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

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

Our Specialties
Primary Care Medicine
Endocrinology / Diabetes
Gynecology
Infectious Diseases
Neurology
Pulmonary Diseases
Rheumatology

Services
Patient Portal
Privacy Policy
Owners/Ip Page
Downloadable Content
Insurance Plans Accepted
How to Interpret your lab results
New Patient Forms
Patient Survey for Suite 439
Patient Survey for Suite 430
Med Manuals

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. Herman 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.

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Office Web Site –
Tell Patients What Makes Your Practice Special

- Practice Philosophy & Mission
- Services Provided by Practice

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

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Help Patients Get to Know Your Docs & What Makes Them Special

Physician Photos & Bios

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

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

Our Doctors
- Emily Archer, MD FACOG
- Etelle Archer, MD
- Cesar Ariz MD FACE
- William C. Biggs MD FACE
- Kenny M Brantley MD PHD
- Nam Do, MD FACF
- L Edwin Dodson, MD
- Milton A. Giron, MD FASN
- Luzma Houseal MD
- Alan Kazier MD
- Georges M. Malha, MD
- Hernan Miranda, MD
- Tarak Naguib, MD
- George Marck, MD
- Susan Meece, MD
- Steven Norris, MD
- Carlos Pires, MD
- Pablo S. Rodriguez, MD
- Jesus V. Salas, MD
- Shilpa Sarabia, MD
- Raj Saraya, MD
- Lawrence Schaeffer, MD
- Stephen J. Usta MD PHD

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.

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

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 211, Oviedo, Florida 32765

After Hours
- To speak to an on-call physician after hours for urgent medical concerns, call our answering service at 407-215-7003.
- To leave a message for staff after hours which they will receive the next morning, call our regular number 407-678-6888 at any time (or use the 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:

- Phone: 407-678-6888
- Fax: 407-678-0252
- Office Hours:
  - 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.

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
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
Primary Care Medicine
Endocrinology / Diabetes
Gynecology
Infectious Diseases
Pediatrics
Oncology
Pulmonary Diseases
Rheumatology

Services
Patient Portal
Privacy Policy
Ownership Page
Downloadable Content
Insurance Plan 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
- Hematocrit
- Glucose
- Electrolytes
- Waste Products
- Enzymes
- Protein
- Blood Fats
- Minerals
- Thyroid
- Microhemoglobin
- CBC
- Risk Factors
- Cholesterol
- Thyroid Antibodies
- Lab Normal

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 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
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
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**

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- **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)

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
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
The Disease
Influenza (flu) is caused by viruses that can cause muscle aches. Illness may last a few days. Complications may lead to pneumonia, lung or kidney diseases, the flu can be deadly.

The Vaccine
Today’s flu vaccines cause few side effects. The vaccine can be taken safely during pregnancy.
### Adult Subcutaneous Insulin Dose

<table>
<thead>
<tr>
<th>Meal Time</th>
<th>Novolog</th>
<th>Humalog</th>
<th>Apria</th>
<th>Regular</th>
<th>Breakfast</th>
<th>Lunch</th>
<th>Dinner</th>
<th>Bedtime</th>
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<tbody>
<tr>
<td>Novolog</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8</td>
<td>8</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Humalog</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apria</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regular</td>
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<td></td>
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<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### Basal Insulin Dose

<table>
<thead>
<tr>
<th>Basal</th>
<th>Lantus</th>
<th>Levaemir</th>
<th>NPH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Novolog</td>
<td>Humalog</td>
<td>Apria</td>
<td>Regular</td>
</tr>
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<td></td>
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</tr>
</tbody>
</table>

4. **Correction Dose** with fast acting insulin

To be administered in addition to Mealtime INSULIN

Fast acting insulin: [Novolog] [Humalog] [Apria] [Regular]

Give at these times: breakfast, lunch, dinner, bedtime 10318

<table>
<thead>
<tr>
<th>BG</th>
<th>Range A</th>
<th>Range B</th>
<th>Range C</th>
<th>Custom Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 65</td>
<td>-2</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>66-100</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>101-140</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>141-170</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>171-200</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>201-250</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>251-300</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>&gt;300</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

6. **Timmo**

- Give Novolog, Humalog, or Apria 0 - 10 minutes before eating. Give Regular 20 - 30 minutes before eating.

Endocrinologist Signature: [Signature]

Date: 10-31-88
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)

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

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:

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

eClinicalWorks

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
A.D.A.M. & Healthwise - Print out or Publish to Portal (only ADAM for now) (Paid Subscription Service)
Use eCW Visit Summary to Coach Patients on their Med Regimen – Use Editing Options to Customize Print Outs

Medication List
- Stop Zetia: 10 mg 1/2-1 tab ut dict orally once a day, stop date: 02/07/2012
- Stop Valturna: 300mg/320mg 1 tab for bp orally once a day, stop date: 02/07/2012
- Stop Amlodipine: 10 mg 1/2-1 tab ut dict 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 dict
  - 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

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Use Smart Phone & Tablet Apps to Assist with Medical Care & Goals

- Lose It! for Weight Loss
- Blood Sugar Log Apps
- iPhone BG Meter
Make Sure Your Patients Can Get Their Meds – Assist Financially Distressed Patients with Pharmaceutical Patient Assistance Programs

- 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

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

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Value</th>
<th>Reference Range</th>
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</thead>
<tbody>
<tr>
<td>Cholesterol</td>
<td>144</td>
<td>80-199 mg/dL</td>
</tr>
<tr>
<td>Triglycerides</td>
<td>68</td>
<td>50-150 mg/dL</td>
</tr>
<tr>
<td>HDL Cholesterol</td>
<td>50</td>
<td>40-110 mg/dL</td>
</tr>
<tr>
<td>LDL Cholesterol Calc</td>
<td>80</td>
<td>30-130 mg/dL</td>
</tr>
<tr>
<td>VLDL Cholesterol</td>
<td>14</td>
<td>10-60 mg/dL</td>
</tr>
<tr>
<td>Risk Ratio (CHOL/HDL)</td>
<td>2.9</td>
<td>0.0-5.0 Ratio</td>
</tr>
</tbody>
</table>

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

Discover how easy it is to stay in control of your health with healow

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

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

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Patient Portal eMessages – Quick & Easy to Use by Creating pre-written Templates for Care Reminders

In the image, there is a screenshot of a Patient Portal eMessage interface. The message is from Bradley M. Block, M.D. to other users, with the subject line being "Flu Vaccine Reminder." The interface shows a section for templates, with options to load, save, and save as. The available web reply templates include:

- Salutation
- Flu Vaccine Reminder-High Risk Pts
- Flu Vaccine Reminder-Peds Pts
Keep Patients Informed – Use eMessages for Important Announcements en-mass (i.e.- Urgent Scheduling Issues, Insurance Updates)

Greetings,

Due to the treacherous conditions on the roads today, and the forecast of deteriorating conditions as the day goes on, we are closing our office cancelling all appointments today.

We do not want you, or our staff, endangered by this storm.

Please contact our office to reschedule. You may use the appointment request tool on the portal, and we will try to accommodate your preferences. Or if you prefer, you may call by telephone when the office reopens.
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
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
Customize your Practice Portal
Web Site & Portal Email
Appearance

- Notification Logs
  - Sent eMail Logs
  - eMail Failures Logs
  - Portal Customization
- Access Logs
  - Lab Access Logs
  - Statement Access Logs
  - Patient Access Logs
  - Locked Acounts
  - Unsubscribed User List

- Practice Logo
- Working Hours
- Practice Doctors

- Notification Logs
  - Sent eMail Logs
  - eMail Failures Logs
  - Portal Customization
- Access Logs
  - Lab Access Logs
  - Statement Access Logs
  - Patient Access Logs
  - Locked Acounts
  - 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 Medical Health Centre'

  - Practice Info:
    Practice Description to be displayed on the Patient Portal login screen.
    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, Family Medicine
    You have 25 characters left.

- Your Personalized Patient Portal URL:
  https://health.eclinicalworks.com/BlockAndNation
  Change URL

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Modified Practice Portal Web Page – Site Looks Familiar to Your Patients
Modified Practice Portal Email “Sender” & Portal Website Link – Sender & Web Link Look Familiar to Your Patients

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

- E-mail Message Settings
- Appointment Settings
- Labs Settings
- Form(Ques & Dia) Settings
- Menu Settings
- Consent Form Settings
- Welcome Message Setting
- Medical Report Cont.
- Feature Settings

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

**eMail Content**

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
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\moledoc\jsp\catalog\xml\printWebDetails.jsp
Changing Patient Portal Instructions

- Congratulations!! You have been web-enabled for our portal.
- Your username is `<b>`<%= request.getParameter("usr")%>`` and your password is `<b>`<%= request.getParameter("pwd")%>`
- Please log into our website at &nbsp; <b>http://portal.amarillomed.com</b> 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/.
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 X-ray 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

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
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.xsl
Changing Appointment Cards

- BACK UP a copy of the original appointments.xsl file
- OPEN with Notepad, add XSL paragraph
  ```xml
  <TR>
  <TD VALIGN="TOP" align="left">
    <b>"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."</b>
  </TD>
  </TR>
  ```

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

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

![Image of file structure showing folder named "Stuff that gets messed up on upgrades"]

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