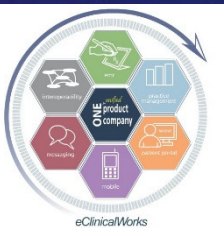


# Tips & Tricks to Improve Efficiency, Patient Management, & Cash Flow

- Block & Biggs Road Show

- For copy of presentation go to:

<http://blockandnation.com/blockandbiggs>

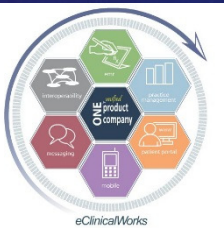


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# Who Are We?

- Bradley M. Block, M.D.
  - 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



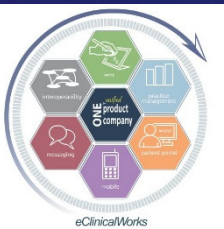
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# Why Were We Asked to Speak?

- 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 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)



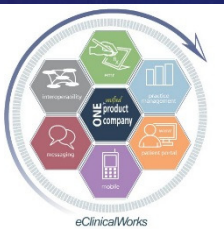
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# Goal of Our Talk



- 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



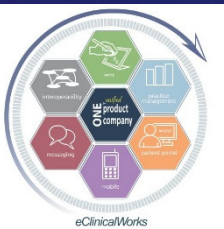
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# Why Bother to Implement Changes – How Does This Benefit Me?

- 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



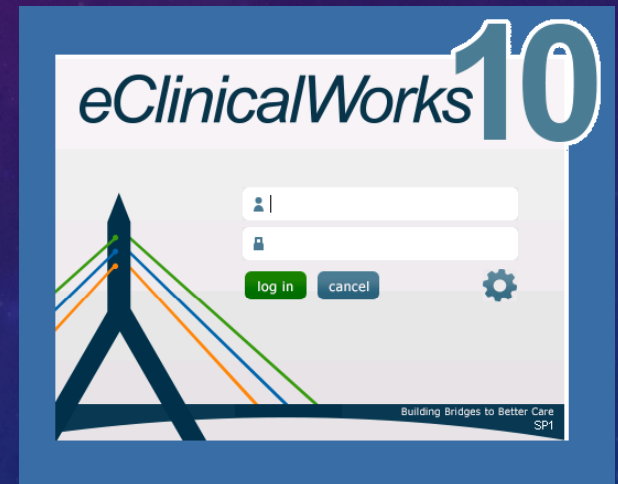
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# Overview of Our Presentation

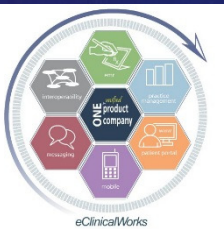
- Share Tips, Tricks & Examples

- Mid Office (Medical Providers)
- Front Office
- Back Office (Billing & Finances)



- Question & Answer Session at the End

(But Dr. Biggs has to dash after session)



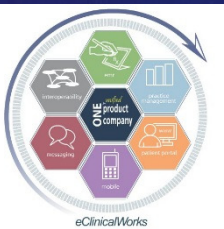
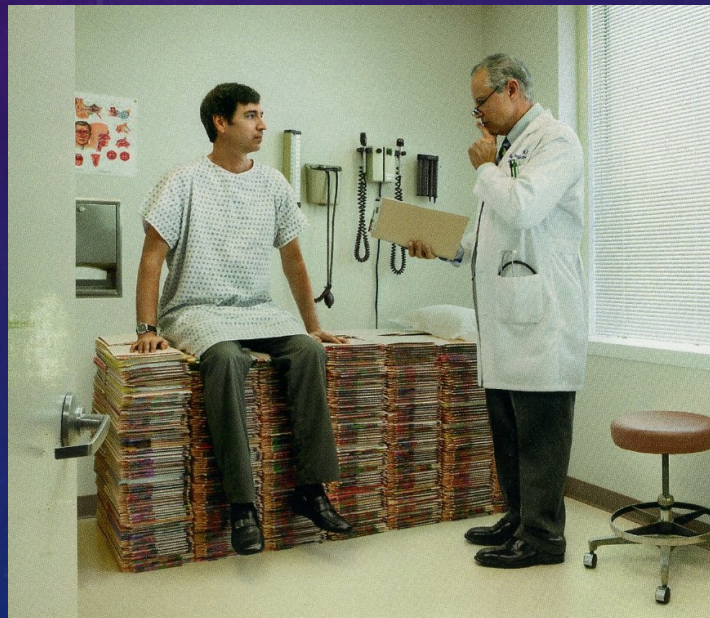
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# Mid Office

- Patient Management & Charting of the Past



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# Mid Office

- Patient Care & Charting of the Future



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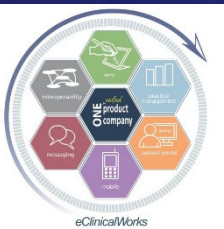
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# Chart Like a Pro

## - Maximize eCW Functionalities

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



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# Smile for the Camera!



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# 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.

**PSYCH**  
Mental status alert & oriented X 3. Mood euthymic, normal. Affect appropriate.

**EYES**  
Sclera normal, anicteric. Pupils ERRLA. EOM intact. Eyelids normal. Conjunctiva normal.

**HEENT**  
Head normocephalic. Facial Bones normal & nontender. Nose normal. Nasal mucosa normal. Ear canals normal. Tympanic membranes normal. Mucous membranes moist.

**NECK**  
Neck supple. Supraclavicular recesses without mass or adenopathy. Thyroid gland normal.

**HEART**  
PMI normal. Rate regular. Heart sounds normal. Murmurs no. Clicks no.

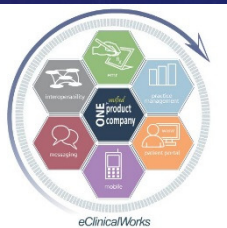
**LUNGS**

Send Print ▼ Fax ▼ Record Lock ▼ Details ▼ Scan Templates ▼

Physical Examination: ▼

Drawing: foot rash photo

Assessment:  
Assessment: ▼



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# V10: Printed Notes Include Photo Images

- Photos Show Full Size Up at End of Visit Note when Printed or Faxed (including photos attached by PE hyperlink)

Notes: Continue current therapies or as noted above. Call if any problem worsens or persists. Counseling done on risks /benefits/ advantages of the patients therapies & treatment options on the diagnoses noted above., Pt had multiple questions on multiple health issues & concerns; these were all answered & discussed., Diet, Weight Loss, and Exercise counseling done at length (and encouraged to follow), medication counseling done at length, medication adjustments & instructions written or printed for patient.

**Procedure Codes:**

- 81002 U/A DIP IN-OFFICE - URINE-NO MICRO
- 36415 Venipuncture - BLOOD DRAW
- 93000 EKG - ELECTROCARDIOGRAM, COMPLETE

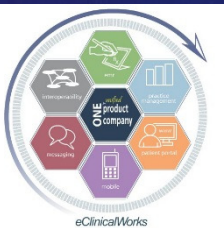
**Follow Up:** prn

**Images**

**Examination/skin rash photo.png**



**Examination/cankersore photo.jpg**



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# Adding Photos to Notes – Step 1 – Link to Note

Examination (Demo, Patient M - 09/01/2014 01:15 PM, O.V.)

Pt. Info Encounter Physical Hub

General Examination

General Examination

Field	Observation
General appearance:	→
HEENT:	→
Oral cavity:	→
Neck, thyroid :	→
Breasts :	→
Heart:	→
Lungs:	→
Abdomen:	→
Neurological	→
Skin:	→
Peripheral pulses:	→

Notes Browse... Spell chk Clear

HPI New Drawing

Physical Examination (Demo, Patient M - 09/01/2014 01:15 PM, O.V.)

Pt. Info Encounter Physical Hub

Physical Examination

GENERAL

Organ	Notes
General appearance	→ well n
Build	→

GENERAL

- GENERAL
- PSYCH
- EYES
- HEENT
- HEART
- CHEST
- ABDOMEN
- EXTREMITIES
- NEUROLOGICAL
- DERMATOLOGY
- MUSCULOSKELETAL
- OSTEOPATHIC
- Neurological Organization
- Back:
- BACK
- GENITOURINARY MALE
- GENITOURINARY FEMALE
- URO-GYN
- Labs / Radiology/ Specialis
- Old record
- Records from specialist re
- Medicare Annual Wellness

Default for All Clear All Me

Notes Browse ... Clear

Vitals Custom Drawing



# Adding Photos to Notes – Step 2 – Upload Photo from Source

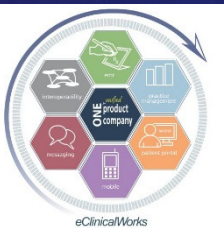
The screenshot shows the 'Patient Encounter Reports' window. On the left, a 'Document List' table contains two entries:

Date	Scanned By	Name
<input type="checkbox"/> 10/05/2014	Block,Bradley M,	skin rash photo.
<input checked="" type="checkbox"/> 10/05/2014	Block,Bradley M,	cankersore phot

Below the table are buttons for 'Add', 'Update', 'Delete', 'View', and 'Compare'. The 'Add' button is highlighted with a red box. Below these are 'Scan Options' including 'Show Scan UI' (checked), 'Turn ADF Off', 'Scan to Color Doc', and 'Scan Duplex'. At the bottom, there are buttons for 'Search', 'Medic Scan', 'Scan' (with a dropdown arrow and a red box), and 'Close'. A red text annotation next to the 'Scan' button reads 'Use "Scan" to use PC Web Cam'. To the right, a 'Preview' window shows a close-up photo of a person's mouth with a finger pointing to a lesion on the inner lip.

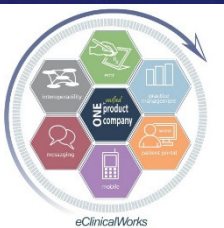
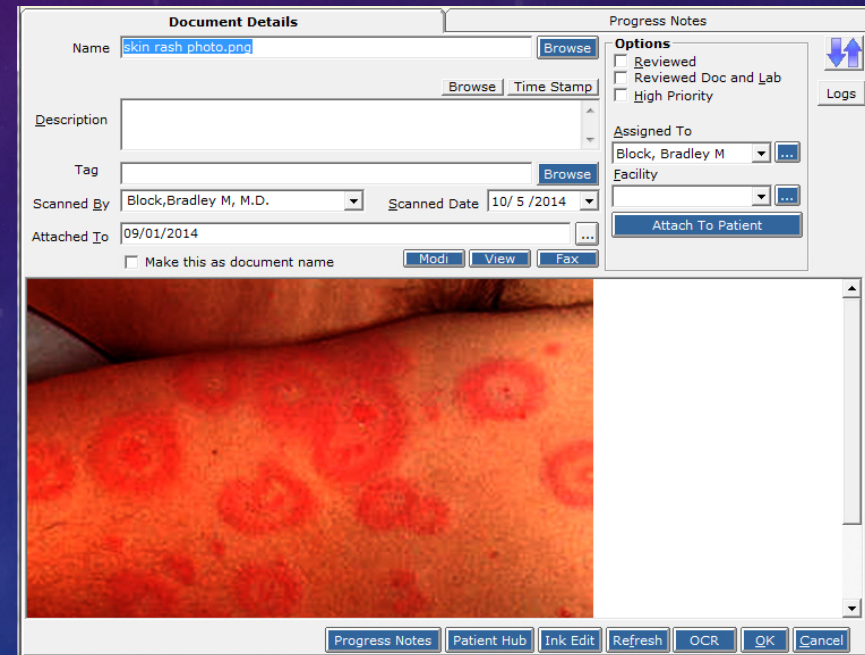
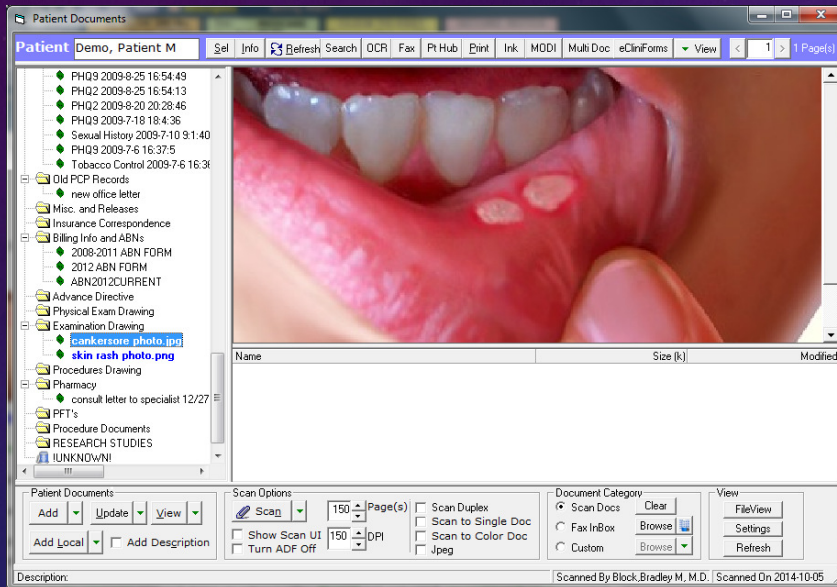
Use "Add" to upload image from PC or SD Card or Fax Inbox (i.e.-"F-Drive")

Use "Scan" to use PC Web Cam





# Photos Get Saved in Patient Documents Folder

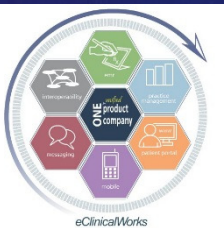
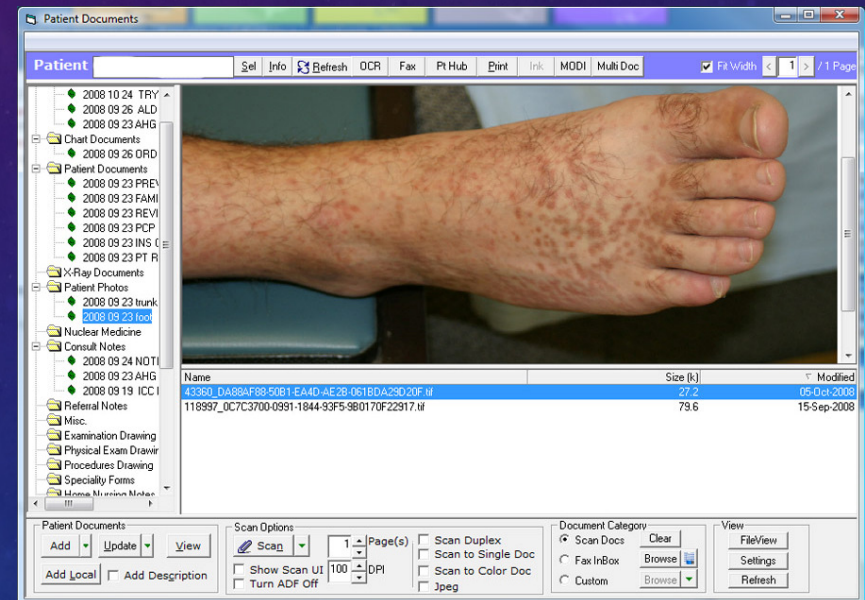


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# Digitizing Photos – Use a Digital Camera for High Quality Photos

- 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



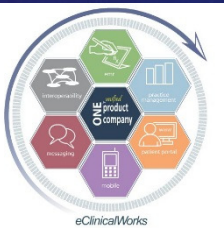
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# Templates 101

Merge Template



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# 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

Copy And Merge Templates

Template For  
Patient: Demo, Patient M      Encounter Date: Monday, September 01, 2014

Choose Template

Generic      Category: My Favorites

Patient Specific      Demo, Patient M      Sel      Relation

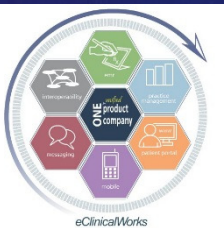
Find:      Contains      Go

Facility: All

Pr	Template	Access
	Block - Female Deferred GYN Exam	
	Block - Female PE w/ full skin exam	
	Block - Female PE w/o skin exam	
	Block - Folliculitis	
	Block - Ganglion Cyst	
	Block - GE , viral - Child/Teen/Adult	
	Block - GE , viral - infant	
	Block - Hematuria	
	Block - Hip Bursitis w/ Injection	
	Block - Hip Bursitis w/o any Injection	
	Block - Influenza	

< Prev      Next >

Add As Favorite      Merge Template      Close

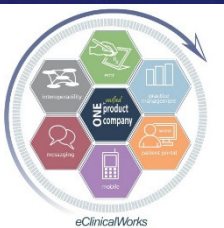
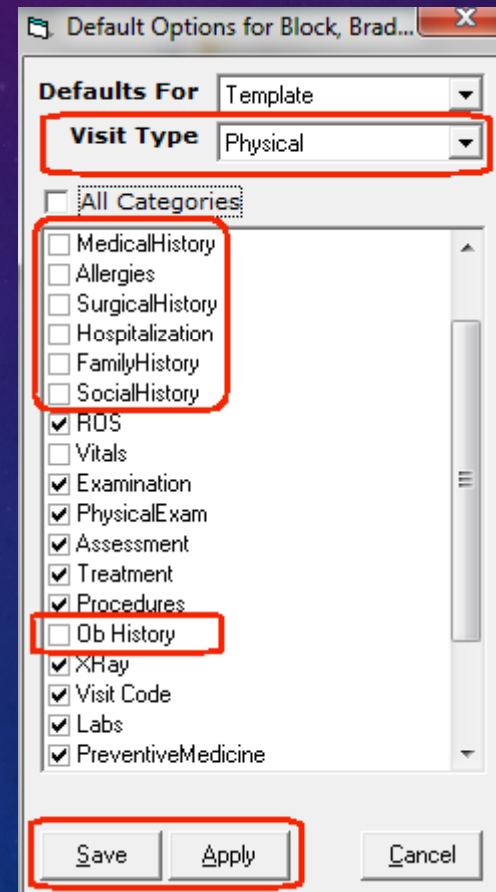
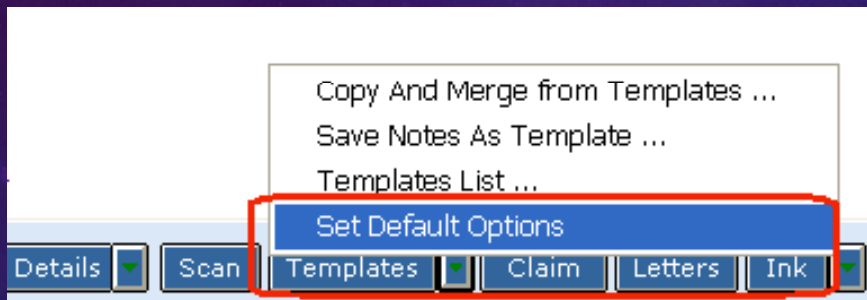


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# Avoid Merging in Unwanted Template Data by Setting Default Template Options



# Create Templates Easily on The Fly

DERMATOLOGY  
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/5 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:

Copy And Merge from Templates ...  
Save Notes As Template ...  
Templates List ...  
Set Default Options

Send Print Fax Record Lock Details Scan Templates Claim Letters

Save Notes As Template

Name

Description

Facility  
All

Visit Type  
OFFICE VISIT

Category

Access  
 Private  Public

Associated Order Sets

- Diabetes and Renal
- Hypertension and CHF
- Thyroid Disorders
- Well PE
- Ankle, Foot, and Leg Sprain
- Allergies, Asthma, COPD
- Back, Neck, and Radicular Pain
- Shoulder, Elbow, and Wrist Pain
- Hip and Knee Pain
- Lipids and CAD

All Options Default

- ROS
- Vitals
- Examination
- PhysicalExam
- Assessment
- Treatment
- Procedures
- Ob History
- XRays
- Visit Code
- Labs
- PreventiveMedicine
- Gyn History
- NextAppointment
- Procedure Codes
- Therapeutic Injection
- Images
- Save As Default

Add as Favourite

OK Cancel





# Ensure Nurses & Ancillary Care Providers Insert Correct Documentation, DX, and CPT Coding

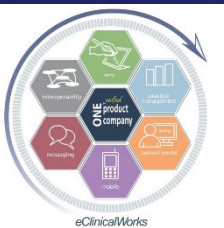
**Template List**

Templates

Facility

Category

Name	Access
Allergy injection-1 shot	Public
Allergy injection-2 or more	Public
Mammo Screen	Public
Mammo Screen w/ FC Breast US	Public
Medicare Annual Wellness Visit	Public
Nurse B12 visit	Public
Nurse B12 AND BP check	Public
NURSE DEPO SHOT VISIT	Public
Nurse PPD given visit	Public
Nurse PPD Read visit	Public
Nurse Prolia Administration	Public
PT & INR nurse visit	Public



# Keep Coding Correct – Immunizations & Special Services or Testing - DX & CPT Codes

**Template List**

Templates:

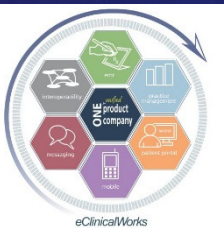
Facility: All

Category: Vaccines

New Update Delete

Name	Access
Adacel/Boostrix Admin	Public
Flu 2012 for MEDICARE	Public
Flu 2012 PEDS 4&UP-B&N supply	Public
Flu 2012: ADULT, OUR SUPPLY	Public
FLU MIST 2012-HD ONLY, 2&up	Public
Flu Shot 2012 HD-3&up	Public
Flu SHOT 2012-HD: 6-36mos Lot	Public
Gardasil (<19yo) 1st or 2nd dose	Public
Gardasil (<19yo) 3rd dose	Public
Menactra vaccine	Public
Pneumovax - Medicare	Public
Pneumovax -non-medicare	Public
Zostavax - Medicare	Public
Zostavax Admin - non-medicare	Public
[xx]Flu 2012 for MEDICARE	Public

Template Categories Configure My Favorites Add as Favorite View Template Close





# Special PE Organ System Templates

Physical Examination

**CHEST**

Organ	Notes
shape and expansio	→
work of breathing	→
Palpation	→
Rub	→
Inspection	→
breath sounds	→
rales	→
rhonchi	→
wheezes	→
percussion	→
axillary nodes	→
breasts	→

Default for All Clear All Merge Default Default per Category Clear Category

Notes Browse ... Clear

Save as...  
View all...  
Block - Well Woman Chest-Normal w/ Breast Exam  
Block - NML Breast exam  
Block - NML Axill LN's  
Block - Asthma/URI Exac  
Block - Distant BS  
URI/Asthma Exac Nml after Neb x slow AF  
Asthma/URI Exac w/Neb TX; repeat exam ~WNL

Vitals Custom Drawing

without jaundice.



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# Order Sets

- Just What the Doctor Ordered...



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# 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
DIAGNOSES (TRIGGER):	
250.00	Diabetes Mellitus, 2, Uncomplicated, Controlled
250.02	Diabetes Mellitus, 2, Uncomplicated, Uncontrolled
250.90	Diabetes mellitus type 2 w/unspec complication, not stated as uncontrolled
250.92	Diabetes mellitus type 2 w/unspec complication, uncontrolled
583.9	Nephropathy
593.9	Nephropathy NOS
791.0	Proteinuria
585.9	Chronic kidney disease, unspecified stage
362.01	Diabetic retinopathy NOS
250.01	Diabetes Mellitus, 1, Uncomplicated, Controlled
250.03	Diabetes Mellitus, 1, Uncomplicated, Uncontrolled
250.91	Diabetes mellitus type 1 w/unspec manifestation, not stated as uncontrolled
250.93	Diabetes mellitus type 1 with unspecified manifestation, uncontrolled
250.40	Diabetes mellitus type 2 w/renal manifestations, not uncontrolled
250.41	Diabetes mellitus type 1 w/renal manifestations, not uncontrolled
250.42	Diabetes mellitus type 2 with renal manifestations, uncontrolled
250.43	Diabetes mellitus type 1 with renal manifestations, uncontrolled
250.50	Diabetes mellitus type 2 with ophthalmic manifestations, not uncontrolled
250.51	Diabetes mellitus type 1 with ophthalmic manifestations, not uncontrolled
250.52	Diabetes mellitus type 2 with ophthalmic manifestations, uncontrolled
250.53	Diabetes mellitus type 1 with ophthalmic manifestations, uncontrolled
250.60	Diabetes mellitus type 2 w/ neurological manifestations, not uncontrolled
250.61	Diabetes mellitus type 1 w/ neurological manifestations, not uncontrolled
250.62	Diabetes mellitus type 2 with neurological manifestations, uncontrolled
250.63	Diabetes mellitus type 1 with neurological

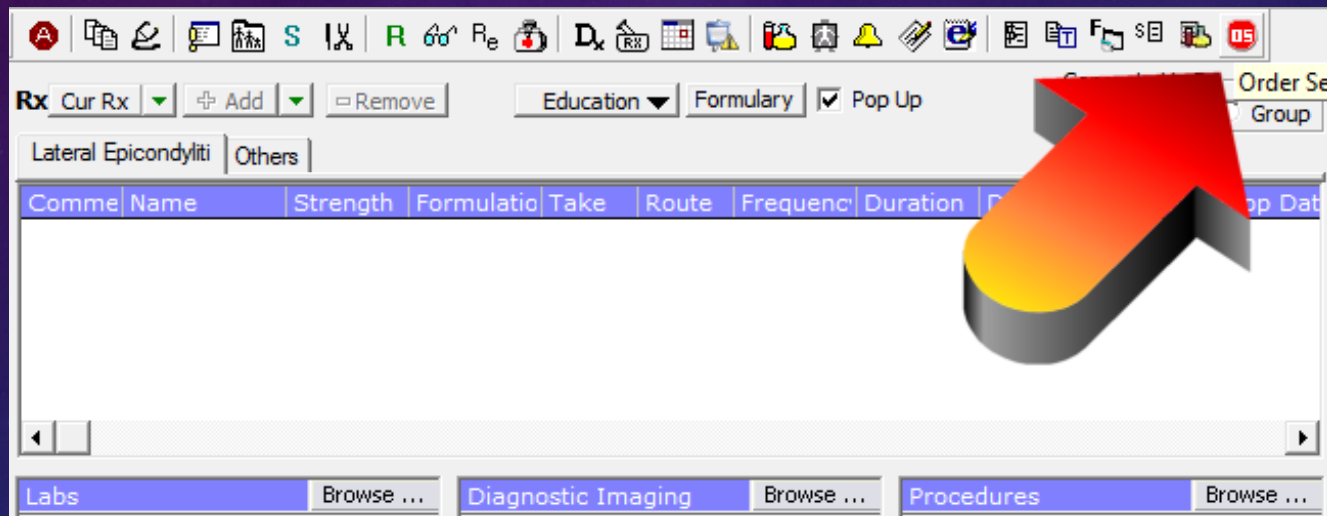
ORDER SET:	Anemia and CBC Issues
DIAGNOSES (TRIGGER):	
280.0	Anemia, iron deficiency, due to chronic blood
280.8	Anemia, iron deficiency, other, specified
285.9	Anemia, Other, Unspecified
790.09	ABNORMAL RBC NEC
269.2	Vitamin B12 Deficiency NOS
287.8	Thrombocytopenia NOS
287.5	Thrombocytopenia, unspecified
V58.61	LONG-TERM USE ANTICOAGUL
V58.63	LONG-TERM USE ANTIPLATELET/THROMBOTIC
270.3	Methylmalonic acidemia NOS
275.09	Other disorders of iron metabolism
266.2	Folic acid deficiency
281.2	Folic acid deficiency anemia
275.01	Hereditary hemochromatosis
288.00	NEUTROPENIA NOS
288.09	NEUTROPENIA NEC
269.8	Dietary iron deficiency



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# Use Order Sets to Quickly Grab TX Plan Options



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# Order Sets – Quickly Create TX Plan

[Hypertension, Benign](#)
[Atrial Fibrillation](#)
[Hypothyroidism, Unspecified](#)
[Hyperlipidemia](#)
[Asthma, Unspecified w/o Statu...](#)

**Rx** Order Browse

<input type="checkbox"/>		Name	Strength	Take	Freq	Duration	Refills	Route	Formulation	Dispense	Date	Status
<input type="checkbox"/>		Synthroid	50 mcg (0.05 mg)	1 tab(s) Q am	once a day	30 day(s)	3	orally	Brand Medically Necessary	30	05/25/2011	Other Actions
<input type="checkbox"/>		Levothyroxine	100 mcg (0.1 mg)	1 tab in AM	once a day	90 day(s)	0	orally	tablet	90	-	Other Actions

**Labs** AssignedTo: Block, Bradley M. Order Browse

<input type="checkbox"/>	Description	Lab Company	Frequency	Duration	Date	Status
<input type="checkbox"/>	-TSH (Thyroid Stimulating Hormone)	Quest, Labcorp,CPL	-	-	09/01/2014	Ordered
<input type="checkbox"/>	-T4 Free (Thyroxine)	Quest, Labcorp,CPL	-	-	06/05/2013	Other Actions
<input type="checkbox"/>	-T3 UPTAKE (Triiodothyronine)	Quest, Labcorp,CPL	-	-	06/05/2013	Other Actions
<input type="checkbox"/>	-Thyroid Peroxidase (TPO) Ab	Quest, Labcorp,CPL	-	-	06/05/2013	Other Actions
<input type="checkbox"/>	-Thyroid Antithyroglobulin Ab	Quest, Labcorp,CPL	-	-	06/05/2013	Other Actions
<input type="checkbox"/>	-CALCITONIN LEVEL (frozen)	Quest, Labcorp,CPL	-	-	-	Other Actions

**Diagnostic Imaging** AssignedTo: Block, Bradley M. Order Browse

<input type="checkbox"/>	Description	DI Company	Frequency	Duration	Date	Status
<input type="checkbox"/>	US NECK/THYROID/PARATHYROID	SimonMed Rad Bi	-	-	07/06/2011	Other Actions
<input type="checkbox"/>	Fine Needle Aspiration (FNA) Biopsy of Thyroid Nodule or Mass	SimonMed Rad Bi	-	-	-	Other Actions
<input type="checkbox"/>	zNuclear Thyroid Scan	-	-	-	-	Other Actions

**Procedures** AssignedTo: Block, Bradley M. Order Browse

<input type="checkbox"/>	Description	Frequency	Duration	Date	Status
<input type="checkbox"/>					

**Immunizations** Order Smart Forms

<input type="checkbox"/>	Name	Dose	Date	Status	Name
<input type="checkbox"/>					

**Therapeutic Injections**

**Appointments** Order Referrals Order

**Physician Education** Patient Education

**PDF** PDF Order

**WEB REFERENCE** WEB REFERENCE Order

**Notes** Apply Browse

Counseling done on probable etiologies, potential testing, & potential treatment options., .Counseling done on risks/benefits/ advantages of patient's therapies & treatment options., call if hyperthyroid symptoms, call if hypothyroid symptoms



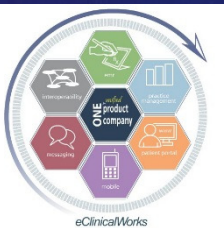
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# v10: Use Order Sets for “Future” Orders

- Create Future Lab (or DI) Orders in Order Set Administration Screen w/ desired timeline & desired repetition

Future Labs					
<input type="checkbox"/>		-HEMOGLOBIN A1C	.CPL, Quest, Labcorp	2	3M
<input type="checkbox"/>		-CMP (comprehensive metabolic panel) w/GFR	Quest, Labcorp,.CPL	2	3M





# 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

The screenshot shows the eCliniSense interface for a patient with Atrial Fibrillation. The 'Assessment' is set to 'Atrial Fibrillation' and the 'Provider' is 'Block, Bradley M'. The 'Rx' section displays a list of medications:

	Name	Strength	Formulation	Take	Route	Frequency	Duration	Dispense	Reorder
<input checked="" type="checkbox"/>	Coumadin	5 mg	tablet	1 tab	orally	once daily	100 day(s)	100	0
<input checked="" type="checkbox"/>	Coumadin	5 mg	tablet	1 tab	orally	once daily	30 day(s)	30 - thirty	0
<input checked="" type="checkbox"/>	Coumadin	5 mg	tablet	2 tabs to	orally	once daily	100 day(s)	100	0
<input checked="" type="checkbox"/>	digoxin	0.25 mg	tablet	1/2 tab Q	orally	or ut dict	40 day(s)	30	4
<input checked="" type="checkbox"/>	digoxin	0.25 mg	tablet	1/2 tab Q	orally	or ut dict	40 day(s)	30	3
<input checked="" type="checkbox"/>	Coumadin	5 mg	tablet	1 tabs 3x	orally	QD or ut	100 day(s)	100	0
<input checked="" type="checkbox"/>	Toprol XL	200 mg	tablet, ex	1/2 - 1 ta	orally	Q day	60 days	30	5
<input checked="" type="checkbox"/>	Lanoxin	0.25 mg	tablet	1 tab(s)	orally	once daily	30 day(s)	30	5
<input checked="" type="checkbox"/>	Lanoxin	0.25 mg	tablet	1 tab(s)	orally	once daily	30 day(s)	30	0
<input checked="" type="checkbox"/>	digoxin	125 mcg	tablet	1 tab(s)	orally	Q day; hc	30 day(s)	60	0

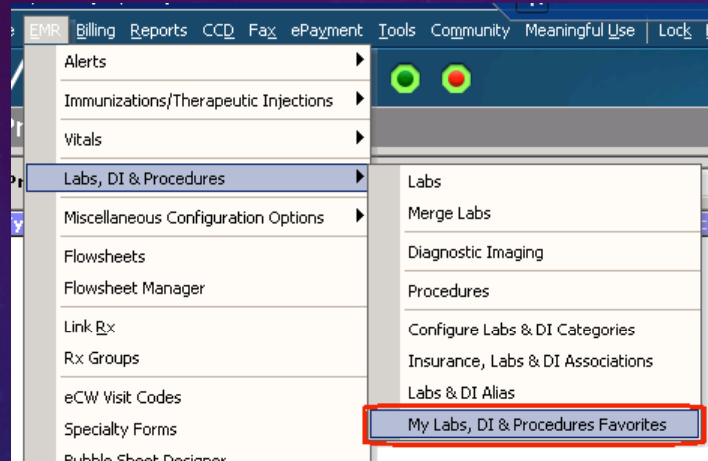
The 'Labs' section includes options for T3 UPTAKE, T4 Free, PT with INR, CMP, CBC, TSH, Magnesium, and Digoxin Level. The 'Diagnostic Imaging' section includes EKG, Exercise Dual Nuclear Stress Test, Echocardiogram, and Holter Monitor. The 'Notes' section contains treatment notes such as 'continue current therapy & as per specialist(s), keep BP log w/ Pulse; call if frequent HR < 60 or > 100'.



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# Yet More Options to Customize Orders – Use “Favorites” to Order Labs or DI & Use Lab/DI Button to Toggle Between Screens



Lookup:  By:  Starts With  Type:   Lab  DI  Procedure

Lab Company:   All  Previous Orders

Order Name	Lab Companies
-CMP (comprehensive metabolic panel) w/GFR	Labcorp, .CPL, Quest
-HEMOGLOBIN A1C	Quest, Labcorp, .CPL
-Lipid Panel (TChol,Trig,HDL,LDL) w/non-HDL-C	Quest, .CPL, Labcorp
-T4 Free (Thyroxine)	Quest, Labcorp, .CPL
-TSH (Thyroid Stimulating Hormone)	Labcorp, .CPL, Quest





# v10: Use Patient Specific “Previous” Lab (or DI) Orders to Find What You Want

Assessments

Prev Dx Add

Select All

250.40 Diabetes mellitus

401.1 Hypertension, Be

427.31 Atrial Fibrillation

244.9 Hypothyroidism,

272.4 Hyperlipidemia

493.90 Asthma, Unspeci

288.00 NEUTROPENIA NC

268.9 Vitamin D deficie

724.1 THORACIC PAIN

Lookup: By: Order Name Starts With Type: Both

Lab Company: All

Lab  DI  Procedure

All  Previous Orders

Order Name	Dx List	Lab Companies
-urinalysis-microscopic on positives	250.40 - Diabetes mel..	Quest, Labcorp, .CPL
-urine Random microalb/creat ratio	250.40 - Diabetes mel..	Labcorp, .CPL, Quest
-HEMOGLOBIN A1C	250.40 - Diabetes mel..	Quest, Labcorp, .CPL
-CMP (comprehensive metabolic panel) w/GF..	250.40 - Diabetes mel..	Labcorp, .CPL, Quest
-TSH (Thyroid Stimulating Hormone)	250.40 - Diabetes mel..	Labcorp, .CPL, Quest
IH U/A DIPSTICK (IN OFFICE)	401.1 - Hypertension,..	Quest, .CPL, Labcorp
-T4 Free (Thyroxine)	794.5 - Abnormal thyr..	Quest, Labcorp, .CPL
-Thyroid Antithyroglobulin Ab	794.5 - Abnormal thyr..	Labcorp, Quest, .CPL
-Thyroid Peroxidase (TPO) Ab	794.5 - Abnormal thyr..	Labcorp, Quest, .CPL
-T3 UPTAKE (Triiodothyronine)	794.5 - Abnormal thyr..	Quest, Labcorp, .CPL
-vitamin B12 and Folate	288.00 - NEUTROPENIA ..	Quest, Labcorp, .CPL
-SED RATE,WESTERGREN	724.2 - LBP - Low Bac..	Quest, Labcorp, ]FHHS, .CPL

New My Defaults Lab Hx Previous | Next

Today's Orders

H	S	<input type="checkbox"/> S	<input type="checkbox"/> F	IH	Description	Dx		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		-CMP (compreh...	250.40 - Diabe..	...	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		-HEMOGLOBIN A...	250.40 - Diabe..	...	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		-urine Random...	250.40 - Diabe..	...	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	IH	U/A DIPSTICK ...	250.40 - Diabe..	...	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		-TSH (Thyroid...	250.40 - Diabe..	...	<input type="checkbox"/>

Future Orders

Order Date 09/13/2014

H	T	S	<input type="checkbox"/> S	<input type="checkbox"/> F	IH	Description	Dx	Order Date	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>

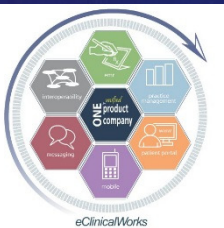


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# But Wait – We Still Need More Remedies For Managing Patients

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



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# Some Prescriptions for Your Prescribing Blues



Prescriptions



ePrescriptions



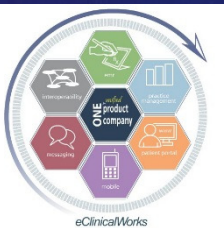
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# Speed Up Scripts – Create Custom Scripts for Commonly Prescribed Meds to Avoid RX Edit Time

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

Di	F	Drug Name	Strength	Form.	Take	Route	Freq.
(D)	(?)	Naproxen	500 mg	tablet	1 tab PRN ar	orally	2 times a day
(D)	(?)	Naproxen	125 mg/5 mL	suspension	15 mL	orally	2 times a day
(D)	(?)	Naproxen	375 mg	delayed release tab	1 tab PRN arthritis or pain		2 times a day
(D)	(?)	Naproxen	500 mg	delayed release tablet	1 tab(s)	orally	2 times a day





# Customize RX Edit Screen Pic Lists

JANUVIA Dosage Calculator

Strength	Formulation	Take	Route	Frequency	Duration	Dispense	Refill
100 mg	cream	1 tab at bedtime	intravaginally	1 time a week	1 dose	100	0
25 mg	drops	1 tab every AM	intravenously	2 times a week	10 days	120	1
50 mg	gel	1 tab every PM	orally	as directed	100 days	180	10
100 mg	inhaler	1 tab for BP	orally OTC	at H/A onset. May repeat	100 days &	20	11
	liquid	1 tab for Choleste	orally with food	BID	14 days	28	12
	nasal spray	1 tab for Diabetes	rectally	Daily as directed	15 days	3 Inhalers	2
	ointment	1 tab(s)	subcutaneously	once a day	180 days	3 Vials	3
	solution	1 tsp	sublingual	once daily	20 days	30	4
	spray	1-2 caps	topically	Q 4-6 hours PRN	200 days	30 grams	5
	tablet	1-2 pills as direct	topically to affecte	Q am	30 days	30 mL	6
100 mg	tablet	1 tab for Diab	orally	once a day	30 days	30	3

\* 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

Apply Cancel Add as Favorite  
Clear DDR



# Faxing Controlled Substance Scripts

VOID - DISPLAY ONLY

Lyrical capsule 100 mg orally  
Disp: \*\*\*180 - one hundred eighty\*\*\* (ONE HUNDRED EIGHTY)  
Sig: 1 cap(s) Q HS to Bid as directed  
Diagnosis:

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

Refills: \*\*\*1\*\*\* (ONE)  
Auth No:  
DEA #:  
NPI #:  
LIC #:

VOID - DISPLAY ONLY

VOID - DISPLAY ONLY

VOID - DISPLAY ONLY

To ensure brand name dispensing, prescriber  
Bradley M. Block, M.D., M.D.

Signature

B. Bloch MD 9/15/14

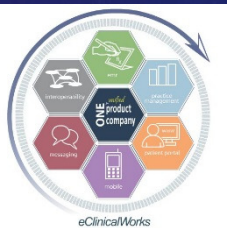
Schedule       Show/Hide Panels





# 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



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.

# V10: Refill e-scripts in Rapid Succession

**Pharmacy**  PUBLIX PHARMACY #1048

**Pharmacy Address** 1501 MEETING PLACE, ORLANDO, FL-32814  
Phone: 4078977373, Fax: 4078977370

**Notes to Pharmacist**

**Covering Provider** Block, Bradley M

**Refill Request from Pharmacy**

	Medication Prescribed	Medication Dispensed
Drug Name	JANUVIA 100 MG TAB[\$]	JANUVIA 100 MG TAB[\$]
Formulation		
Strength		
Days Supply	30	30
Refills	3	3
Quantity	30 Tablet	30 Tablet
Last Fill Date	2014-08-14	2014-08-14
Sub Allowed	yes	yes
Direction	TAKE ONE TABLET BY MOUTH EVERY DAY	TAKE ONE TABLET BY MOUTH EVERY DAY

**Response**  
 Approved  
 Denied  
 Approved with Changes  
 Denied New Rx to Follow

**Refill Details**  
 Refills:          
       
 PRN refills:   
 Notes for Pharmacy:

**Best Matched Prescription**  
*On Approved response: This is only for updating Patient Rx History. Refill Rx will be approved without any changes. You can only modify refill #.*  
 Local Edit

Drug Name	Januvia
Formulation	tablet
Strength	100 mg
Days Supply	30
Refills	2
Quantity	30 Tablet
Last Fill Date	2014-08-14
Sub Allowed	yes
Direction	1 tab(s) orally once a day

**Problem List** All

- 401.1 Hypertension, Benign
- 477.9 Allergic Rhinitis, Unspecified
- 250.02 Diabetes Mellitus, 2, Uncomplicated, Uncontrolled
- 272.1 Hypertriglyceridemia, essential
- 530.81 GERD - Gastroesophageal Reflux, No Esophagitis
- 272.4 Hyperlipidemia
- 593.9 Nephropathy NOS
- 414.00 CAD - Coronary Artery Disease
- 257.2 Hypogonadism

[Clinical Quality Worksheet](#)

**Current Medications** Stop Date

- fluconazole 100 mg tablet
- Lantus SoloStar Pen 100 units/mL w/ 3ml/pen solution
- Glucovance 2.5 mg-500 mg tablet



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# 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

The image displays two screenshots from the eClinicalWorks Reports Console. The left screenshot shows the navigation menu with 'Reports' selected and 'Report Console' highlighted. The right screenshot shows the 'Manage Custom Rx NDC Mappings' page, which includes a table for mapping local custom drugs to master NDCs. The 'Import All' button is highlighted in red.

Mark as Supplies	Local Custom Drug			Import All	Master NDC	
	Custom Drug Desc	NDC	Linked Drug Desc		NDC	Drug Desc
<input type="checkbox"/>	1,1,1 Trichloroethane, 3785 mL			+		1,1,1 Trichloroethane, 3785 mL
<input type="checkbox"/>	1,1,1 Trichloroethane, 473 mL			+		1,1,1 Trichloroethane, 473 mL
<input type="checkbox"/>	1/2cc U-Insulin Syringe			+		1/2cc U-Insulin Syringe
<input type="checkbox"/>	12 Hour Cold 6 mg-120 mg tablet, extended release			+		12 Hour Cold 6 mg-120 mg tablet, extended release



# Link Residual NDC Code Problems from individual Custom RX & Med Supply Update Screens (evidenced by e-RX failures)

**New Item/Category**

Parent :

Name	Bentyl
Strength	10 mg
Formulation	cap
Take	1 - 2 caps
Route	orally
Frequency	QID PRN irritable intestine
Duration	30 days
Dispense	90
Refills	2

NDC Code  ...

(eg. 00056-0169-70 for coumadin 1 MG)

\* Custom drugs without a valid NDC code will be excluded from drug/allergy interaction checking and may endanger patient safety.

**BEFORE**

OK Cancel

**New Item/Category**

Parent :

Name	Bentyl
Strength	10 mg
Formulation	cap
Take	1 - 2 caps
Route	orally
Frequency	QID PRN irritable intestine
Duration	30 days
Dispense	90
Refills	2

NDC Code  ...

(eg. 00056-0169-70 for coumadin 1 MG)

\* Custom drugs without a valid NDC code will be excluded from drug/allergy interaction checking and may endanger patient safety.

**AFTER**

OK Cancel

**NDC List**

Search by Name  Starts With  Strength  Go Enter NDC  Select NDC Show Mapping

Trade Name	NDC
Bentyl 10 MG Capsule	58914-0012-10
Bentyl 10 MG/5ML Syrup	58914-0015-16
Bentyl 20 MG Tablet	52959-0390-30
Bentyl 10 MG/ML Solution	58914-0080-52





# V10: Update Current Med List the Easy Way from External RX HX

Current Medication	Past Rx History	External Rx History	Add Medication	Verified	Rx Name Only	Drug Interaction
				<input checked="" type="checkbox"/>	<input type="checkbox"/>	Cancel
Date: 09/02/2014	Source: BLOCK BRADLEY			Qty: 70 Mutually Defined	Duration: 5	T N
<input type="checkbox"/> FLUCONAZOLE 150 MG TABLET (08/29/2014)						
Date: 08/29/2014	Source: CHASE CRAIG			Qty: 1 Mutually Defined	Duration: 1	T N
<input type="checkbox"/> RALOXIFENE HCL 60 MG TABLET (08/18/2014)						
Date: 08/18/2014	Source: BLOCK BRADLEY			Qty: 90 Mutually Defined	Duration: 90	T N
<input type="checkbox"/> CEPHALEXIN 500 MG CAPSULE (08/15/2014)						
Date: 08/15/2014	Source: SCHULZE RAFAEL			Qty: 14 Mutually Defined	Duration: 7	T N
<input type="checkbox"/> LINZESS 145 MCG CAPSULE (08/15/2014)						
Date: 08/15/2014	Source: BLOCK BRADLEY			Qty: 90 Mutually Defined	Duration: 90	T N
Date: 06/04/2014	Source: BLOCK BRADLEY			Qty: 90 Mutually Defined	Duration: 90	T N



# Update Current Med List the Easy Way from eHX (electronic Health Exchange)

**Progress Notes** | Scribe | Orders | Quick Search

not following a diet. Exercise frequency is once a week or less. Type of exercise is walking. Last eye exam was 3 - 12 months ago. Last eye exam was with Dr. Other. Complications reported include heart disease. Feet were reported without calluses or ulcers.

**Hypertension**  
Denies: Chest pain. Palpitations. Shortness of breath. Syncope.  
Med compliance most of the time. Med side effects none.  
Admitted for syncope, had heart cath, had loop monitor implanted by Dr. [redacted]. No results yet.

Having sleep study next week, at Quail Creek with Dr. [redacted]

**Hyperlipidemia**  
Denies: Chest pain. Shortness of breath. Palpitations. Dizziness. Leg edema. Orthopnea.

**Current Medication:**

**Taking**

- Plavix 75 mg tablet 1 tab(s) once a day
- Aspirin Low Strength 81 mg tablet 1 tab(s) once a day
- Coumadin 5 mg tablet 1 tab(s) 5 days week 2.5 two days a week
- Lancets Use BID and PRN to test by
- Lexapro 10 mg tablet 1 tab(s) once a day
- Insulin syringes 0.5cc U-100 as directed
- BD ULTRA FINE PEN NEEDLES 8 mm PEN NEEDLE AS DIRECTED q/d
- One Touch ultra test strip Test Strips as directed TID
- Lantus SoloStar 20-0-0-0 once per day
- Novolog Flex Pen 100/ml Pre Fill Syringe 4-5-4-0
- Uptor 40 mg tablet 1 tab(s) once a day (at bedtime)

**Discontinued**

- enalapril 10 mg tablet 1 tab(s) once a day
- Dactrim DS 800 mg 160 mg tablet 1 tab(s) 2 times a day

Medication List reviewed and reconciled with the patient

**Overview** | DRTLA | History | CDSS | Order Sets

as of 10/05/2014

[Click here to view Patient eHX Summary](#)

**Problem List**

- 289.0 Thrombocytosis, essential
- 434.91 Stroke, ischemic
- 272.4 Hyperlipidemia
- 250.02 Diabetes mellitus type 2 uncontrolled
- 355.9 Mononeuropathy
- 414.9 ASCVD
- 289.81 Hypercoagulable state, primary

**Allergies**

- iodine - anaphylaxis

**Medication**

- Refill** Lipitor(Lipitor) 40 mg 1 tab(s) orally once a day (at bed)
- Start** Bactrim DS (BacTrim DS) 800 mg-160 mg 1 tab(s) orally 2 times a day
- Taking** Lantus SoloStar (Lantus SoloStar) 20-0-0-0 subcutaneously once per day



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# V10: Update the Current Med List in V10 from Past RX HX the Easy Way

Medication Reconciliation

Pt. Info Encounter Physical Hub

Current Medication Past Rx History External Rx History Add Medication Verified Rx Name Only Drug Interaction Cancel

Group by: Medication, Date, Medication, Provider

- + Summary of: Actos 30 mg tablet
- + Summary of: Aleve sodium 220 mg tablet
- + Summary of: Allegra 180 mg tablet
- Summary of: Allopurinol 300 mg tablet

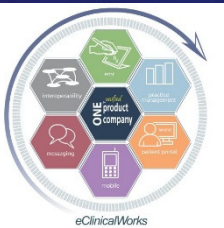
Date	Stop Dt:	Block Bradley M.D.	Notes:	Taking	T	N
09/22/2014		Block Bradley M.D.		Taking	T	N
04/16/2014		Block Bradley M.D.		Taking	T	N
01/07/2014		Block Bradley M.D.		Refill	T	N
11/07/2013		Block Bradley M.D.		Refill	T	N



# Learn to Love Your Lab Results



Labs/Imaging



**eClinicalWorks**

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# V10: Cruise Through Your Incoming Lab Results Faster Than Ever



Value	Reference Range
5.1	3.7-8.6 mg/dL

t patients: <6.0

...a, 5610 W LaSalle Street, Tampa, FL 336071770, Phone - 8008775227, Director

...nc, 2500 Sumner Blvd, Raleigh, NC 276163235, Phone - 8775476837, Director -

**Assigned to:**  
Block, Bradley M

**Result:**  
Normal

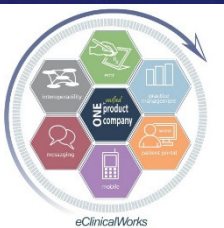
**Status:**  
 Open  Reviewed  
 High Priority  
 Don't publish to Web Portal

Hormone) **Order Date:** 2014-03-05  
**Time:** 10:33:00

adley

Notes:  

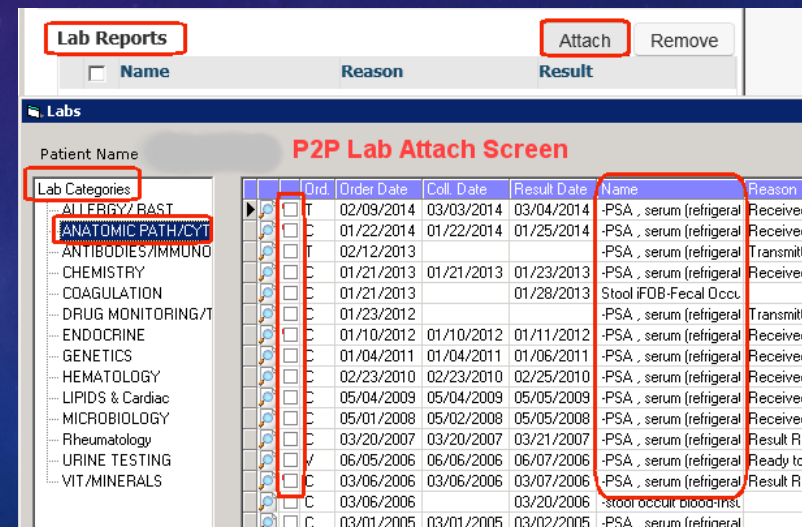
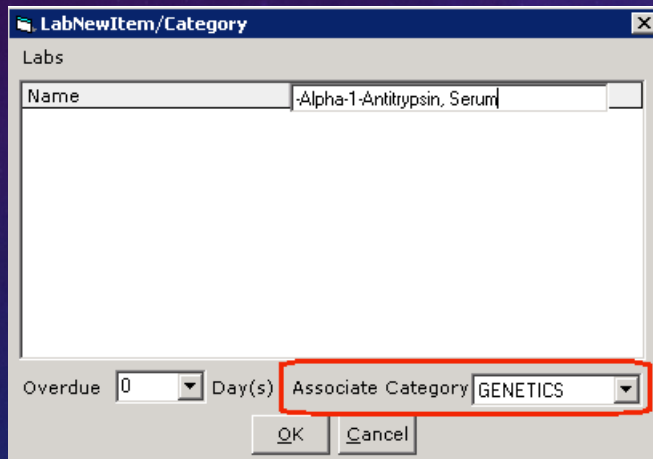
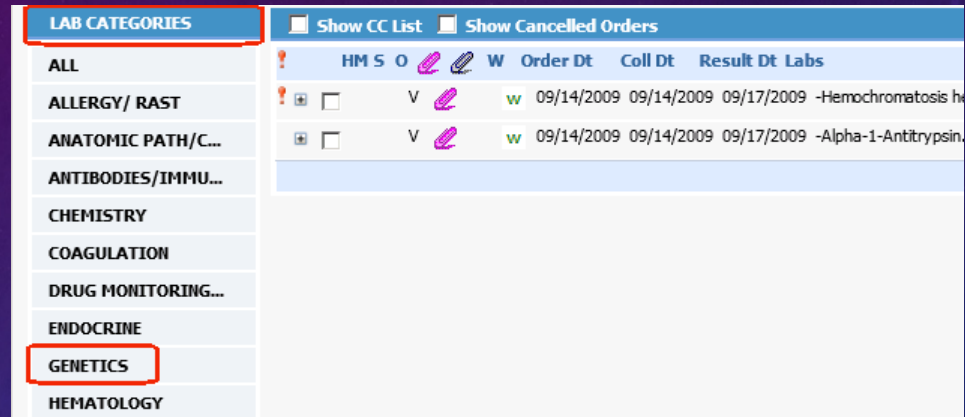
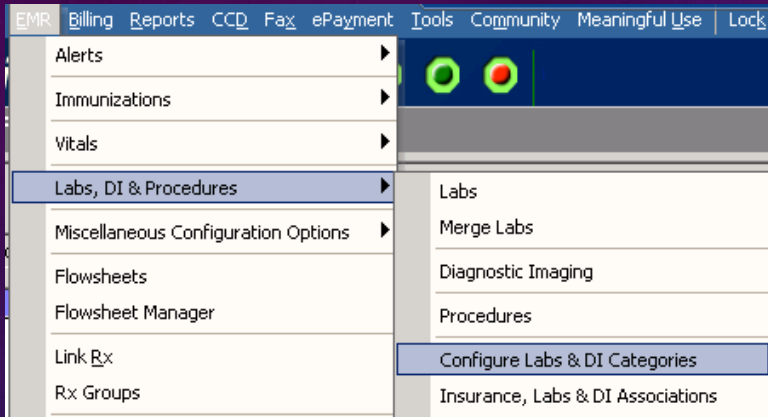
Ok Cancel



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# Use "Categories" to Organize Finding Lab & DI Results Quicker

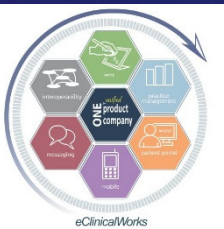
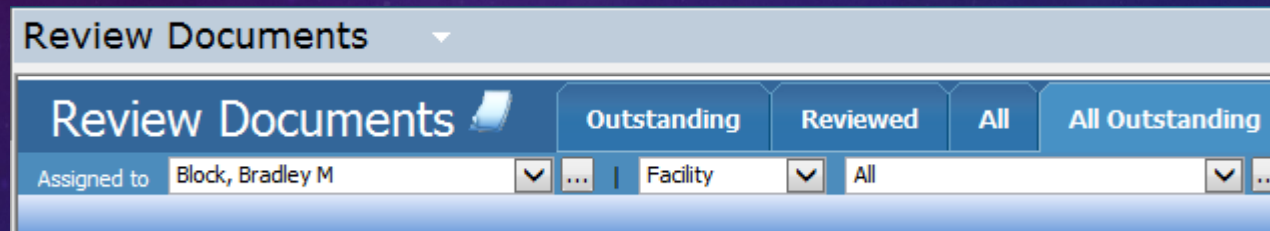


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# Love Your Documents Like Never Before



**eClinicalWorks**

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

# V10: View Patient Documents in a New Light

**Document Details**

Name: GI 09/2014 DR SHULTZ [Browse]

Description: [Browse] [Time Stamp]

Tag: [Browse]

Scanned By: ORTIZ, WANDA [Scanned Date: 9/29/2014]

Attached To: [Make this as document name] [Modi] [View] [Fax]

**Progress Notes**

**Options**

- Reviewed
- Reviewed Doc and Lab
- High Priority

Assigned To: Block, Bradley M [...]

Facility: [...]

[Attach To Patient]

[Logs]

9/27/2014 7:40 PM FROM: Fax Gastroenterology Services LLC TO: 407-678-0252 PAGE: 001 OF 003

**FACSIMILE TRANSMITTAL FORM**

**Date/Time:** 9/27/2014 7:40:56 PM

**Pages:** 3

**Subject:** Progress Notes

**To:** Bradley Block

**Fax Number:** 407-678-0252

**From:** Shultz, Robert A

**Fax Number:** 407-359-8530

**Business Phone:** 407-478-0882

**Company:** Gastroenterology

NOTE: PLEASE CALL 407-478-0882 IF DOCUMENTS ARE INCOMPLETE OR NOT LEGIBLE.

The information contained in the facsimile message may be confidential and/or legally privileged information intended only for the use of the individual or entity named above.

[Prev(R)] [Prey] [Next] [Next(R)] [Progress Notes] [Patient Hub] [Ink Edit] [Refresh] [OCR] [OK] [Cancel]

**Document Details**

**Progress Notes**

9/27/2014 7:40 PM FROM: Fax Gastroenterology Services LLC TO: 407-678-0252 PAGE: 001 OF 003

**FACSIMILE TRANSMITTAL FORM**

**Date/Time:** 9/27/2014 7:40:56 PM

**Pages:** 3

**Subject:** Progress Notes

**To:** Bradley Block

**Fax Number:** 407-678-0252

**From:** Shultz, Robert A

**Fax Number:** 407-359-8530

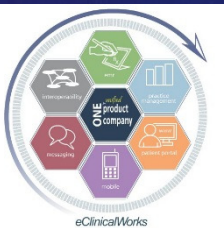
**Business Phone:** 407-478-0882

**Company:** Gastroenterology

NOTE: PLEASE CALL 407-478-0882 IF DOCUMENTS ARE INCOMPLETE OR NOT LEGIBLE.

The information contained in the facsimile message may be confidential and/or legally privileged information intended only for the use of the individual or entity named above.

[Prev(R)] [Prey] [Next] [Next(R)] [Progress Notes] [Patient Hub] [Ink Edit] [Refresh] [OCR] [OK] [Cancel]



eClinicalWorks

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# V10: Options for Providers to Note "Reviewed" Status

**Document Details**

Name: GI 09/2014 DR SHULTZ

Description: Block,Bradley M, M.D. 10/05/2014 01:01:33 AM >

Tag:

Scanned By: ORTIZ, WANDA Scanned Date: 9 /29/2014

Attached To:

Make this as document name

**Progress Notes**

**Options**

Reviewed  
 Reviewed Doc and Lab  
 High Priority

Assigned To: Block, Bradley M

Facility:

9/27/2014 7:40 PM FROM: Fax Gastroenterology Services LLC TO: 407-678-0252 PAGE: 001 OF 003

**FACSIMILE TRANSMITTAL FORM**

**Date/Time:** 9/27/2014 7:40:56 PM  
**Pages:** 3  
**Subject:** Progress Notes

**To:** Bradley Block  
**Fax Number:** 407-678-0252

eClinicalWorks - ver 3.9.1

9/27/2014 7:40 PM FROM: Fax Gastroenterology Services LLC TO: 407-678-0252 PAGE:

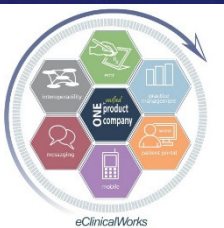
**FACSIMILE TRANSMITTAL FORM**

**Date/Time:** 9/27/2014 7:40:56 PM  
**Pages:** 3  
**Subject:** Progress Notes

**To:** Bradley Block  
**Fax Number:** 407-678-0252

**From:** Shultz,Robert A  
**Fax Number:** 407-359-8530  
**Business Phone:** 407-478-0882

**REVIEWED**



**eClinicalWorks**

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# V10: Patient Document Logs

**Document Details**

Name:

Description:

Tag:

Scanned By:  Scanned Date:

Attached To:

Make this as document name

**Progress Notes**

**Options**

- Reviewed
- Reviewed Doc and Lab
- High Priority

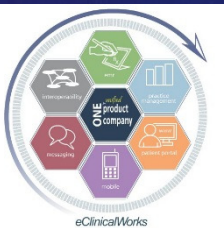
Assigned To:

Facility:

9/27/2014 7:40 PM FROM: Fax Gastroenterology Services LLC TO: 407-678-0252 PAGE: 001 OF 003

**Logs**

Date	Time	User	Action
10-05-2014	12:44:35	bmb	Reviewed
10-04-2014	12:15:49	bmb	Modified
09-30-2014	12:13:04	darlene	Modified
09-30-2014	12:11:06	darlene	Modified
09-25-2014	03:00:12	ROWENA	Modified
09-25-2014	02:59:48	ROWENA	Created





# Manage Patient Care Even Better – Use the Portal – Keep Connected with Patients

The screenshot shows the patient portal interface for Amarillo Medical Specialists LLP. At the top right, there is a login section with a user icon, a password field, and a 'Login' button. Below this are links for 'Pre-Register' and 'Forgot Password?'. The main content area features the 'health portal' logo on the left and a welcome message on the right: '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.' Below the message is a 'Pre-Register' button with the text 'Would you like to join our practice?'. A horizontal bar below this states 'Using your secure portal you will be able to:'. Underneath are three icons representing 'Appointments', 'Request Refills from your doctor', and 'View Health Records'. On the right side of the portal, there is a promotional banner for the 'healow Mobile App' with the text 'Your health is in your hands... with healow' and a 'Learn More' button. Below the banner are buttons for 'Download the Free healow app!' and 'Available on the App Store' and 'Available on Google play'. At the bottom right of the banner area, it says 'Find us using our unique practice code on the healow app' and 'FDCA'.




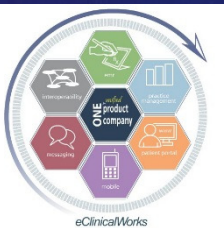
**eClinicalWorks**

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

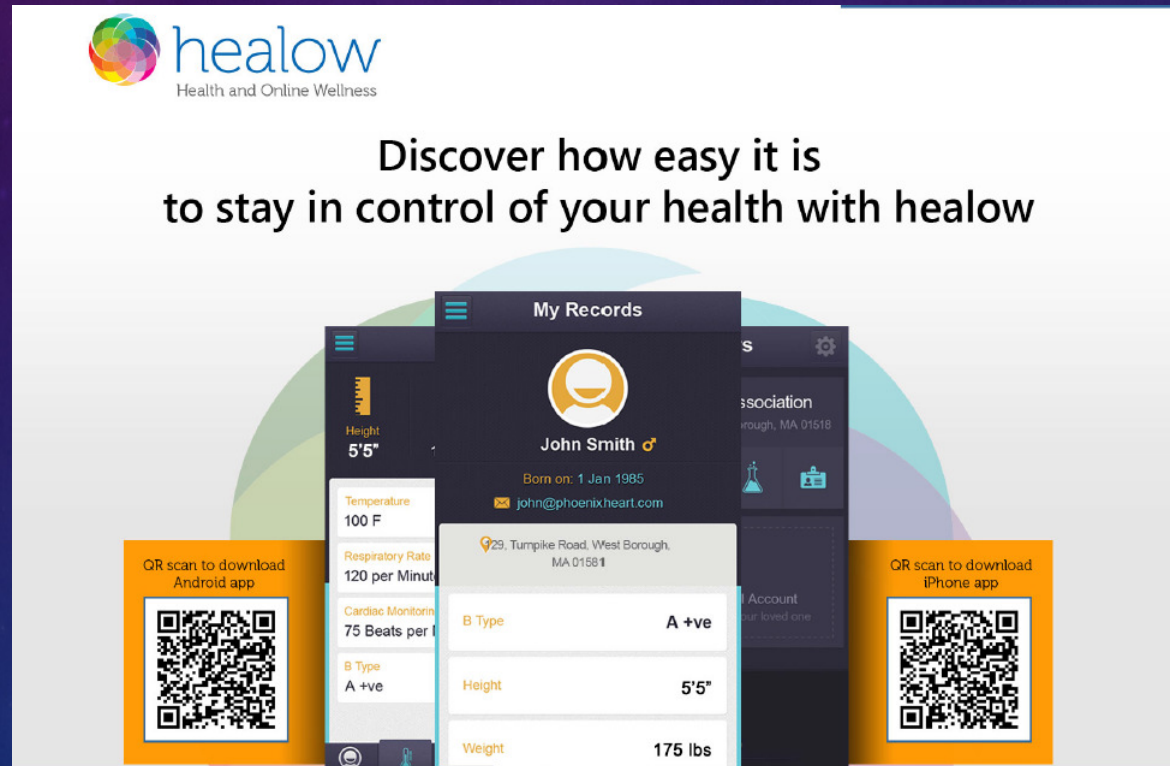
<b>Reason</b>		<b>AssignedTo</b>				
Blood Pressure Log		Block, Bradley M				
<input checked="" type="checkbox"/> Perform Eligibility Check						
<b>Message</b>	<b>Rx</b>	<b>Labs/DI</b>	<b>Notes</b>	<b>Addendum</b>	<b>Log History</b>	<b>Virtual Visit</b>
<b>Message</b> 						<a href="#">Browse</a>
Addressed To: Dr. Block						
Monday: 7/21 AM 105/62 PM 99/71						
Tuesday: 7/22 AM 101/62 PM 110/60						
Wednesday 7/23 6:00 AM 113/65 7:AM 121/63						
I noticed my heart rate has gotten faster.						
<b>Action Taken</b>				<a href="#">Messenger</a>		



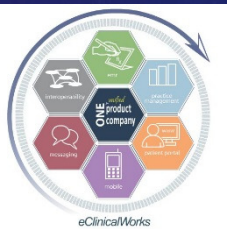


# Simplify Portal Interaction & Increase Your % of Web Enabled Patients w/ Healow App

- Convenient & Avoids Password Lock-Outs
- Promote Use with Healow Flyers in Office



The flyer features the Healow logo at the top left, with the tagline "Health and Online Wellness". The main text reads "Discover how easy it is to stay in control of your health with healow". Below this, three smartphone screens are displayed. The central screen shows a "My Records" page for "John Smith", including his birth date (1 Jan 1985), email (john@phoenixheart.com), and address (29 Tumpike Road, West Borough, MA 01581). It also lists medical information: "B Type A +ve", "Height 5'5\"", and "Weight 175 lbs". To the left and right of the central screen are two orange boxes, each containing a QR code and the text "QR scan to download [Android/iPhone] app".



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# Advocate the Portal & Healow Not Just for the Benefit of Your Office, but for the Benefit of Your Patients

**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.



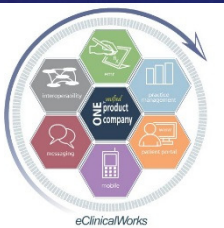
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# Web Enabled Stats for Patients Seen in Past 2 Years

- 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%



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# Front Office of the Past

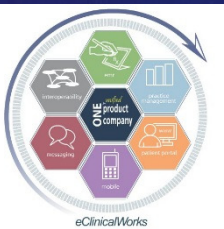


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# Front Office of Today

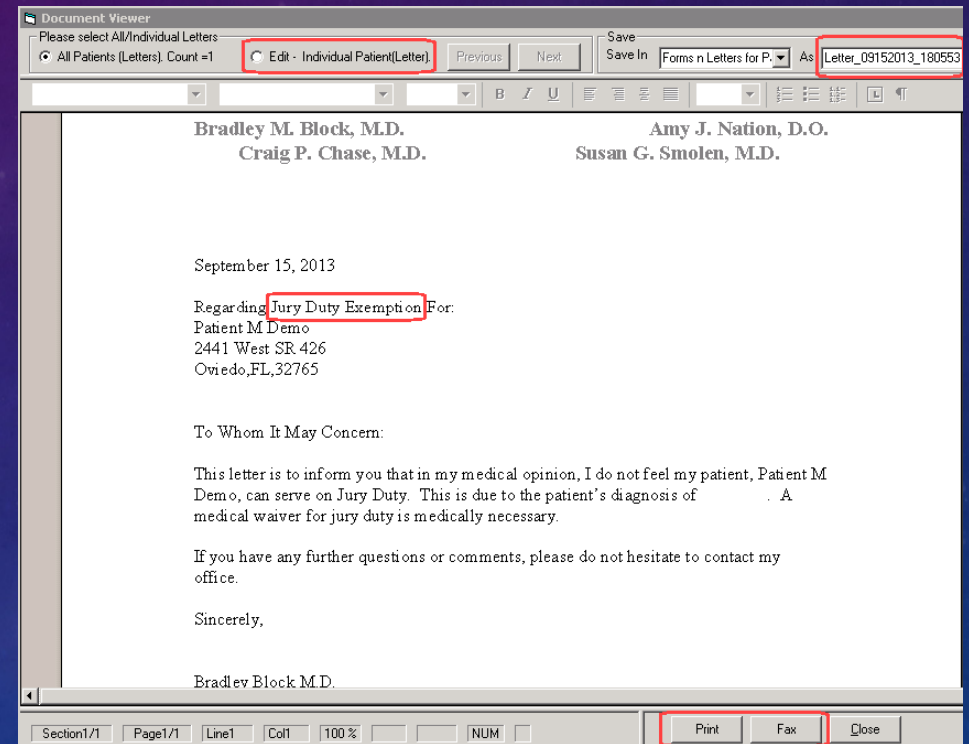


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# eCW “Letters” – Create Letters for Common Patient Needs

- 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)



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# “Wallet Card” (Med List) Letter


Document Viewer

Please select All/Individual Letters  
All Patients (Letters). Count =1    Edit - Individual Patient(Letter).    Previous    Next

Save  
Save In Chart Documents    As Letter\_10062014\_224537    Do not save

B   I   U

**FOLD  
HERE  
LAST**

<p>Name: <b>WCB Development Test</b> Date of Birth: 11/16/1970</p> <p>Emergency Contact: <b>Holmes, Sherlock</b> Emergency Contact Phone: <b>806-677-2020</b></p> <p>Date this form last updated: <b>06/09/2014</b></p> <p><b>Medications:</b></p> <p><b>Allergies:</b></p>	 <p><b>Amarillo Medical SPECIALISTS</b></p> <p><b>Wallet Medication Card</b></p> <p>Doctor Name &amp; Phone: Ako D. Bradford William Biggs MD FACE <b>1215 S Coulter Street Ste 301 Amarillo, TX 79106 806-355-9741 answered 24/7</b></p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**FOLD  
-- HERE  
FIRST**

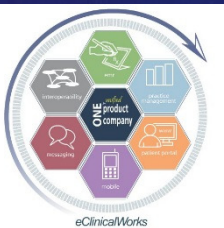
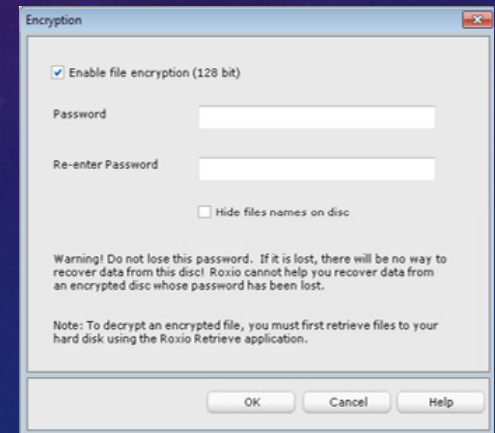
Section1/1    Page1/1    Line1    Col1    NUM    100%    Number of copies: 1    Print    Fax    Close



# 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



**eClinicalWorks**

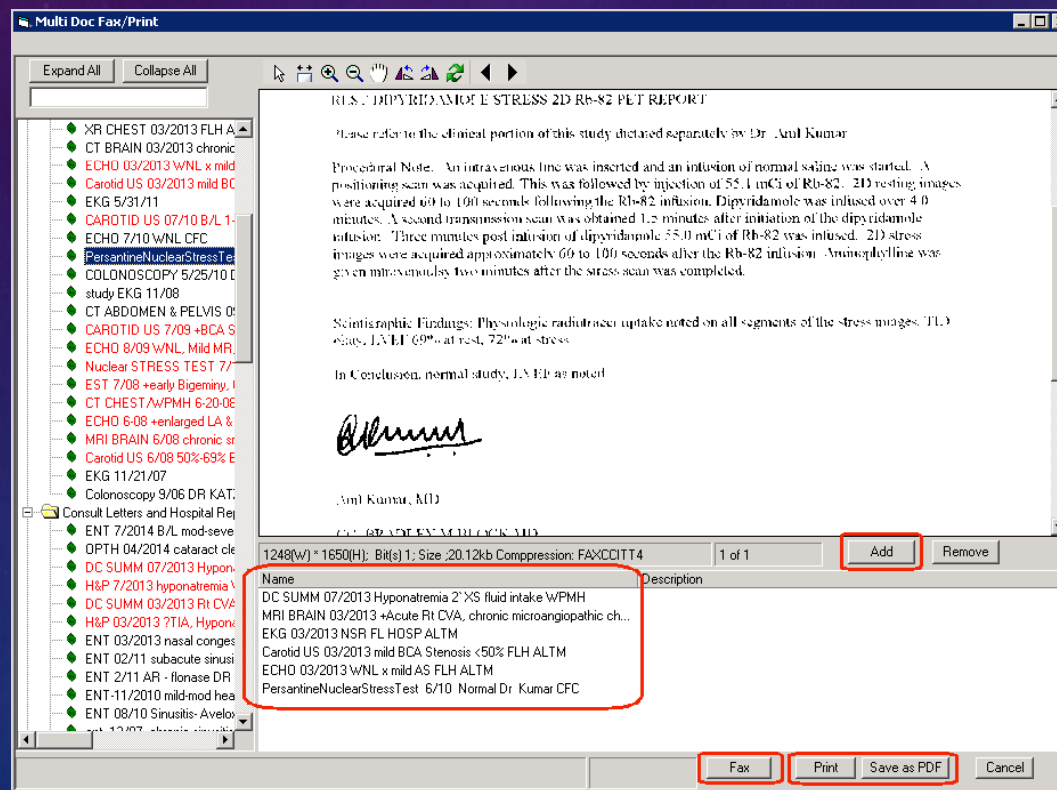
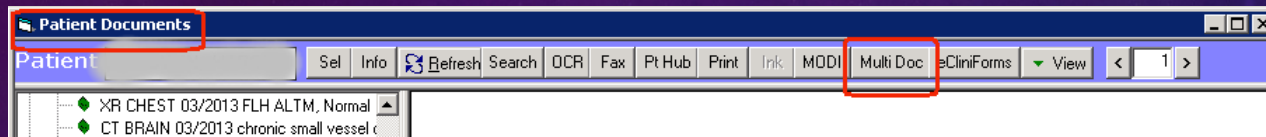
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# Faxing (or Printing) Records

– Give Them What They Want –

## Use Multi-Doc to Send All Reports at Once



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# Faxing (or Printing) Records

– Give Them What They Want –

## Use Encounters Screen to Fax Multiple Visit Notes All at Once

Providers: All Providers

Encounters: Office Visits

Facility:

All Service Dates: 09/14/2014 To: 09/14/2014

Patient:

Diagnosis (ICD-9):

	Date	Time	Type	Status	Provider	Resource	Facility	Reason
<input type="checkbox"/>	09/15/2011	08:45 AM	LONG O.V	PEN	Block, Bradley M	Block,Bradley M		LAB FOLLOW UP
<input checked="" type="checkbox"/>	06/13/2014	09:15 AM	LONG O.V	CHK	Block, Bradley M	Block,Bradley M		LAB FOLLOW UP
<input checked="" type="checkbox"/>	04/02/2014	10:45 AM	LONG O.V	CHK	Block, Bradley M	Block,Bradley M		PRE-OP CLEARANC
<input checked="" type="checkbox"/>	03/11/2014	08:45 AM	LONG O.V	CHK	Block, Bradley M	Block,Bradley M		LAB F/U
<input checked="" type="checkbox"/>	01/09/2014	02:45 PM	LONG O.V	CHK	Block, Bradley M	Block,Bradley M		MEDS FOLLOW UP
<input type="checkbox"/>	11/05/2013	09:15 AM	NURSE	CHK	Block, Bradley M	Block,Bradley M		F/U SHOT RG
<input type="checkbox"/>	10/03/2013	08:45 AM	LONG O.V	CHK	Block, Bradley M	Block,Bradley M		f/u on labs
<input type="checkbox"/>	07/09/2013	10:00 AM	ER/ HOSP	CHK	Block, Bradley M	Block,Bradley M		hosp/and lab tc
<input type="checkbox"/>	06/21/2013	09:45 AM	LONG O.V	CHK	Block, Bradley M	Block,Bradley M		follow up
<input type="checkbox"/>	05/03/2013	09:45 AM	PE	CHK	Block, Bradley M	Block,Bradley M		PE
<input type="checkbox"/>	04/30/2013	10:15 AM	LONG O.V	CHK	Block, Bradley M	Block,Bradley M		F/U ON LABS
<input type="checkbox"/>	04/15/2013	09:15 AM	LABS	CHK	Block, Bradley M	Block,Bradley M		LABS
<input type="checkbox"/>	04/09/2013	02:00 PM	LONG O.V	CHK	Block, Bradley M	Block,Bradley M		RECHECK
<input type="checkbox"/>	03/26/2013	01:15 PM	ER/ HOSP	CHK	Block, Bradley M	Block,Bradley M		HOSP F/U RG

89 Encounter(s) Non Billable Visits: 0

View Logs View Web View Print Fax View Appointment OK Cancel





# Faxing Records

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

Subject: Faxing Multiple Encounters  
Company:   
Company:   
Facility: Block,Nation,Chase,Smolen Fa

✂ 📄 📧 **B** *I* U  Arial Size 5

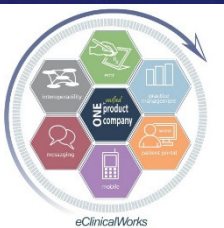
**Gout**  
OA B/L ankles & feet & hips & knees  
Gallstones  
CAROTID US 07/10 B/L 1-39%  
CA Stenosis CFCG; US 7/09 +BCA Stenosis: Rt-39-50%, Lt-1-39%  
CFC; 6/08: 50%-69% B/L Carotid Art Stenosis WPMH (Rt- mild to mod on US 9/04)  
PUD 2' NSAIDS + H. Pylori Rx's 1/01  
MRI BRAIN 6/08 chronic small vessel ischemic changes WPMH  
ECHO 03/2013 WNL x mild AS FLH ; ECHO 8/09 WNL, Mild MR, Mild LAE & Aortic Root  
Enlargmt DR KUMAR; ECHO 6-08 +enlarged LA & AorticRoot, calcified valves -WPMH  
s/p colon poly pectomies 1/99 +

**Assessments**

1. Diabetes mellitus type 2 w/periph circ disease, not uncontrolled -
2. Hyperthyroidism NOS, without mention of crisis or storm - 242.90 but T3&4 still NML
3. Hypertension, Benign - 401.1,
4. Asthma, Unspecified w/o Status Asthmaticus - 493.90, mild, persi
5. Osteopenia - 733.90, DEXA 5/2014 mild Osteopenia Hip FRI
6. Hyperlipidemia - 272.4
7. Occlusion and stenosis of carotid artery without mention of cerebri 03/2013 mild BCA Stenosis <50% FLH ALTM; CAROTID US 07/10 B/L US 7/09 +BCA Stenosis: Rt-39-50%, Lt-1-39% CF; Carotid US 6/08 50% WPMH, much improved on lipid TX
8. Hyponatremia - 276.1, 2' to XS water intake
9. Gout, Unspecified - 274.9, good on new therapy
10. Hearing Loss, Unspecified - 389.9
11. Essential hypertriglyceridemia - 272.1, w/ low HDL's
12. TIA [Transient ischemic attack] - 435.9, Probable 5/08 (by spec at that time by NMR Lipoprofile

Signature

Schedule 8:00 PM 9/14/2014       Show/Hide Panels



# Back Office – Billing & Finances of the Past



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# Back Office – Contemporary Billing & Finances



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# MedicScan Imports Insurance Card Info & Links to Plan in eCW

**Patient - Insurance Detail**

Insurance Address: **AETNA HEALTH PLANS**  
P.O.BOX 981106  
EL PASO, TX-79998  
Tel: 888-562-8111  
Payor Id: 60054 Medigap Id:

Source of Payment:  Primary  
 Secondary  
 Tertiary  
 Terminated

ANSI-Commercial Insurance Co.  
Insurance class for reports  
Coverage Dates (mm/dd/yyyy) // / to // /

**Subscriber**

Subscriber No: [Redacted]  
Insured's Name: FRANKLIN C  
Group No: [Redacted]

CO-PAY: [Redacted] \$

Patient Relationship to Insured: 3 Natural Child - Insured has Financial Responsibility

Group Name: [Redacted]

Medicaid ID Number: [Redacted]

Supplemental Insurance Indicator:

Insured's Alternate Name: Last Name, First Name, MI  
Patient's Alternate Name: Last Name, First Name, MI

**Additional Information**

**\*Notes**

**Insurance Card Preview:**

Aetna NAP  
LOCKHEED MARTIN CORPORATION  
LH HEALTHWORKS  
ID: 01 FRANKLIN C, 02 CHRISTOPHER, 03 JENNIFER, 04 SUSAN  
GRP: [Redacted]  
PCP: Craig P Chase  
MEMBER SERVICES: 1-877-458-4975  
PROVIDERS CALL: 1-868-632-3862  
PAYOR NUMBER: 60054 0001





# Maximize Efficiency - Interface with Collection Agency - TransWorld Systems

Look Up By:  Name Filter:  to

Collection Cycle:  Balance:  Ex Status:

Collection Rule:  Facility:   All

<input type="checkbox"/>	Account #	Patient Name	Guarantor Name	Home Phone	Pt Balance	Current Cycle	Recent Activity	Status	External Status
<input type="checkbox"/>	81656				80.70	Final	\$79.30 on 01/29/2014		START
<input type="checkbox"/>	73514				158.00	Final	\$30.00 on 04/23/2014		START
<input type="checkbox"/>	83844				100.00	Final	\$30.00 on 05/16/2014		START
<input checked="" type="checkbox"/>	72677	TEST, COLE-FAKE	Test, John - fake	555-555-5555	223.00	Final			
<input type="checkbox"/>	84180	Test, test	Test, test	508-329-3337	0.00	Final			STOP

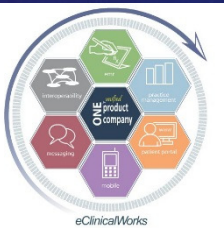
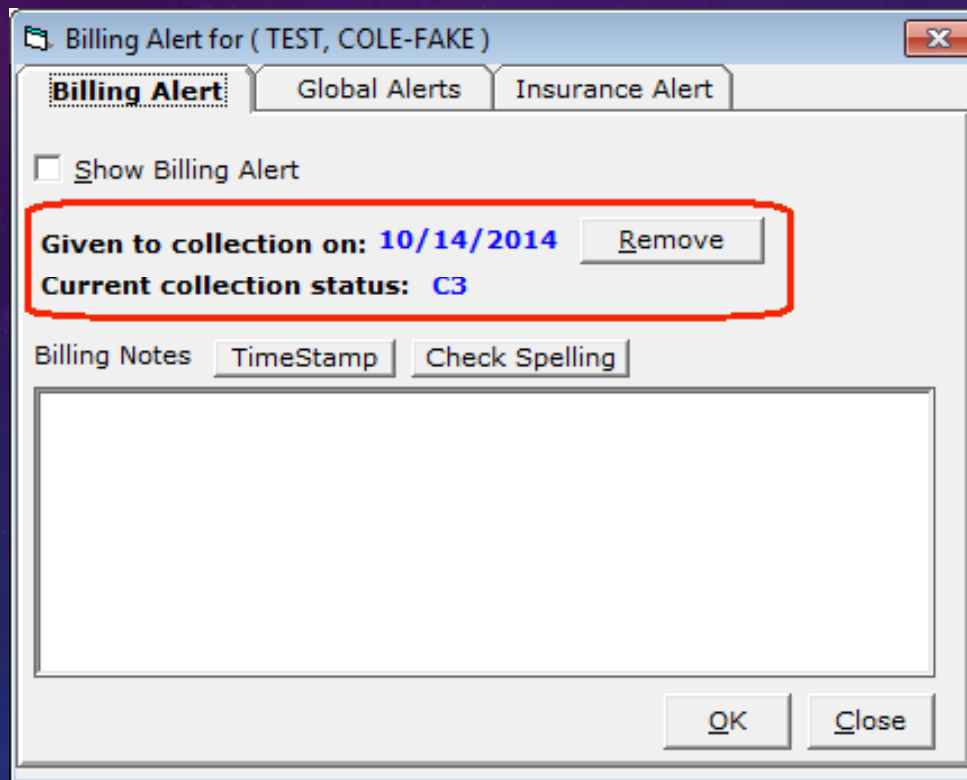
- Add Patient Payment
- Patient Account Inquiry
- Print Patient Statement
- Print ePatient Statement
- Remove From Collection
- Move To Different Collection Cycle
- Upload START File To TransWorld Collection Agency**
- Upload STOP File To TransWorld Collection Agency
- Generate Collection Details For Selected Patients

25 < Prev Next > 1-5 of 5 records

**Records: 5, Page Balance: \$561.70**



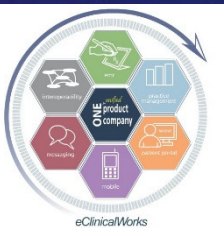
# Collection Agency Interface Automatically Creates Billing Alerts





# 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

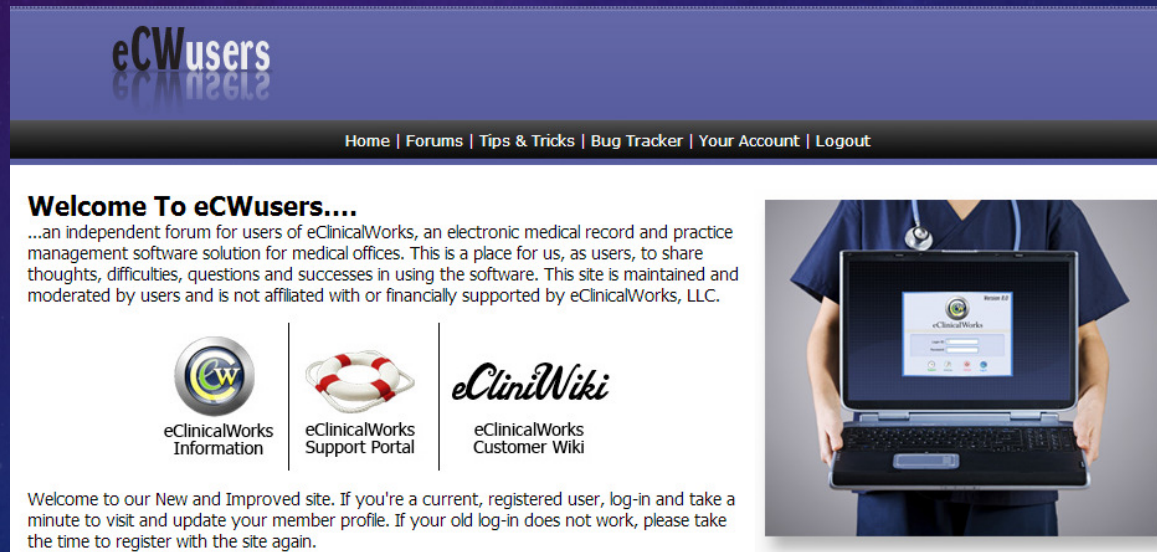


**eClinicalWorks**

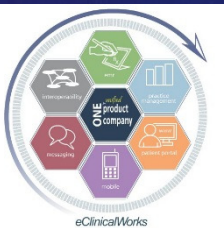
Bradley M. Block, M.D. -- William "Reddy" Biggs, M.D.

# 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



The screenshot shows the eCWUsers website homepage. At the top, the logo "eCWUsers" is displayed in a stylized font. Below the logo is a navigation bar with links for "Home", "Forums", "Tips & Tricks", "Bug Tracker", "Your Account", and "Logout". The main content area features a "Welcome To eCWUsers...." message, followed by a paragraph describing the forum as an independent place for users to share thoughts and experiences. Below the text are three icons: "eClinicalWorks Information" (a circular logo with "CW"), "eClinicalWorks Support Portal" (a lifebuoy), and "eCliniWiki" (a stylized "Wiki" logo). To the right of these icons is a photograph of a person in medical scrubs holding a laptop displaying the eClinicalWorks interface. At the bottom of the screenshot, there is a welcome message: "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."



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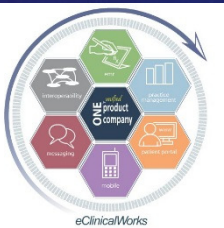
# Questions?

- 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>



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