Tips & Tricks to Improve Efficiency, Patient Management, & Cash Flow

- Block & Biggs Road Show
  - For copy of presentation go to:
    http://blockandnation.com/blockandbiggs
Who Are We?

- Bradley M. Block, M.D.
  - Family Physician in independently owned, four physician Family Medicine group in Oviedo, Florida
  - eCW User for 10 years
- William “Reddy” Biggs, M.D.
  - Endocrinologist in independently owned, thirty-three provider Internal Medicine Multi-Specialty group in Amarillo, Texas
  - eCW User for 8 years
  - Board Certified in Clinical Informatics
Why Were We Asked to Speak?

 Both of us:
   Spoken together at NUC since 2008
   “eClini-Geeks” on the eCW Web User’s Forum for assisting users w/ expert eCW advice
   Dr Block – written approx. 1,600 posts
   Dr Biggs – written over 3,000 posts & is a Forum Moderator
 Beta testers for new modules & versions of eCW
 Attested for EHR MU Bonus 2011, 2012 & 2013 (& will attest for MU Stage 2 this year)
Goal of Our Talk

- Streamline Your Office Workflow & Transform Your Practice into a Modern Platform of Patient Care by Maximizing Tools Available to You
- Lots of New Ideas
- Make Note of at least 3 Things Presented
Why Bother to Implement Changes – How Does This Benefit Me?

- Increase Efficiency of Providers & Staff
- Improve Documentation for Future Reference & Med Mal Protection
- Enrich Quality of Patient Care
- Improve Patient Engagement
- Enhance Patient Satisfaction
- Save Money & Boost Income
Overview of Our Presentation

- Share Tips, Tricks & Examples
  - Mid Office (Medical Providers)
  - Front Office
  - Back Office (Billing & Finances)

- Question & Answer Session at the End

(But Dr. Biggs has to dash after session)
Mid Office

- Patient Management & Charting of the Past
Mid Office

- Patient Care & Charting of the Future

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Chart Like a Pro
- Maximize eCW Functionalities

- Prep for Photos
- Tips for Templates
- Ogle over Order Sets
- Orient you on Other Ideas

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Smile for the Camera!

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
V10: Insert Photo Images Into Your Visit Notes

- Check Off “Show Thumbnails in Notes” in “Options” tab of Practice Default Settings
- Use “Examination” Section for full thumbnail image
- Use “Physical Examination” Section for Hyperlink w/o image

Objective:

Vitals:
Wt 245, BP(L) 130/80, Temp 99.0, Pulse 75, Ht 65.5, BMI 40.15

Past Results:

Examination:

Physical Examination:

GENERAL
- General appearance well nourished, pleasant, in no acute distress, nontoxic
- Mental status alert & oriented X 3. Mood euthymic, normal. Affect appropriate

EYES

HEENT

NECK
- Neck supple. Supraclavicular recesses without mass or adenopathy. Thyroid

HEART

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Photos Show Full Size
Up at End of Visit
Note when Printed or
Fax (including
photos attached by
PE hyperlink)
Adding Photos to Notes – Step 1 – Link to Note
Adding Photos to Notes – Step 2
– Upload Photo from Source

Use "Add" to upload image from PC or SD Card or Fax Inbox (i.e.-"F-Drive")

Use "Scan" to use PC Web Cam
Photos Get Saved in Patient Documents Folder

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Digitizing Photos – Use a Digital Camera for High Quality Photos

- Don’t get too many megapixels - 3mp is plenty
- For non-WIFI SD cards - upload into patient chart via SD slot in PC
- Eye-Fi card pushes photo to Fax Inbox (configured as “F-Drive”), then upload from there into patient chart

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Templates 101
Why Use Templates Instead of Order Sets?

- Templates Provide Documentation in Any Section of Note
- Order Sets ONLY Can Provide & Insert TX Plans
- Templates Allow for Customized Insertion through “Options” Screen
Avoid Merging in Unwanted Template Data by Setting Default Template Options

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Create Templates Easily on The Fly

DELMATOLOGY
  skin without rash, without jaundice.

Assessment:
  Assessment:
  - Sinusitis, Acute, NOS - 461.9 (Primary)

Plan:
  Treatment:
  Sinusitis, Acute, NOS
  Start Phenergan with Codeine syrup, 10 mg: 6.25 mg/mL, 1:2 tspns, orally, Q6H PRN cough
  Notes: OTC nasal saline flushes, vaporizer/humidifier, increased fluids & rest, Mucinex DM or
   if problem worsens or persists.

Procedures:
Immunizations:
Therapeutic Injections:

Save Notes As Template...
Ensure Nurses & Ancillary Care Providers
Insert Correct Documentation, DX, and CPT Coding

Bradley M. Block, M.D. -- William "Reddy" Biggs, M.D.
Keep Coding Correct – Immunizations & Special Services or Testing - DX & CPT Codes

![Image of template list in eClinicalWorks]

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Without jaundice.
Order Sets
- Just What the Doctor Ordered...
Why Use Order Sets Instead of Templates?

- Templates Only Link TX Plans to Single DX Code & Limit TX Plan Choices
- Order Sets can be linked to Numerous Codes (i.e. - 28 DM & Nephropathy codes)
- OS’s link unrelated Medical Conditions which share similar test orders (i.e. - 17 DX’s related to Hematology & Vitamin issues)

ORDER SET: Diabetes and Renal

ORDER SET: Anemia and CBC issues
Use Order Sets
to Quickly Grab TX Plan Options
### Hypertension, Unspecified

<table>
<thead>
<tr>
<th>Name</th>
<th>Strength</th>
<th>Take</th>
<th>Freq</th>
<th>Duration</th>
<th>Refills</th>
<th>Route</th>
<th>Formulation</th>
<th>Dispense</th>
<th>Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Synthroid</td>
<td>50 mg (0.05 mg)</td>
<td>1 lab(s) Q am</td>
<td>once a day</td>
<td>30 day(s)</td>
<td>3</td>
<td>orally</td>
<td>Brand Medically Necessary</td>
<td>90</td>
<td>05/25/2011</td>
<td>Other Actions</td>
</tr>
<tr>
<td>Liothyronine</td>
<td>100 mg (0.1 mg)</td>
<td>1 lab in AM</td>
<td>once a day</td>
<td>30 day(s)</td>
<td>0</td>
<td>orally</td>
<td>tablet</td>
<td>90</td>
<td>-</td>
<td>Other Actions</td>
</tr>
</tbody>
</table>

### Lab

<table>
<thead>
<tr>
<th>Description</th>
<th>Lab Company</th>
<th>Frequency</th>
<th>Duration</th>
<th>Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSH (Thyroid Stimulating Hormone)</td>
<td>Quest, Labcorp, CIL</td>
<td>-</td>
<td>-</td>
<td>09/01/2014</td>
<td>Ordered</td>
</tr>
<tr>
<td>T4 Free (Thyroxine)</td>
<td>Quest, Labcorp, CIL</td>
<td>-</td>
<td>-</td>
<td>06/05/2015</td>
<td>Other Actions</td>
</tr>
<tr>
<td>T3 UPTAKE (Triiodothyronine)</td>
<td>Quest, Labcorp, CIL</td>
<td>-</td>
<td>-</td>
<td>06/05/2015</td>
<td>Other Actions</td>
</tr>
<tr>
<td>Thyroid Peroxidase (TPO) Ab</td>
<td>Quest, Labcorp, CIL</td>
<td>-</td>
<td>-</td>
<td>06/05/2015</td>
<td>Other Actions</td>
</tr>
<tr>
<td>Thyroid Antithyroglobulin Ab</td>
<td>Quest, Labcorp, CIL</td>
<td>-</td>
<td>-</td>
<td>06/05/2015</td>
<td>Other Actions</td>
</tr>
<tr>
<td>CALCITONIN LEVEL (Frozen)</td>
<td>Quest, Labcorp, CIL</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Echocardiography

<table>
<thead>
<tr>
<th>Description</th>
<th>U.S. NEC/THYROID/PARATHYROID</th>
<th>Frequency</th>
<th>Duration</th>
<th>Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fine Needle Aspiration (FNA) Biopsy of Thyroid Nodule or Mass</td>
<td>SimonMed Rad Bi</td>
<td>-</td>
<td>-</td>
<td>07/09/2011</td>
<td>Other Actions</td>
</tr>
</tbody>
</table>

### Procedures

<table>
<thead>
<tr>
<th>Description</th>
<th>Frequency</th>
<th>Duration</th>
<th>Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nuclear Thyroid Scan</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Immunizations

<table>
<thead>
<tr>
<th>Name</th>
<th>Dose</th>
<th>Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Therapeutic Injections

<table>
<thead>
<tr>
<th>Appointments</th>
<th>Order</th>
<th>Referrals</th>
</tr>
</thead>
</table>

### Physician Education

<table>
<thead>
<tr>
<th>PDF</th>
<th>WEB REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Education</td>
<td>WEB REFERENCE</td>
</tr>
</tbody>
</table>

---

*Counseling done on possible side effects, potential testing, & potential treatment options.*

*Counseling done on risks/benefits/advantages of patient's therapies & treatment options.*

*Call hypothyroid symptoms, call hypothyroid symptoms*
**V10: Use Order Sets for “Future” Orders**

- Create Future Lab (or DI) Orders in Order Set Administration Screen w/ desired timeline & desired repetition
Templates & Order Sets Don’t Solve Everything –– Try eCliniSense for TX Plan

- Helpful for Less Common DX’s
- Order DX Specific Scripts, Labs, DI, & Treatment Notes
- Can Jump from one DX to Another (using Assess. Pull Down)
- Patient Specific Option
- Pull Up Choices by Any Provider
- “Generate” to Update Choices

eClinicalWorks

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Yet More Options to Customize Orders –
Use “Favorites” to Order Labs or DI
& Use Lab/DI Button to Toggle Between Screens
**V10: Use Patient Specific “Previous” Lab (or DI) Orders to Find What You Want**

**eClinicalWorks**

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
But Wait – We Still Need More Remedies For Managing Patients

- Simplify & Streamline Scripts
- Mull Over Medications
- Leap through Labs
- Dabble in Documents
- Play with Portal

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Some Prescriptions for Your Prescribing Blues
Speed Up Scripts –
Create Custom Scripts for Commonly Prescribed Meds to Avoid RX Edit Time

- Chronic Medical Conditions (DM, HTN, OA), Antibiotics, Pain & HA Meds
- Instructions, Medical Indication, Typical Quantity Dispensed & Refills

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Customize RX Edit Screen Pic Lists

JANUVIA

<table>
<thead>
<tr>
<th>Strength</th>
<th>Formulation</th>
<th>Take</th>
<th>Route</th>
<th>Frequency</th>
<th>Duration</th>
<th>Dispense</th>
<th>Refill</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 mg</td>
<td>cream</td>
<td>1 tab at bedtime</td>
<td>intravenously</td>
<td>1 time a week</td>
<td>100 days</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>25 mg</td>
<td>drops</td>
<td>1 tab every AM</td>
<td>intravenously</td>
<td>2 times a week</td>
<td>120 days</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>50 mg</td>
<td>gel</td>
<td>1 tab every PM</td>
<td>orally OTC</td>
<td>as directed</td>
<td>100 days</td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>100 mg</td>
<td>innaier</td>
<td>1 tab for BP</td>
<td>orally</td>
<td>at Hi/A onset</td>
<td>10 days</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>1 tab for Cholesterol</td>
<td>1 tab for Cholesterol</td>
<td></td>
<td>orally with food</td>
<td>15 days</td>
<td>28</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>ointment</td>
<td>subcutaneously</td>
<td>1 tab(s)</td>
<td>orally with food</td>
<td>180 days</td>
<td>3 Inhalers</td>
<td>3 Vials</td>
<td>3</td>
</tr>
<tr>
<td>solution</td>
<td>sublingual</td>
<td>1 tsp</td>
<td>orally with food</td>
<td>once a day</td>
<td>30 days</td>
<td>30 grams</td>
<td>5</td>
</tr>
<tr>
<td>spray</td>
<td>topically</td>
<td>1-2 caps</td>
<td>orally with food</td>
<td>once a day</td>
<td>30 days</td>
<td>30 mL</td>
<td>6</td>
</tr>
<tr>
<td>tablet</td>
<td>orally to affect</td>
<td>1-2 pills as directed</td>
<td>orally with food</td>
<td>once a day</td>
<td>30 days</td>
<td>30 mL</td>
<td>6</td>
</tr>
</tbody>
</table>

* Combined length of Take, Route and Frequency cannot exceed 132 characters. (Remaining Characters 98).
* Custom Dosages are not shown by default. To Show/Hide Custom Dosages Setting follow the link: MySetting --> Show/Hide Tab --> Custom Dosages in Rx Edit Screen

Rx: Januvia 100 mg tablet, TAKE: 1 tab for Diabetes, orally once a day, for 30 days, DISPENSE: 30, REFILLS: 3

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Faxing Controlled Substance Scripts

Comments: Please Note: This Faxed Script is HAND signed w/ an ORIGINAL signature; this is NOT an electronic signature.

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Save Even More Time – Stop faxes from Pharmacies

- Fax refill requests lower efficiency & productivity
- Insist that pharmacies only submit refill requests electronically
- All major pharmacy chains, and most locally owned pharmacies will respect your request
- Copy of this Letter on our Web Site

---

Your Name Here MD  
Internal Medicine  
1215 S. Coulter St  
Amarillo, Texas 79106

(806) 358-1374  
(806) 356-0045 FAX

DEAR PHARMACY:

Due to the recent marked increase in the number of computer generated fax requests from your company, we will no longer respond to them. I have found many of them to be requesting medicines that are no longer on the patient's current medication list.

Therefore, please have the patient request a refill from us at the time of their next office visit, and we can discuss it with them at that time. If they need a refill prior to their next visit, they can come by our office or have the prescription mailed to them at no charge, or faxed for a nominal charge.

Alternatively, we will respond to refill requests that you initiate via SureScripts, since this allows us to review the patient chart with the request.

We hope that you share our goals of encouraging our patients to be fully involved in their medical decisions, and therefore enhancing the quality of their medical care.

In the future, please do not fax refill requests to us, as we will not be replying to them. Please contact the patient and request they discuss their refills with us at their next visit.

Sincerely,

Jane Smith, MD FACP

---

eClinicalWorks  
Bradley M. Block, M.D. -- William "Reddy" Biggs, M.D.
V10: Refill e-scripts in Rapid Succession

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
NDC Codes Got you Down?

- Get the “NDC Patch” (in SP) to fix most issues
- Use “Manage Custom RX NDC” to Import & Link NDC Codes en-masse via Reports Console
Link Residual NDC Code Problems from individual Custom RX & Med Supply Update Screens (evidenced by e-RX failures)

**Before**

**After**

**eClinicalWorks**

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
### V10: Update Current Med List the Easy Way from External RX HX

<table>
<thead>
<tr>
<th>Date</th>
<th>Source</th>
<th>Qty</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/02/2014</td>
<td>BLOCK BRADLEY</td>
<td>70</td>
<td>5</td>
</tr>
<tr>
<td>08/29/2014</td>
<td>CHASE CRAIG</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>08/18/2014</td>
<td>BLOCK BRADLEY</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>08/15/2014</td>
<td>SCHULZE RAFAEL</td>
<td>14</td>
<td>7</td>
</tr>
<tr>
<td>08/15/2014</td>
<td>BLOCK BRADLEY</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>06/04/2014</td>
<td>BLOCK BRADLEY</td>
<td>90</td>
<td>90</td>
</tr>
</tbody>
</table>
Update Current Med List the Easy Way from eHX (electronic Health Exchange)

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
V10: Update the Current Med List in V10 from Past RX HX the Easy Way
Learn to Love Your Lab Results
V10: Cruise Through Your Incoming Lab Results Faster Than Ever
Use “Categories” to Organize
Finding Lab & DI Results Quicker

eClinicalWorks

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Love Your Documents Like Never Before
V10: View Patient Documents in a New Light

FACSIMILE TRANSMITTAL FORM

Date/Time: 5/27/2014 7:40:56 PM
Pages: 3
Subject: Progress Notes

To: Bradley Block
Fax Number: 407-676-0352

The information contained in this facsimile message may be confidential and/or legally privileged information intended only for the use of the individual or entity named above.
V10: Options for Providers to Note “Reviewed” Status

eClinicalWorks Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
V10: Patient Document Logs

![Image of eClinicalWorks Patient Document Logs interface]

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Manage Patient Care Even Better
– Use the Portal –
Keep Connected with Patients

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

Using your secure portal you will be able to:
- Appointments
- Request Refills from your doctor
- View Health Records

healow Mobile App
Your health is in your hands... with healow
Your health & online wellness platform

Download the Free healow app!
Available on the AppStore
Available on Googleplay

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
MU: Maximize Use of Portal Messages from Patients to Coordinate their Care

- Patients send you Blood Sugar or Blood Pressure Logs (manually entered)
- Respond to Patient to adjust care
- Update Med Dosing in RX Screen of Web Encounter
Simplify Portal Interaction & Increase Your % of Web Enabled Patients w/ Healow App
- Convenient & Avoids Password Lock-Outs
- Promote Use with Healow Flyers in Office

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

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Advocate the Portal & Healow
Not Just for the Benefit of Your Office, but for the Benefit of Your Patients

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Web Enabled Stats for Patients Seen in Past 2 Years

- Dr Block’s Family Medicine Group = 85%
- Dr Bigg’s MultiSpecialty Group = 63%
- Dr Block’s own Patients = 92%
- Dr Bigg’s own Patients = 78%
Front Office of the Past
Front Office of Today

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
eCW “Letters” – Create Letters for Common Patient Needs

- Letters Can Fill in Patient Specific Information w/ “Tags”
- Used by Providers, Front Office & Billing Staff
- Can Edit Letter, Change Saved Document Name, Print, Fax
- Ideas: Work Excuses, No Shows, Patient Discharge, Special Diabetic Letters (i.e. Eye Care & Insulin Pumps), Jury Duty Exemption, “Well PE” Performed & NML, Medical Stability for FAA

**V10:** Designate “Favorites” (via star symbol)

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
“Wallet Card” (Med List) Letter

Wallet Medication Card

Name: VCB Development Test
Date of Birth: 11/16/1970

Emergency Contact:
Holmes, Sherlock
Emergency Contact Phone:
805-677-2020

Date this form last updated:
06/09/2014

Medications:

Allergies:

Amarillo Medical SPECIALISTS

Wallet Medication Card

Doctor Name & Phone:
Ako D. Bradford William Biggs MD FACE
1215 S Coulter Street Ste 301
Amarillo, TX 79106
806-355-3741 answered 24/7

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Encrypt Medical Record CD’s for Full-Proof HIPAA Compliance

- Adobe’s Password Protection Not Same as Encryption
- Use AES 128 Bit Encryption Key
- Try Roxio Creator (special version w/ encryption) or free “PDFill PDF Tools”
- Create Standardized Password Protocol
  - (i.e. - use limited list of passwords or last 4 digits of SS#)
- Locally - Florida Information Protection Act of 2014 effective July 2014 - one of the most strict breach notification statutes in the country
Faxing (or Printing) Records
– Give Them What They Want –
Use Multi-Doc to Send All Reports at Once
Faxing (or Printing) Records

– Give Them What They Want –

Use Encounters Screen to Fax Multiple Visit Notes All at Once
Faxing Records

– Don’t Clog Up the Fax Line When You Give Them What They Want –
Use the “Fax Schedule” Option

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Back Office –
Billing & Finances of the Past
Back Office –
Contemporary Billing & Finances
MedicScan Imports Insurance Card Info & Links to Plan in eCW

Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.
Maximize Efficiency - Interface with Collection Agency - TransWorld Systems

<table>
<thead>
<tr>
<th>Account #</th>
<th>Patient Name</th>
<th>Guarantor Name</th>
<th>Home Phone</th>
<th>PI Balance</th>
<th>Current Cycle</th>
<th>Recent Activity</th>
<th>Status</th>
<th>External Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>09059</td>
<td></td>
<td></td>
<td></td>
<td>800.70</td>
<td>Final</td>
<td>$79.20 on 01/09/2014</td>
<td>START</td>
<td></td>
</tr>
<tr>
<td>73854</td>
<td></td>
<td></td>
<td></td>
<td>180.00</td>
<td>Final</td>
<td>$30.00 on 04/03/2014</td>
<td>START</td>
<td></td>
</tr>
<tr>
<td>03344</td>
<td></td>
<td></td>
<td></td>
<td>100.00</td>
<td>Final</td>
<td>$30.00 on 06/05/2014</td>
<td>START</td>
<td></td>
</tr>
<tr>
<td>26529</td>
<td>Test, fake</td>
<td>Test, fake</td>
<td>555-555-5555</td>
<td>0.00</td>
<td>Final</td>
<td></td>
<td>STOP</td>
<td></td>
</tr>
<tr>
<td>86180</td>
<td>Test, test</td>
<td>Test, test</td>
<td>555-322-3337</td>
<td>0.00</td>
<td>Final</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Options:
- Add Patient Payment
- Patient Account Inquiry
- Print Patient Statement
- Print ePatient Statement
- Remove From Collection
- Move To Different Collection Cycle
- Upload START file to TransWorld Collection Agency
- Upload STOP file to TransWorld Collection Agency
- Generate Collection Details for Selected Patients
Collection Agency Interface
Automatically Creates Billing Alerts
Take Home Message

- Maximize & Optimize Use of eCW Functionalities
  - More Efficiently & More Effectively
  - Document & Provide Patient Care
  - Improve Patient Satisfaction & Care Coordination
  - Save on Staffing Costs & Boost Income

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

- Refer to your notes from today & Implement at least 3 Ideas Presented
- Share your experience with these changes on eCW Web User’s Forum
Questions?

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

For copy of our 2013 & 2014 presentations & Dr Bigg’s Pharmacy Fax Letter go to:
http://blockandnation.com/blockandbiggs