkbox"/>	02/14/2023	ER/H... Hosp F/U tc	
<input type="checkbox"/>	12/16/2022	LABS... LABS	
<input checked="" type="checkbox"/>	11/29/2022	PE 50... ann pe	
<input type="checkbox"/>	03/09/2022	TV-N... AWW RG	
<input type="checkbox"/>	01/06/2022	LABS... labs	
<input type="checkbox"/>	11/18/2021	PE 50... ANN PE	
<input type="checkbox"/>	12/17/2020	NURSE AWW RG	
<input type="checkbox"/>	11/17/2020	PE 50... ANN PE	

If DX codes are already in current note, then only need to merge "Labs"

All Options

- CC
- HPI
- ROS
- Examination
- PhysicalExam
- Assessment
- Treatment
- Procedures
- Labs
- Visit Code
- PreventiveMedicine
- NextAppointment
- Therapeutic Injections
- Procedure Codes
- Images
- Procedure Orders

Please manually check all Copied/Merged Template data for completeness including potential Interactions for all Medications ordered from Templates.

Merge Template [?] Close

Copy And Merge Templates

Template for Patient: Encounter Date: **October 09, 2023**

Choose Template: **Patient Specific**

Find: Find Template [x] Name [v] Relation [v] Contains [v] Go

Facility: All

Date	Visit	Reason	Preview
<input type="checkbox"/>	09/02/2023	Migra... Multum To Medispan Conversion Encounter	
<input type="checkbox"/>	04/06/2023	NURSE AWW	
<input type="checkbox"/>	02/14/2023	ER/H... Hosp F/U tc	
<input type="checkbox"/>	12/16/2022	LABS... LABS	
<input checked="" type="checkbox"/>	11/29/2022	PE 50... ann pe	
<input type="checkbox"/>	03/09/2022	TV-N... AWW RG	
<input type="checkbox"/>	01/06/2022	LABS... labs	
<input type="checkbox"/>	11/18/2021	PE 50... ANN PE	
<input type="checkbox"/>	12/17/2020	NURSE AWW RG	
<input type="checkbox"/>	11/17/2020	PE 50... ANN PE	

For patients with chronic PE abnormalities, merge prior exam to document new exam

All Options

- CC
- HPI
- ROS
- Examination
- PhysicalExam
- Assessment
- Treatment
- Procedures
- XRay
- Labs
- Visit Code
- PreventiveMedicine
- NextAppointment
- Therapeutic Injections
- Procedure Codes
- Images
- Procedure Orders

Please manually check all Copied/Merged Template data for completeness including potential Interactions for all Medications ordered from Templates.

Merge Template [?] Close



Use Patient Specific Templates from OTHER Patients to Document Notes Faster

Copy And Merge Templates

Template for Patient: Encounter Date: **October 09, 2023**

Choose Template: **Patient Specific** (highlighted)

Find: **Test, Buddy, A** (highlighted) Name Relation (highlighted)

Great for family, friends, companions with same concerns.

Pull up other patient by name or relation

Date	Visit	Reason	Preview
<input checked="" type="checkbox"/>	10/09/2023	15 MI... Travel Meds for upcoming trip	
<input type="checkbox"/>	09/03/2023	15 MI... post medispn testing	
<input type="checkbox"/>	09/02/2023	Migra... Multum To Medispn Conversion Encounter	
<input type="checkbox"/>	08/27/2023	15 MI... LOST MULTUM DRUGS	
<input type="checkbox"/>	07/18/2023	NURSE ekg	
<input type="checkbox"/>	06/12/2023	NURSE ekg	
<input type="checkbox"/>	05/12/2023	TELP... phq9	
<input type="checkbox"/>	02/20/2023	NURSE SPIRO	
<input type="checkbox"/>	06/09/2022	TV-15...	
<input type="checkbox"/>	02/07/2022	NURSE EKG	

Choose visit date

Merge appropriate sections from that note

Please manually check all Copied/Merged Template data for completeness including potential Interactions for all Medications ordered from Templates.

Copy And Merge Templates

Template for Patient: Encounter Date: **October 16, 2023**

Choose Template: **Patient Specific** (highlighted)

Find: **Test, Buddy, A** (highlighted) Name Relation (highlighted)

Works Great for Acute Illness Situations like After Vacations too when patients have similar symptoms

Date	Visit	Reason	Preview
<input checked="" type="checkbox"/>	10/16/2023	15 MI... Diarrhea from since trip	
<input type="checkbox"/>	09/03/2023	15 MI... post medispn testing	
<input type="checkbox"/>	09/02/2023	Migra... Multum To Medispn Conversion Encounter	
<input type="checkbox"/>	08/27/2023	15 MI... LOST MULTUM DRUGS	
<input type="checkbox"/>	07/18/2023	NURSE ekg	
<input type="checkbox"/>	06/12/2023	NURSE ekg	
<input type="checkbox"/>	05/12/2023	TELP... phq9	
<input type="checkbox"/>	02/20/2023	NURSE SPIRO	
<input type="checkbox"/>	06/09/2022	TV-15...	
<input type="checkbox"/>	02/07/2022	NURSE EKG	

Please manually check all Copied/Merged Template data for completeness including potential Interactions for all Medications ordered from Templates.



Don't Forget About Those PE Organ System Mini-Templates

HEART

Organ	Notes
PMI	normal
Carotids	
Edema	
rate	irregularly irregular, with rate at 60-70 BPM
heart sounds	normal
murmurs	no
clicks	no

Use "Save as" to create new mini templates from existing PE documentation

Use either arrow to view list & merge selected mini template

Joint Table | Default For All | Clear All | Merge Default | Default per Category | Clear Category

Save as...
View all...
Block - NML w/o ectopy
Irreg, Irreg @ 60-70
occ ectopic beats



Adding Immunization Information to Patient Charts Is Now Super Easy & Fast!!

- Use State Immunization Registry Bidirectional Interface (if available) to verify & import vaccine data eCW chart.
- Needs activation by eCW support
- Extremely helpful to identify vaxs given by pharmacies & other providers & update chart with a single click
- Great for adding large number of vaccines for new Peds patients

Click on Arrows in Right Hand State Immunization Registry Screen to Move Vaccine Info into Patient's eCW Chart



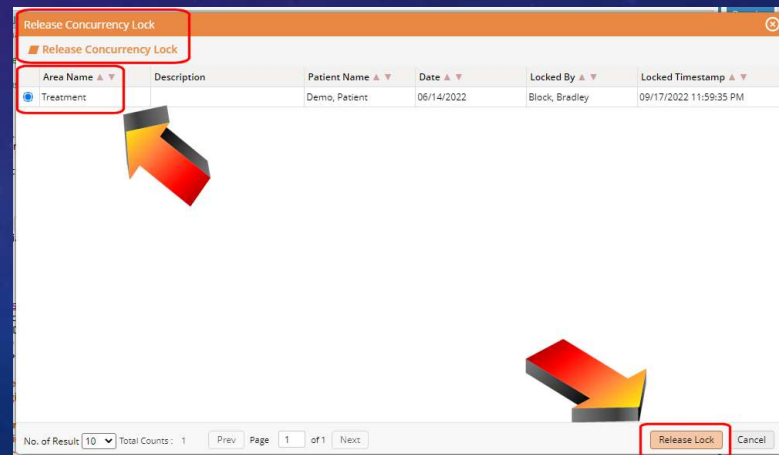
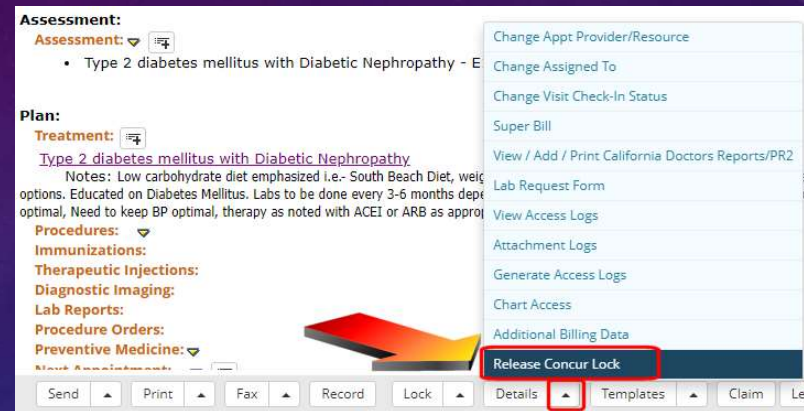
eClinicalWorks/Healow

Bradley M. Block, M.D. & William "Reddy" Biggs, M.D.

Tired of Getting Locked Out of Your Own Notes!



- Concurrency Unlock button within visit notes
- Click on arrow by “Details” button to pop open “Release Concurrency Lock” window



Ever Notice That You Cannot Always See All the Past Vitals On Some Patients – Find Missing Past Vitals

Pt. Info Encounter Physical Hub

Vitals Vitals Taken Pop up

Date	Wt(lbs)	BP(L)(mm ...)	BP(R)(mm ...)	Temp(F)	Pulse(/min)	Ht(in)	BMI(Index)	Wt Change..
01-22-2015	219.6	126/60		97.8	84	69	32.43	-2 lb
01-05-2015	221.6	123/54		97.6	56	69	32.72	
01-05-2015	221.6	123/54		97.6	56	69	32.72	-4.6 lb
10-28-2014	226.2	140/70, 130/70		96.1	64	69	33.40	1.6 lb
10-07-2014								
10-07-2014	224.6	137/62		97.6	66	69	33.16	
10-07-2014	224.6	137/62		97.6	66	69	33.16	-3.6 lb
09-12-2014	228.2	136/60		96.4	72	69	33.70	2.6 lb
08-22-2014	225.6	136/60	100/46	96.7	72	69	33.31	-2 lb
08-12-2014		140/70	140/70	96.0	68	69	33.34	-5 lb
07-21-2014	230.8	144/64	140/60	95.8	60	69.25	33.83	1.2 lb

Notes

7/2014 is the oldest vitals date currently visible in this patient's chart w/o manually accessing older vitals

Use Arrow button to view older vitals

Pt. Info Encounter Physical Hub

Vitals Vitals Taken Pop up

Date	Wt(lbs)	BP(L)(mm ...)	BP(R)(mm ...)	Temp(F)	Pulse(/min)	Ht(in)	BMI(Index)	Wt Change..
05-15-2007	203.5	144/74		98.3	108	71	28.38	
04-23-2007	204.5	154/84		94.5	76	71	28.52	
04-09-2007								
03-19-2007	205	154/80		96.4	88	71	28.59	
12-22-2006	206.5	130/70		96.7		71	28.80	
06-05-2006	206	140/68	122/72	97.8	68	71		
11-07-2005	200	140/60	132/80	97.6	70	71	27.89	
10-21-2005	202	140/70		98		71	28.17	
06-09-2005	202	138/78		96.3		71	28.31	
12-20-2004		128/60		95.8		5'11"	39.25	
10-22-2004	203	160/70		97.4		5'11"	39.64	

Notes

Vitals & vitals graph all the way back to 10/2004 appear with scrolling down further after clicking on arrow



Hate Getting Those Expired ICD Code Warnings When Merging In DX Codes to Your Notes!

ICD Code: I47.1 is not valid/effective. Do you want to select anyway?

OK Cancel

Assessment App: (10/10/2023 11:15 am)

Recent Encounters

Block, Bradley M

- ✓ Hypertensive Heart Disease w/ Heart Failure - I11.0 (Primary)
- ✓ Atherosclerosis of aorta - I70.0
- ✓ Depression Disorder, Major, Recurrent/Chronic MDD, unspecified - F33.9
- ✓ Dependence sedative, hypnotic or anxiolytic, uncomplicated - F13.20
- ✓ Insomnia, primary - F51.01
- ✓ Anxiety disorder, unspecified - F41.9
- ✓ Colostomy in place - Z93.3
- ✓ Hypertension, Essential (primary) - I10
- ✓ Diastolic Heart Failure (congestive), unspecified - I50.30
- ✓ Paroxysmal supraventricular tachycardia - I47.1
- ✓ Bipolar Disorder, unspecified - F31.9
- ✓ Vitamin D deficiency, unspecified - E55.9
- ✓ Fecal impaction - K56.41
- ✓ Rectal perforation - K63.1
- ✓ IBS-C - Irritable bowel syndrome - constipation predominant - K58.9
- ✓ Anemia, Iron Deficiency, other - D50.8
- ✓ Thrombocytosis - D47.3
- ✓ Hypertriglyceridemia - E78.1
- ✓ Hyperlipidemia, unspecified - E78.5
- ✓ Adenomatous colon polyp - D12.6
- ✓ Allergic Rhinitis, unspecified - J30.9
- ✓ Osteopenia - M85.80
- ✓ Onychomycosis - Tinea Unguium - B35.1
- ✓ Acne, Recurrent, unspecified - L71.9

PLEASE REVIEW ALL COPIED/MERGED DATA FOR COMPLETENESS

Copy Merge Close

**Scavenger Hunt Anyone?
(And these were not even all the codes being merged into this note)**

Billing TEST, Buddy A Jan 2, 1955 (68 yo F) Acc No. 80701 ASK EVA

Pt. Info Encounter Physical Hub

ICD Description Add ICD Auto Map to ICD10

P	Code	Diagnosis	Specify	Notes
2	I10	Hypertension, Essential (primary)		
3	I50.30	Diastolic Heart Failure (congestive), unspecified		mild HFpEF by ECHO 08/2021 Grade1 ...
4	I70.0	Atherosclerosis of aorta		CT ABD/PELVIS 06/2023 Colostomy He...
5	I47.1	PSVT (paroxysmal supraventricular tachycardia)		
6	D64.9	Anemia, unspecified		

CPT Description Add E&M Add CPT EMDerV2 Medicare Edits Pop Up

CPT	Name	Units	M1	M2	M3	M4	ICD1	ICD2	ICD3	ICD4	Notes

Billing Notes Follow Up Reason

2-3 Ds 1 W 2 W 3 W 4 W 6 W Follow up N/A

2 M 3 M 4 M 6 M 1 Y prn

CDSS Addl. Billing Data Close Done

How about a thick pink highlight to help you find the expired DX Code?



Update Expired ICD Codes Avoids Coding Headaches

- Both Providers & Billers will easily identify “Expired”, non-billable ICD codes
- Saves Billers time by avoiding claim rejections
- Go to Billing>ICD>ICD Codes> Change from “Active” codes to “Expired” codes, after each October ICD10 download, & Change Expired codes to “Inactive” & “NonBillable”
- If changing the code status for all codes for the 1st time, then after changing to “Expired” codes, need to type in each letter of alphabet one at a time for the 1st letter in the “Code” box to identify all past codes (ie- type “E” to bring up all expired for Endocrinology ICD 10 codes)

Set to Non-Billable & Inactive to turn ICD codes Pink and to Avoid Claim Rejections since this will trigger claim warnings when billed

The Expired codes not in red need to be updated

ICD	Code	Name	10/01/2015-09/30/20...
10	E10.359	Type 1 diabetes mellitus with proliferative diabetic retinopathy without macular edema	10/01/2015-09/30/20...
10	E10.359	Type 1 diabetes mellitus with proliferative diabetic retinopathy without macular edema	10/01/2015-09/30/20...
10	E11.321	Type 2 diabetes mellitus with mild nonproliferative diabetic retinopathy with macular edema	10/01/2015-09/30/20...
10	E11.321	Type 2 diabetes mellitus with mild nonproliferative diabetic retinopathy with macular edema	10/01/2015-09/30/20...
10	E11.329	Type 2 diabetes mellitus with mild nonproliferative diabetic retinopathy without macular edema	10/01/2015-09/30/20...
10	E11.329	Type 2 diabetes mellitus with mild nonproliferative diabetic Retinopathy without macular edema	10/01/2015-09/30/20...
10	E11.331	Type 2 diabetes mellitus with moderate nonproliferative diabetic retinopathy with macular edema	10/01/2015-09/30/20...
10	E11.331	Type 2 diabetes mellitus with moderate nonproliferative diabetic retinopathy with macular edema	10/01/2015-09/30/20...
10	E11.339	Type 2 diabetes mellitus with moderate nonproliferative diabetic retinopathy without macular edema	10/01/2015-09/30/20...
10	E11.339	Type 2 diabetes mellitus with moderate nonproliferative diabetic retinopathy without macular edema	10/01/2015-09/30/20...
10	E11.341	Type 2 diabetes mellitus with severe nonproliferative diabetic retinopathy with macular edema	10/01/2015-09/30/20...



Tips For Reducing Drug Induced Headaches



eClinicalWorks/Healow

Bradley M. Block, M.D. & William “Reddy” Biggs, M.D.

Anyone Still Using Multum Drug Database?

Highly Recommend doing the Multum to Medispan Conversion

- Multum to Medispan Conversion process automatically maps & converts most drugs
- Very simple manual mapping process for drugs not automatically mapped and can be sorted by most common scripts to avoid unnecessary work for rarely used drugs
- Excel spreadsheets provided for scripts that will be lost through during conversion to help identify scripts you might need to recreate such as in Templates & Order Sets
- **MANY BENEFITS:**
 - NDC failures very RARE!!
 - Very timely weekly drug database updates
 - Extensive & Usable Medical Equipment/Supply database in which you can save “Favorite” versions of scripts such as with approp instructions & DX codes in them like for Diabetes supplies
 - Combination drug names correctly listed so easier to find (ie- BP and Acetaminophen combos list main ingredient 1st such as Valsartan-hydroCHLOROthiazide or HYDROcodone-Acetaminophen instead of having to sort through a dozen HydroCHLOROthiazide-_____ or endless list of Acetaminophen-_____ names to find the desired drug

The option to “Show Discontinued” Drugs actually works (& appear in red highlight)



Tired of Seeing Unnecessary **Red Med Interaction Alerts** — Modify Reaction Severity of Drugs in Med Interaction Section When APPROPRIATE

Major Interaction

Allergen: Pravastatin Sodium	Drug To Allergy Interaction	Major	The use of Lipitor Oral Tablet 40 MG (Statins) may result in an allergic reaction based on a reported history of allergy to Pravastatin Sodium (Statins).	<input type="radio"/> Major <input type="radio"/> Moderate <input type="radio"/> Minor Reset
-------------------------------------	------------------------------------	--------------	---	---

Warning is ONLY b/c of Muscle or Joint Pain "Side Effect"; Not Actual Allergy

Allergen: Pravastatin Sodium	Drug To Allergy Interaction	Moderate	The use of Lipitor Oral Tablet 40 MG (Statins) may result in an allergic reaction based on a reported history of allergy to Pravastatin Sodium (Statins).	<input type="radio"/> Major <input checked="" type="radio"/> Moderate <input type="radio"/> Minor Reset
-------------------------------------	------------------------------------	-----------------	---	--

By Changing Status to more appropriate one, the Red Alert disappears



Keep Up With the Times When It Comes to Controlled Drug Prescribing – Expand Your PDMP Data Searches



- Bamboo Health PMP AWARxE (formerly APRISS) PDMP (Prescription Drug Monitoring Program) functionality in eCW
- Network constantly growing & currently includes data from 37 States & Territories including Puerto Rico & Military Health System
- New states do NOT automatically get added to your personal PDMP list
- Use your state's PDMP website to add more default states to your PDMP data searches through the "Default PDMP States" Link
- Easiest Workflow – Check for new states every time you update & change your state's PDMP website password



eClinicalWorks/Healow

The screenshot shows the 'Default InterConnect PMPs' settings page. A list of states and territories is displayed, each with a checked checkbox. The 'Texas' entry is highlighted with a red box, and its checkbox is unchecked. To the right, a 'My Profile' dropdown menu is open, with 'Default PMP States' highlighted in a red box. Below the list, there is an 'Update Defaults' button, also highlighted with a red box. Red text annotations are overlaid on the screenshot: 'Check Any Blank Check Boxes To Add Them to Your Default PDMP Screening Process' and 'Be Sure to Save Your Updated Defaults After Adding New States'.

Default InterConnect PMPs

- Alabama
- Alaska
- Arizona
- Arkansas
- Colorado
- Connecticut
- Delaware
- Georgia
- Idaho
- Iowa
- Louisiana
- Maine
- Massachusetts
- Michigan
- Military Health System
- Minnesota
- Mississippi
- Missouri
- Nevada
- New Hampshire
- New Jersey
- New York
- North Carolina
- North Dakota
- Ohio
- Pennsylvania
- Puerto Rico
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Virginia
- Wisconsin

Bradley Martin Block

My Profile

- Default PMP States**
- Delegate Management
- Password Reset
- Log Out

Check Any Blank Check Boxes To Add Them to Your Default PDMP Screening Process

Be Sure to Save Your Updated Defaults After Adding New States

Update Defaults

Bradley M. Block, M.D. & William "Reddy" Biggs, M.D.

Don't Let Med Lists Get Corrupted When Canceling Transmitted Scripts

- Two options when Canceling scripts:
- **“STOP & SEND”** Removes & Stops Med in Current Med List while canceling the transmitted script (ideal when new drug is sent but not desired or needed)
- **“DO NOT STOP & SEND”** Keeps Med On Current Med List while canceling the transmitted script (ideal when sent to wrong pharmacy & then sent to new pharmacy, or refill not needed)

The screenshot displays the eClinicalWorks interface. A warning dialog box titled "eRX Logs - Send Cancel Request" is overlaid on the screen. The dialog contains the text: "The medication lisinopril 10 mg tablet is on the patient's current medication list. Would you like to stop the medication and remove it from the patient's current medication list?". Below the text are two buttons: "STOP & SEND Cancellation" and "DO NOT STOP & SEND Cancellation", both highlighted with red boxes. A "Cancel" button is also visible. In the background, the "EPrescription Logs" table is visible, with the "Cancel" button in the first row highlighted with a red box. The table has columns: ADDR, CANCEL, TYPE, STATUS, MODE, PROVIDER, PATIENT, PHARMACY, DRUG DESCRIPTION, SENT BY, and SEN.

ADDR	CANCEL	TYPE	STATUS	MODE	PROVIDER	PATIENT	PHARMACY	DRUG DESCRIPTION	SENT BY	SEN
	Cancel	New Rx	Success	eRx	Block, Bradley	Demo, Patient	CVS	lisinopril 10 mg tablet	Block, Bradley M	202



Hate When Scripts Get Sent to the Wrong Pharmacy – Save Time & Send a Locked RX to Different Pharmacy w/o Creating a TE

Common Send TEST, Buddy A Jan 2, 1955 (68 yo F) Acc. No. 80701

Rx New Rx

Supervising Provider: [Search] ☆
Provider DEA#: Send NADEAN [BB2892722 [Practitioner]]
State Controlled Rx No.: [Search]

Patient Pharmacy: [Search]
Certificate to Prescribe No.: [Search]
Requested Fill Message Types: [Search]

Notes to Pharmacist: 0/210
Do not use for "D.A.W" or diagnosis or to send coupon information.

Assign Future Requests From Pharmacy To: [Search] ☆

Height: 65 in (07/26/2018)
Weight: 225 lbs (04/12/2018)

Major Interaction [Apply to Selected]

Mode	Rx	Pharmacy	Dispense, Duration, Refill	Notes and Identifiers	Status
<input type="checkbox"/>	Amoxicillin (500 MG Capsule) 1 cap(s), 3 times a day, orally	Test, 123 Test Ave., Atlanta, GA, 30329 404-555-1234 401-770-3544	Last Ordered: 10-14-2023 D: 10 day(s), D: 30, R: 0	Notes to Pharmacist: SP: Block, Bradley M DEA#: BB2892722 Fill Message Type:	✓

RX Already Sent to Wrong Pharmacy & Locked Only items will be sent through the transmit mode selected for each item. [Send]

Common Send TEST, Buddy A Jan 2, 1955 (68 yo F) Acc. No. 80701

1-Go Back Into Send Screen (But ONLY if NOT a Controlled Substance)

3-Click on Blue Pharmacy Name to Pop Open New Pharmacy Selection Option

2-Manually Check Box to Send Electronically (or by Fax)

4-Send

Rx New Rx

Supervising Provider: [Search] ☆
Provider DEA#: Send NADEAN [BB2892722 [Practitioner]]
State Controlled Rx No.: [Search]

Patient Pharmacy: [Search]
Certificate to Prescribe No.: [Search]
Requested Fill Message Types: [Search]

Notes to Pharmacist: 0/210
Do not use for "D.A.W" or diagnosis or to send coupon information.

Assign Future Requests From Pharmacy To: [Search] ☆

Height: 65 in (07/26/2018)
Weight: 225 lbs (04/12/2018)

Major Interaction [Apply to Selected]

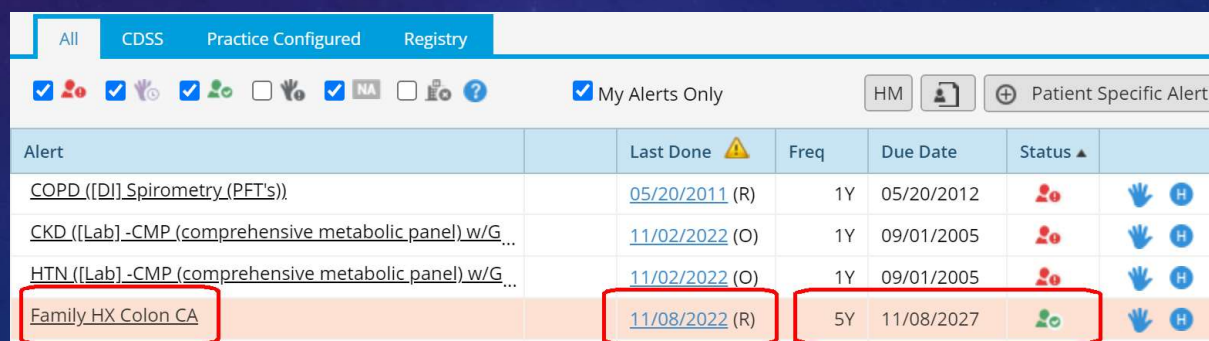
Mode	Rx	Pharmacy	Dispense, Duration, Refill	Notes and Identifiers	Status
<input checked="" type="checkbox"/>	Amoxicillin (500 MG Capsule) 1 cap(s), 3 times a day, orally	WALGREENS, 12279 LAKE UNDERHILL RD, ORLANDO, FL, 32825 407-273-0817 407-273-1267	Last Ordered: 10-14-2023 D: 10 day(s), D: 30, R: 0	Notes to Pharmacist: SP: Block, Bradley M DEA#: BB2892722 Fill Message Type:	✓

Only items will be sent through the transmit mode selected for each item. [Send]



Avoid Headaches Trying to Keep Up With Care Patients Are Due For – Use Templates to Fix This – Use “Alert Templates” for Recurring Testing, Procedures, or Vaccines Needed by Specific Patients

- Alert Templates create recurring patient specific CDSS Alerts
- Great for PCP’s & Specialists for anything that needs to be done for patients more often than the average patient
- Alert gets satisfied & resets the clock each time the test or procedure is done & reviewed



Alert	Last Done	Freq	Due Date	Status
COPD ([DI] Spirometry (PFT's))	05/20/2011 (R)	1Y	05/20/2012	
CKD ([Lab] -CMP (comprehensive metabolic panel) w/G...	11/02/2022 (O)	1Y	09/01/2005	
HTN ([Lab] -CMP (comprehensive metabolic panel) w/G...	11/02/2022 (O)	1Y	09/01/2005	
Family HX Colon CA	11/08/2022 (R)	5Y	11/08/2027	



LOTS of Options for What Recurring Alerts Can Be Created & All the Parameters

Alert Templates

Patient: T, Templates

Patient Specific Alert

Find

Alert Name		
A1C -Yrly for WellMed	<input type="checkbox"/>	<input type="checkbox"/>
Adenomatous Polyp	<input type="checkbox"/>	<input type="checkbox"/>
Annual Breast MRI	<input type="checkbox"/>	<input type="checkbox"/>
Family HX Colon CA	<input type="checkbox"/>	<input type="checkbox"/>
Family HX of Colon Polyps	<input type="checkbox"/>	<input type="checkbox"/>
HX of Adenomas- Q5YR F/U	<input type="checkbox"/>	<input type="checkbox"/>
M/C AWV- ANNUAL WELLNESS VISIT	<input type="checkbox"/>	<input type="checkbox"/>
Pancreas Cysts	<input type="checkbox"/>	<input type="checkbox"/>
Repeat Cologuard Due	<input type="checkbox"/>	<input type="checkbox"/>
Repeat DEXA	<input type="checkbox"/>	<input type="checkbox"/>
Smoker Chest CT Screens	<input type="checkbox"/>	<input type="checkbox"/>

Add New Alert **Choose type of Alert**

Alert Type Labs D.I. Imm / T. Inj
 Proc. Billing Other

Name * CT Chest W/O contrast LOW DOSE LUNG CANCER SCREEN in Smoker (or as per Radiologist Discretion) Recurring

Description Smoker Chest CT Screens

Frequency * 1 Years

Additional Entities Provider List

Quick Search

Item Name

"Name" is linked to the DI, Lab, Procedure, or Vax in eCW
"Description" is whatever you choose & appears in CDSS screen reminder
"Recurring" can be set to months or years



Adding Recurrent Alert Templates to Patient Charts Takes Only Seconds

The screenshot displays two side-by-side windows from the eClinicalWorks/Healow system. The left window, titled 'Alert Templates TEST, Buddy A', shows a list of alert templates for a patient. The right window, titled 'healow Insights', shows the 'CDSS' (Clinical Decision Support System) alerts for the same patient.

Alert Templates (Left Window):

Alert Name	Star	Trash
A1C -Yrly for WellMed	☆	🗑️
Adenomatous Polyp	☆	🗑️
Annual Breast MRI	☆	🗑️
Family HX Colon CA	☆	🗑️
Family HX of Colon Polyps	☆	🗑️
HX of Adenomas- Q5YR F/U	☆	🗑️
M/C AWW- ANNUAL WELLNESS VISIT	☆	🗑️
Pancreas Cysts	☆	🗑️
Repeat Cologuard Due	☆	🗑️
Repeat DEXA	☆	🗑️
Smoker Chest CT Screens	☆	🗑️

CDSS Alerts (Right Window):

- Smoking status
- Antithrombic tx (IVD or DM)
- LDL testing (high risk)
- A1C testing
- BP control in DM (130/80)
- Influenza vaccine (over 50)
- Pneumococcal vaccine
- Practice Created Alerts
- [G] Hep C Screen
- [G] Mammogram Screen 40-74 ...
- [G] Shingles Vaccine
- [G] TDaP Booster
- [Dx] HTN ([Lab] U/A DIPSTICK (I...
- [Dx] HTN ([Lab] -CMP (compreh...

Ellipsis square pops open the whole list of Alert Template options

Recurrence timeline can be modified when added to chart



Billing & Finances On A Good Day



eClinicalWorks/Healow

Bradley M. Block, M.D. & William "Reddy" Biggs, M.D.

Do Those New mid-year CPT Codes like for COVID or RSV Vaccines or New Procedures & New Tests Drive You Crazy? Prep New CPT Codes Yourself for Electronic Submission

- Use **CPT Code Validation** function in Report Console so new manually created codes become active & can transmit electronically in claims
- Report Console > "Utilities" > "CPT/HCPCS Validation and Logs", then use the "set a validation date" to activate the code for claims use

Report Console

Please type the CPT that needs to be validated

CPT : 91320 [View CPT validation logs](#)

Found the following CPT(s) in the database

CPT	Description
<input checked="" type="checkbox"/>	91320

COVID-19 PFIZER-BioNTech 2023-2024*(for 12+yrs old)(COMIRNATY)

Valid From : 09/11/2023 Valid To :

CPT	Description	User Name	Validated Date
91320	COVID-19 PFIZER-BioNTech 2023-2024*(for 12+yrs old)(COMIRNATY)	Block,Bradley	2023-09-26 02:14:35.0

[RETURN TO REPORTS CONSOLE](#)

Search to find the CPT code, Input the effective Valid Date, and "Submit" to activate



Awkwardly Named Messenger Campaign That Really Boosts Your Bottom Line: “Patient Balance with text2pay Notification”

- Texts, direct Emails, Healow app, & Portal Notification Emails
- Set Minimum Balances to avoid sending out tiny debts
- Can Schedule Timing & Frequency of when notifications get sent out to patients
- Can “edit” all formats like the text messages. We added notation & link to portal as option to pay. (TEST ANY EDITED VERSIONS before sending to real patients).
- Major advantages over paper statements:
- Costs 1/15th-1/8th as much as paper statements thru clearinghouse
- Instantly notifies patients once sent (once we had way too many sent out at same time & had hundreds of responses within 24 hrs)
- PAID FASTER & More Efficiently - Most patients pay electronically instead of calling w/ CC or mailing check to post manually like w/ paper statements



The Many Faces of Patient Balance with text2pay Notification

Block,Nation,Chase,Smolen Family Medicine
2441 W SR 426 , STE 2011,
OVIDEO, FL 32765-4515
407-678-6888

Hi Patient!

Hope you and your family are doing well.
A billing statement for the services we provided to you has been published.
Please click on the link below to see details and pay the balance (or log into our patient portal <https://health.healow.com/BlockAndNation> to see & pay the Latest Statement).

\$ 95.00 Balance Notification
Amount

Powered by healow pay

Pay HealowPay Link

You can also pay using the code below
healowpay.com **HealowPay Link**

Your Payment code is:
NrQsEeSe **Payment Code**

Discover the Smarter Way to Pay Online

Pay your medical bills | View statements, balance for multiple healow practices | Track your healowpay payments

Msg from **Text Notification Appearance**
Block,Nation,Chase,Smolen Family Medicine for Patient. You have a balance of \$95.00 due. Please click on link below to see details & pay balance (or log into our patient portal <https://health.healow.com/BlockAndNation> to see & pay Latest Statement). Click below to pay now or use WWg9kTsn statement code to pay at <https://msg.fm/5b33c3063bbc4bde8b1e9b79e3a48a25> . Questions? Call 407-678-6888

Account Details
Option to Review Full Statement Details w/ Security Verification

Patient Patient
Practice Block,Nation,Chase,Smolen Family Medicine
2441 West S.R.426, Ste.2011 , Oviedo, FL, 327654515

\$95.00 Statement Amount
\$95.00 Balance Due

View Statement Details **Pay by Check** **Pay by Card**

[View past transactions for the practice](#)

Account Details **Links to Print to Pay by check & to Pay Online by Credit Card**

BILLING SUMMARY

Patient Details

PATIENT'S NAME	BILL DATE	ACCT	AMOUNT DUE
Patient: M Demo	08/26/2022	70248	

ADDRESS:
Patient: M Demo
2441 W SR 426
STE 2011
OVIDEO, FL 32765-4515

Detailed Billing Statement

This is a statement of services rendered by Physician(s) who are members of:
Block,Nation,Chase,Smolen Family Medicine
2441 West S.R.426, Ste.2011
OVIDEO, FL 327654515
407-678-6888

Services Summary

DATE OF SERVICE	DESCRIPTION OF SERVICE	AMOUNT	PAYMENTS	BALANCE
08/26/2022	Claim:111627, Provider: Bradley M Block, M.D.			
08/26/2022	99213 Office Visit, E/M Pt., Level 3 - Ustin 1.00	95.00		
08/26/2022	SELF PAY			
08/26/2022	PAYMENT IS DUE UPON RECEIPT. You can also log into your Portal account to pay by credit card online using the PAY link below.			
	Your Balance Due On These Services ...			95.00
08/26/2022	**** Make a secure online payment at https://healowpay.com by using your personal statement code - ch9gAnq ****			

DATE	PATIENT NAME	ACCT NO.	This is a statement for professional services rendered by your physician.
08/26/2022	Patient: Demo	70248	MAKE CHECK PAYABLE TO:Block, Nation, Chase & Smolen Family Medicine

PAY THIS AMOUNT **\$5.00**

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

ice Portal provides you with convenient 24 x 7 access from the comfort and privacy of your own home or office. Please remember that the P non-urgent medical issues. For urgent issues call us at 407-678-6888.

Can Log into Portal Health Record & Pay via Account Dashboard

- View your health record
Login to see your reports
- Book an appointment
Connect with a doctor in minutes
- Join a Televisit
Join a booked consultation
- Pay your bill
View and settle your statements

Can Use "Pay Your Bill" Link & Use Healow Pay Options
Flexible bill payment with healow Pay

Find your invoice using
 Statement code Personal info

eCW-NC-OCT2022

HaveAGreatDay

Find my invoice



eClinicalWorks/Healow

Bradley M. Block, M.D. & William "Reddy" Biggs, M.D.

Take Home Message

- Optimize Your Workflow in eCW to Improve Efficiency & Patient Experience & Reduce Provider Headaches
- Boost Income
- Refer to your notes & Implement the 3-5 Ideas



Customer Satisfaction

Excellent

Good

Average

Poor



Questions?

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



- If earning CME/CE Credit this is session ID “3715”
- We welcome feedback via the eCW Events App survey
- For copy of our current & past presentations go to:
www.BlockAndNation.com/BlockAndBiggs

