

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

- Block & Biggs Road Show

- For copy of presentation go to:

<http://BlockAndNation.com/BlockAndBiggs>

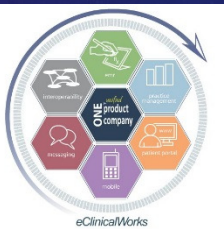


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# Who Are We?

- Bradley M. Block, M.D., FAAFP
  - Family Physician in independently owned, four physician Family Medicine group in Oviedo, Florida
  - eCW User for 13 years
- William “Reddy” Biggs, M.D., FACE, ECNU
  - Endocrinologist in independently owned, forty-two provider Internal Medicine Multi-Specialty group in Amarillo, Texas
  - eCW User for 11 years
  - Board Certified in Clinical Informatics
  - CPT reviewer for AMA

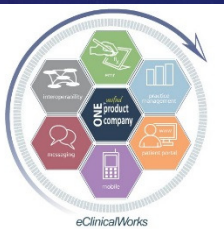


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# Why Were We Asked to Speak?

- 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 over 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 Stages 1 & 2: 2011-2016



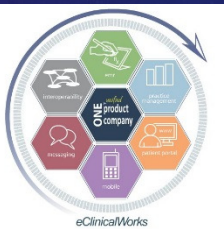
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# Goal of Our Talk



- Streamline Your Office Workflow & Transform Your Practice into a Modern Platform of Patient Care to Meet “Triple AIM” Goals by Maximizing Tools Available to You
- Lots of New Ideas
- Some items from last year included
- Make Note of at least 3-5 Things Presented

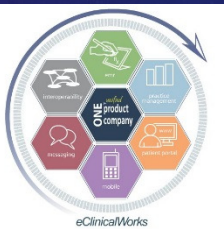


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# Why Bother to Implement Changes – How Does This Benefit Me?

- Increase Efficiency of Providers & Staff
- Improve Documentation of Care
- Enrich Quality of Patient Care
- Enhance Patient Engagement & Satisfaction
- Improve the Health of your Patient Population
- Save Money & Boost Income



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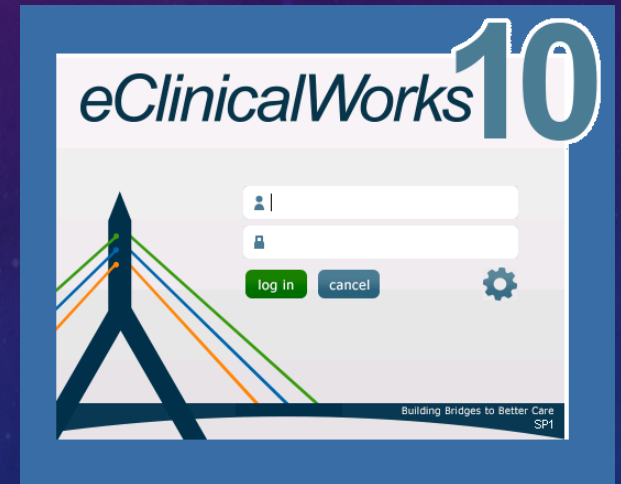
# Overview of Our Presentation

- Share Tips, Tricks & Examples

- Front Office
- Mid Office (Medical Providers)
- Back Office (Billing & Finances)
- Full Hour of Ideas to Share

- Question & Answer Session at the End

- We'll stay after as long as it takes
- We have slides from old presentations



Make notes so you don't forget!



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# Our Theme: Customize Your Daily Workflow in eCW



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# Front Office & Mid Office of the Past



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# Front Office & Mid Office of the Future



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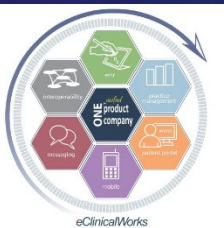
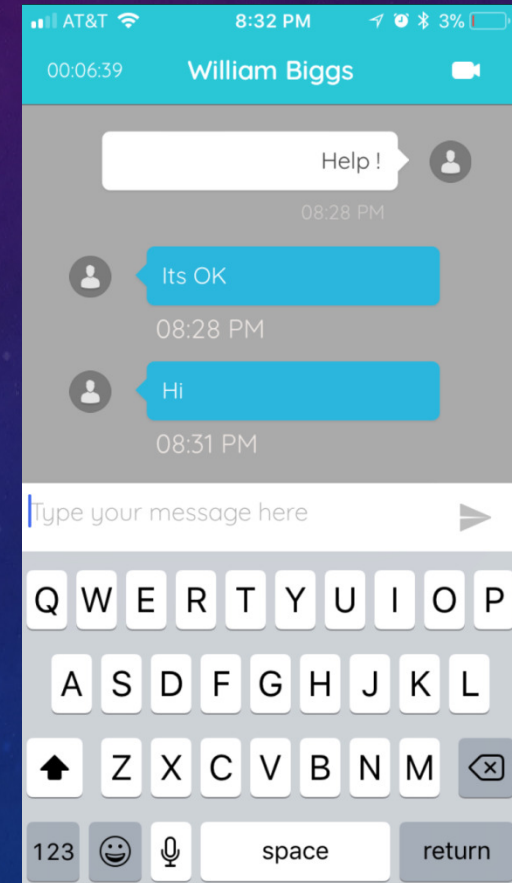
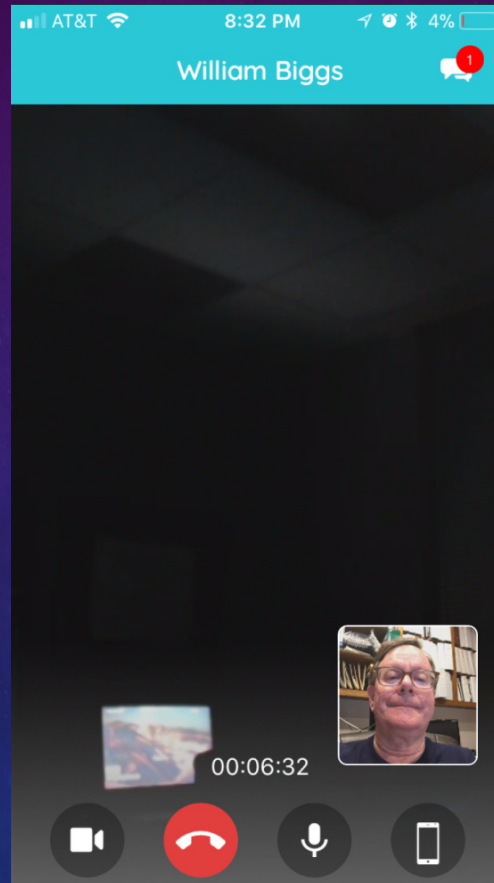
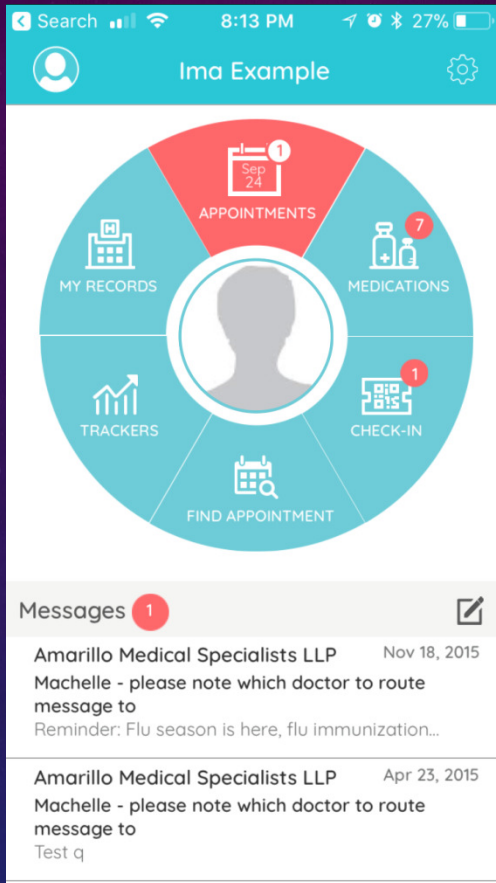
# Customize Your Patient Interactions - TeleVisits are Calling for You



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# TeleVisits - A Healow Perspective



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# TeleVisits – Ready, Set, Go

Providers/Resources  All Biggs,William C;Toler,Freida ... Appt. Time All Day

Facility  sel < 09/24/2017 >

Visit Type	Appt Time	Patient Name	P/R	Reason
Televisit	02:45 PM	TV	WCB	Testing

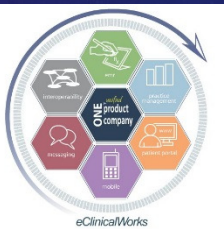
TeleVisit - [redacted], 60 Y, female

TeleVisit

**Start TeleVisit**

Questionnaire Vitals

All submitted Intake Forms have been reviewed for this patient.



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# Telehealth Visits in Action

Progress Notes

60 Y, F Info Hub Allergies Billing Alert

Wt 08/16/17: 200 lbs. Ins: IMQ  
App(L): 08/16/17(SU) Acc Bal: [redacted]  
App(N): 09/24/17(WB) Guar: [redacted]  
Language: English Gr Bal: [redacted]  
Translator: No Ref: Schwartz, Usala.

CLICK TO EDIT Consider testing next OV

SECURE NOTES

Hub CCMR Hub

Medical Summary | CDSS | Alerts | Labs | DI | Procedures | Growth Chart | Imm/T.Inj | Encounters | Patient Docs | Flowsheets

SF

Progress Notes Scribe Orders Quick Search

Patient: 09/24/2017 02:45 PM, TeleVisit \*

Pt. Info Encounter Physical Hub

HPI

\*Interim History(ACD) Show popup for c/o

c/o	denies	Symptom	Duration	Notes
5		*Transition of Care Visit from Hos		
5		*Transition of Care Visit from Oth		
		Tests/Studies		
		Surgery		
		Consultations		
		Hospitalizations		
		Emergency department visits		
		Serious infections		
		New chronic diseases diagnosed		
5		Inpatient Discharge		
		Refills needed today		

Denies All Clear All Custom

Notes Header Footer Browse... Spell check Clear

I am typing here just like I normally do with an in office visit.

TeleVisit [redacted] Y, female

00:05:44

Questionnaire Vitals

Biggs, William C

UPCOMING AP



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# This is New - Make a Handout for Patients

## Amarillo Medical Specialists, LLP

1215 S. Coulter Street  
Amarillo, Texas 79106

### Welcome to TeleHealth !

USING THE HEALOW APP on your iPhone or Android  
for remote Tele Health visits

#### BEFORE YOU START

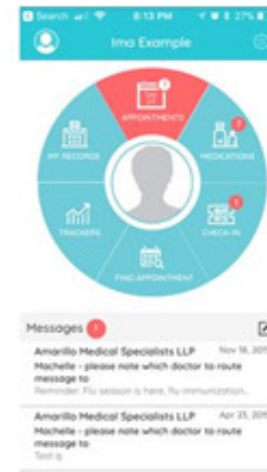
- 1) **Verify** that you can use your Healow app to connect to our patient portal. Can you see your labs, and your appointments?
- 2) Check to see if the TeleVisit appointment is on your list. It will say 'Televisit' toward the right. If you tap Televisit, you can choose to set a reminder 1 hour ahead so your phone will remind you close to when its time for your appointment.
- 3) Telehealth visits contain the same content as a regular visit, and we put them on our schedule just like a regular visit in person. **Please log in on time so that we can see you.**
- 4) Healow Telehealth uses your phone, screen, network connection, microphone and camera ALL AT THE SAME TIME. It uses up a lot of battery life sometimes, **so please have your phone charged up, or plug your phone into a power source!**
- 5) **If you have diabetes**, our office would like for you to share your blood glucose meter, insulin pump or artificial pancreas information. If you subscribe to Glooko, Medtronic CareLink, or Roche AccuChek connect, please upload at least 30 minutes before your visit. That way it will be available for us to view.]

#### STARTING THE VISIT

- 7) You can log in up to 15 minutes before your scheduled appointment time. Go to the Healow app on your phone and log in. Go to the appointments area, which should be in RED for your visit today. Tap on Appointments.

AMS Telehealth Visit Instructions v0.9

09/24/2017



**Copy of this  
available on  
our website**

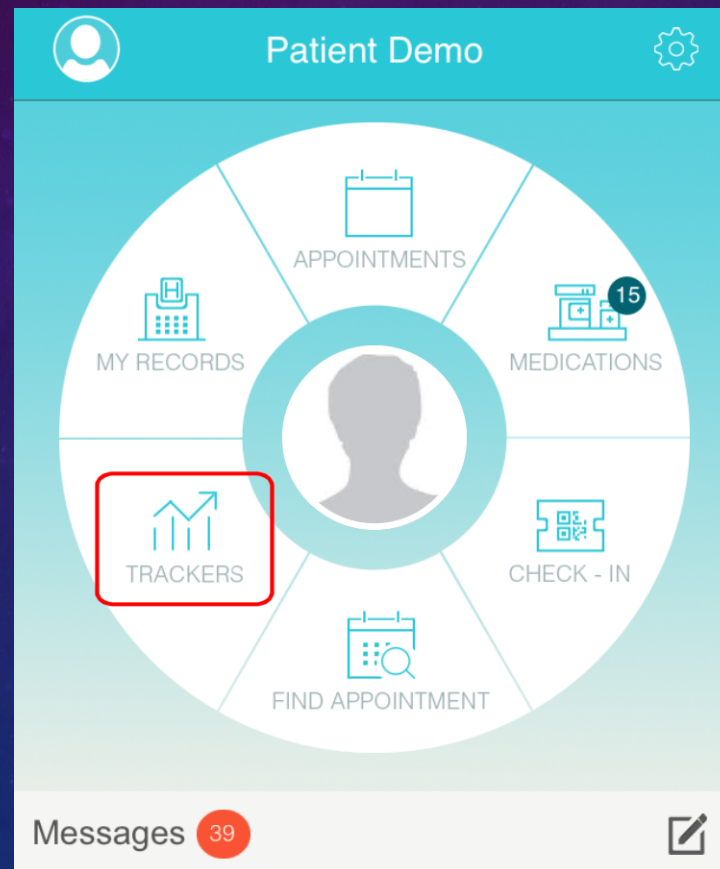
- 8) You should see the today's visit. Tap on the icon of a TV camera where it says Televisit. You will then see 'Appointment Details' at the top. At the **BOTTOM**, there is an orange band where you can tap "Start Televisit". Tap there when you are all ready to start.



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# Another Use for Healow - Customize Data Entry – Have Patients Populate Notes for You

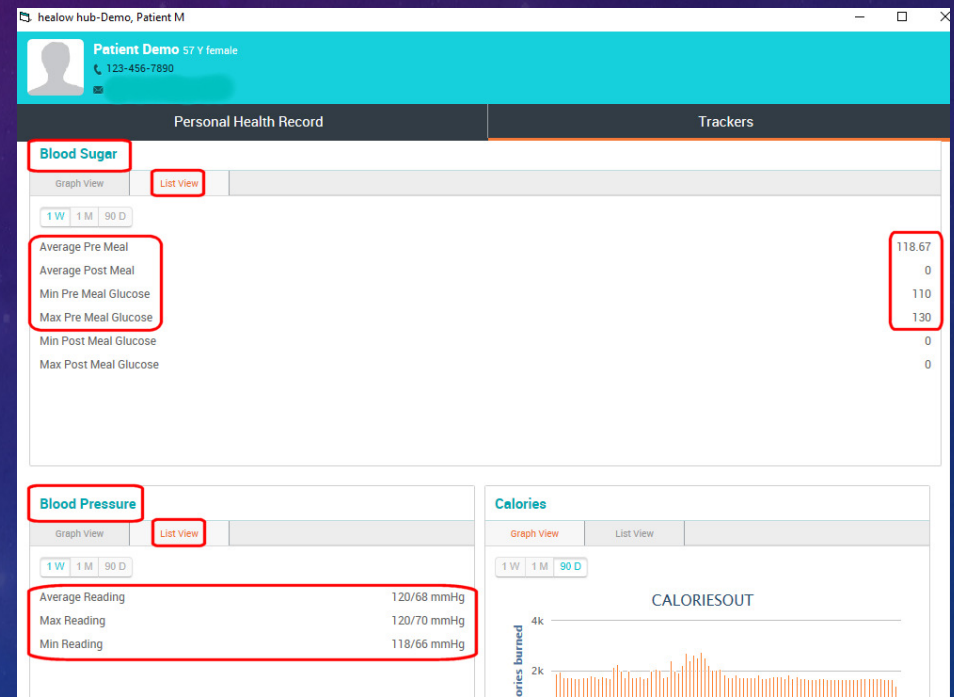
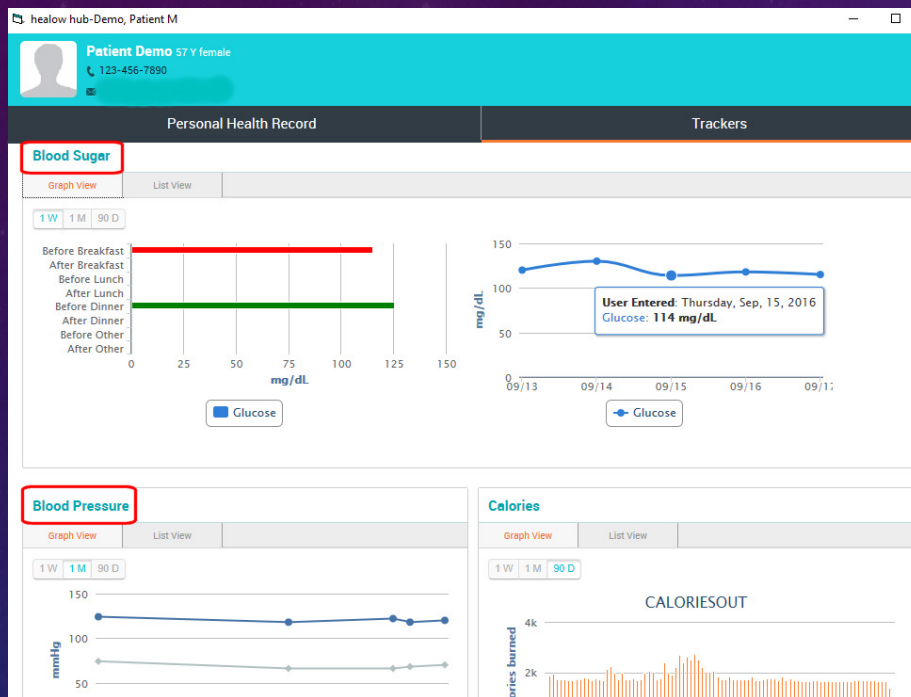
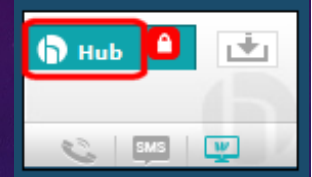


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# Have Patients Use Healow Trackers to Provide Data for their Visits

- Click on Healow HUB Icon to open up Tracker Data



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# Use Healow Trackers to Copy & Paste Patient Provided Data into Visit Notes

**Blood Pressure**

Graph View **List View**

1 W 1 M 90 D

Average Reading	120/68 mmHg
Max Reading	120/70 mmHg
Min Reading	118/66 mmHg

## HPI: ▼

Hypertension / BP

BP's outside our office **Healow Home BP log:**

- Average Reading 120/68 mmHg
- Max Reading 120/70 mmHg
- Min Reading 118/66 mmHg.

## Endocrinology

Home Fingertstick Blood Sugars **Healow Home BS log:**

- Average Pre Meal 118.67
- Average Post Meal 0
- Min Pre Meal Glucose 110
- Max Pre Meal Glucose 130.

## Current Medication:

Taking

- metformin 500 mg tablet, extended release 4 tab for Di

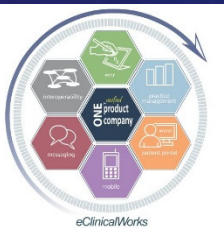
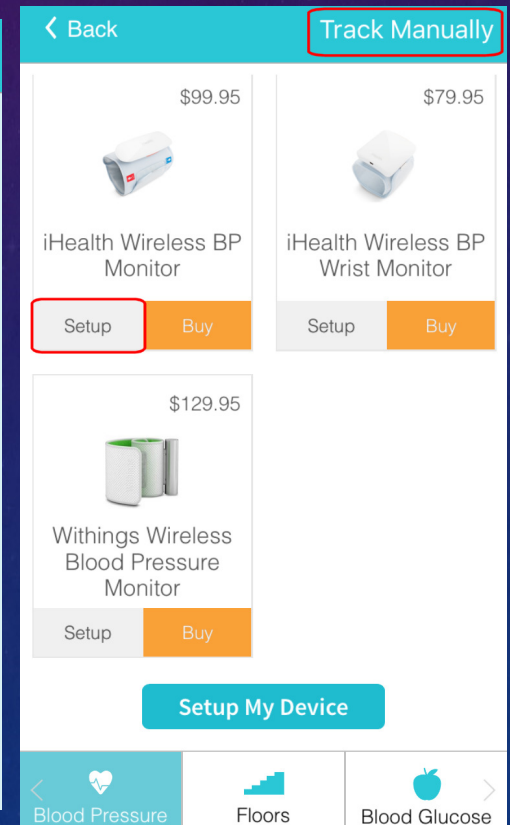
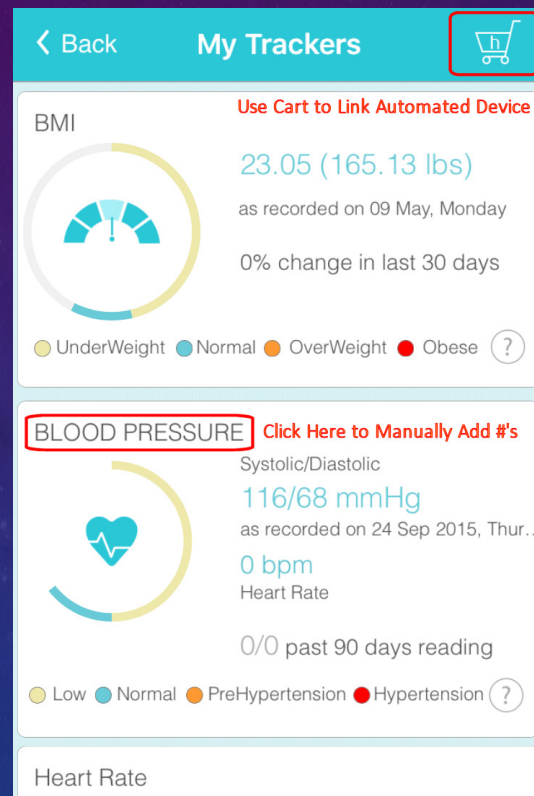


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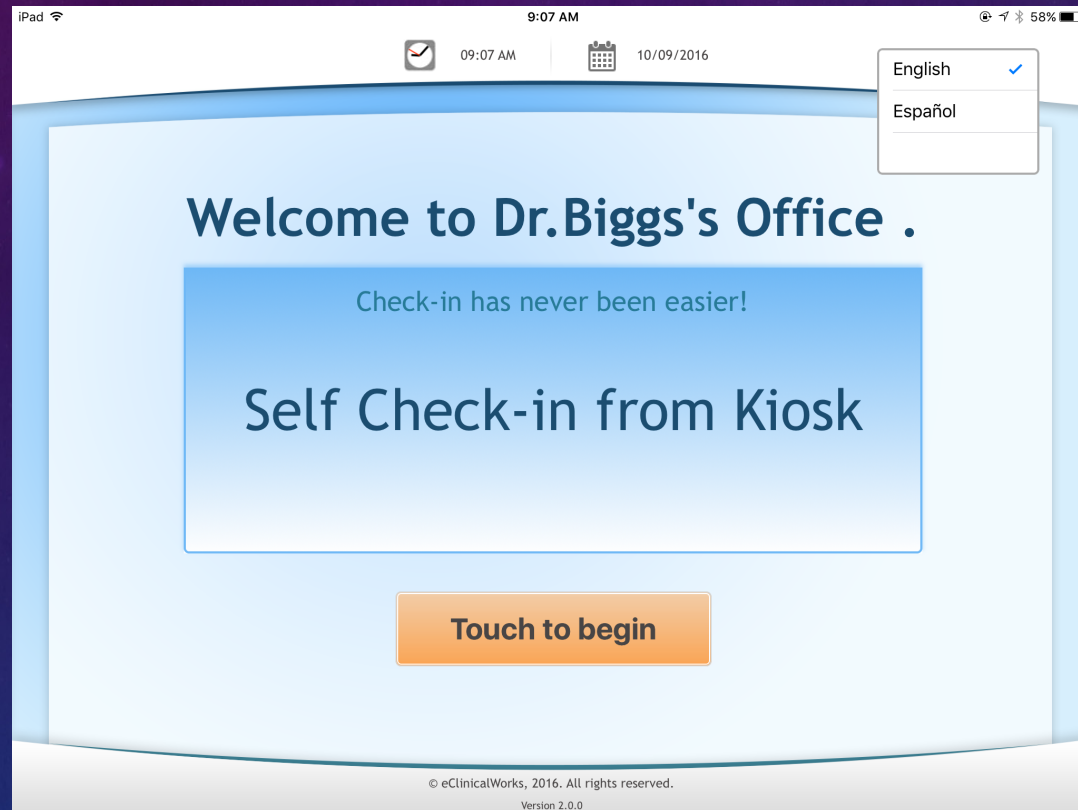
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# Healow Tracker Tips

- HUB icon link only works from visit notes (but can use old locked visit)
- Patients can manually enter, or use the Cart to link & “Setup” a device to automate data entry
- If not using Healow partner BG monitor, use “Track Manually” link to add Blood Glucose tracker option to “My Trackers” screen (missing by default)



# Customize Your Front Office Workflow



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# More Than Just a Check In Device

11:02 AM 10/09/2016

**Current Insurance** **Verify Insurance** Log Out

Please validate that your insurance information is correct.

Insurance Name : MEDICARE NOVITAS SOLUTIONS  
 Insured Name : JULIA , TEST  
 Relation : Self - patient is the insured  
 Group Name :  
 Subscriber No : 111111111

Is this insurance information valid?

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11:40 AM 10/09/2016

**Showing pharmacies in and around** **AMARILLO** Log Out

Select initial letter of pharmacy

A B C D G H I J K L M O P

- Wal-Mart Ama Neigh Arden Rd**  
7251 Arden Rd, Phone Number : 806-513-6401
- Wal-Mart Ama Neigh SE34th**  
2035 SE 34th Ave, Phone Number : 806-513-6391
- Walgreen's Ama 34 Osage**  
2205 SE 34TH AVE, NEC OF Osage and 34TH, Phone Number : 806-373-1452
- Walgreen's Ama 34th Bell**  
3320 BELL ST, NWC OF BELL and 34TH, Phone Number : 806-468-6150
- Walgreen's Ama 45 Western**  
4504 S WESTERN ST, SWC OF WESTERN and 45TH, Phone Number : 806-353-1371

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ePayment Transactions

Search By:

Facility: All  
 Patient:   
 Payment#:   
 Trx#:

Posted By: All  
 Date Range:  To   
 Status:   
 Type:

EMR  Patientportal  Kiosk    Real Time Search (RTS)

Facility	Posted By	Patient	Pay Id	Trx#	Amount	Date & Time
William C Biggs MD			898100	957982204	\$25.00	Fri 2016-10-07 at 09:32:11
William C Biggs MD			898100	957982189	\$35.00	Thu 2016-10-06 at 01:25:00
William C Biggs MD			898100	957982148	\$45.00	Thu 2016-10-06 at 10:44:00
William C Biggs MD			898100	957982124	\$35.00	Thu 2016-10-06 at 09:41:00
William C Biggs MD			898100	957982086	\$15.00	Fri 2016-09-30 at 09:32:11
William C Biggs MD			898100	957982223	\$29.16	Fri 2016-09-30 at 09:11:00
William C Biggs MD			898100	9579823950	\$40.00	Thu 2016-09-29 at 03:18:00
William C Biggs MD			898100	957982471	\$30.00	Wed 2016-09-28 at 01:11:00
William C Biggs MD			898100	957982275	\$20.00	Tue 2016-09-27 at 11:09:00
William C Biggs MD			898100	957982128	\$30.00	Mon 2016-09-26 at 03:56:00
William C Biggs MD			898100	957982164	\$35.00	Mon 2016-09-26 at 02:33:00
William C Biggs MD			898100	957982836	\$0.01	Mon 2016-09-26 at 01:44:00

**Collect Payments by Kiosk**

10:51 AM 10/09/2016

**Set Primary Pharmacy** Log Out

Are you sure you want to set your Primary Pharmacy?

Selected Pharmacy

**ADC Pharmacy**  
 6700 WEST 9TH, AMARILLO, TX  
 Phone Number: 806-358-0331

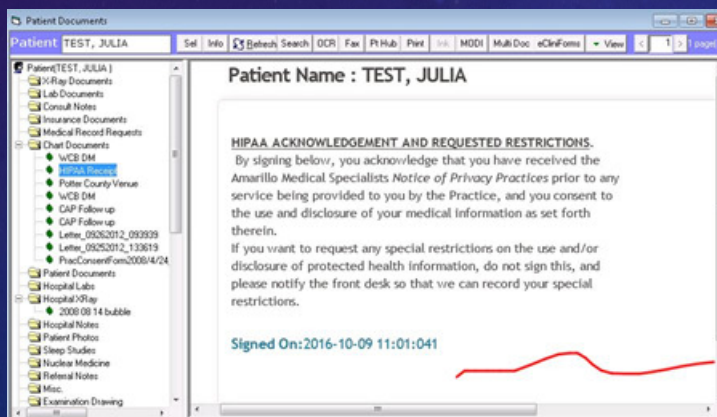
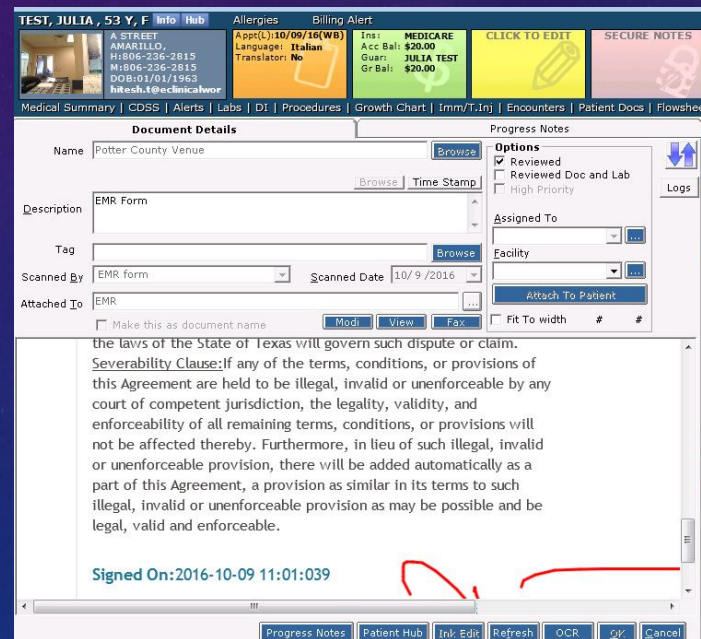
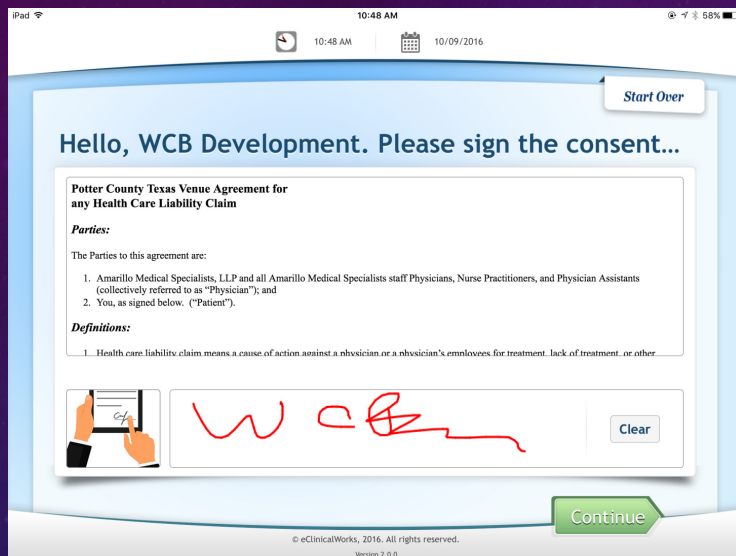
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# Consent Forms Done the Easy Way



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# Customize Your Visit Documentation Workflow - Use Kiosk Questionnaires to Have Patients Write Your Visit Notes

– The Modern Version of Bubble Sheets  
(Diabetic Questionnaire Example)

WCB DM Progress Log Out

Will you need us to write any refills today?

Yes Select

No Select

Back Continue

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WCB DM Progress Log Out

Which eye doctor do you see? (scroll down for more)

Southwest Retina (Aragon Rush Ysasaga) Select

Panhandle Eye (Dobler-Dixon Gerald Klein McCarty) Select

Panhandle Eye (Murrell Rush Weinberger) Select

Amarillo Family (Weir) Select

View more options

Back Continue

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WCB DM Progress Log Out

Since your last visit, have you had any lows that required assistance from another person?

None have occurred since last visit Select

Yes this has occurred since last visit. Select

Back Continue

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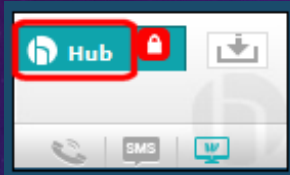


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# Finished Visit Note Generated by Patient Entry

- Import Patient Responses via Healow HUB button



- Copy of completed Questionnaire Saved in Patient Documents

Appointment Facility: William C Biggs MD  
Progress Note: William Biggs, MD

**Reason for Appointment**  
1. Diabetes Type 2

**History of Present Illness**  
**\*Interim History(ACO):**  
Hospitalizations no ER or hospital admissions (pt entry).  
Refills needed today Yes (pt entry).

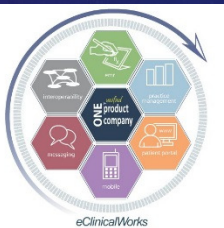
**Diabetes:**  
**Diabetes Mellitus/Metabolic Syndrome:**  
Diet not following a diet (pt entry).  
Exercise 4-5 times a week (pt entry).  
Monitoring Schedule twice a day (pt entry).  
Blood glucose Yes (pt entry).  
Hypoglycemia Hypo treatment carried on person (pt entry).  
Severe Hypoglycemia None have occurred since last visit (pt entry).  
Glucagon Kit No I do not (pt entry).  
Neuropathy/Foot complications No calluses or ulcers (pt entry).  
Diabetes education more than 2 years ago (pt entry).

**Diabetes patient information:**  
Patient reports that No new problems today (pt entry).

**Diabetes:**  
Home glucose monitoring Results of home BG Monitoring are:  
Breakfast 88  
Lunch 99  
Supper 115  
HS 101  
Noc  
-  
Hypoglycemic episodes one a week (pt entry).  
Exercise type walking, bicycling indoor or outdoor (pt entry).  
Last eye exam 3 - 12 months ago (pt entry).  
Eye Professional Broome (Beddow Martin Hoang Nossaman O'Brien Williams (pt entry).

**Hypertension:**

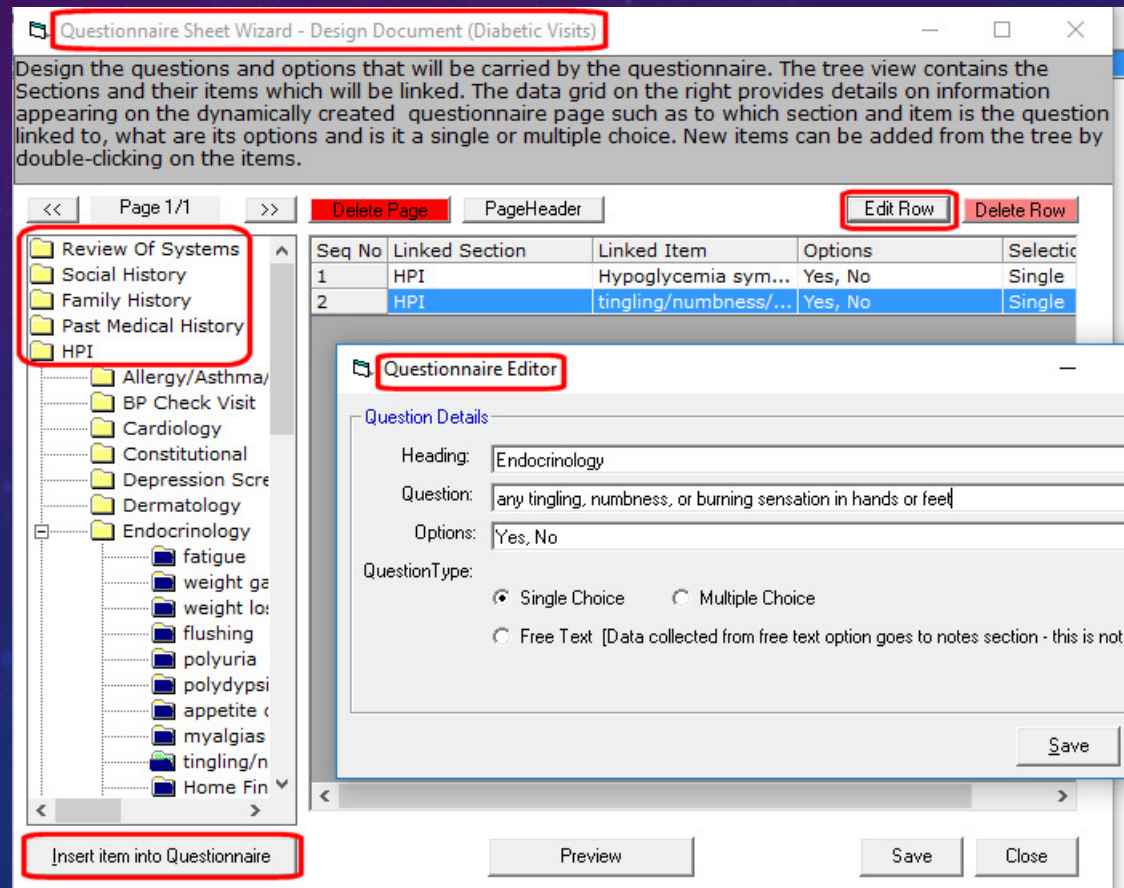
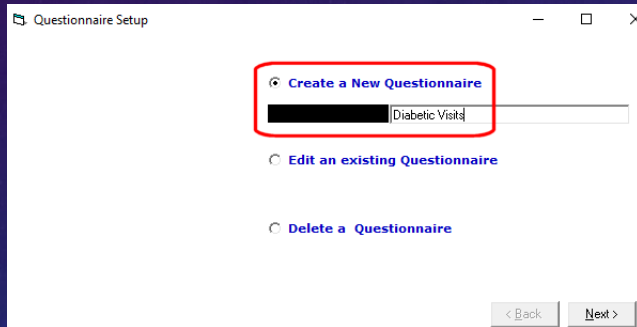
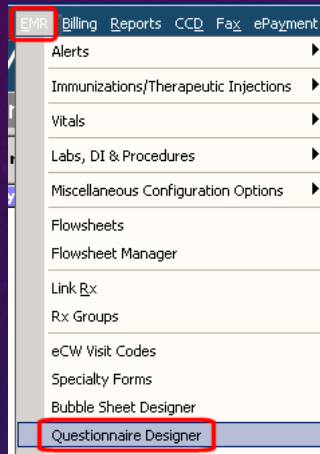
**Notation Marks All Kiosk Responses**



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# Create & Edit Questions for Patients to Answer at Check-In Using the Questionnaire Designer, then Link to Specific Visit Types





# A Kiosk Critique

- Improves Front Office Efficiency
- Questionnaires:
  - Great time saver for providers & staff
  - Import answers error free
  - Can make changes instantly as desired
  - Need to tell patients they can scroll up
- Experience so good - ordered more



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# Ideas to Work More Efficiently



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# Customizing PE Section in Visit Notes to Populate DX Codes Automatically While Documenting PE Abnormalities

**Physical Examination (Test, Adiel A - 08/24/2017 01:15 PM)**

Pt. Info Encounter Physical Hub

Physical Examination

GENITOURINARY MALE

Organ

- external genitals
- testicles
- hernia**
- hemorrhoids
- occult blood
- prostate
- perianal region lesions
- Inguinal Lymph Nodes

Parent :

Name: hernia

Notes

Options

Item Configuration

Short name:

ICD Code	ICD Name
K40.90	Hernia, Inguinal

Options for **hernia** Delimiter: , Dictate B U C Reset Font Clear Time

- none
- left inguinal
- right inguinal
- umbilical
- ventral
- incisional
- reducible
- small
- moderate sized
- large
- (w/o pain as per pt)
- direct
- indirect
- NT
- w/ cough
- tender over hernia bulge

K40.90:Hernia, Inguinal

< Prev Custom

Link is still labeled ICD-9, but works for ICD-10

Inserts DX into Assessments screen when "OK" button is clicked.

Uncheck DX check box to skip adding DX

Update Item



# Customize Allergy Section – Add Items to “Reaction” List to Speed Workflow

- Add Common non-Allergic Med Side Effects or Contraindications
  - GI Upset, Statin Myalgias/Arthralgias, ACEI Coughs, Elevated Liver Enzymes
- Add “Lack Of Therapeutic Effect” (to avoid meds looking like allergies in Medical Summary & Visit Summary)
- Help providers to choose approp meds in future w/o Rx Hx review
- Speed up future med Authorizations
- Provides Information helpful to patients and other providers

Agent/Substance	Reaction	Type	Status
Amoxicillin	Hives	Allergy	Active
Biaxin	Stomach upset / Nausea	Side Effects	Active
pravastatin 80 mg oral tablet	Myalgias / Arthralgias	Side Effects	Active
atorvastatin 80 mg oral tablet	Elevated Liver Enzyme	Contraindication	Active
metformin 500 mg oral tablet, extended release	Diarrhea WITHOUT Allergic reaction	Side Effects	Active
Wellbutrin XL 300 mg/24 hours oral tablet, extended	Lack of Therapeutic Effect	Lack of Therapeutic Effect	Active

**Allergies**

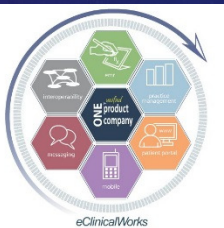
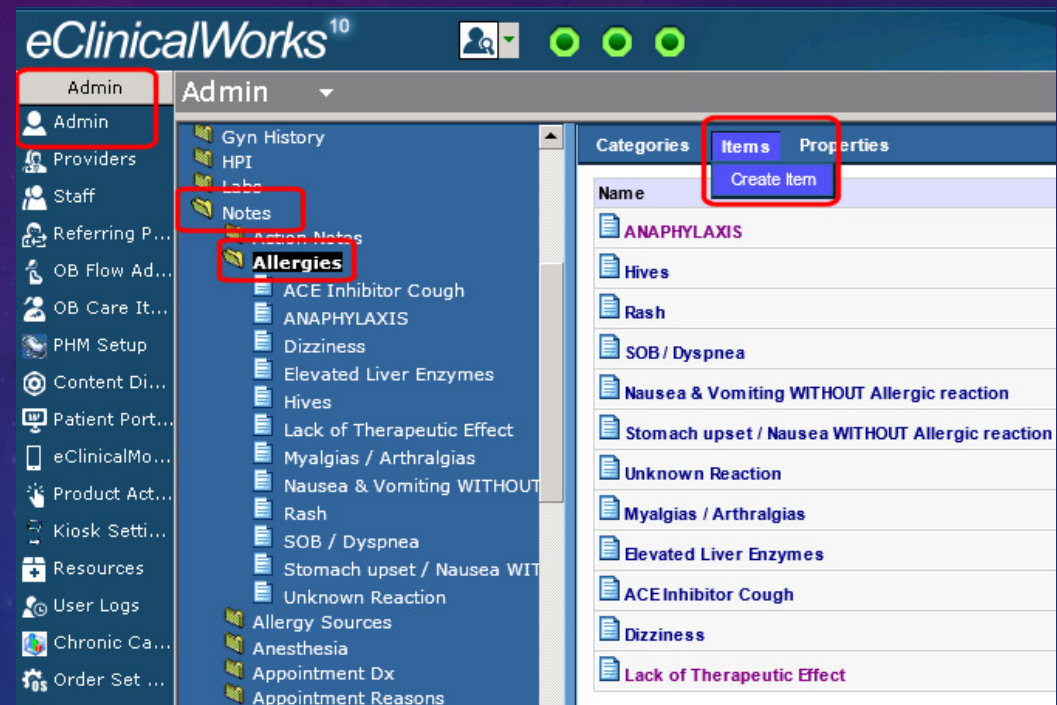
- Amoxicillin - Hives (Active)
- Biaxin - Stomach upset / Nausea WITHOUT Allergic reaction (Active)
- pravastatin 80 mg oral tablet - Myalgias / Arthralgias (Active)
- atorvastatin 80 mg oral tablet - Elevated Liver Enzymes (Active)
- metformin 500 mg oral tablet, extended release - Diarrhea WITHOUT Allergic reaction (Active)
- Wellbutrin XL 300 mg/24 hours oral tablet, extended - Lack of Therapeutic Effect (Active)

**Medication List** Only shows up if noted in "Reaction" column



# Adding Items Allergy “Reaction” List

- Admin Band> Notes>Allergies> Create Item
- Rearrange Reaction List via “Change Items Order” (under Categories tab)

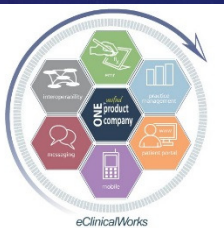
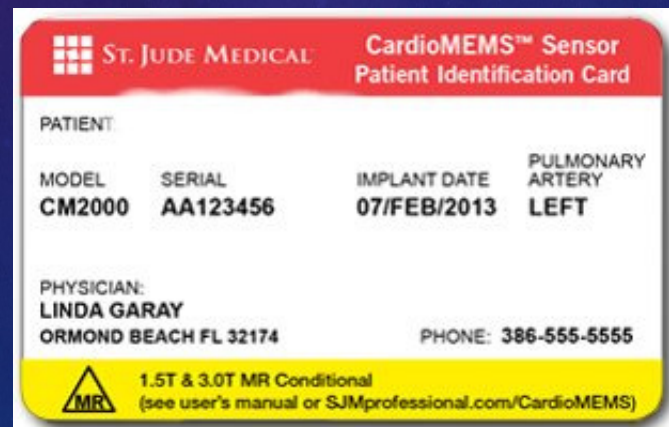


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Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.

# Customize & Enhance Your Patient Records – Use eClinicalMobile to Save Photos of Implanted Device Information

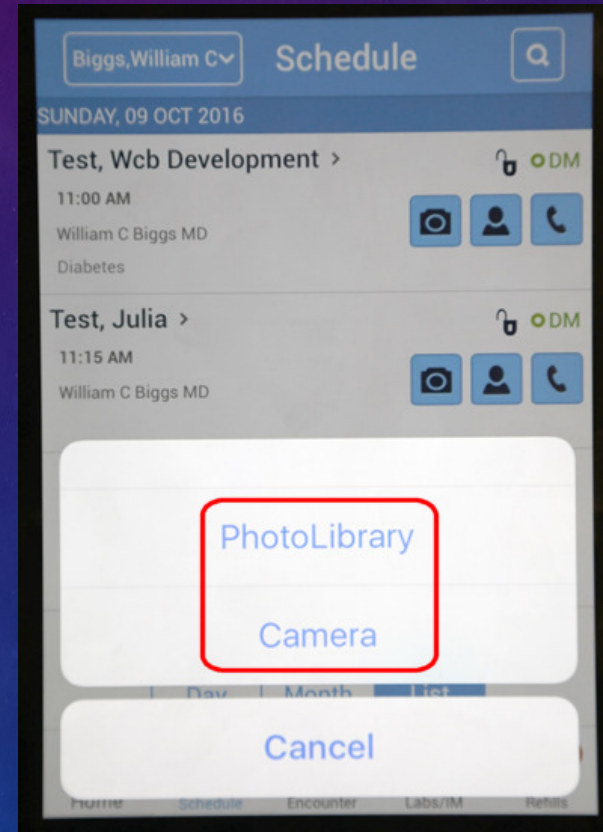
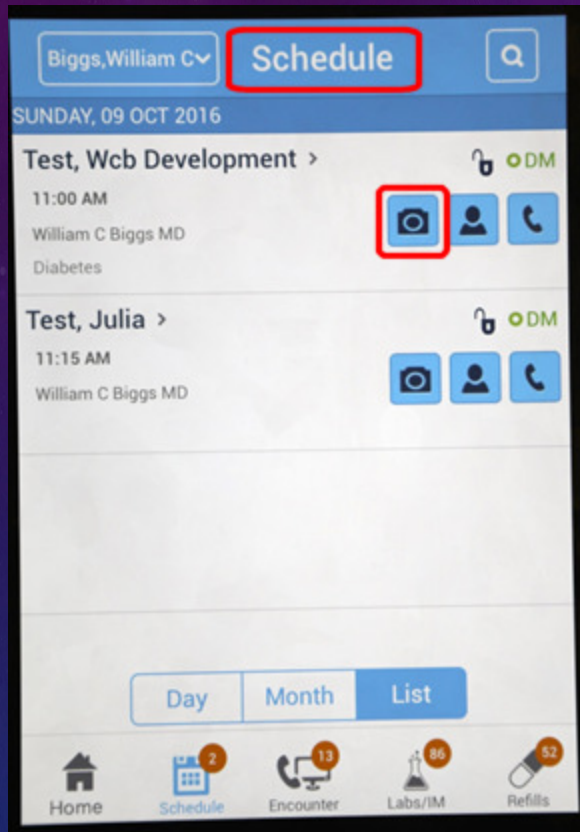
- Pacemakers, Implanted Defibrillators, Cardiac Valve Replacements, Medtronic Devices, Artificial Joint Replacements, Spinal Cord Stimulators



**eClinicalWorks**

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

# Using eClinicalMobile to take Photos for Patient Records



**eClinicalWorks**


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

# Implanted Device Photo Recorded in Patient Records

2. **Diabetes mellitus**  
LAB: CMP ( CMP and D Bili)  
LAB: HbA1c  
Notes: The BG readings are above target, we discussed the options available, recommended diet and exercise, the insulin dose was increased as noted above.

3. **Hyperlipidemia**  
LAB: Lipid Panel w/ Direct LDL  
Notes: Combination of low HDL, with high LDL and triglycerides. Recommended diet and exercise, continue present meds.

**Procedure Codes**  
83036 HbA1c Glycated Hemoglobin  
83721 LDL Cholesterol direct  
80061 Lipid Panel  
80053 Comp Metabolic Panel  
82248 BILIRUBIN, DIRECT

**Images:**  


**Follow Up**  
3 Weeks

**Document Details**

Name: 2017 10 01 Sensor St Jude ID Card [Browse](#)

Description: Card [Browse](#) [Time Stamp](#)

Tag: [Browse](#)

Scanned By: Biggs, William [Browse](#) Scanned Date: 10/1/2017

Attached To: 10/01/2017 Patient Chart [...](#)

Make this as document name [Modi](#) [View](#) [Fax](#)

**Options**

- Reviewed
- Reviewed Document
- High Priority
- Publish to eHX

Assigned To: Biggs, William C  
Facility: William C Biggs MD

[Attach To Patient](#)

**St. Jude Medical** **Patient Identification Card**

PATIENT: [REDACTED]

MODEL	SERIAL	IMPLANT DATE	PULMONARY ARTERY
CM2000	AA123456	07/FEB/2013	LEFT

PHYSICIAN:  
LINDA GARAY  
ORMOND BEACH FL 32174  
PHONE: 386-555-5555

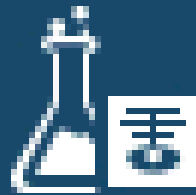
1.5T & 3.0T MR Conditional  
(see user's manual or [SJMprofessional.com/CardioMEMS](#))

[Next](#) [Next\(R\)](#) [Progress Notes](#) [Patient Hub](#) [Ink Edit](#) [Refresh](#) [OCR](#)





# Customize Lab & DI Workflow



Labs/Imaging



**eClinicalWorks**

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# Use Patient Specific Templates to Order Long Lists of Labs Unique to that Patient with Just One Click

- Fast way to order labs linked to multiple DX codes – i.e.- Medicare pts or complex pts w/ lots of medical DX's
- Choose past visit and merge DX codes & Lab Orders (visit needs to be since change to ICD-10)

**Copy And Merge Templates**

Template For  
Patient: [ ] Encounter Date: Friday, September 08, 2017

Choose Template  
 Generic Category: My Favorites  
 Patient Specific [ ] [Sel] [Relation]

Find: [ ] Contains: [ ] Go: [ ]  
Facility: All

Pr	Date	Visit	Reason
[ ]	06/23/2017	LABS	LABS
[ ]	04/21/2017	45 OV	meds f/u
[ ]	03/03/2017	45 OV	FOLLOW UP3
[ ]	02/03/2017	45 OV	F/U ON LABS
[ ]	01/27/2017	LABS	
[ ]	01/06/2017	45 OV	MEDS F/U
[ ]	12/08/2016	45 OV	LABS F/U
[ ]	11/10/2016	PE	Annual PE/LABS
[ ]	09/12/2016	NURSE	EYE EXAM RG
[ ]	08/04/2016	LONG O.V.	labs f/u
[ ]	07/14/2016	LABS	labs

All Options  
 CC  
 HPI  
 CurrentMedication  
 MedicalHistory  
 Allergies  
 SurgicalHistory  
 Hospitalization  
 FamilyHistory  
 SocialHistory  
 ROS  
 Vitals  
 Examination  
 PhysicalExam  
 Assessment  
 Treatment  
 Procedures  
 Ob History  
 XRay  
 Visit Code  
 Labs  
 PreventiveMedicine

< Prev Next >

Add As Favorite Merge Template Close



# When Choosing New Tests to Order in the Test Order Screen – Get a Quick Refresher of Past Testing via “Hx” Button

- Link for Labs, DI, & Procedures

Manage Orders

Current Meds Add New Rx **Add New Order**

Assessments PreV Dx Add

Lookup: By: Order Name Starts With Type: Both  Lab  DI

Lab Company: All

Order Name Lab Companies

Order Date: 10/02/2016

Today's Orders

H	S	S	F	IH	Description	Dx	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-Magnesium	E83.42 - Hypom...	...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-Ionized Calc...	E83.52 - Hyper...	...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-T4 FREE (Thy...	E78.5 - Hyperl...	...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-Vit D,25-Hyd...	E55.9 - Vitami...	...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-Uric acid	M19.90 - Osteo...	...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-TSH (Thyroid...	E78.5 - Hyperl...	...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-CMP (compreh...	E11.42 - Type ...	...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-CBC w Diff h...	D50.8 - Anemia...	...
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-Vitamin B 12	D50.8 - Anemia...	...

Quick Transmit Quick Print ABN Add Stand

Manage Orders

Current Meds Add New Rx **Add New Order**

Assessments PreV Dx Add

Lookup: By: Order Name Starts With Type: Both  Lab  DI  Procedure

Lab Company: All

Lab: Lab Category: All

LAB CATEGORIES

ALLERGY/ RAST

ANATOMIC PATH/C...

ANTIBODIES/IMMU...

CHEMISTRY

COAGULATION

DRUG MONITORING...

ENDOCRINE

GENETICS

HEMATOLOGY

LIPIDS & Ca...

MICROBIOLOGY

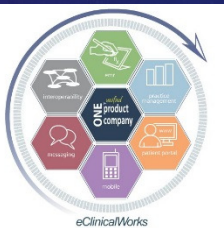
Rheumatology

URINE TESTING

VIT/MINERALS

LAB CATEGORIES	HM	S	O	Order Dt	Coll Dt	Result Dt	Labs	Reason	Result	Received	Reviewed
ALLERGY/ RAST	<input type="checkbox"/>	<input type="checkbox"/>	C	09/30/2016			-T4 FREE (Thyroxine)	Transmitted t...		No	No
ANATOMIC PATH/C...	<input type="checkbox"/>	<input type="checkbox"/>	C	09/30/2016			-Vit D,25-Hydroxy, T...	Transmitted t...		No	No
ANTIBODIES/IMMU...	<input type="checkbox"/>	<input type="checkbox"/>	V	03/18/2016	03/18/2016	03/19/2016	-HEMOGLOBIN A1C	Received - La...	Normal 5.8	Yes	Yes
CHEMISTRY	<input type="checkbox"/>	<input type="checkbox"/>	V	03/18/2016	03/18/2016	03/19/2016	-CMP (comprehensive ...	Received - La...	Ca 10.8 glu...	Yes	Yes
COAGULATION	<input type="checkbox"/>	<input type="checkbox"/>	V	03/18/2016	03/18/2016	03/19/2016	-Alpha-1-Antitrypsin...	Received - La...	Normal	Yes	Yes
DRUG MONITORING...	<input type="checkbox"/>	<input type="checkbox"/>	V	03/18/2016	03/18/2016	03/19/2016	-ceruloplasmin	Received - La...	Normal	Yes	Yes
ENDOCRINE	<input type="checkbox"/>	<input type="checkbox"/>	C	09/29/2015	09/29/2015	10/03/2015	-Urine Culture and S...	Received - La...	+UTI resist...	Yes	Yes
GENETICS	<input type="checkbox"/>	<input type="checkbox"/>	V	09/26/2015	09/26/2015	09/30/2015	-Uric acid	Received - La...	Normal	Yes	Yes
HEMATOLOGY	<input type="checkbox"/>	<input type="checkbox"/>	V	09/26/2015	09/26/2015	09/30/2015	-Magnesium	Received - La...	Normal	Yes	Yes
LIPIDS & Ca...	<input type="checkbox"/>	<input type="checkbox"/>	V	09/26/2015	09/26/2015	09/30/2015	-Ferritin	Received - La...	Normal	Yes	Yes
MICROBIOLOGY	<input type="checkbox"/>	<input type="checkbox"/>	V	09/26/2015	09/26/2015	09/30/2015	-TSH (Thyroid Stimul...	Received - La...	Normal	Yes	Yes
Rheumatology	<input type="checkbox"/>	<input type="checkbox"/>	V	09/26/2015	09/26/2015	09/30/2015	-urine Random microa...	Received - La...	Normal	Yes	Yes
URINE TESTING	<input type="checkbox"/>	<input type="checkbox"/>	V	09/26/2015	09/26/2015	09/30/2015	-HEMOGLOBIN A1C	Received - La...	Normal 5.7	Yes	Yes
VIT/MINERALS	<input type="checkbox"/>	<input type="checkbox"/>	V	09/26/2015	09/26/2015	09/30/2015	-NMR LipoProfile or ...	Received - La...	1142 LDL 82	Yes	Yes

Quick Transmit Quick Print ABN Add Standing Orders



eClinicalWorks

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# Reduce Test Clutter to Organize, Find, & Review Results Quicker – Customize & Use Lab & DI “Categories”

**Diagnostic Imaging**

**IMAGING CATEGORIES**

- ALL
- BREAST
- Cardiac
- CT
- Intervention/Pr...
- MRI
- Non-Radiology T...
- NUCLEAR MEDICINE
- PE/Prostate/AWV
- PFTs/Audio/InOf...
- ULTRASOUND
- VASCULAR
- X-RAYS

**Labs**

**LAB CATEGORIES**

- ALL
- ALLERGY/ RAST
- ANATOMIC PATH/C...
- ANTIBODIES/IMMU...
- CHEMISTRY
- COAGULATION
- DRUG MONITORING...
- ENDOCRINE
- GENETICS
- HEMATOLOGY
- LIPIDS & Ca...
- MICROBIOLOGY
- Rheumatology
- URINE TESTING
- VIT/MINERALS

**LAB CATEGORIES**

Show CC List Show Cancelled Orders

HM S O W Order Dt Coll Dt Result Dt Labs

ALL

ALLERGY/ RAST

ANATOMIC PATH/C...

ANTIBODIES/IMMU...

CHEMISTRY

COAGULATION

DRUG MONITORING...

ENDOCRINE

**GENETICS**

HEMATOLOGY

Cumulative Report

From: 03/18/2013 To: 09/19/2015

Lookup By: Order Date Sort By: Order Date

Categories: VIT/MINERALS

Lab: [ ] [Cr]

-Vit D,25-Hydroxy, Total (for deficiency)				
COLLECTION DATE	09/09/2015	09/05/2014	02/13/2014	08/01/2013
ORDER DATE	09/09/2015	08/27/2014	08/21/2013	08/01/2013
RESULT DATE	09/10/2015	09/08/2014	02/16/2014	08/04/2013
ORDERING PHYSICIAN	Block, Bradley	Block, Bradley	Block, Bradley	Block, Bradley
Vitamin D, 25-Hydroxy, Total*	29 (30-100 ng/mL) L	46 (30-100 ng/mL)	56 (30-100 ng/mL)	70 (30-100 ng/mL)
VITAMIN D,25-OH,TOTAL,IA	29 (30-100 ng/mL) L	NR	NR	NR
VITAMIN D,25 OH, D3	NR	8 (See Note: ng/mL)	10 (See Note: ng/mL)	14 (See Note: ng/mL)
VITAMIN D, 25 OH, D2	NR	38 (See Note: ng/mL)	46 (See Note: ng/mL)	56 (See Note: ng/mL)

-Folate (Folic Acid)				
COLLECTION DATE	09/09/2015	09/05/2014	08/01/2013	
ORDER DATE	09/09/2015	08/27/2014	08/01/2013	
RESULT DATE	09/10/2015	09/08/2014	08/04/2013	
ORDERING PHYSICIAN	Block, Bradley	Block, Bradley	Block, Bradley	
Folate (Folic Acid), Serum*	20.2 ( ng/mL)	6.0 ( ng/mL)	9.9 ( ng/mL)	

-Ferritin				
COLLECTION DATE	09/09/2015	09/05/2014	08/01/2013	
ORDER DATE	09/09/2015	08/27/2014	08/01/2013	
RESULT DATE	09/10/2015	09/08/2014	08/04/2013	
ORDERING PHYSICIAN	Block, Bradley	Block, Bradley	Block, Bradley	
Ferritin, Serum*	50 (20-380 ng/mL)	46 (20-380 ng/mL)	33 (20-380 ng/mL)	

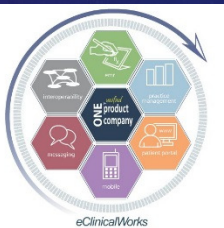
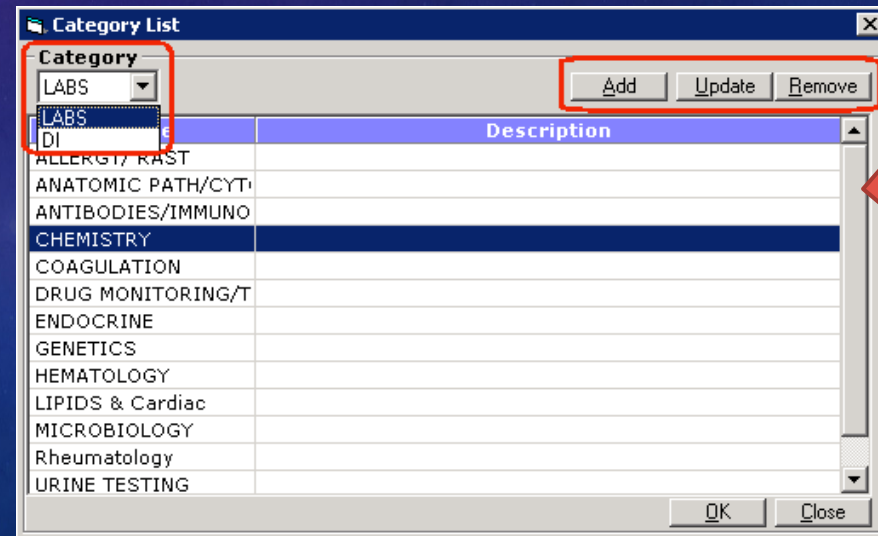
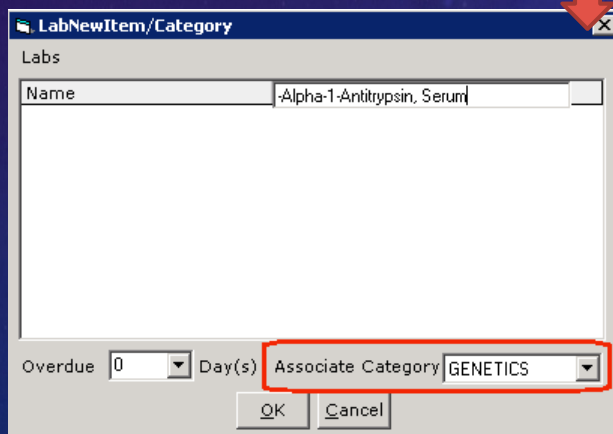
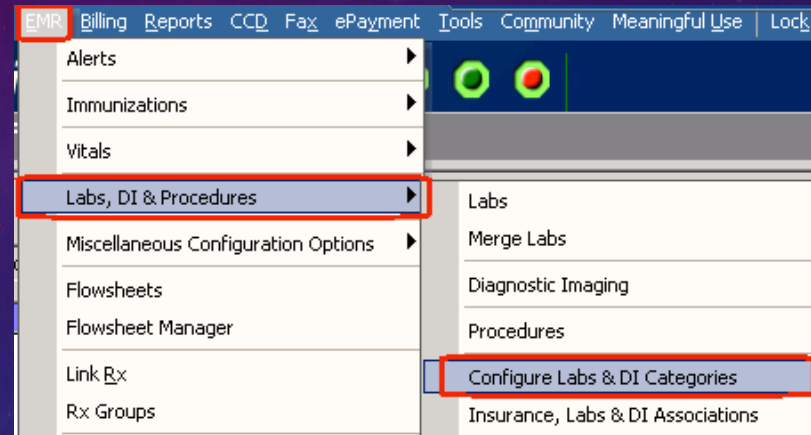


**eClinicalWorks**

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# Configure Categories & Associate Tests to Categories

- Customize Categories via EMR> Labs, DI & Procedures> Configure Labs & DI Categories
- Associate test order to Category via EMR> Labs, DI & Procedures> Labs (or DI)> specific test>“Update”



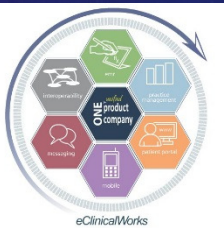
# Prescription to Customize Your Rx Workflow



Prescriptions



ePrescriptions



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# Script Sent to the Wrong Pharmacy and Can't Send Locked Rx Again w/o a New TE - STOP Singing the Locked Rx Blues

- Use the “Common Send” button to Resend locked RX's
- Be sure to link correct pharmacy, and uncheck other Rx's/labs/DI/PtEd
- Not for EPCS
- Works with TE's from Progress Note View
- (No Longer an Issue w/ Q2-2017 Patch Update)

The screenshot shows the eClinicalWorks interface for a patient named Test, Adiel A. The 'New and Refill Rx' section is active, showing a dropdown menu for 'Provider DEA#' set to 'PUBLIX'. Below this is a table of medication orders:

Mode	Rx	Pharmacy	Last Filled	Comments
<input checked="" type="checkbox"/>	ePrescribe - Meflomin(1000 mg tablet) 1 tab(s) for blood sugar, twice a day, orally with meals	PUBLIX, OVIEDO, FL, 32785	30 day(s), Dispense: 60, Refills: 2	Comments: Comments Supervising Provider: Block, Bradley M DEA#: BB2892722
<input checked="" type="checkbox"/>	ePrescribe - Amlodipine(5 mg tablet) 1 tab(s) for BP, once a day, orally	PUBLIX, OVIEDO, FL, 32785	30 day(s), Dispense: 30, Refills: 1	Comments: Comments Supervising Provider: Block, Bradley M DEA#: BB2892722

At the bottom of the interface, there is a 'Send' button highlighted with a red box and a red arrow. A red arrow also points from the 'Send' button to the '1st' button. A red arrow points from the 'Last' button to the 'Send' button. A red box highlights the 'Send' button in the bottom right corner.



eClinicalWorks

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# Save Time - Address Large Lists of RX's All in One Treatment Screen

## 26. Carpal tunnel syndrome

Counseling done on probable etiologies, potential testing, & potential treatment options.

, wear Neutral Wrist splint as much as possible; optimize ergonomics, espec when using computer, call if problem worsens or persists.

## 27 Others

Decrease Lovaza gel capsule, ethyl esters 1000 mg, 2 caps, orally, once a day, Has Supply

Start Omega 3 Fatty Acids-Fish Oil Caps- Kirkland Brand or Sam's Club Enteric Coated gel cap, 1,200 mg OTC, 2 gel cap(s), orally with food, daily, OTC

Stop Exforge tablet, 10 mg-320 mg, 1 tab for bp, orally, once a day, When Out of current supply in 3 weeks

Start Amlodipine tablet, 10 mg, 1 tab for bp, orally, once a day, 90 days, 90, Refills 3

Start Valsartan tablet, 320 mg, 1 tab(s) for bp, orally, once a day, 90 days, 90, Refills 3

Refill Metformin tablet, extended release, 500 mg, 2 tab for diabetes, orally with food, twice a day, 90 days, 360, Refills 1

Refill Venlafaxine XR capsule, extended release, 150 mg, 1 cap(s), orally, once a day, 90 days, 90, Refills 3

Refill Pioglitazone tablet, 45 mg, 1 tab(s) for Diabetes, orally, once a day, 90 day(s), 90, Refills 1

Refill Bydureon suspension, extended release, 2 mg, 1 vial injected, subcutaneously, once weekly, 90 days & 2 weeks samples, 12 single dose trays, Refills 1

Refill Ergocalciferol capsule, 50,000 intl units, 1 cap, orally, twice a week for Vitamin D, 60 days, 16, Refills 5

Refill Avodart capsule, 0.5 mg, 1 cap(s) for prostate, orally, once a day, 90 days, 90, Refills 3

Refill Atorvastatin tablet, 20 mg, 1 tab(s) for cholesterol, orally, once a day, 90 days, 90, Refills 1

Stop Nuvigil tablet, 250 mg, 0.5 tab -1 tab as directed, orally, once a day

Start Provigil tablet, 200 mg, 0.5 tab -1 tab am as directed, orally, once a day, 180 days, 90, Refills 1

Reviewed lab, radiology, specialist & / or hospital reports with patient. Counseling & Coordination of care done for



**eClinicalWorks**

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# Save Even More Time – Stop Fax Refill Requests from Pharmacies

- Fax refill requests lower efficiency & productivity
- Insist pharmacies only submit refill requests electronically (including EPCS)
- Works for all major pharmacy chains and most mail order & independent local pharmacies
- **Word Version of Letter on Block&Biggs Website**



eClinicalWorks

*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 medicine 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

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

# Stop Pharmacy Faxes Efficiently - Simplify the Process

- Create eCW “Letter” from Word Document
- Include tags for Patient’s Name & DOB
- Run & Fax the “Pharmacy Fax Policy” Letter from patient’s chart
- Copy of Letter w/ tags on Block&Biggs Website

The screenshot shows the Document Viewer window with the following content:

Document Viewer  
Please select All/Individual Letters  
All Patients (Letters). Count = 1 | Edit - Individual Patient(Letter). | Previous | Next | Save | Save In | Forms n Letters for P... | As | Letter\_09122015\_203154

BLOCK, NATION, CHASE, & SMOLEN  
FAMILY MEDICINE  
Bradley M. Block, M.D. • Amy J. Nation, D.O. • Craig P. Chase, M.D. • Susan G. Smolen, M.D.

**NOTICE THAT WE WILL NOT RESPOND TO FAXED REFILL REQUESTS**

DEAR PHARMACY,  
RE: Adiel Test, DOB: 08/11/2009

Due to the recent marked increase in the number of computer generated fax requests from all pharmacies, we will no longer respond to them.

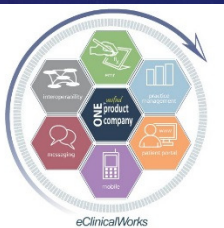
We have found many of them to be requesting medicines that are no longer on the patient’s current medicine list.

Effective immediately, our office will respond only to refill requests that you initiate electronically via SureScripts, since this allows us to review the patient chart with the request, and to respond to your request in a timely manner.

In the future, please do not fax refill requests to us, as we will not be replying to them.

Section1/1 | Page1/1 | Line1 | Col1 | NUM | 100% | Number of copies: 1 | Print | Fax | Clo

Letter | PHARM FAX POLICY | Run Letter(s) | Pt Hub | New Appt | Status | Alerts | Copy | < Prev | Next > | eMsg



eClinicalWorks

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# Customize Interoperability Options – Help Yourself While Helping Patients

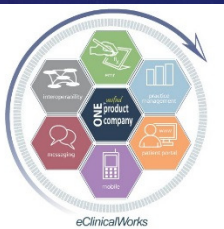


**eClinicalWorks**

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# Coordinate Care Better with non-eCW Providers while Boosting MIPS Score

- National interoperability network exists outside of eCW's P2POpen for connecting EMR's
- Works just like sending a referral to any P2P provider
- Connect to non-eCW Providers (not on P2POpen)
- Accurate & Reliable Data Sharing on Patients
- Boost MIPS Score for electronic referrals
  - up to 20% of MIPS ACI score

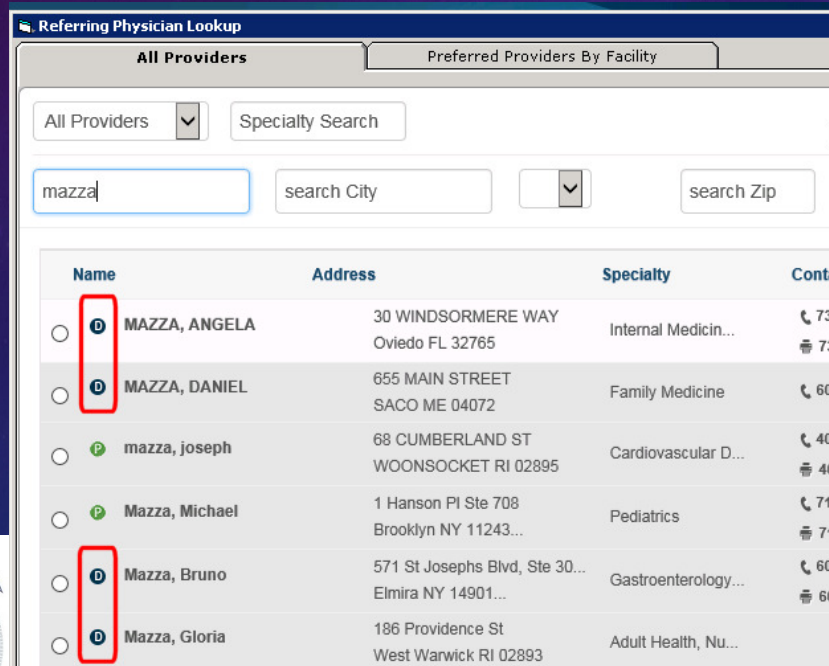


**eClinicalWorks**

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# Sign Up for “Direct Plus”

- Through eCW Support - Small cost per provider
- Significantly expands list of providers for sending electronic referrals
- “Direct Trust” Providers automatically show up in Referring Physician Look Up screen



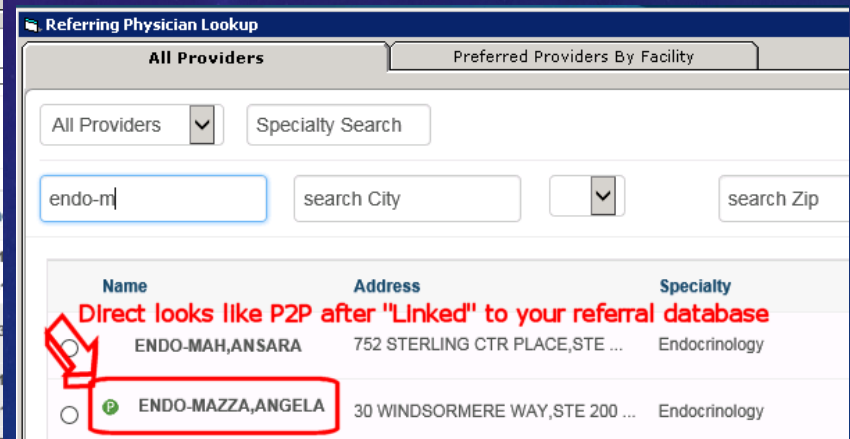
Referring Physician Lookup

All Providers Preferred Providers By Facility

All Providers Specialty Search

mazza search City search Zip

Name	Address	Specialty	Contact
<input type="radio"/> <b>D</b> MAZZA, ANGELA	30 WINDSORMERE WAY Oviedo FL 32765	Internal Medicin...	734
<input type="radio"/> <b>D</b> MAZZA, DANIEL	655 MAIN STREET SACO ME 04072	Family Medicine	603
<input type="radio"/> <b>P</b> mazza, joseph	68 CUMBERLAND ST WOONSOCKET RI 02895	Cardiovascular D...	401
<input type="radio"/> <b>P</b> Mazza, Michael	1 Hanson Pl Ste 708 Brooklyn NY 11243...	Pediatrics	718
<input type="radio"/> <b>D</b> Mazza, Bruno	571 St Josephs Blvd, Ste 30... Elmira NY 14901...	Gastroenterology...	607
<input type="radio"/> <b>D</b> Mazza, Gloria	186 Providence St West Warwick RI 02893	Adult Health, Nu...	609



Referring Physician Lookup

All Providers Preferred Providers By Facility

All Providers Specialty Search

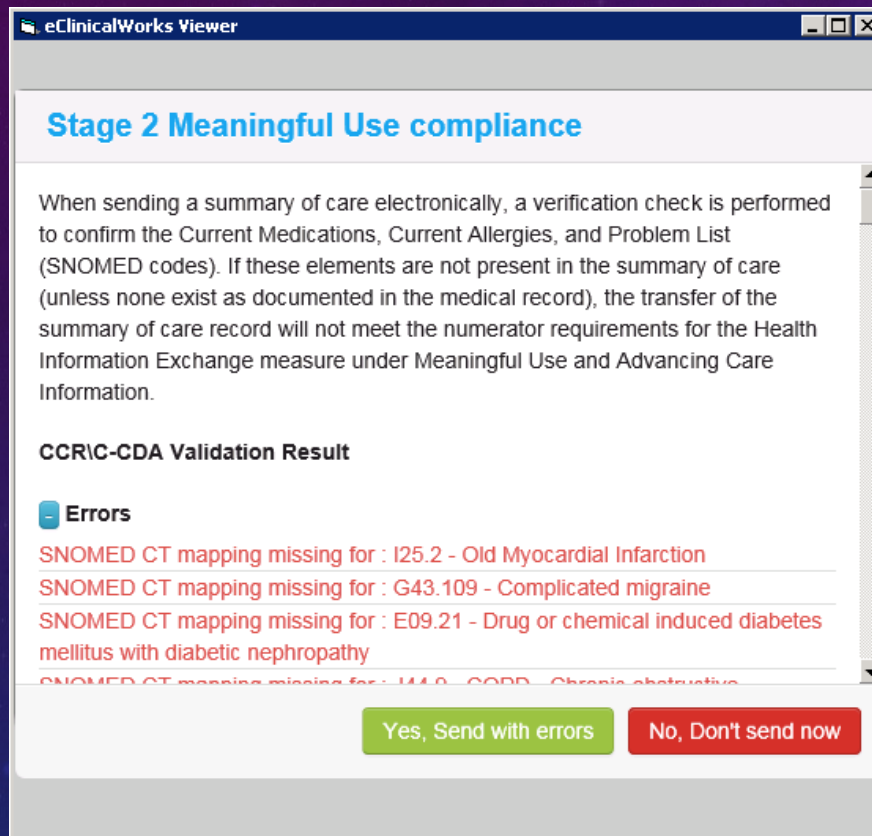
endo-m search City search Zip

Direct looks like P2P after "Linked" to your referral database

Name	Address	Specialty
<input type="radio"/> ENDO-MAH,ANSARA	752 STERLING CTR PLACE,STE ...	Endocrinology
<input checked="" type="radio"/> <b>P</b> ENDO-MAZZA,ANGELA	30 WINDSORMERE WAY,STE 200 ...	Endocrinology



# Trouble Transmitting P2P Referrals w/o MU SNOMED Error Messages



- If you override & transmit with errors, then no MIPS credit for electronic referrals



**eClinicalWorks**

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# SNOMED Auto Map Utility to the Rescue

- Part of the Q2-2017 Patch Update
- Running Utility automatically links most Patient Problem List DX codes to approp SNOMED code

The screenshot illustrates the navigation path to the SNOMED Auto Map Utility. On the left, the 'Reports' menu is highlighted, with 'Report Console' selected. A red arrow points from 'Report Console' to the 'SNOMED Utilities' section in the main menu. Another red arrow points from the 'Auto map SNOMED Codes for all Patients Problem List entries with missing SNOMED Codes' option to the task status report on the right.

**Assign Missing SNOMED codes to ProblemList Entries**

Custom ICD Mapping   Acquire SNOMED   Map SNOMED   Mapping Complete

Auto Assign SNOMED Map Status - Task Status	
User: Block, Bradley M   Task Status: PROBLEMLIST SNOMED CODES ACQUIRED	
Task Id	1
Start Time	2017-09-23 23:27:33.0
Execution type	AllPatients
Patient Count	7981
Distinct ICDs	3132
ICDs with SNOMED	3034
ProblemList to Process	42721
ProblemList Processed	34830
ProblemList Mapped	32976
ProblemList UnMapped	1854
Last Updated Time	2017-09-23 23:29:38.0
Notes	PROBLEMLIST ICD ACQUIRED PROBLEMLIST SNOMED CODES ACQUIRED
81%	

Refresh Status   Abort   View Mapped Logs   Close

RETURN TO REPORTS CONSOLE



# Fixing P2P SNOMED Errors Manually

- Click on yellow “Problem List SNOMED” link to get to “SNOMED Linking” screen
- “Assign” & “Save” > 1-2 SNOMED Codes which are blank

Test, Adiel A's Problem List - SNOMED-CT Map -- Webpage Dialog

Click 'Assign' to locally link problem list to SNOMED instead of mapping at eClinicalWorks Cloud during the transition of care. User can assign SNOMED codes locally and those will be used during the transition of care.

**Local Problem List-SNOMED Linking**

Type	Problem Description	Problem Code	SNOMED Description	SNOMED Code	Clear	Assign
10	Colon cancer, unspecified	C18.9	* Malignant tumor of colon	363406005		<a href="#">Assign</a>
10	Lung cancer, unspecified	C34.90	* Malignant tumor of lung	363358000		<a href="#">Assign</a>
10	Breast Cancer, female, of unspecified site	C50.919	* Malignant neoplasm of female breast	372064008		<a href="#">Assign</a>
10	Prostate Cancer	C61	* Prostate cancer	254900004		<a href="#">Assign</a>
10	Metastatic cancer in lung	C78.00	* Secondary malignant neoplasm of lung	94391008		<a href="#">Assign</a>
10	Metastatic cancer in bone	C79.51	* Secondary malignant neoplasm of bone	94222008		<a href="#">Assign</a>
10	Thrombocytopenia, unspecified	D69.6	* Thrombocytopenia	302215000		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with ketoacidosis without coma	E10.10	* Ketoacidosis in type I diabetes mellitus	420270002		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with ketoacidosis with coma	E10.11	* Diabetes mellitus type 1 with ketoacidotic coma	421075007		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with Diabetic Nephropathy	E10.21	* Renal disorder associated with type I diabetes mellitus	421893009		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with diabetic chronic kidney disease	E10.22	* Renal disorder associated with type I diabetes mellitus	421893009		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with other diabetic kidney complication	E10.29	* Renal disorder associated with type I diabetes mellitus	421893009		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with unspecified diabetic retinopathy with macular edema	E10.311	* Diabetic retinopathy associated with type I diabetes mellitus	420789003		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with mild nonproliferative diabetic retinopathy with macular edema	E10.321	* Mild nonproliferative retinopathy due to type 1 diabetes mellitus	138881000119106		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with moderate nonproliferative diabetic retinopathy without macular edema	E10.329				<a href="#">Assign</a>
10	Type 1 diabetes mellitus with moderate nonproliferative diabetic retinopathy with macular edema	E10.331				<a href="#">Assign</a>
10	Type 1 diabetes mellitus with moderate nonproliferative diabetic retinopathy without macular edema	E10.339	* Diabetic retinopathy associated with type I diabetes mellitus	420789003		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with severe nonproliferative diabetic retinopathy with macular edema	E10.341				<a href="#">Assign</a>
10	Type 1 diabetes mellitus with severe nonproliferative diabetic retinopathy without macular edema	E10.349	* Severe nonproliferative retinopathy due to diabetes mellitus type 1	138901000119108		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with proliferative diabetic retinopathy with macular edema	E10.351				<a href="#">Assign</a>
10	Type 1 diabetes mellitus with proliferative diabetic retinopathy without macular edema	E10.359	* Proliferative retinopathy due to type 1 diabetes mellitus	60971000119101		<a href="#">Assign</a>
10	Type 1 diabetes mellitus with diabetic cataract	F10.36	* Diabetic cataract associated with type I diabetes mellitus	421920002		<a href="#">Assign</a>

\* Indicates Auto assigned SNOMED Codes and Description in this session. Users can review and refine the auto assigned SNOMED codes further. Clicking on 'Save' will save the SNOMED codes locally.

**Save** **Cancel**





# Fixing P2P SNOMED Errors

- Clicking on “Assign” from “SNOMED Linking” screen takes you to “SNOMED Conversion” screen to link approp DX
- “Apply” takes you back to “SNOMED Linking” screen so you can “Save” the DX updates
- Once “Problem List SNOMED” link in Right chart panel changes from Yellow to White, then ready to Transmit P2P referral

SNOMED Code	Concept	SNOMED Name
<input checked="" type="radio"/> 194828000	disorder	Angina
<input type="radio"/> 791000119109	disorder	Angina associated with type II diabetes mellitus
<input type="radio"/> 89323001	disorder	Angina, class IV
<input type="radio"/> 225566008	finding	Ischemic chest pain
<input type="radio"/> 233821000	disorder	New onset angina
<input type="radio"/> 371809004	disorder	Recurrent angina status post coronary stent placement
<input type="radio"/> 371812001	disorder	Recurrent angina status post directional coronary atherectomy
<input type="radio"/> 371808007	disorder	Recurrent angina status post percutaneous transluminal coronary angioplasty
<input type="radio"/> 371811008	disorder	Recurrent angina status post rotational atherectomy
<input type="radio"/> 19057007	disorder	Status anginosus
<input type="radio"/> 429559004	disorder	Typical angina
<input type="radio"/> 61490001	disorder	Angina, class I
<input type="radio"/> 41334000	disorder	Angina, class II
<input type="radio"/> 85284003	disorder	Angina, class III

Overview DRTLA History CDSS

52 Y, F as of 09/10/

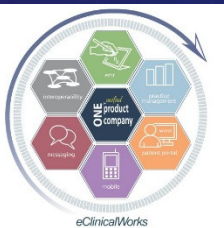
Right Panel data last modified on: 08...

**Problem List SNOMED**

Global Alerts

30MinAppts Ready to Transmit

CCM



# Be a Star Performer in Your ACO & Insurance Networks & MACRA



**eClinicalWorks**

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

# Prioritize & Improve Patient Engagement with the Portal & Healow

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

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

**healow**  
Access your health records through the healow mobile app

DOWNLOAD THE FREE HEALOW APP

Download on the App Store | Get it on Google play

Find us using our unique practice code on the healow app

**HFAAAA**

**Book an appointment with your doctor**  
Powered by healow

Sort By: First Name

**Amy Nation**  
Block, Nation, Chase & Smolen Family Medicine  
2441 West S.R. 426, Ste. 2011, Oviedo, FL 32765  
[Book an appointment](#)

**Bradley Block**  
Block, Nation, Chase & Smolen Family Medicine  
2441 West S.R. 426, Ste. 2011, Oviedo, FL 32765  
[Book an appointment](#)

**LOGIN TO YOUR ACCOUNT**

We will send verification code to confirm access to this number. Standard text messaging rates apply.

Using Mobile Phone

OR

Enter the details below

User Name

Password

[Trouble logging in](#)

Login



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# Send mass e-Messages to Provide Information to Improve Practice Scores

- Educate pts on preferred & less expensive options for care they need
  - We sent info on specialized Urgent Care facilities to over 5,200 pts
  - UC's that provide ER type care, Orthopedic UC's, high level Ped UC's
  - Good for Pt Satisfaction
- Help Reduce Cost of Care scores while Boosting MIPS score for Portal Use by pts

Portal eMsg

From: Block, Bradley M

To: Demo, Patient M

Subject: Important Urgent Care & Emergency Care Recommendations

Preventive/ Follow-up care message

Templates

Load Save Save As

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<https://www.orlandoortho.com/locations/walk-in-clinic/>  
Bring your sprains, strains, and fractures to one of their orthopedic injury walk-in clinics. Get immediate access to an orthopedic provider. 2 Convenient locations: DOWNTOWN ORLANDO- (407) 254-2510, CASSELBERRY- (407) 699-9511- Both are open: MON-THURS: 8AM-8PM, FRI: 8AM-4PM, SAT: 9AM-1PM (& soon to open in Winter Garden). **Can include web links as part of e-message**

Night Lite Pediatrics:  
<https://www.nightlitepediatrics.com/>  
Night Lite Pediatric Urgent Care & Walk-In Clinics provide exceptional pediatric care 7 Days a Week, 365 days a year After Hours at 10 Central Florida locations. They treat children ranging from newborns up through 21 years of age, and are open MON-FRI: 4PM to MIDNIGHT, and SAT & SUN: NOON to MIDNIGHT. Services include laboratory testing, X-rays, and IV fluids when appropriate. There are locations in West Melbourne, Oviedo, Winter Garden, Lake Mary.

Send Cancel

Copy Flowsheet Exclude from Search Release Lock **Send eMessage** Enrollment Reque...



eClinicalWorks

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

# Push Patient Education through Portal

- Improve MIPS Score
  - up to 10% of MIPS ACI score
- Boost Patient Satisfaction
  - Use TE/WE Macro to send reminder & instructions for finding Pt Ed in Portal
- Use paid services to send Pt Ed thru Portal
- Cannot be viewed from Healow App

**Portal eMsg**

**From** Block,Bradley M

**To** Test, Adiel A

**Subject** RE:Lab Results

Preventive/ Follow-up care message

**Templates**

Load Save Save As

✂ 📄 📧 **B** *I* U [List Icons] Arial Size 5

Labs are Normal EXCEPT:, LDL's (bad cholesterol) are high; need to follow Low Cholesterol diet & increase exercise & use Benecol Margarine OTC daily & recheck lipid labs in future.

Patient Education literature was sent to the patient portal which can be seen by logging in and then clicking on the Patient Education Link in the lower left margin of the screen

Block,Bradley M 09/10/2017 04:33:15 AM >

**TE/WE Browse button Macro Inserts  
Pt Education sentence with just two clicks**

Send Cancel



# Using Portal/Healow to Coordinate Care Better & Provide Registry Generated Reminders & Improves Patient Satisfaction

**Reason** thank you **AssignedTo** Block, Bradley M

Perform Eligibility Check

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

**Message** [Complaints](#) [Browse](#) [Check Sp](#)

Addressed To: Dr. Block  
Thank you for your fast response. I just got a call from CVS. My scripts are ready. Amazing... :)

**Action Taken** [Messenger](#) [Reply to patient](#) [Time Stamp](#) [Action Taken](#) [Check Sp](#)

**Reason** okay, the iPhone access is awesome! **AssignedTo** Block, Bradley M

Perform Eligibility Check

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

**Message** [Complaints](#) [Browse](#) [Check Sp](#)

See, this is one of the reasons I really like this practice. Up 2 date with technology, processes, procedures, medicines, and general knowledge about new diagnostic techniques and treatments! Awesome that we patients can finally see what the doc \*really\* said instead of what we thought we heard!

Just wanted to give big kudo's to the decision makers.

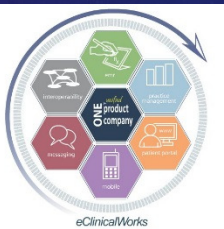


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# Web Enabled Patient Stats for Patients Seen in Past Year

- Dr Block's own Patients = 95% (newborns-93 yrs)
- Dr Bigg's own Patients = 93%
- Dr Block's Family Medicine Group = 95%
- Dr Bigg's Multi-Specialty Group = 82%



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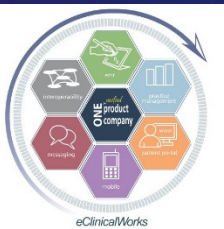
# EVERYONE Is Keeping Score on Us These Days....

- Diabetic Care
- Mammogram Rates
- Care of Cardiac Patients
- Colon CA Screening
- Influenza & Pneumonia  
Vaccination Rates
- Depression Screening
- Chlamydia Screening

**CFAC Cigna CAC Quality Report**

Current Quality (1/1/16 - 12/31/16)  
BLOCK BRADLEY M MD

Current National Benchmark	Eligible	Compliant	Rate	Practice Baseline	Current Ma Benchmark
	0	0	NA		
2	0	0	NA		
	9	5	56%	1	1
	4	2	50%		
1	11	6	55%		
49	11	10	91%		
	11	11	100%		
	11	11	100%		
	16	15	94%		
10	5	5	100%		
5	0	0	NA		
	0	0	NA		
9	0	0	NA		
2	1	1	100%		



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# The Key to Success – Use eCW to Implement Changes

- CDSS, Classic Alerts, Clinical Quality Worksheets
- Pick one format - Train Staff & Providers to use this
- One click from Visit notes, TE's, HUB to see all due & overdue care items
- Create DI or Procedure Orders for Tracking Purposes

Measure Name	Last Done	Fq	Due Date	Status	Orders
BP control in HTN (140/90)		12 M	10/07/2016		
Colorectal cancer screening		120 M	10/07/2016		
Influenza vaccine (over 50)		6 M	10/07/2016		
Body Mass Index	10/06/2016	24 M	10/06/2018		
Cholesterol control (genl pop)	09/25/2015	6 M	03/25/2016		
Cholesterol screen (genl pop)	09/25/2015	60 M	09/25/2020		
Pneumococcal vaccine	01/04/2012	60 M	01/04/2017		
Smoking status	01/04/2012	12 M	01/04/2013		

Generic Practice Alerts					
-PSA Men 50-70	09/25/2015	1 Y	09/25/2016		
Colonoscopy 50-85 yrs			08/02/2008		
Depression Screening 11-100yrs	10/06/2016	1 Y	10/06/2017		
Influenza >50	09/07/2015	1 Y	09/07/2016		
Medicare Annual Wellness Visit	10/06/2016	1 Y	10/06/2017		
PE (annual)>40y/o	10/06/2016		10/06/2017		
Pneumococcal-23 >65 yrs old	01/04/2012	5 Y	01/04/2017		
Pneumococcal-13 at 65 yrs old	10/06/2016	40 Y	10/06/2056		

Classic Alerts Alerts

Overview DRTLA History CDSS

Test, Adiel 61 Y, M as of 10/09/2016

Global Alerts

**! Clinical Quality Worksheet**  
Pending



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# Where to Get Started – Customize CDSS & Classic Alerts

- Create “Generic Practice Alerts” based on DX, RX, and Age based Vax, Lab, DI, Procedures & other QOC Performance Tracking Measures

**Dx Specific Alerts**

Name	Description
E11	Diabetic Care
E13	Diabetic Care
E53	Vitamin B12 Deficiency
E55	Vitamin D deficiency
I10	Hypertension Care
I25	CAD Care
I50	Heart Failure
J43	Emphysema Care
J44	COPD Care
J45	Asthma Care
J98	RAD/Bronchospasm Care
M81	Osteoporosis
M85	Osteopenia
Z80	Fam HX Colon CA Colonosco
Z90	Asplenia

**Dx Specific Alert**

Name: E11

Description: Diabetic Care

Order Set: Diabetes and Renal

Test	Type	Frequency	Web Reference
-HEMOGLOBIN A1C	Labs	3 Months	
-Lipid Panel (TChol,Tri	Labs	1 Year	
-urine Random microa	Labs	1 Year	
Monofilament Foot Tes	XRays	1 Year	
Retinal Eye Exam for I	XRays	1 Year	
Influenza age 3 & ove	Immunizat	1 Year	
Pneumococcal-23 (Adi	Immunizat		
RETINAL PHOTOS	XRays	1 Year	

**Immunization Alerts**

Name	Description	Web Reference
Pneumococcal-23 (Adi	Pneumococcal-23 >80 yrs o	<a href="http://www.cdc.gov/v">http://www.cdc.gov/v</a>
Prevnar (#1)	dose 1	
Prevnar (#2)	dose 2	
Prevnar (#3)	dose 3	
Prevnar-13- Pneumoc	Prevnar-13 at 65 yrs old	<a href="http://www.cdc.gov/v">http://www.cdc.gov/v</a>
Rotarix - Rotavirus* (	Rotavirus #1	
Rotarix - Rotavirus* (	Rotavirus #2	
TDaP-Adacel/Boostrix	TDaP Booster	
Varicella Vaccine*	Varicella #2	
Varicella Vaccine*	Varicella #1	
Zostavax - Shingles V	Zostavax >60 yrs old	

**Lab Alerts**

Name	Description	Web Reference
-CHLAM/N.GC, APTIMU	CHLAM/GC Screening 16-24	<a href="http://www.usprevent">http://www.usprevent</a>
-Liquid Pap, CT/GC, w	Paps 21-29 yrs old	<a href="https://www.acog.org">https://www.acog.org</a>
-Liquid Pap-And High-f	Paps 30-65 yrs old	<a href="https://www.acog.org">https://www.acog.org</a>
-PSA , serum (refriger	-PSA Men 50-70	<a href="http://www.aafp.org/">http://www.aafp.org/</a>

**DI Alerts**

Name	Description	Web Reference
Colonoscopy	Colonoscopy 50-85 yrs	<a href="http://www.aafp.org/">http://www.aafp.org/</a>
Depression Screening	Depression Screening 11-10	<a href="http://www.aafp.org/">http://www.aafp.org/</a>
DEXA BONE DENSITY	DEXA in Men over 69	<a href="http://www.rheumatol">http://www.rheumatol</a>
DEXA BONE DENSITY	DEXA in Women over 54	<a href="http://www.rheumatol">http://www.rheumatol</a>
Mammo SCREENING E	Mammogram Screen 40-75	
Medicare AnnualWellne	Medicare AnnualWellnessVis	
PE (Well Physical Exan	WCV	
PE (Well Physical Exan	WCV/WTV	
PE (Well Physical Exan	PE young adults	
PE (Well Physical Exan	PE (annual)>40y/o	
PE (Well Physical Exan	WBV	



# Resources for Choosing Alerts

- Use National Guidelines – i.e.- USPSTF, AAFP, ACOG, AAP, AACE....
- Get list of QOC items providers will be judged on from insurance plans – i.e.- for M/C ACO – GPRO list

## Performance metrics: Historical information about your practice

(Note: The information below includes data for the following products:  
Humana MA Private-Fee-for-Service (MA PFFS) members and MA Preferred Provider Organization (MA PPO) members.)

Measure	Numerator (patients with service completed)	Denominator (all patients eligible for service)	Practice 2016 performance	Practice target performance
Breast cancer screening	17	19	89.00%	80 percent or greater
Colorectal cancer screening	44	47	94.00%	78 percent or greater
Comprehensive diabetes care – nephropathy testing	18	18	100.00%	97 percent or greater
High-risk medications in the elderly	3	81	4.00%	6 percent or less
A1c control – diabetes	15	18	83.00%	84 percent or greater



**eClinicalWorks**

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# Use Alerts as Reminders when Care is Due

- Train Providers & Staff to Check Alerts or CQW Every Visit – Need to make it a habit
- Use Registry or Alert Recall Function to Generate Patient Lists to send Portal & Messenger Reminders – i.e.- Flu Vax's, PE's/Paps, Diabetic Care, Colonoscopies

Generic/Dx/Rx Alerts							
<input type="checkbox"/>	Dx (E53)	-Vitamin B 12	1 year	01/22/2016	Normal		01/22/2017
<input checked="" type="checkbox"/>	Dx (E11)	-HEMOGLOBIN A	3 months	07/30/2016	6.1		10/30/2016
<input checked="" type="checkbox"/>	Dx (E11)	-Lipid Panel (TCho	1 year	01/31/2014	LDL 67 TG 209		01/31/2015
<input type="checkbox"/>	Dx (E11)	-urine Random mic	1 year	01/22/2016	high 46		01/22/2017
<input type="checkbox"/>	Dx (E11)	Retinal Eye Exam	1 year	12/18/2015	WNL as per pt		12/18/2016
<input checked="" type="checkbox"/>	Dx (E11)	Influenza age 3 &	1 year	10/09/2015			10/09/2016
<input checked="" type="checkbox"/>	Dx (E11)	RETINAL PHOTO	1 year				10/08/2016
<input type="checkbox"/>	Dx (I25)	Influenza age 3 &	1 year	10/09/2015			10/09/2016
<input checked="" type="checkbox"/>	Dx (I25)	-Lipid Panel (TCho	1 year	01/31/2014	LDL 67 TG 209		01/31/2015
<input type="checkbox"/>	Dx (E55)	-Vit D,25-Hydroxy,	1 year	01/22/2016	Normal 40		01/22/2017

All  Overdue / Due in next 3 months

**Due Dates**

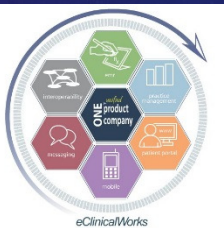
Registry

Patient Recall

Lookup Encount...

Registry

Registry Reports



# Example - Depression Screenings

## - Use eCW PHQ-9 Smart Form

- Annual Depression Screening recommended for all patients > 10 years old and tracked by P4P programs
- Nurses use DI Alert to track when due & Use a Template to insert DX & CPT codes & DI tracking order
- Covered by insurance as “free preventive care”  
w/ DX: Screening for Depression - Z13.89 (for M/C use: Z00.00 or Z00.01)
- Boosts practice income while boosting quality scores – we get \$5-\$6 w/ CPT code: 96127 Brief Emotional/Behav Assessment Test (M/C use: G0444 - Annual Depression Screening = ~ \$18) – literally covers cost of hourly nursing payroll

SF

- Asthma
- Audit-C
- Fax To Quit
- Initial Visit
- M11-Q
- PHQ-9

Adiel A DOB: 08/11/1955 Age: 55

Primary Insurance: HUMA

Account Number: 80701

Encounter Date: 04/07/2016 Provider: Bradley M

Appointment Facility: Block,Nation,Chase,Smolen

**Subjective:**

**Chief Complaint(s):**

**HPI:**

Depression Screening  
PHQ-9 Little interest or pleasure in doing things  
falling or staying asleep, or sleeping too much Several  
overeating Several days, Feeling bad about yourself  
days, Trouble concentrating on things, such as reading  
slowly that other people could have notice. Or the opp  
more than usual More than half the days, Thoughts th  
than half the days(Consider Suicide Assessment Risk).

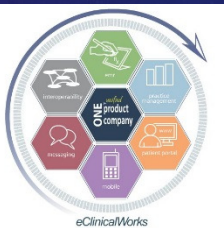
**Block,Nation,Chase,Smolen FamilyMed**  
2441 West S.R.426, Ste.2011  
Oviedo FL 327654515  
Ph: 407-678-6888 Fax:407-678-0252

**PATIENT HEALTH QUESTIONNAIRE (PHQ-9)**

Name: Adiel A Test Date: 04/07/2016

Over the last 2 weeks, how often have you been bothered by any of the following problems?  
(Use "x" to indicate your answer)

	Not at all 0	Several days 1
1) Little interest or pleasure in doing things	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2) Feeling down,depressed or hopeless	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3) Trouble falling or staying asleep, or sleeping too much	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4) Feeling tired or having little energy	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5) Poor appetite or overeating	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6) Feeling bad about yourself or that you are a failure or have let yourself or your family down	<input type="checkbox"/>	<input checked="" type="checkbox"/>



**eClinicalWorks**

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# Keep your Diabetic Patients Up to Date with Retinal Eye Exams

- Welch Allyn RetinaVue Camera simplifies & automates taking quick & easy Retinal Photos in office
- Improve Quality Performance Scores for ACO & P4P programs



**eClinicalWorks**

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# Retinal Photos Made Easy

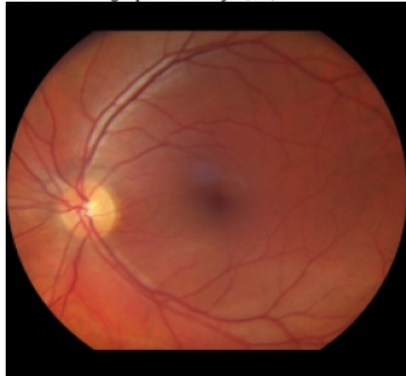
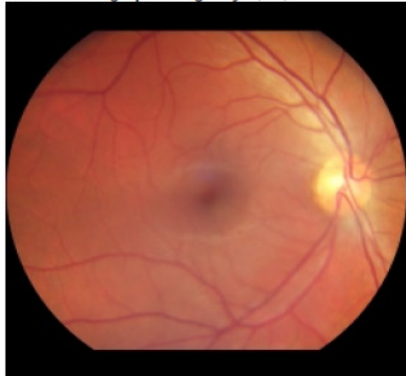
- Photos get uploaded for review by Retinal Specialist
- Download PDF report into patient documents in eCW
- Our cost per photos per patient runs 32-39% of rate reimbursed

**WelchAllyn** RetinaVue™ Network  
Diagnostic Report

**Patient Information**

Name:	Exam Date: 9/29/2016
Medical Record Number: 2225	Report Date: 9/29/2016
Date of Birth:	
Referring Physician: Bradley Block, MD	
Referring Clinic: Block, Nation, Chase & Smolen Family Medicine	

**Retinal Image Assessment and Management Plan**

Fundus Photograph of Left Eye (OS): 	Fundus Photograph of Right Eye (OD): 
Diagnosis for Left Eye (OS): No diabetic retinopathy	Diagnosis for Right Eye (OD): No diabetic retinopathy



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# Simplify Tracking Annual Retinal Photos/Eye Exams for Diabetics

- Use DI Order for tracking when due
- Track date from within Order Sets
- Create DX Specific annual alert for Diabetics for reminders (via CDSS or Classic Alerts)

**Order Sets**

Search for Order Sets

ORDER SET: Diabetes and Renal   MEASURE: 10 QUICK ORDER SET: YES

DIAGNOSES (TRIGGER):  
 DIAGNOSES (LINKED): (SAME AS TRIGGER)  
 AGE (TRIGGER): All Age  
 GENDER (TRIGGER): Unknown

MESSAGE

---

**Diagnostic Imaging** Assigned To: Block, Bradley M

Description	DI Company	Frequency	Duration	Date
<input type="checkbox"/> RETINAL PHOTOS	-	-	-	08/29/2017
<input type="checkbox"/> Monofilament Foot Test for Diabetic Neuropathy	-	-	-	04/07/2017

**Not Due until 8/2018**

**Reminders**

Patient: [Redacted] Sex: M Info Hub All Alerts

WebEnabled: Yes Health Maintenance

**Generic/Dx/Rx Alerts** Last Done Suppress Never Remind

<input type="checkbox"/>	Dx (E11)	Influenza age 3 &	1 year	10/31/2016	10/31/2017				
<input type="checkbox"/>	Dx (E11)	Pneumococcal-23		04/02/2010					
<input type="checkbox"/>	Dx (E11)	RETINAL PHOTO	1 year	09/10/2017	Negative	09/10/2018			
<input type="checkbox"/>	Dx (J98)	Influenza age 3 &	1 year	10/31/2016		10/31/2017			
<input type="checkbox"/>	Dx (J98)	Pneumococcal-23		04/02/2010					
<input type="checkbox"/>	Dx (I25)	Influenza age 3 &	1 year	10/31/2016		10/31/2017			
<input type="checkbox"/>	Dx (I25)	-Lipid Panel (TCho	1 year	08/30/2017	LDL 20 TG 253	08/30/2018			
<input type="checkbox"/>	Dx (I25)	Pneumococcal-23		04/02/2010					
<input type="checkbox"/>	Dx (E55)	-Vit D,25-Hydroxy,	1 year	03/02/2017	22	03/02/2018			
<input type="checkbox"/>	Dx (I50)	-proBNP	1 year	06/03/2017	766	06/03/2018			

All  Overdue / Due in next 3 months

**Will Not show up in default "Due" list until due in 2018**



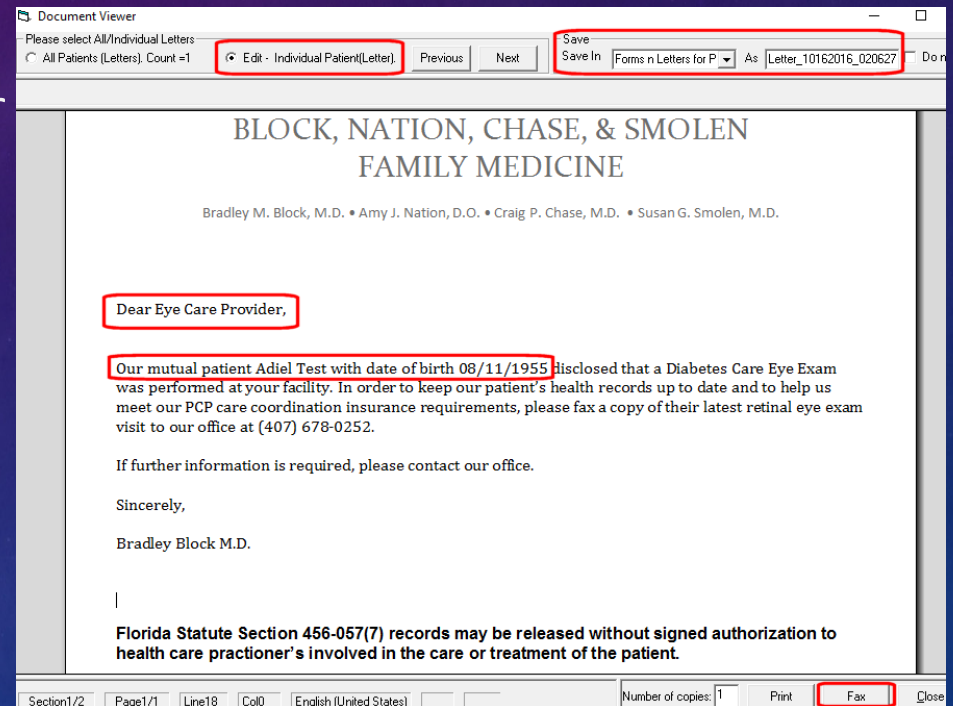
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# Use eCW “Letters” to Improve QOC Reporting Efficiency

- Create Letters staff can fax other providers to obtain specific medical care documentation for ACO & P4P programs – Prep ones specifically for DM Eye Exams, Colonoscopies, Mammograms
- Use “Tags” to Fill in Patient Name & DOB
- Run Letter & Fax in just seconds



Copies of our Letters w/ tags  
on Block&Biggs Website



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# Tips for Alert Success

- Stir up competitive nature of providers & staff
  - show them how they compare with each other - use MIPS Dashboards, eCW “Quality Measures”, eBO reports, P4P Score Cards
- Use Insurance Score Card results to make changes in workflow to boost future scores

The screenshot displays two main components of the eClinicalWorks interface. On the left is the 'MIPS Dashboard' for 'Provider (1-10)', showing a bar chart of performance percentages for various CMS codes across four providers: Amy Nation, Susan Smolen, Bradley Block, and Craig Chase. On the right is the 'Quality Measures' configuration screen, where 'Quality Measures' is selected in the top navigation. The 'Measure Dictionary' is set to 'Quality Measures' and the 'Measure Name' is '(359-CM)A1C testing'. The 'Reporting Interval' is 'Half Yearly', and the 'Reporting End Date' is '09/30/2016'. A table at the bottom shows the results for this measure across three providers.

PCP	Numerator	Denominator	Percentage	Provider	Exclusions
Block, Bradley	105	114	92.11%		
Nation, Amy	16	31	51.61%		
Smolen, Susan	67	91	73.63%		



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# Get Credit for What You Do – Transmit CPT “F” Codes to Plans

- CPT “F” codes strictly for reporting info regarding Qual of Care measures to plans
  - Depression Screening, Fall Risk Screening, Chlamydia Screening, DM eye exams, Beta Blocker use in CHF pts, Statin TX in CAD pts
  - No charges/payments directly assoc with F codes
- Build F codes into templates to automate reporting

Billing (T, TEMPLATES - 01/01/2001 09:00 AM, NEW PT)

Pt. Info Encounter Physical Hub

Assessments

P	CODE	Diagnosis	Specify
1	X Z00.01	Encounter for general adu.	

**Medicare AWV**

Procedure Codes

CPT	Name	Units	M1	M2	M3	M4	ICD1
G0402	M/C Welcome to M/C P	1.00					Z00.01
3288F	FALL RISK ASSESSMEN	.00					Z00.01
1170F	FXNL STATUS ASSESS	.00					Z00.01
1160F	RVW MEDS BY RX/DR	.00					Z00.01
3725F	SCREEN DEPRESSION	.00					Z00.01
1123F	ACP DISCUSS/DSCN	.00					Z00.01
G0444	ANNUAL DEPRESSION	1.00					Z00.01

**Assessment:** ▾

- Screening for Depression - Z13.89 (Primary)

**Plan:**

**Treatment:**  
[Screening for Depression](#)  
[Imaging:Depression Screening](#)

**Procedures:** ▾

**Immunizations:**

**Therapeutic Injections:**

**Diagnostic Imaging:**

**Lab Reports:**

**Procedure Orders:**

**Preventive Medicine:** ▾

**Next Appointment:** ▾

**Non-M/C Depression Screening  
Template with F Code included**

**Billing Information:**

**Visit Code:** ▾

**Procedure Codes:** ▾

- 96127 BRIEF EMOTIONAL/BEHAV ASSMT.
- 3725F SCREEN DEPRESSION PERFORMED.

**Assessment:** ▾

- Screen for STD (sexually transmitted disease) - Z11.3 (Primary)

**Plan:**

**Treatment:**  
[Screen for STD \(sexually transmitted disease\)](#)  
[Lab:-CHLAM/N.GC, APTIMA RNA PCR NAAT \(urine, swab or pap liquid\)](#)

**Procedures:** ▾

**Immunizations:**

**Therapeutic Injections:**

**Diagnostic Imaging:**

**Lab Reports:**

**Procedure Orders:**

**Preventive Medicine:** ▾

**Next Appointment:** ▾

**Chlamydia Screening Template with F Code included**

**Billing Information:**

**Visit Code:** ▾

**Procedure Codes:** ▾

- 3511F CHLMYD/GC screen done.



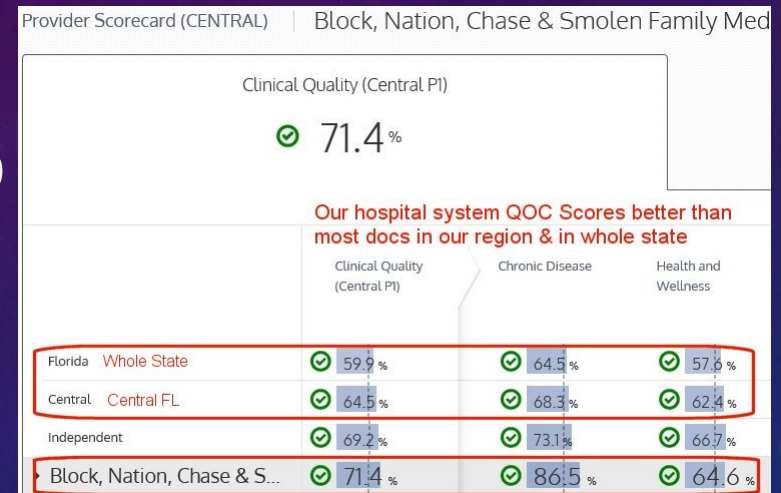
# Improve Your Insurance Plan Cost of Care Index – Customize Claims to Send More HCC “High Risk” DX Codes per Claim

- Insure your complex pts get all their DX codes reported to boost their “risk” score & expected cost of care
- Improves your Cost of Care status for Shared Savings Programs
- Go into each & every Insurance plan>Update
- Customize claims (in ANSI 5010 format) to automatically send in DX codes #13-20 every claim to report more DX’s per claim (w/o assoc CPT codes)



# Using Alerts & Reporting Care Pays Off

- Dr Block's Practice:
    - Top QOC & AWW scores in M/C ACO
    - High QOC scores for other plans
    - Consistent Performance Bonuses
  - Dr Bigg's Practice:
    - High Performer with multiple insurance plans
    - CQW Alert Data helped with insurance negotiations
    - Helped ACO to get multiple Commercial Insurance Contracts
  - All Offices:
    - Extra Income from services performed (espec M/C AWW)
- & Higher MIPS Scores



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# Patient Safety Protocols



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# Don't Let New Interfaced Test Results from Old Test Orders Go Without Review

## - Customize your Date Range Settings

- Interface results are listed in “to be reviewed” screen by test “Order Date” by default – NOT by “Received Date”
- If patients delay doing labs until 1 year after test ordered, then results will not show up when clicking on “L” Jellybean
- eCW Support can change default review timeline from default of 1 year to the past 2 years

The screenshot shows the eClinicalWorks interface with the 'To be reviewed' tab selected. The 'Date Between' filter is set to '09/11/2015 12:00 AM' and '09/10/2017 12:00 AM', and the 'Filter By' dropdown is set to 'Order Date'. A red arrow points to the 'Date Between' field with the text 'New Date Range'.

	Order Date	Coll Date	Re	Patient	Labs/Imaging/Procedures	Default Date Range	Reason
?	C	09/08/2017	09/08/2017	09/09/2017	-TSH (Thyroid Stimulating Hormone)	ONLY goes back 1 Year	Received- Labco
?	C	09/08/2017	09/08/2017	09/09/2017	-CMP (comprehensive metabolic panel) w/GFR		Received- Labco



# Don't Let Failed Interface Results Go MIA & Without Review

- Watch for Lab & Radiology results which failed to match up with patients
- Go to File > “Reconcile Interface Results” to link results to approp patients





# Find Missing Results Quicker - Customize your Interface Reconciliation Settings

- eCW Support can change default search timeline from default of 1 day to the past 1 month or 1 year

Interface Reconciliation

Interface Reconciliation    To be Reconciled    Reconciled    Action Taken    All

Labs Select Lab...    Received Between 09/26/2014 ... And 09/26/2015 ...

Patien Select Lab...  
Quest  
Labcorp  
CDI\_Rad\_Bi  
CPL  
SimonMed Rad Bi

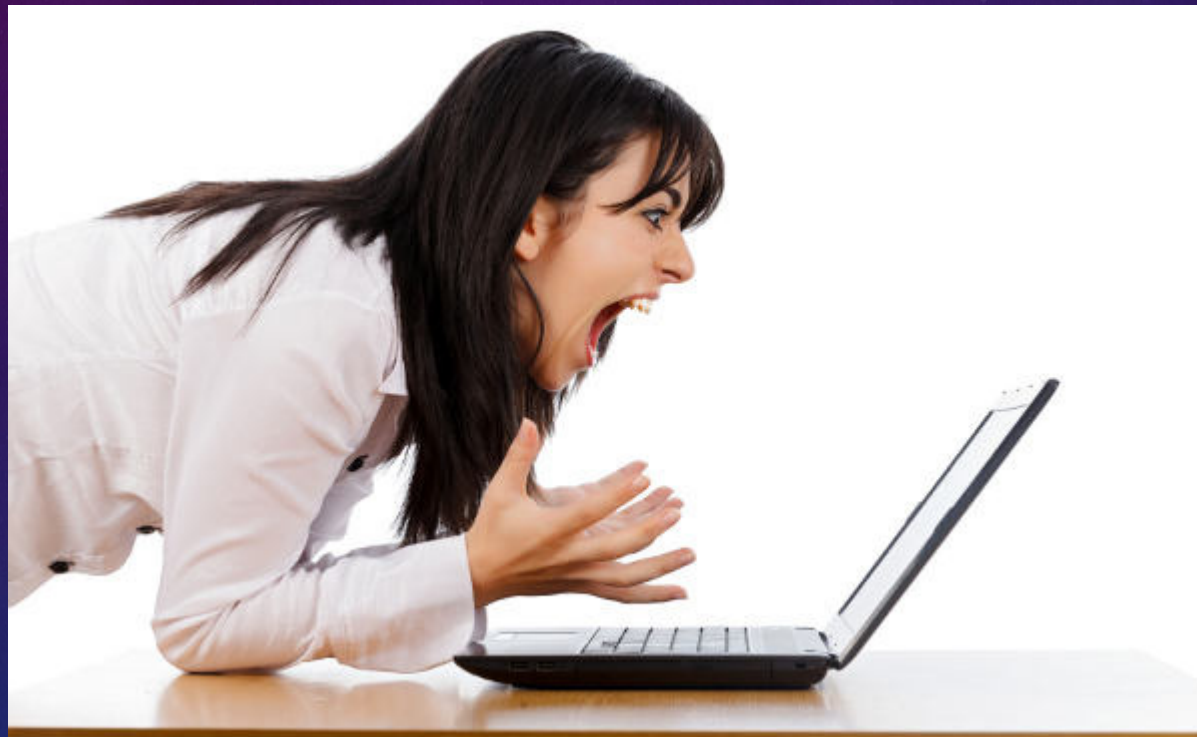
... | Cir | Provider All    ... | Facility All

Transcription Documents    Dictation

Patient Name    Patient DOB    Provider    Type



# Billing & Finances of the Past



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# Billing & Finances of the Future



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# Activate & Use ePayments for Patients to Pay their Balances via the Portal

Latest Statement

## Patient Portal Billing Statement

PATIENT NAME Patient M Demo			IF PAYING BY CREDIT, FILL OUT BELOW. CHECK CARD USED <input type="checkbox"/> MASTER CARD <input type="checkbox"/> VISA <input type="checkbox"/> DISCOVER		
BILL DATE 05/04/2016	ACCT 70248	AMOUNT PAID	CARD NUMBER AMOUNT PAID		
SIGNATURE:			EXP. DATE:		
AMOUNT ENCLOSED:			THIS IS A STATEMENT OF SERVICES RENDERED BY PHYSICIAN(S) WHO ARE MEMBERS OF:		
Patient M Demo 2441 W SR 426 #2011 OVIEDO FL 32765-4515			Block, Nation, Chase, Smolen FamilyMed 2441 West S.R.426, Ste.2011 Oviedo FL 327654515 407-678-6888		
DATE OF SERVICE	DESCRIPTION OF SERVICE	AMOUNT			
11/30/2015	Claim:211489, Provider: Bradley M. Block, M.D.				
11/30/2015	Office Visit, Est Pt., Level 3 - Units 1.00	112.00			
05/04/2016	PAYMENT IS DUE UPON RECEIPT. (CURRENT)				
	Your Balance Due On These Services ...	112.00			
DATE	PATIENT NAME	ACCT. NO.	PAY THIS AMOUNT		
05/04/2016	Patient Demo	70248	112.00		
This is a statement for professional services rendered by your physician. You may receive a separate bill from the hospital for its services.			<b>MAKE CHECK PAYABLE TO:</b> Block, Nation, Chase & Smolen Family Medicine		
<b>IMPORTANT MESSAGE REGARDING YOUR ACCOUNT</b>					

Statement Balance **\$112.00**

**Pay Bill** If you have made any payment towards this statement you will see it reflected in 'Transaction Logs'

Latest Statement ePayment

## eClinicalWorks ePayment Gateway

PATIENT Patient

BILL 05/04

Patient 2441 #2011 OVIEDO

DATE OF SERVICE 11/30/2015 11/30/2015 05/04/2016

DATE 05/04/2016

This is a statement rendered by separate bill

Statement Balance \$ If

**Make Payment**

**BILLING INFORMATION**

Name on the card  
Patient Demo

Address 1  
2441 W SR 426

Address 2  
#2011

City  
OVIEDO

State  
FL

Zip Code  
32765-45

**CARD INFORMATION**

Credit Card #

CW [What is CW?](#)

Expiration  
5 2016

Amount in USD  
112.00

Email  
docblockmd@yahoo.com



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# Take Home Message

- Customize Your Workflow in eCW to Optimize Your Efficiency, Documentation & Patient Care
  - Improve Patient Engagement & Satisfaction
  - Save on Staffing Costs & Boost Income
  - Boost your MIPS score



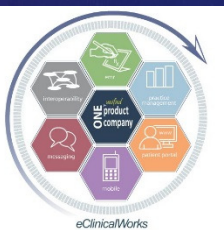
Customer Satisfaction

Excellent

Good

Average

Poor

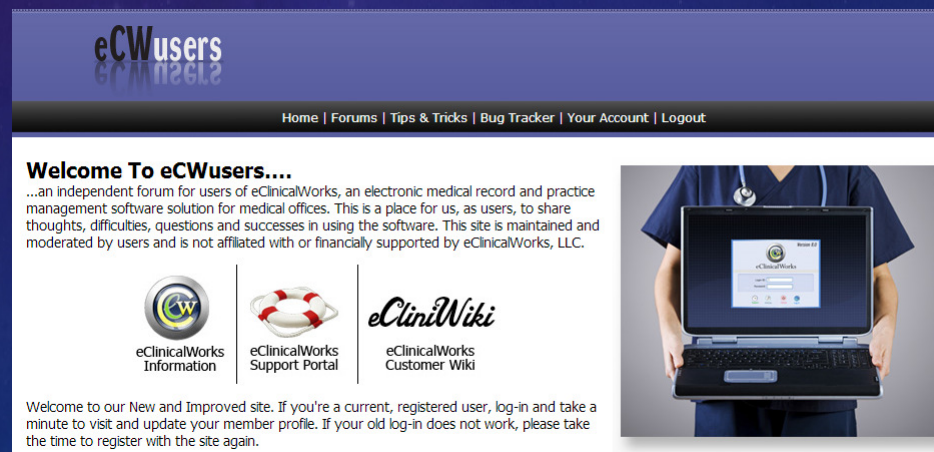


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# Your Assignment and Thoughts for Moving Your Practice Forward


- Refer to your notes & Implement the 3-5 Ideas
- Share wisdom throughout your group
- Try to develop on-site Super User(s)
- Choose some leaders to participate in the eCW Web User's Forum: <http://www.ecwusers.com/>
  - EMR, PM & Billing, Portal, IT, eClinicalTouch...





**eCWusers**

Home | Forums | Tips & Tricks | Bug Tracker | Your Account | Logout

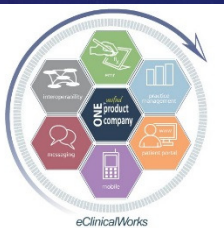
**Welcome To eCWusers....**  
...an independent forum for users of eClinicalWorks, an electronic medical record and practice management software solution for medical offices. This is a place for us, as users, to share thoughts, difficulties, questions and successes in using the software. This site is maintained and moderated by users and is not affiliated with or financially supported by eClinicalWorks, LLC.

 eClinicalWorks Information

 eClinicalWorks Support Portal

 eClinicalWorks Customer Wiki

Welcome to our New and Improved site. If you're a current, registered user, log-in and take a minute to visit and update your member profile. If your old log-in does not work, please take the time to register with the site again.



**eClinicalWorks**

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

# Questions?

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



- For copy of our current & past presentations and our eCW Letters go to:

<http://BlockAndNation.com/BlockAndBiggs>



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