

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 12 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 10 years
 - Board Certified in Clinical Informatics
 - CPT reviewer for AMA

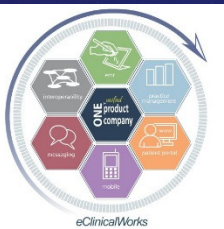


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Why Were We Asked to Speak?

- 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 Stage 1 & 2: 2011 - 2015



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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
- Make Note of at least 3-5 Things Presented

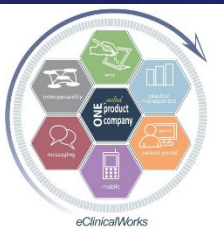


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Why Bother to Implement Changes – How Does This Benefit Me?

- 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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ICD 10

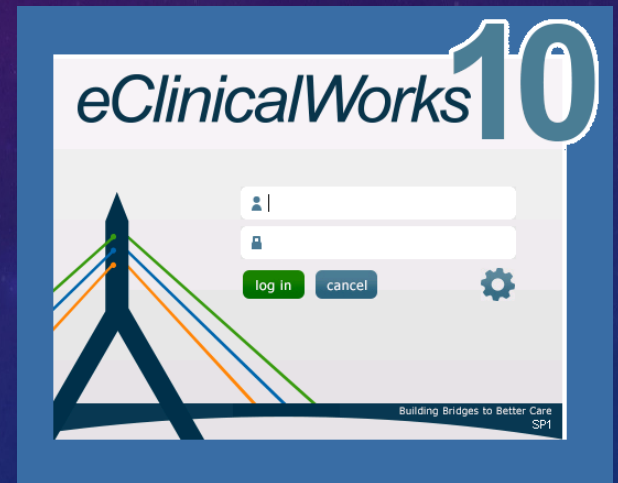


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Overview of Our Presentation

- 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

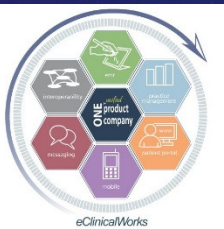
Make notes so you don't forget!



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Our Theme: Customize Your Daily Workflow in eCW



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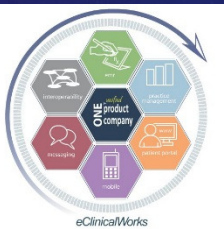
Front Office & Mid Office of Antiquity



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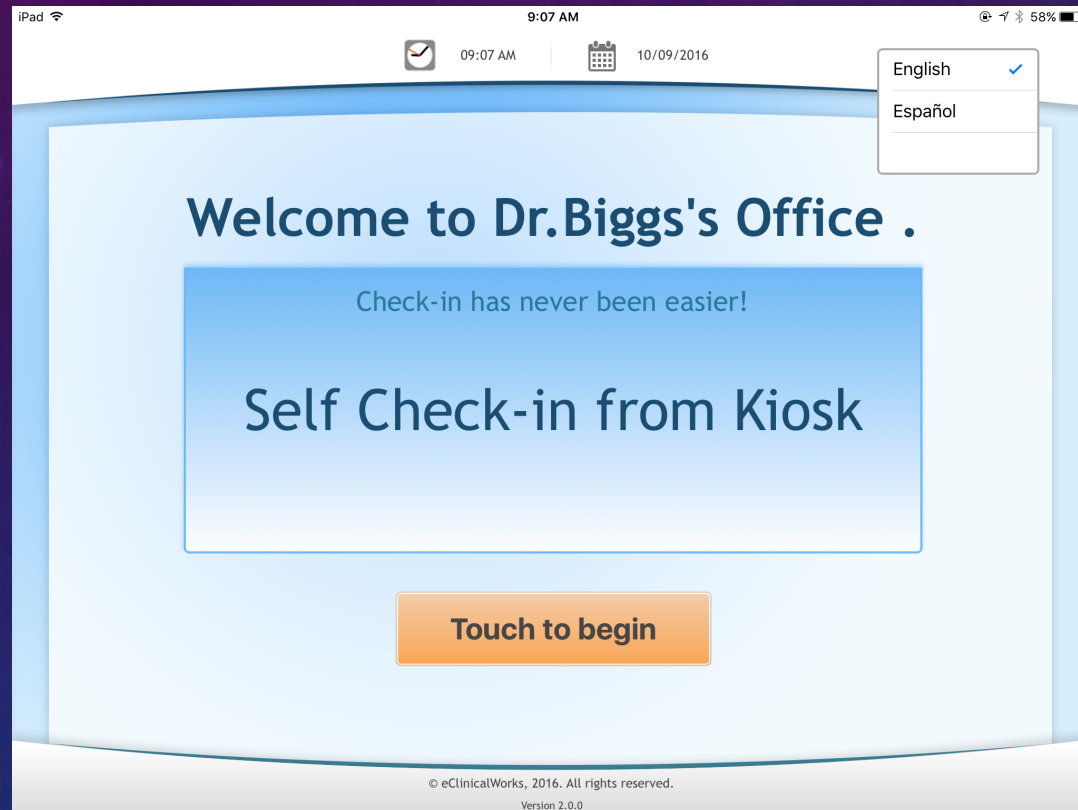
Front Office & Mid Office of the Future



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The Kiosk Has Arrived....



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More Than Just a Check In Device

11:02 AM 10/09/2016

Log Out

Current Insurance **Verify Insurance**

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?

No Yes

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11:40 AM 10/09/2016

Log Out

Showing pharmacies in and around AMARILLO **OF EDIT**

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

Back Continue

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ePayment Transactions

Search By:

Facility: All Patient: Payment#: Trx#: EMR Patientportal Kiosk

Posted By: All Date Range: Status: Type: Clear All Search 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
William C Biggs MD			898100	957982889	\$35.00	Thu 2016-10-06 at 01:25
William C Biggs MD			898100	95798248	\$45.00	Thu 2016-10-06 at 10:44
William C Biggs MD			898100	957982124	\$35.00	Thu 2016-10-06 at 09:41
William C Biggs MD			898100	957982886	\$15.00	Fri 2016-09-30 at 09:32
William C Biggs MD			898100	957982223	\$29.16	Fri 2016-09-30 at 09:11
William C Biggs MD			898100	9579823950	\$40.00	Thu 2016-09-29 at 03:18
William C Biggs MD			898100	957982471	\$30.00	Wed 2016-09-28 at 01:11
William C Biggs MD			898100	957982275	\$20.00	Tue 2016-09-27 at 11:09
William C Biggs MD			898100	957982128	\$30.00	Mon 2016-09-26 at 03:56
William C Biggs MD			898100	957982164	\$35.00	Mon 2016-09-26 at 02:33
William C Biggs MD			898100	957982836	\$0.01	Mon 2016-09-26 at 01:44

Collect Payments by Kiosk

10:51 AM 10/09/2016

Log Out

Set Primary Pharmacy

Are you sure you want to set your Primary Pharmacy?

Selected Pharmacy

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

No Yes

Back

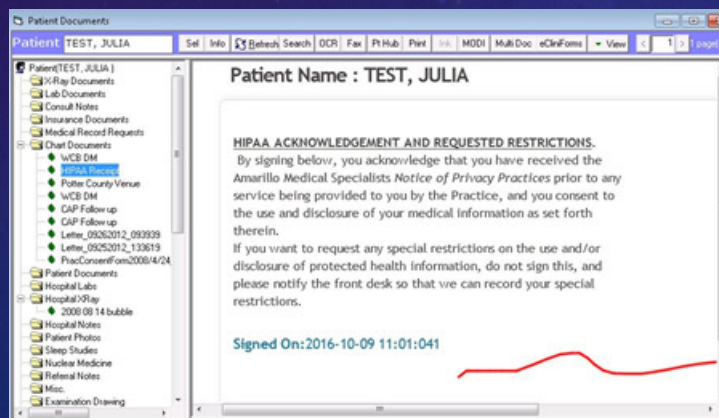
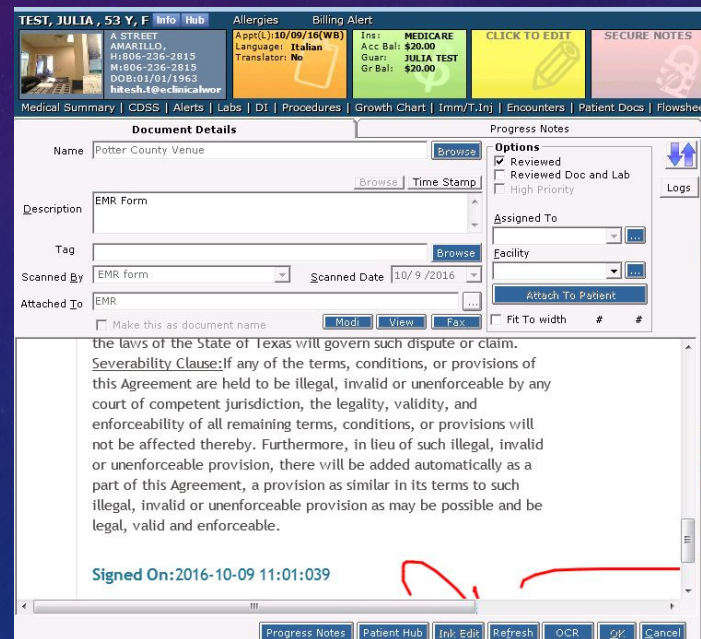
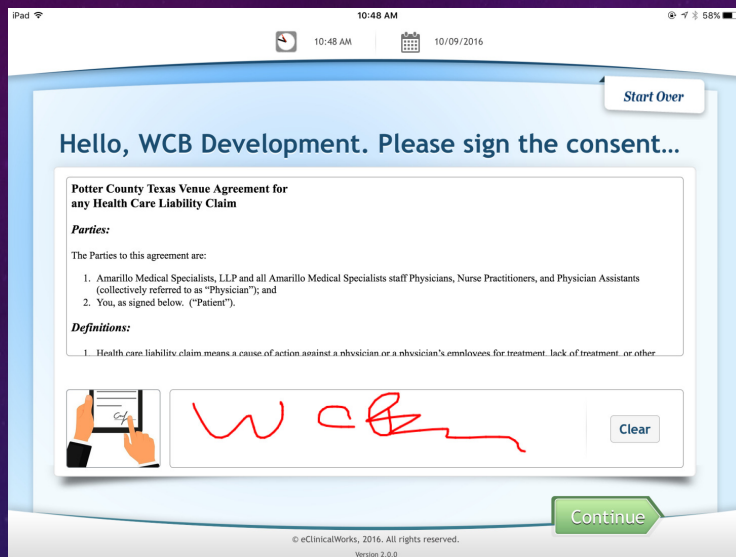
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Consent Forms Done the Easy Way



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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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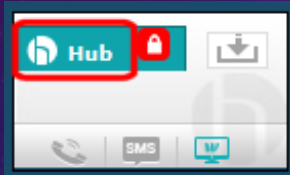


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Finished Visit Note Generated by Patient Entry

- 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).

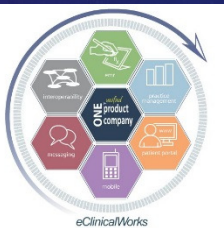
Diabetes:
Diabetes Mellitus/Metabolic Syndrome:
Diet not following a diet (pt entry).
Exercise 4-5 times a week (pt entry).
Monitoring Schedule twice a day (pt entry).
Blood glucose Yes (pt entry).
Hypoglycemia Hypo treatment carried on person (pt entry).
Severe Hypoglycemia None have occurred since 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:

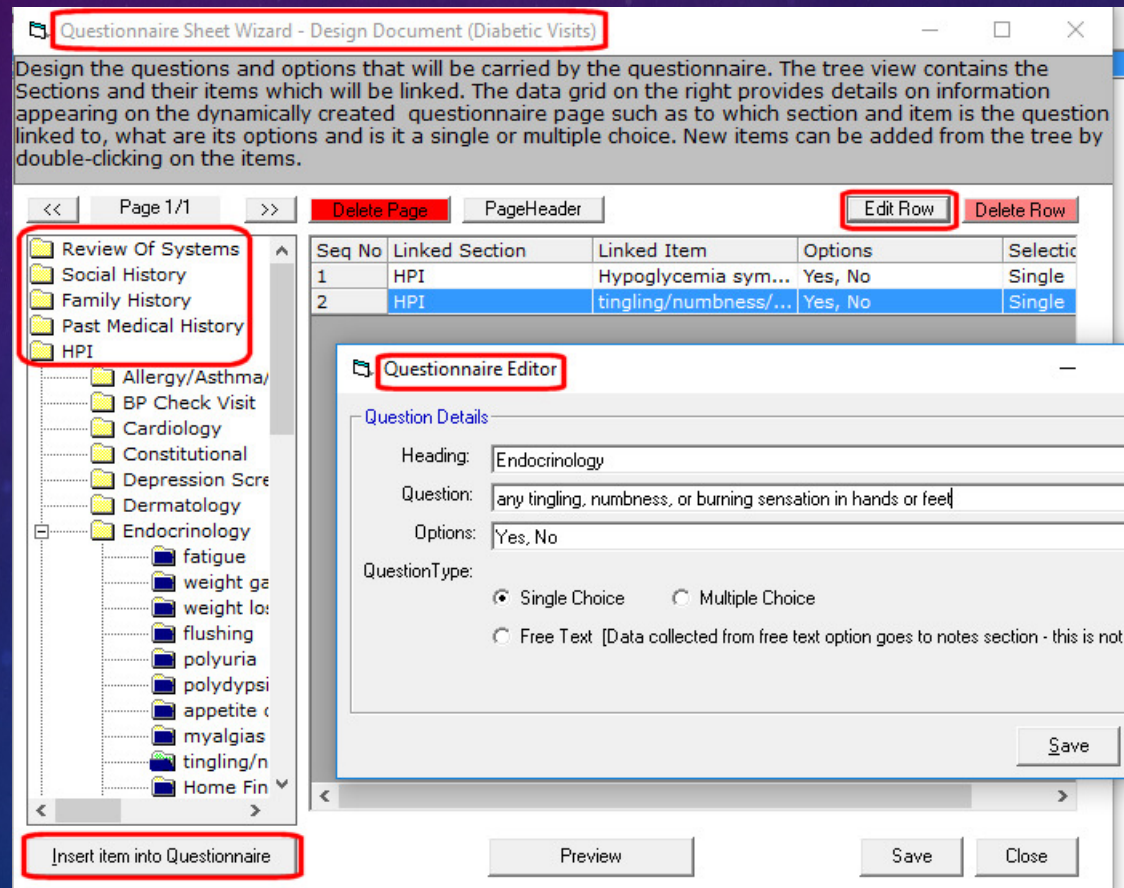
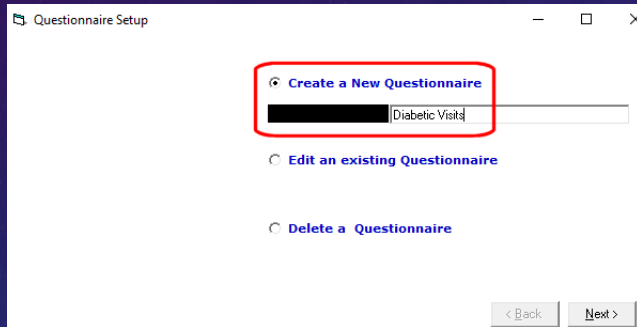
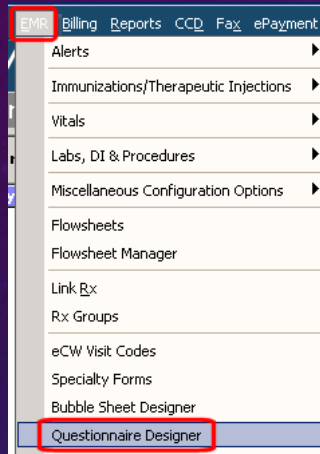
Notation Marks All Kiosk Responses



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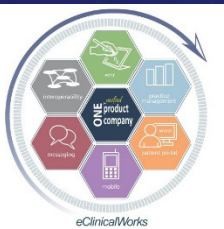
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Create & Edit Questions for Patients to Answer at Check-In Using the Questionnaire Designer, then Link to Specific Visit Types



A Kiosk Critique

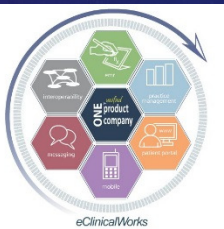
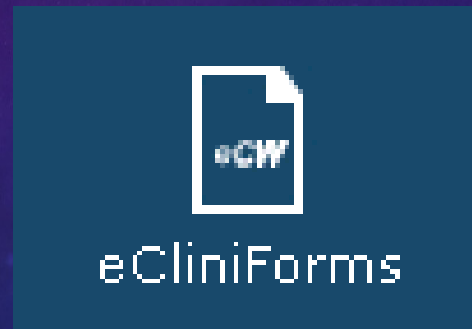
- Improves front office efficiency
- Questionnaires:
 - Great time saver for providers & staff
 - Import answers error free
 - Can make changes instantly as desired
 - Need to tell patients they can scroll up
- Experience so good - ordered more



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For non-Kiosk Users & for Complex non-Kiosk Friendly Forms - New Ideas for eCliniForms



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Improve eCliniForm Efficiency & Accuracy - Automatically Insert Patient Name & DOB (need to be sure Item Key turned on)

Ink document. Pages - 1/1

Save To Local Attach To Patient Multi-Page Inking Bubble Sheet

BLOCK & NATION, P.A.
FAMILY PRACTICE

Bradley M. Block, M.D.
Craig P. Chase, M.D. Susan G. Sm

PROCEDURE CONSENT FORM

Patient Name: Test,Adiel DOB: 08/11/1955

Patient Name _____ Date of Procedure _____

Procedure _____ Shave Biopsy (Biopsies)

STATEMENT OF REQUEST

1. The nature and purpose of the procedure, possible alternative methods of treatment, the risks and possibility of complications have been fully explained to me. I understand that the reason for the performed by the Doctor is for: cancer screening and / or removal of irritated skin lesion(s)
2. I have also been made aware that there are other possible risks such as pain, loss of blood, infection, recurrence of this same problem that are attendant on the performance of surgical procedures or understand that the practice of medicine and surgery is not an exact science and thus I acknowledge have been made to me concerning the successful results of this procedure. The Doctor has informed following risks and consequences are also associated with this procedure:

Ink document. Pages - 1/1

Save To Local Attach To Patient Multi-Page Inking Bubble Sheet

A. Notifier: BLOCK, NATION, CHAS
2441 W. SR 426 STE 2011 OV

Patient Name: Demo, Patient DOB: 05/20/1969 Acc
B. Patient Name: C.

Advance Beneficiary Notice

NOTE: If Medicare doesn't pay for D. _____
Medicare does not pay for everything, even some can
good reason to think you need. We expect Medicare

D. ITEM/SERVICE

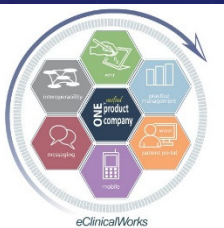
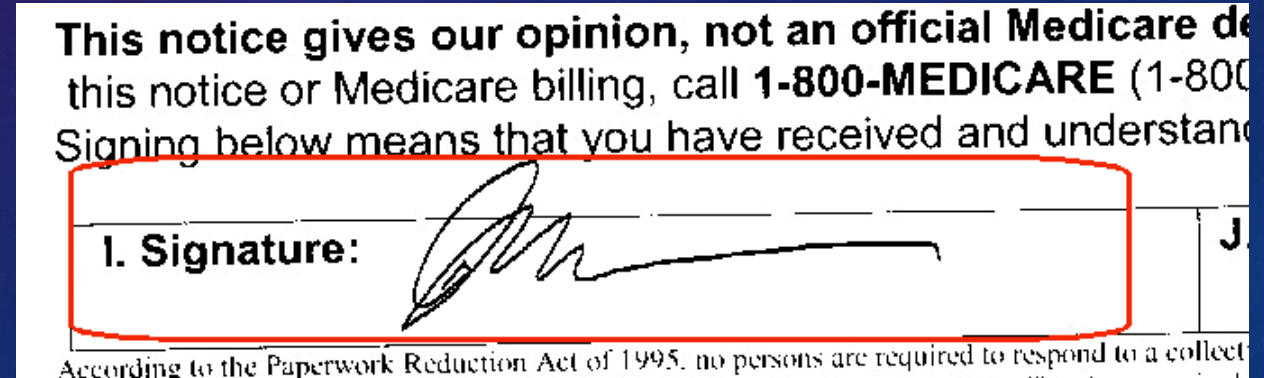
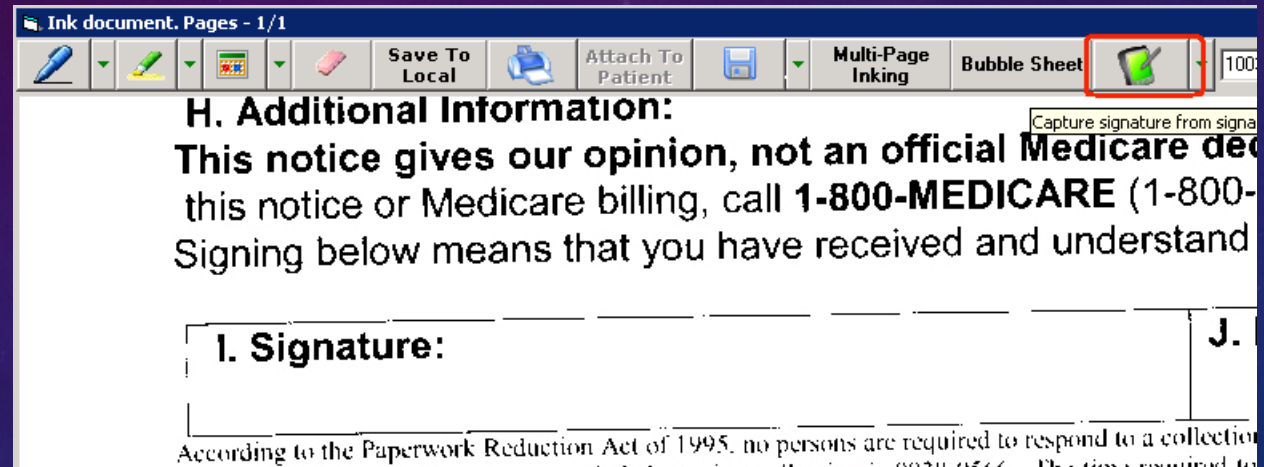


Use Topaz type Signature Device to Automatically Insert Patient Signature into eCliniForm Signature Box

■ Before:



■ After:



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Use “Update” Function in eCliniForms to Customize Location of Data Inserted by eCW

- Use “Patient Info Loc” X-Y Axis to imprint patient name at desired location on forms
- Use “Signature” X-Y Axis for Signature Device to insert patient’s signature at desired location on forms

Document Properties

ID: 270

Name: Medicare ABN

Created: 2014-12-10 19:07:13.0

DocType:

Modified: 2014-12-10 19:25:46.0

Signature X: 360

Signature Y: 1318

Patient Info Loc X: 143

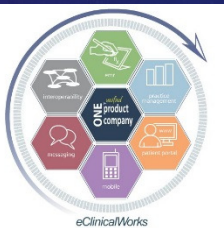
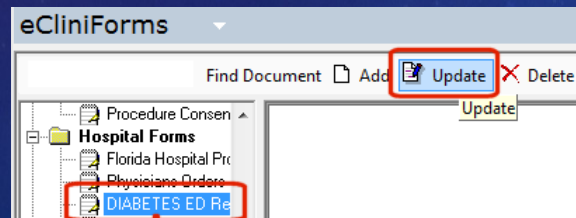
Patient Info Loc Y: 163

Facility/Practice: Clear

Facility: ...

Practice: ...

OK Cancel



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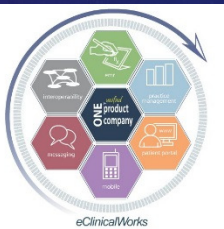
Tips for eCliniForm X-Y Axis Location

- X = Horizontal Axis
 - Higher #'s move Location farther to Right
- Y = Vertical Axis
 - Higher #'s move Location farther to Bottom of page
- Locate final Axis location to allow enough space for long names



Another Way to Have Patients Populate Notes for You

- Healow Lends a Helping Hand

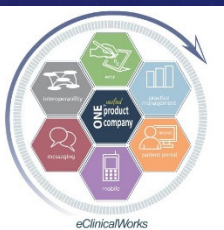
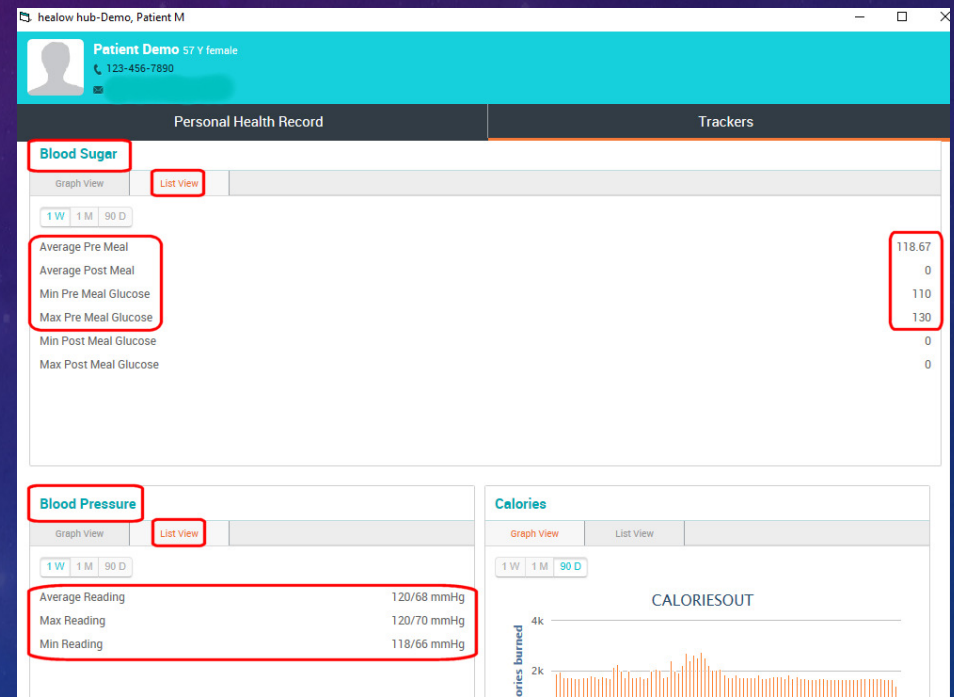
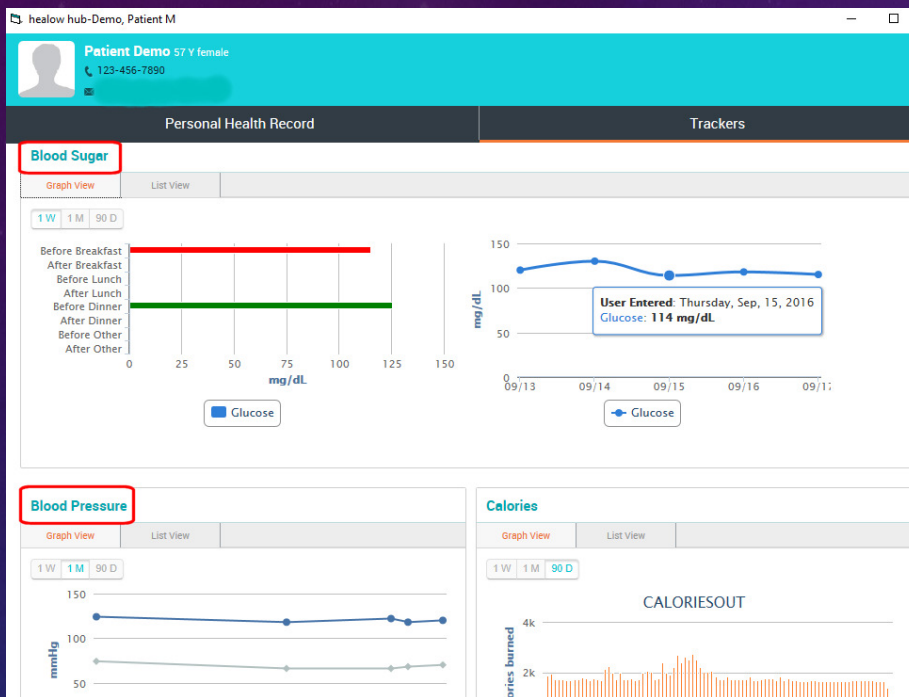
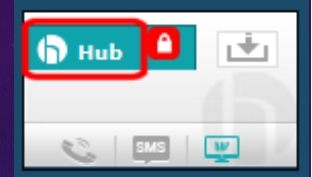


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Have Patients Use Healow Trackers to Provide Data for their Visits

- 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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Healow Tracker Tips

- Can only be viewed (currently) from visit notes
- 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 Sugar tracker option to “My Trackers” screen (missing by default)

My Trackers

BMI

Use Cart to Link Automated Device

23.05 (165.13 lbs)
as recorded on 09 May, Monday
0% change in last 30 days

UnderWeight Normal OverWeight Obese

BLOOD PRESSURE

Click Here to Manually Add #'s

Systolic/Diastolic
116/68 mmHg
as recorded on 24 Sep 2015, Thur...
0 bpm
Heart Rate
0/0 past 90 days reading

Low Normal PreHypertension Hypertension

Heart Rate

Track Manually

\$99.95

iHealth Wireless BP Monitor

Setup Buy

\$79.95

iHealth Wireless BP Wrist Monitor

Setup Buy

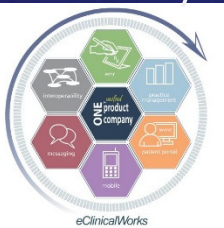
\$129.95

Withings Wireless Blood Pressure Monitor

Setup Buy

Setup My Device

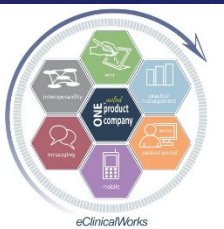
Blood Pressure Floors Blood Glucose



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Chart Like a Pro



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Patients Can't Do All the Work for Us - Top Speed Ahead

Merge Template



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Jump to Your "Favorite" Generic Templates Quickly – Set Templates Default to "Generic"

Settings for Block, Bradley M, M.D.

Defaults 2 My Resources Warnings Messenger eClinicalMobile eClinicalWorks P2P
My Providers User Settings Physician Reference Views Show/Hide **Defaults**

Go to File>Settings>"My Settings">Default tab

Default Superbill General

Default Lab Requisition Form General

Default Imaging Requisition Form General

Default UOM in Growth Charts Standard

Default Style in Progress Notes Bulleted

Default Signature Pad Topaz

Default Timeout for Server Communication 0 seconds (0 = default timeout)

Default Progress Note Templates Generic Patient Specific

Default Number of Visits for Outgoing Referrals 20

Default Payment Method in Co-pay Screen Check Credit Card Cash

Default New Patients Primary Service Location Block, Nation, Chase, Smolen Family IV

Default Option for View All Reports By Patient (Unreviewed)

Default Screen for Lab/DI Review Reports View all reports (Unreviewed) Sort By Order Date

Default Lookup Options

Cumulative eReport: Order Date Order Date Regular XSL

View All Reports - By Patient: Order Date Order Date

Configure My Assigned Favorites Copy My Settings CCMR Settings OK Cancel

Copy And Merge Templates

Template For Patient Test, Adiel A Encounter Date Saturday, September 17, 2016

Choose Template

Generic Category My Favorites

Patient Specific Test, Adiel A Sel Relation

Find Contains Go

Facility All

Pr	Template	Access
	Block BPH	
	Block BPPV	
	Block Breast Ca Screen	
	Block Breast CA Screen w/ F-C US	
	Block Bronchitis	
	Block BV	
	Block CAD	
	Block Chest Pain	
	Block Chondromalacia of Patella	
	Block Chronic Pain	
	Block CKD (mod stage 2: GFR 30-59)	

< Prev Next >

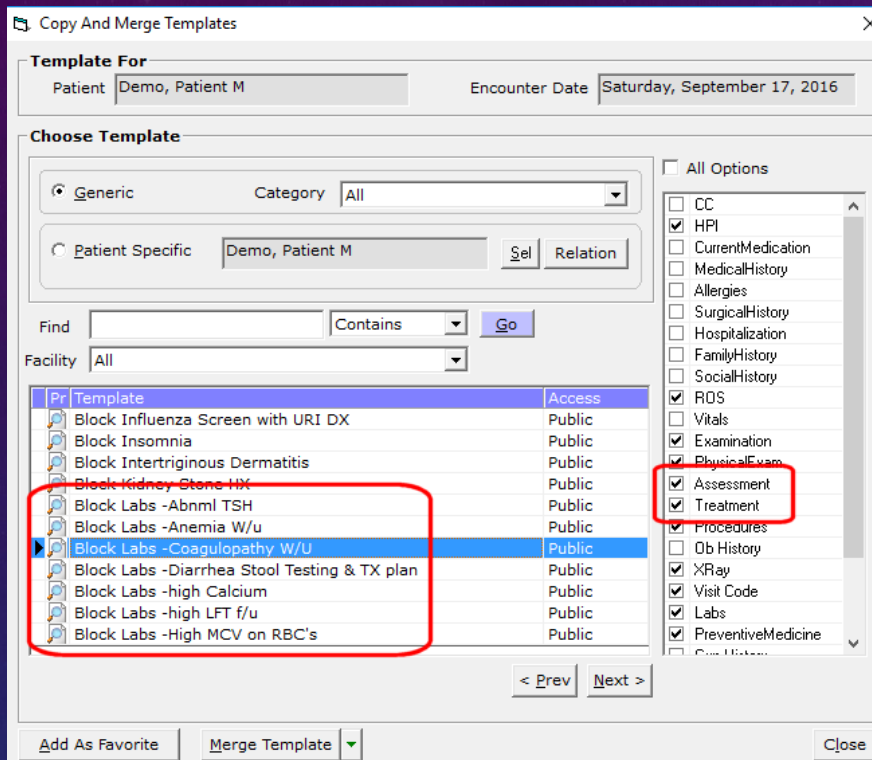
Add As Favorite Merge Template Close



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Use Templates to Standardize & Expedite Test Ordering



Assessment:

Assessment: ▾

- Coagulation defect, unspecified - D68.9 (Primary)

Plan:

Treatment:

Coagulation defect, unspecified

Lab:-Homocyst(e)ine

Lab:-Prothrombin (Factor II) 20210G mutation

Lab:-FACTOR V (LEIDEN) MUTATION ANALYSIS

Lab:-PROTEIN S ACTIVITY (frozen)

Lab:-PROTEIN C ACTIVITY

Lab:-LUPUS ANTICOAGULANT EVALUATION WITH REFLEX

Lab:-ANTIPHOSPHOLIPID ANTIBODY PANEL (anticardiolipin AB's)

Lab:-Factor 8 activity

Lab:-Activated Protein C Resistance (APC) Screen

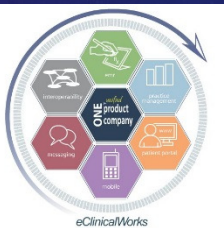
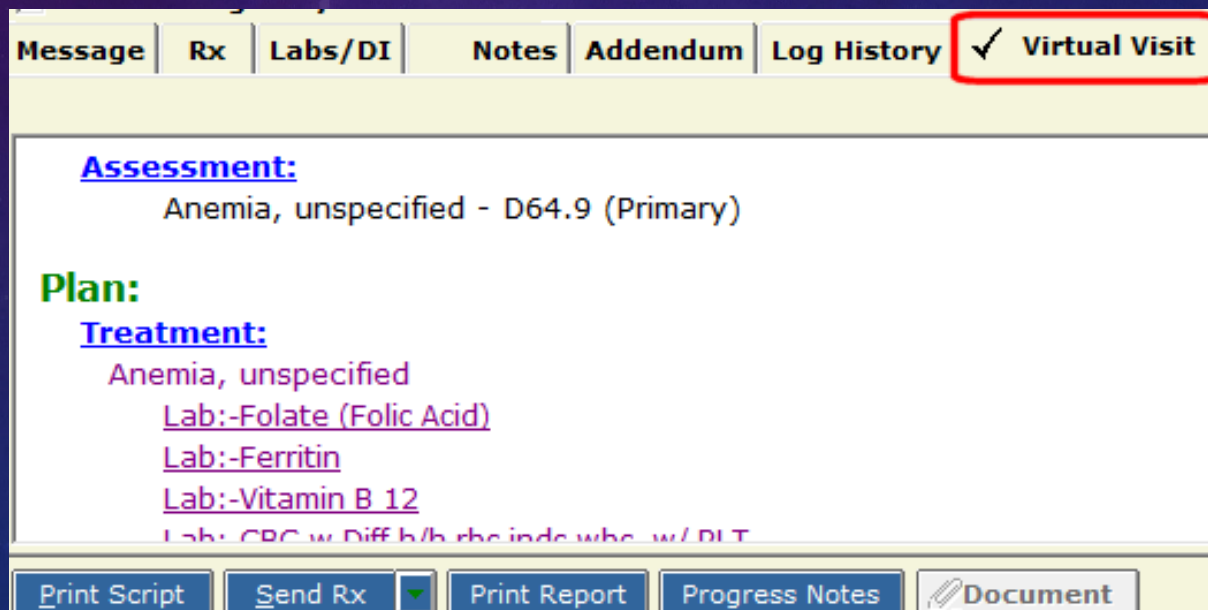
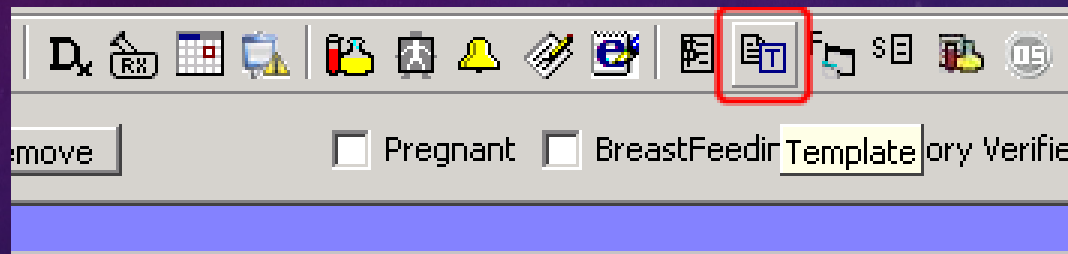
Lab:-AntiThrombin III Activity



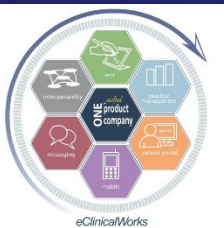
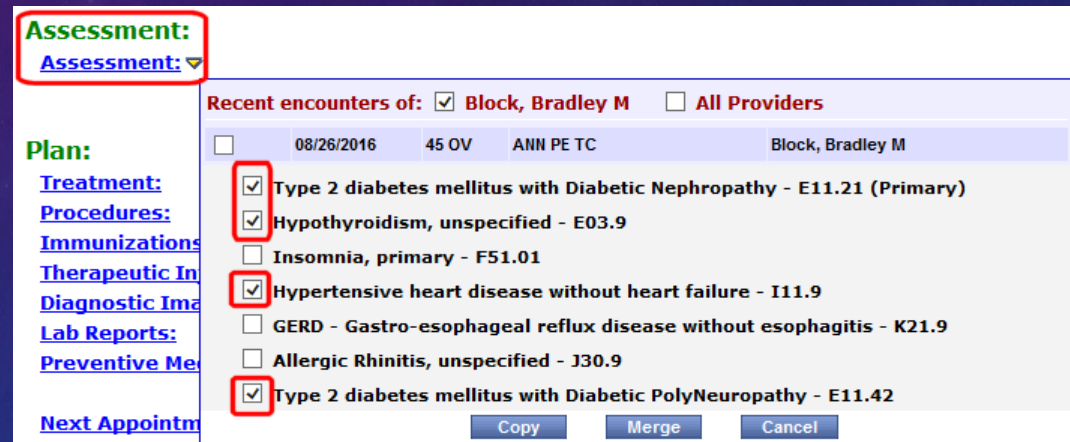
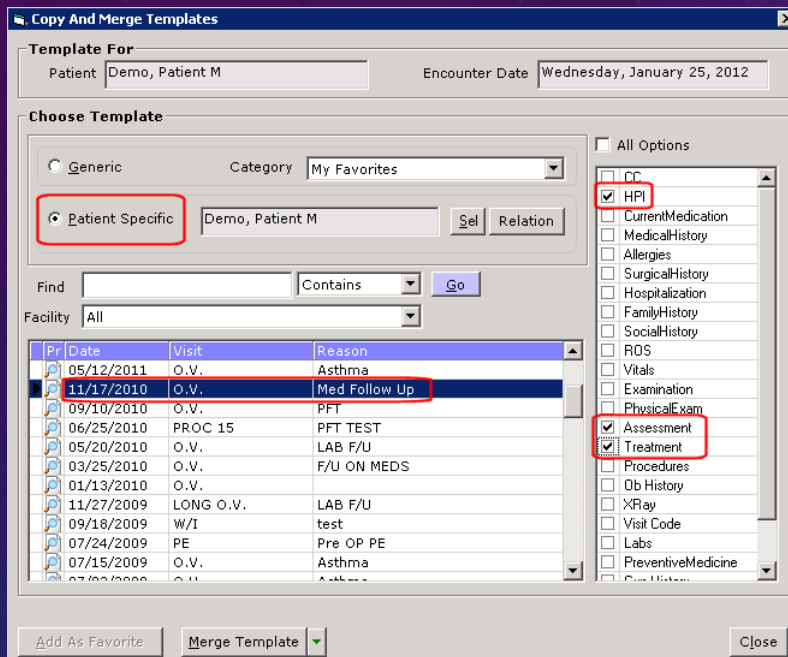
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Use Templates in TE's to Order Tests or Start TX Plans (through Virtual Visit)



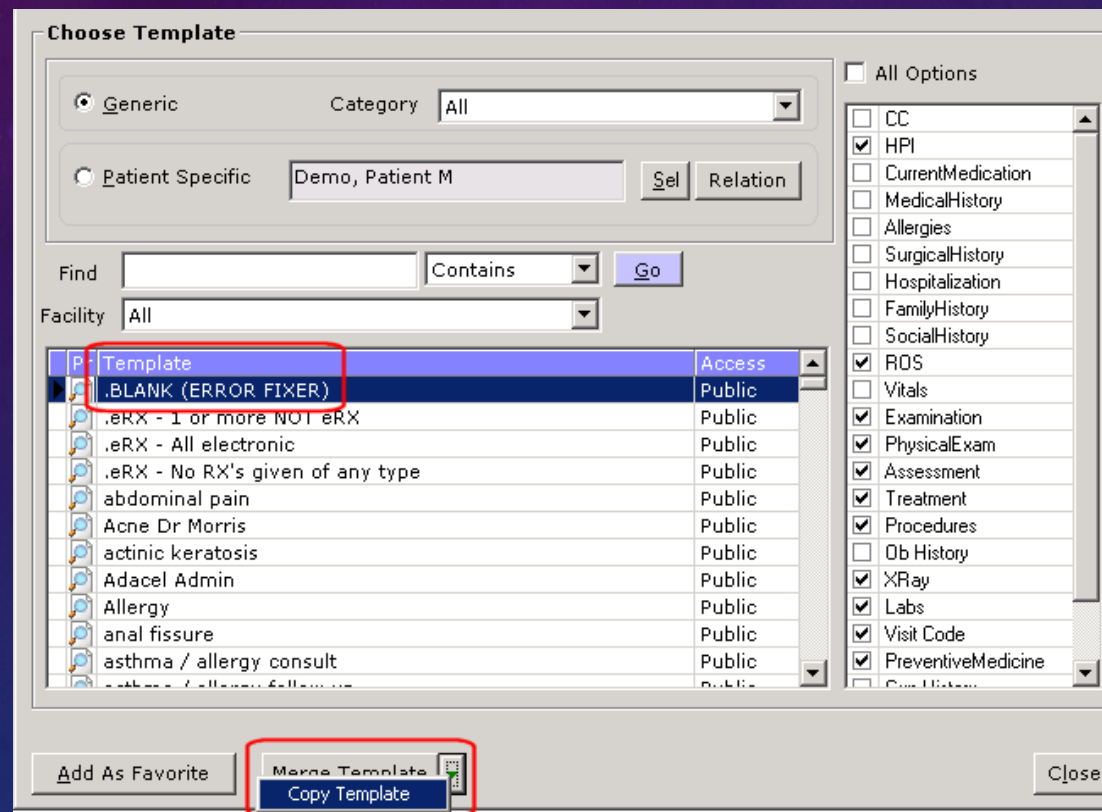
Carry Forward Chronic Medical Problems with Patient Specific Templates - Or use Carets to Pick & Choose Items



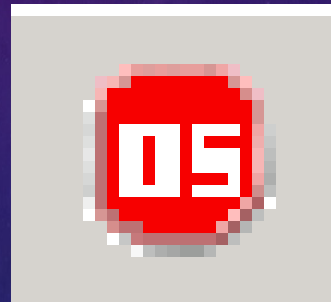
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Fix Charting Errors - Overwrite with “Blank” Notes Template (using “Copy” Function)



Just What the Doctor Ordered...



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Use Order Sets to Standardize Testing & Treatment Plans

- Providers & Staff see what should be done for medical condition & when done last
- Just check boxes & “Order” anything due

Labs		AssignedTo: Block, Bradley M				
<input type="checkbox"/>		Description	Lab Company	Frequency	Duration	Date
<input type="checkbox"/>	H	-CMP (comprehensive metabolic panel) w/GFR	Quest, Labcorp, Labcorp OG,...	-	-	04/04/2016
<input type="checkbox"/>	H	-HEMOGLOBIN A1C	Quest, Labcorp, Labcorp OG,...	-	-	04/04/2016
<input type="checkbox"/>	H	-urine Random microalb/creat ratio	Quest, Labcorp, Labcorp OG,...	-	-	10/05/2015
<input type="checkbox"/>	H	U/A DIPSTICK (IN OFFICE)	Quest, Labcorp, Labcorp OG,...	-	-	07/26/2016

Diabetic Patient Example

Immunizations		Order			
<input type="checkbox"/>		Name	Dose	Date	Status
<input type="checkbox"/>	H	Pneumococcal-23 (Adult Pneumonia Vax)*	0.5 mL	08/26/2008	Other Actions <input type="checkbox"/>



Create a "Favorite" Order Sets List for Easy Access from Right Panel

Scroll Down OS List, and Click on "Add to My Favorites"

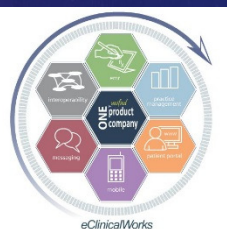
MEASURE:	Thyroid Care	QUICK ORDER SET:	YES
DESCRIPTION	Thyroid Care		
MEASURE	Thyroid Care		
QUICK ORDER SET	YES		
DESCRIPTION	Thyroid Care		
MEASURE	Thyroid Care		
QUICK ORDER SET	YES		

Take	Freq	Duration	Refills	Route	Formulation	Dispense	Date	Status
1 tab(s) Q am	once a day	30 day(s)	3	orally	Brand Medically Necessary	30	-	Other Actions
1 tab in AM	once a day	90 day(s)	0	orally	tablet	90	-	Other Actions

Description	Lab Company	Frequency	Duration	Date	Status
-TSH (Thyroid Stimulating Hormone)	Quest, Labcorp, Labcorp OG,...	-	-	-	Other Actions
-T4 FREE (Thyroxine)	Quest, Labcorp, Labcorp OG,...	-	-	-	Other Actions
-T3 TOTAL (Triiodothyronine)	Quest, Labcorp, Labcorp, La...	-	-	-	Other Actions

Use Search Function for long lists

- Diabetes and Renal
- Hypertension and CHF
- 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
- Well Child Care
- IBS, Celiac, Abd Pain, GI
- Memory, Dementia,



Use Right Panel Order Sets to Insert DX Codes & TX Plans into Visit Notes

Quick Search

- E11.36 Type 2 diabetes mellitus with diabet
- E11.39 Type 2 diabetes mellitus with othe
- E11.44 Type 2 diabetes mellitus with diabet
- E11.59 Type 2 diabetes mellitus with othe
- E11.621 Type 2 diabetes mellitus with foot
- E11.638 Type 2 diabetes mellitus with othe
- E11.65 Diabetes type 2, uncontrolled
- E11.40 DM type 2, uncontrolled, with neu
- E11.9 Diabetes
- E10.8 DM Type 1 Diabetes Mellitus with
- E10.65 DM Type 1 Diabetes Mellitus with
- E11.65 DM Type 2 Diabetes Mellitus UNCO
- E10.8 DM Type 1 Diabetes Mellitus with

Click "OS" Button to Pop Open DX List

Click on "OK" to Insert DX & Pop Open OS to Link TX Plan Options All at once

My Favorite Order Sets

- Diabetes and Renal
- Hypertension and CHF
- Well PE
- Back, Neck, and Radicula
- Pain
- Shoulder, Elbow, and Wri

Order Sets

ORDER SET: Diabetes and Renal

DIAGNOSES (TRIGGER):

DIAGNOSES (LINKED): (SAME AS TRIGGER)

AGE (TRIGGER): All Age

GENDER (TRIGGER): Unknown

Medication	Dose	Frequency	Instructions
<input checked="" type="checkbox"/> Metformin	1000 mg	twice a day	1 tab(s) for blood sugar
<input type="checkbox"/> Bydureon	2 mg	once weekly	1 vial injected
<input type="checkbox"/> Invokana	300 mg	once a day	1 tab(s) for Diabetes
<input type="checkbox"/> Pioglitazone	45 mg	once a day	1 tab(s) for Diabetes

Labs

Description
<input checked="" type="checkbox"/> -CMP (comprehensive metabolic panel) w/GFR
<input checked="" type="checkbox"/> -HEMOGLOBIN A1C
<input type="checkbox"/> -urine Random microalb/creat ratio
<input type="checkbox"/> U/A DIPSTICK (IN OFFICE)
<input type="checkbox"/> -urinalysis-microscopic on positives
<input type="checkbox"/> -TSH (Thyroid Stimulating Hormone)
<input type="checkbox"/> -Testosterone,Free and Total
<input type="checkbox"/> Glucose-Fingerstick-IN OFFICE

Future Labs

<input checked="" type="checkbox"/> -CMP (comprehensive metabolic panel) w/GFR
<input checked="" type="checkbox"/> -HEMOGLOBIN A1C

TX Plan "Notes" can be added too (below edge of screenshot)

Assessment:

Assessment:

- Diabetes type 2, uncontrolled - E11.65

Plan:

Treatment:

Diabetes type 2, uncontrolled

Start Metformin tablet, 1000 mg, 1 tab(s) for blood sugar, orally with meals, twice a day, 30 day(s), 60, Refills 5

Lab:-HEMOGLOBIN A1C

Lab:-CMP (comprehensive metabolic panel) w/GFR

Lab:-HEMOGLOBIN A1C (Ordered for 12/16/2016)

Lab:-HEMOGLOBIN A1C (Ordered for 03/16/2017)

Lab:-CMP (comprehensive metabolic panel) w/GFR (Ordered for 12/16/2016)

Lab:-CMP (comprehensive metabolic panel) w/GFR (Ordered for 03/16/2017)

Notes: Low carbohydrate diet emphasized i.e.- South Beach Diet, weight loss, increase exercise , Counseling done on risks/benefits/advantages of patient's therapies & treatment options. Educated on Diabetes Mellitus. Labs to be done every 3-4 months.Follow-up: Ophthalmologist or Optometrist annually for eye exam.Warning given - Metformin: D/ C x48 hrs if IV Dye injection, & avoid increased ETOH intake to prevent toxicity.WARNED strongly of: Diabetes dangers for increased M&M, i.e. DM Complications, especially with poor control.



Labs, DI, Vaccines, On My - Other Ways to Customize Your Workflow for Orders



Labs/Imaging



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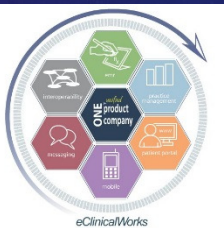
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Zoom through Ordering New Tests by Using Patient Specific “Previous Orders”

- See All Past Labs, DI & Procedures
- Automatically Adds & Links DX Codes previously Associated with that Order
 - (caution – make sure last order not done with ICD9 code)

DX Codes automatically get added as each test gets ordered

Order Name	Dx List	Lab Companies
-Magnesium	K90.9 - Malabsorption	Quest, Labcorp, CPL, Labcorp O...
-NMR LipoProfile or Lipoprotein Fractiona..	E78.5 - Hyperlipidemi..	Labcorp, Quest, Labcorp OG
-Creatine Kinase, Total, Serum (CK)	M19.90 - Osteoarthritis..	Quest, Labcorp, CPL, Labcorp O...
-Uric acid	M10.9 - Gout, unspeci..	Quest, Labcorp, CPL, Labcorp O...
-Vit D,25-Hydroxy, Total (for deficiency)	E55.9 - Vitamin D def..	Labcorp, Quest, CPL, Labcorp O...
-proBNP	I50.30 - Diastolic He..	Quest, Labcorp, CPL, Labcorp O...
-T3 TOTAL (Triiodothyronine)	E03.9 - Hypothyroidis..	Labcorp, Quest, Labcorp, Labco...
-TSH (Thyroid Stimulating Hormone)	E03.9 - Hypothyroidis..	Labcorp, CPL, Quest, Labcorp O...
-T4 FREE (Thyroxine)	E03.9 - Hypothyroidis..	Quest, Labcorp, CPL, Labcorp O...
-methylmalonic acid level-serum	E53.8 - Vitamin B12 D..	Labcorp, Quest, CPL, Labcorp O...
-Vitamin B 12	E53.8 - Vitamin B12 D..	Quest, Labcorp, CPL, Labcorp O...
-CBC w Diff h/h,rbc,indc,wbc, w/ PLT	Z79.02 - Long term an..	Labcorp, Quest, CPL, Labcorp O...



Create & Use Custom List of “Favorites” for Ordering Frequently Used Immunizations & Injections

Immunizations/T.Injections

Hx Imm Schedule Flu Schedule

Immunizations Add Delete P

Immunization Details

All My Favorites Active

Find

Pneumococcal-23 (adult)*
Pevnar-13- Pneumococcal*
TDaP-Adacel/Boostrix-(11yrs & over)*-Te
Zostavax - Shingles Vaccine**
[Refused Influenza Vaccine or Deferred t
[Refused Pneumovax Vaccine or Deferre

Therapeutic Injections Add

Therapeutic Injection Details

All My Favorites Active

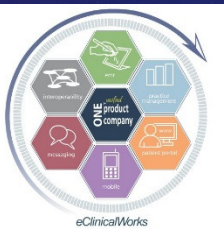
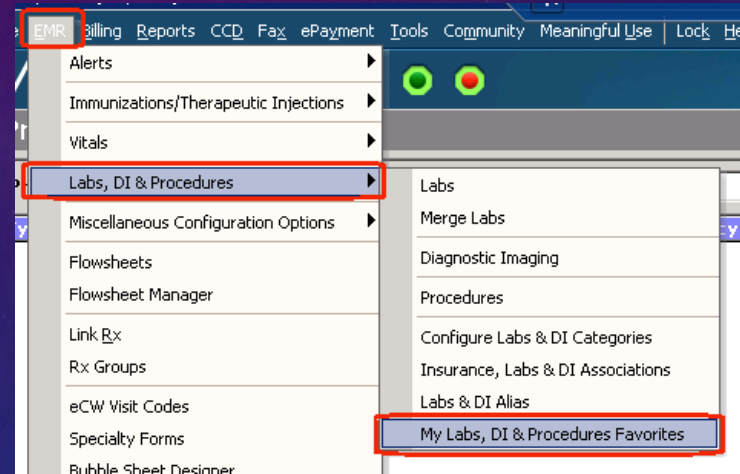
Find

B-12, 1000 MCG*
Kenalog per 10 mg*
Phenergan (to 50 mg)*
PPD*
Rocephin per 250 mg*



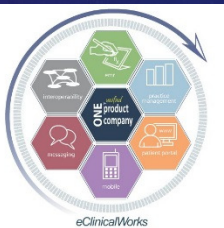
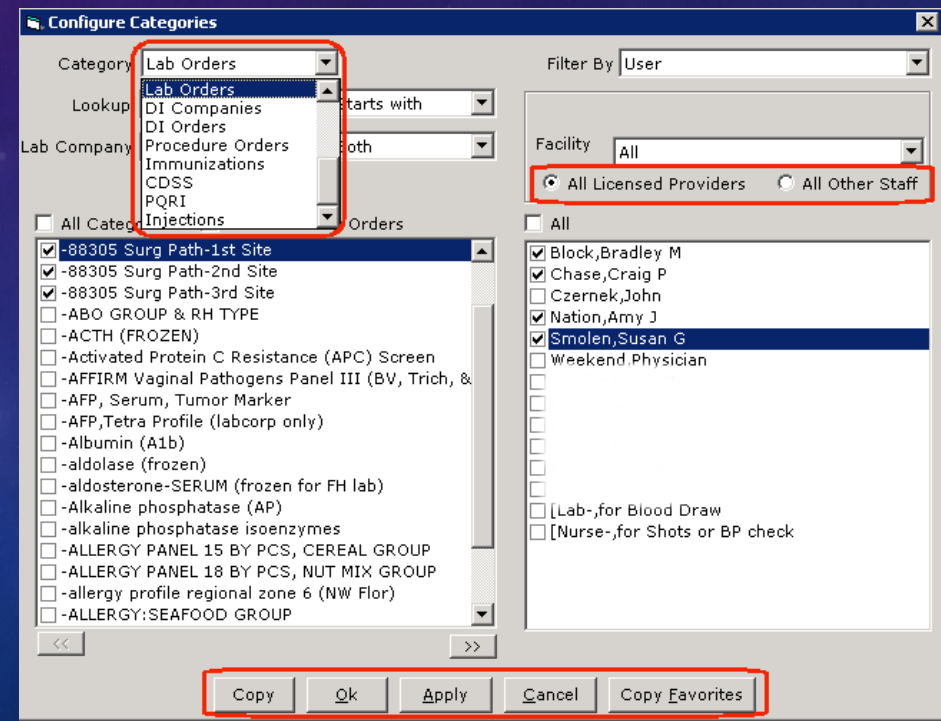
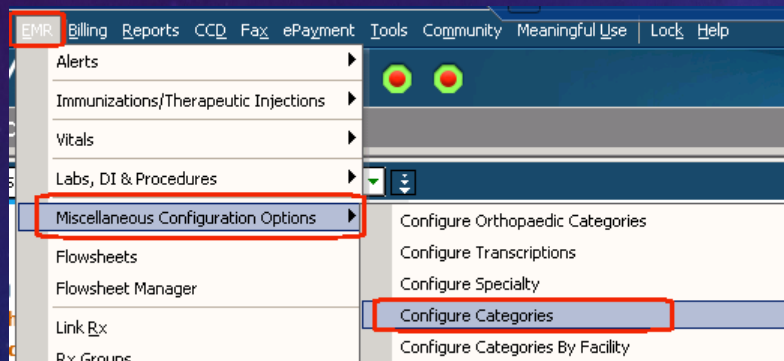
Create Your Own Individual Custom List of Favorite Labs, DI, Procedures

- Go to EMR > Labs, DI, Procedures > My Labs, DI, Procedures Favorites
- Use “Add” Button in each Category to Create List



Use “Configure Categories” to Create Custom Lists of Favorites for Multiple Providers or Staff at Once!

- Go to EMR > Miscellaneous Configuration Options > Configure Categories > Lab Orders, etc.
- Labs, DI, Procedures, Immunizations, Injections



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More Remedies For Managing Patients Efficiently



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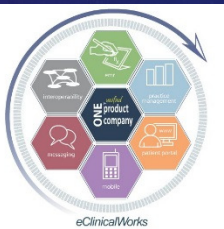
Speed Up Scripts – Customize Your Prescription Workflow



Prescriptions



ePrescriptions



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Create Customized “Favorite” or “Custom” Scripts for Commonly Prescribed Meds to Avoid RX Edit Time

- Chronic Medical Conditions (DM, HTN, OA), Antibiotics, Derm Products, and PRN meds w/ special instructions
- Instructions, Medical Indication, Typical Quantity Dispensed & Refills
- “Add as a Favorite” on the fly for future use

RELPAK Dosage Calculator

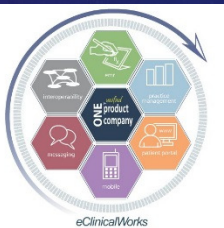
Strength	Formulation	Take	Route	Frequency	Duration	Dispense	Refill
20 mg	tablet	1 tab(s)	intravaginally	once daily	200 days	28	0
40 mg	Brand Medically Nec tablet	1 to 2 tspns	intravenously	Q 4-6 hours PRN	30 days	3 Inhalers	1
		1 tsp	orally	Q am	30 days & 4	3 Vials	10
	xx**Do Not Fill Until 3	1-2 caps	orally OTC	Q day with food	4 months	30	11
	xx**Do Not Fill Until 6	1-2 pills as direct	orally with food	Q HS	5 days	30 grams	12
	xx**Do Not Fill Until 5	1-2 tabs	rectally	Q pm	6 weeks	30 mL	2
		2 caps	subcutaneously	QID	60 days	40	3
		2 sprays	sublingual	three times a day	7 days	50	4
		2 tabs	topically	TID	90 days	6 ounces	5
		Apply	topically to affecte	twice a day	90 days & 2	60	6

40 mg | tablet | 1 tab(s) | orally | day PRN Migraines | 30 days | 6 | 2

* Combined length of Take, Route and Frequency cannot exceed 132 characters. (Remaining Characters 93).
 * 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: Relpax 40 mg tablet, TAKE: 1 tab(s), orally twice a day PRN Migraines for 30 days, DISPENSE: 6 , REFILLS: 2 Add as Favorite

Apply Cancel Clear DDR



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Pull Up “Favorites” with Customized changes Quick & Easy & Ready to Use

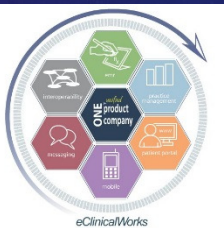
- Can have multiple pre-configured Favorites for each drug – shows up as more options to click under single drug name

Rx **Add New Rx** Add New Order

Rx Type: MultumRx Search: Starts With ✓ = Standard Show Standard My Favorites Both

Find: Relpax Real Time Show Discontinued Rx Eligibility

Di	F	Drug Name	Strength	Form.	Take	Route	Freq.	Duration	Disp.	Refills
		Relpax	40 mg	tablet	1 tab(s)	orally	twice a day F	30 days	6	2
		Relpax	20 mg	tablet	1 tab(s)	orally	once a day			
		Relpax	40 mg	tablet	1 tab(s)	orally	once 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

Add as Favorite

Apply Cancel

Clear DDR



Customize the RX HX Screen – See Complete RX HX in 1 Screen with 1 Click

Summary of: Septra DS 800 mg- 160 mg tablet
 Summary of: Skelaxin 800 mg from ER tablet
 Summary of: Sterapred DS 6 day pack 10 mg - 6 day pack tablet **Modern View**
 Summary of: Synthroid 88 mcg (0.088 mg) Brand Medically Necessary
 Summary of: Synthroid 50 mcg (0.05 mg) Brand Medically Necessary

Select Medication X

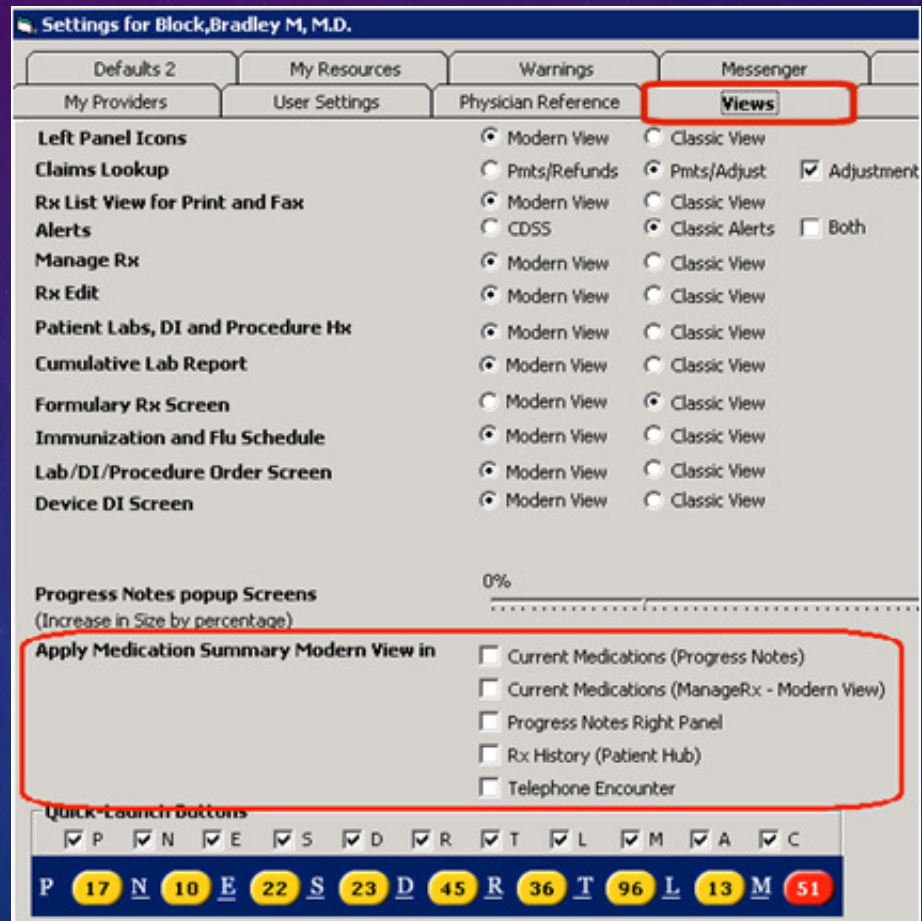
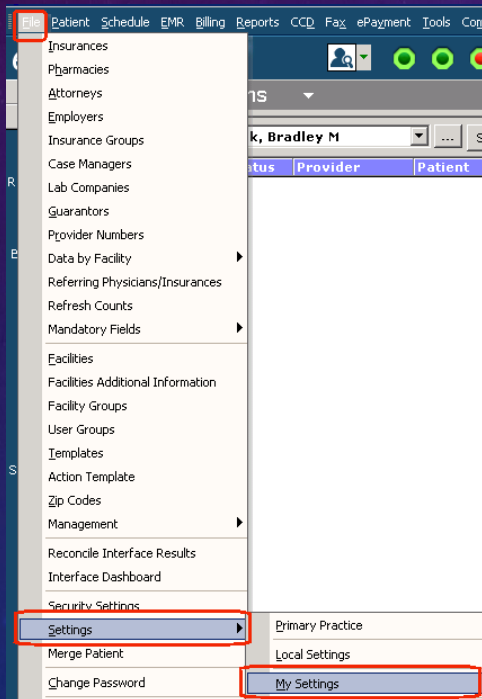
Cur Rx
 Rx By Date
 Rx By Name
 eRx Refill
 Synthroid
 Classic View

	Date	Comments	Strength	Formulatic	Take	Route	Frequenc	Duration	Dispense	Refills	Start Date	Stop Date	Prepared
Phenergan with Codeine													
Prednisone	02/04/2	Refill	125 mcg (Brand Me	1 tab q an	orally	once a da	90 days	90	1			Block,Bra
Propecia	12/08/2	Increase	125 mcg (tablet	1 tab q an	orally	once a da	30 days	Samples				Block,Bra
Proscar	09/07/2	Increase	112 mcg (tablet	1 tab q an	orally	once a da	90 days	90	0			Block,Bra
Research-Asthma Anti-TSLP IgG mon	05/24/2	Refill	100 mcg (Brand Me	1 tab Q Al	orally	once a da	90 days &	90	0			Block,Bra
Simvastatin	02/09/2	Increase	100 mcg (Brand Me	1 tab Q Al	orally	once a da	90 days	90	0			Block,Bra
Singulair	10/27/2	Refill	88 mcg (0	Brand Me	1 tab Q Al	orally	once a da	90 days	90	1			Block,Bra
Sterapred DS 12 day pack	09/14/2	Increase	88 mcg (0	Brand Me	1 tab(s)	orally	once a da	30 days	30	2			Block,Bra
Sterapred DS 6 day pack	03/24/2	Increase	75 mcg (0	Brand Me	1 tab(s)	orally	Q am	90 days &	90	0			Block,Bra
Symbicort	11/19/2	Start	50 mcg (0	Brand Me	1 tab(s)	orally	Q am	30 day(s)	30	3	2008-11-1		Block,Bra
Synthroid													
Valtrex													
Valtrex													



Changing RX HX Screen Default to Classic View

- Go to File > Settings > My Settings > Views



Take Control of Controlled Substances in Your Life

- Kick the Habit –
Stop Faxing & Printing Scripts
- Use EPCS -



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e-Prescription of Controlled Substances

- Electronically Transmit All Schedule levels of Controlled Substances in all 50 States
- Includes All Meds for Pain, Coughing, Anxiety, Sleep, ADD, Testosterone Replacement
- Allows for Electronic Refills of ePrescription Refill Requests
- Most Pharmacy Chains including Mail Orders
 - may have to educate some pharmacists....



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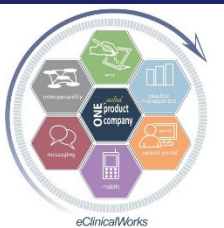
Bradley M. Block, M.D. -- William "Reddy" Biggs, M.D.

EPCS Tips

- Registration & Identity Verification Process
 - Allow ample time
 - Have personal Credit Bureau Info details handy – i.e.- mortgage & auto loan payments
- Watch for Pharmacy EPCS enabled symbol
- Can Only Transmit Multum or Medispan Drugs – No Custom - Watch for ✓
- Create “Favorites” pre-configured for easy use

The screenshot shows the 'ePrescribe Rx' interface. Key fields include: Patient Name (Test, Adiel A), Patient Address (Orlando, FL 32801), Last Appt (01/21/2015 06:45 PM), Next Appt, Provider Name (Block, Bradley), Pharmacy (WALGREENS), and Pharmacy Address (7403 ALOMA AVE, WINTER PARK, FL-32792). A red box highlights the 'E C' symbol next to the pharmacy name. Another red box highlights the 'C M' checkboxes in the 'New & Refilled Prescriptions' table.

New & Refilled Prescriptions		Drug Name	S
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Start	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Start	<input checked="" type="checkbox"/>
		acetaminophen-hydrocodone	<input checked="" type="checkbox"/>



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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 tag for Patient’s Name & DOB
- Run & Fax the “Pharmacy Fax Policy” Letter from patient’s chart

The screenshot shows a web-based document viewer window titled "Document Viewer". The address bar indicates the document is "Letter_09122015_203154". The document content is a letter from "BLOCK, NATION, CHASE, & SMOLEN FAMILY MEDICINE". The letter text is as follows:

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

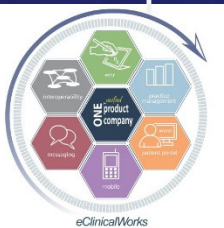
Due to the recent marked increase in the number of computer generated fax requests from all pharmacies, we will no longer respond to them.

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.

The interface includes a toolbar with options like "Section1/1", "Page1/1", "Line1", "Col1", "NUM", "100%", "Number of copies: 1", "Print", "Fax", "Close", "Letter", "PHARM FAX POLICY", "Run Letter(s)", "Pt Hub", "New Appt", "Status", "Alerts", "Copy", "Prev", "Next", and "eMsg".



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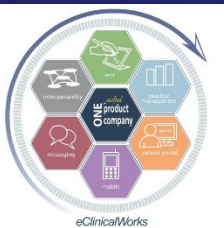
Customize Vacation Coverage RX Workflow – Refill e-scripts for Partners Quick & Easy via “Assign Refill RX” (& reassign scripts received in error)

- Staff can assign refills to covering provider (except EPCS – need TE)
- Caution – Refill Request does not disappear from 1st doc’s list until addressed by 2nd doc

The screenshot shows the ePrescribe Rx interface. The 'Assign Refill To' dropdown menu is open, showing 'Block, Bradley M' as the selected provider. The 'Assign Refill Rx' button is highlighted with a red box. The 'Response' section has radio buttons for 'Approved', 'Denied', 'Approved with Changes', and 'Denied New Rx to Follow'. The 'Refill Details' section shows 'Refills' set to 1 and a grid for PRN refills. The 'Best Matched Prescription' section shows 'Local Edit' checked and a table with drug information.

Drug Name	Medication Prescribed	Medication Dispensed
VALSARTAN/HCTZ	VALSARTAN/HCTZ 320MG/12.5	VALSARTAN/HCTZ 320MG/12.5
Formulation	Tablet	Tablet

Drug Name	Formulation
Diovan HCT	tablet



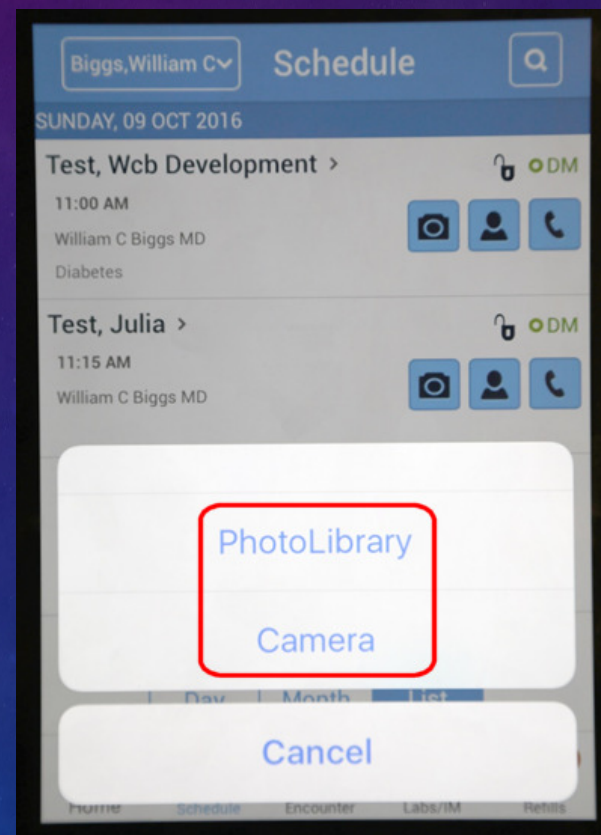
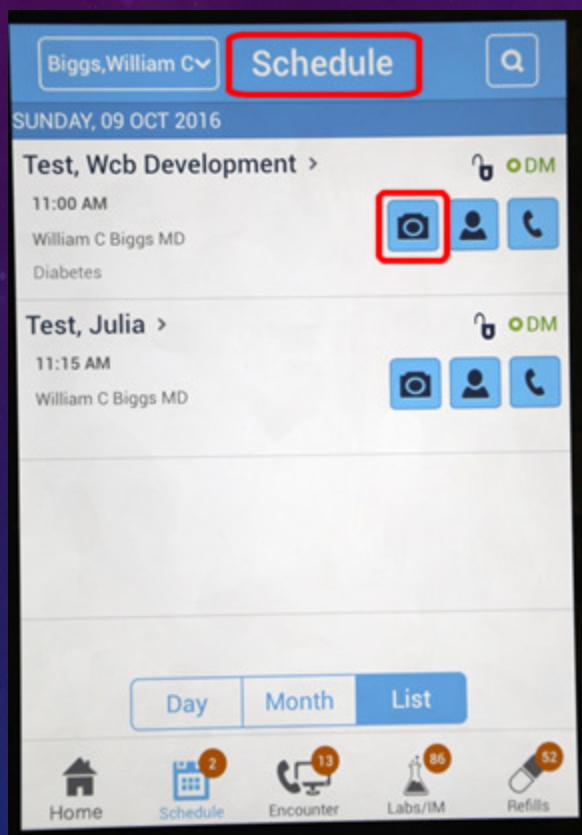
Customize Your Notes Even Further –
Don't Just Document Visits with Words
- One Picture is Worth.....



eClinicalWorks

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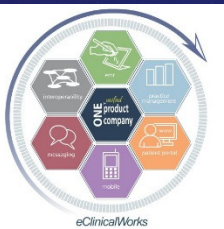
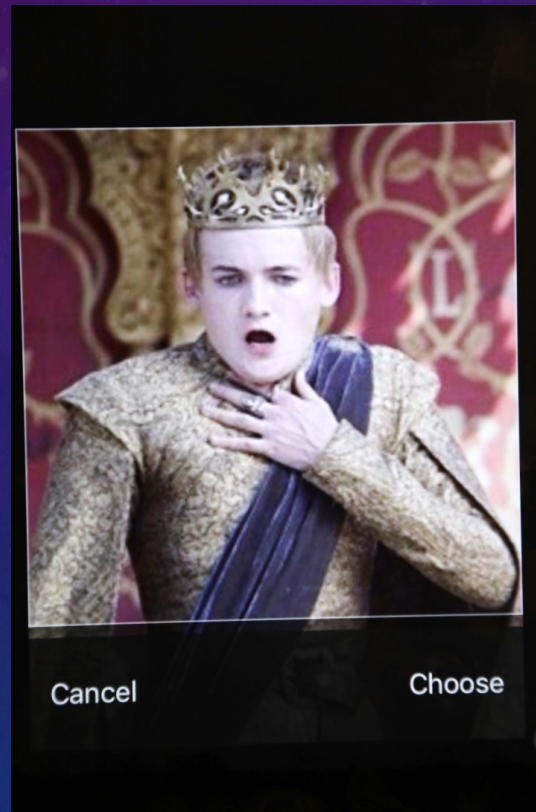
Use eClinicalMobile to Add Photos to Your Visit Notes



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Choose an Award Winning Photo Already Saved on your Phone or Shoot from Camera



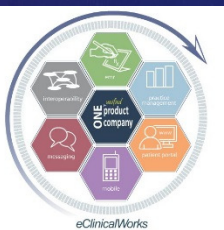
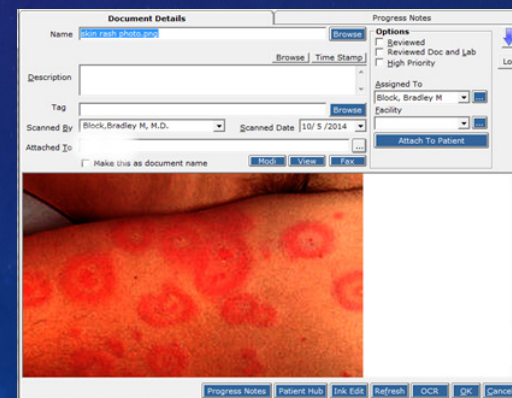
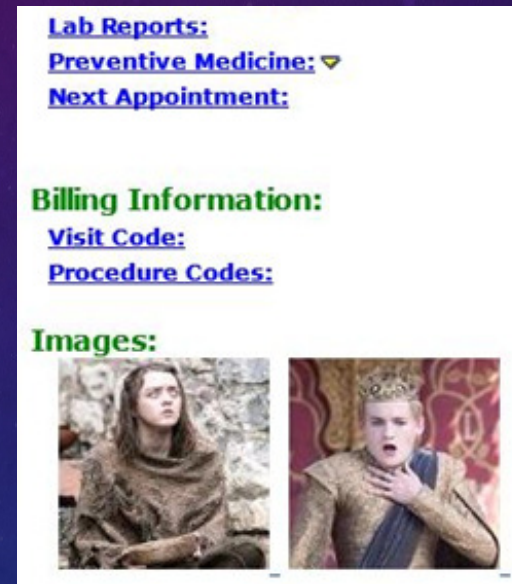
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eClinicalMobile Photos

Automatically Get Inserted Into Visit Note

- Photos are full size at bottom of visit note
- Included when notes are printed or faxed
- Get saved as a Document in Patient Documents Folder



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Yet More Tips for Completing Notes



eClinicalWorks

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Try the New “Orders” Screen to Edit Visit Treatment Notes

- Quickly scroll through Assessments list to find ones missing notes or to update/edit TX “Notes” or “Clinical Notes”
- Pen Icon opens up TX notes screen w/ Browse button

The screenshot displays the eClinicalWorks interface for a patient's medical summary. At the top, there is a navigation bar with links for Medical Summary, Alerts, Labs, DI, Procedures, Growth Chart, Imm/T.Inj, Encounters, Patient Docs, and Flowsheet. Below this is a search bar labeled 'Quick Search' and a dropdown menu for 'SF'. A secondary navigation bar contains 'Progress Notes', 'Scribe', and 'Orders', with the 'Orders' button highlighted by a red box. The main content area lists several medical conditions, each with a description and an 'Add Clinical Notes' button. The 'K21.9 GERD - Gastro-esophageal reflux disease without esophagitis' entry has a blue pen icon next to its notes, which is also highlighted by a red box. Below this entry, there is a red-bordered box containing an 'Add Notes' button with a plus sign and another 'Add Clinical Notes' button. The 'E11.9 Diabetes, Type 2, diabetes mellitus WITHOUT complications' entry also has a red-bordered 'Add Clinical Notes' button. The 'M72.2 Plantar Fasciitis' entry has a standard 'Add Clinical Notes' button.



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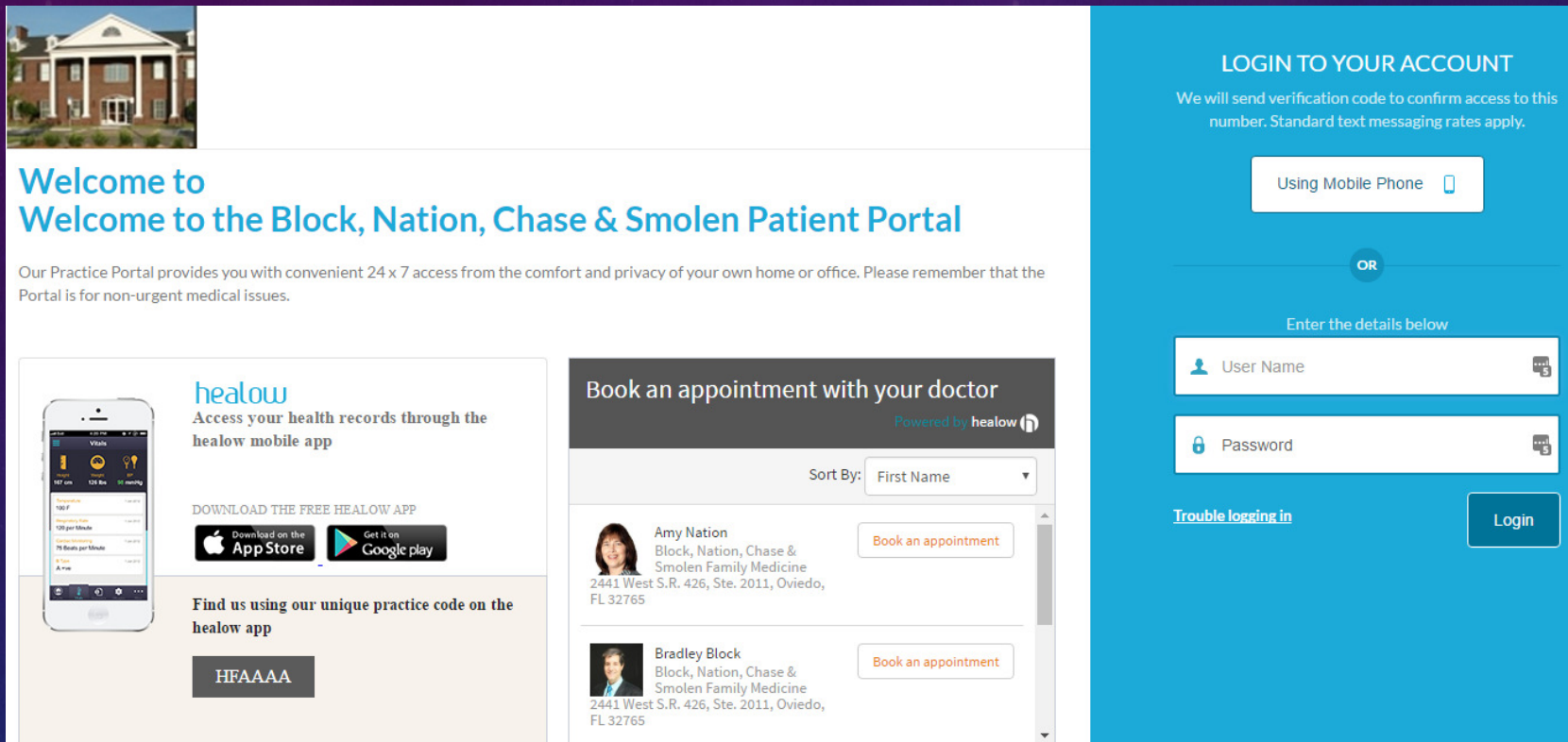
Use Problem List to Update Medical HX on the Fly

- One click copies any DX from Problem List screen to bottom of Med HX screen (& HX item can be edited)
- Has to be performed in an unlocked visit note or in a TE w/ an open virtual visit

Type	Code	SNOMED	Name	Specify	Added On	Modified On	Modified By	Resol
D12.6	428054006		Adenomatous co		10/23/2015	09/23/2016	Block, Brac	
I10			Hypertension, Es		10/23/2015	09/23/2016	Block, Brac	
K21.9			GERD - Gastro-e		10/23/2015	09/23/2016	Block, Brac	
E03.9			Hypothyroidism,		10/23/2015	09/23/2016	Block, Brac	
E78.1			Hypertriglyceride		10/23/2015	09/23/2016	Block, Brac	
M10.9			Gout, unspecifi		10/23/2015	09/23/2016	Block, Brac	
E55.9			Vitamin D deficie		10/23/2015	09/23/2016	Block, Brac	
E27.40	386584007		Adrenal insufficie		10/23/2015	09/23/2016	Block, Brac	
E29.1			Hypoparadism, w/o sympt	Borderli	10/23/2015	09/23/2016	Block, Brac	
G20	425390006		Parkinson's disea		03/24/2016	09/23/2016	Block, Brac	
G47.33			Sleep Apnea, Ob	Good on C	06/09/2016	09/23/2016	Block, Brac	
K59.00			Constipation, un	Severity	08/25/2016	09/23/2016	Block, Brac	



Customize Patient Engagement with the Portal & Healow



Welcome to
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](#)




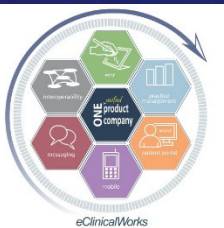
eClinicalWorks

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

Maximize Use of Portal Messages from Patients to Coordinate Care Between Visits

- Have patients send you Blood Sugar or BP or other Logs (manually entered)
- Respond to Patient to adjust care
- Update Med Dosing in RX Screen of Web Encounter

Reason	AssignedTo
Blood Presssure Log	Block, Bradley M
<input checked="" type="checkbox"/> Perform Eligibility Check	
Message	Rx
Labs/DI	Notes
Addendum	Log History
Virtual Visit	
Message  Browse	
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.	
Action Taken	Messenger

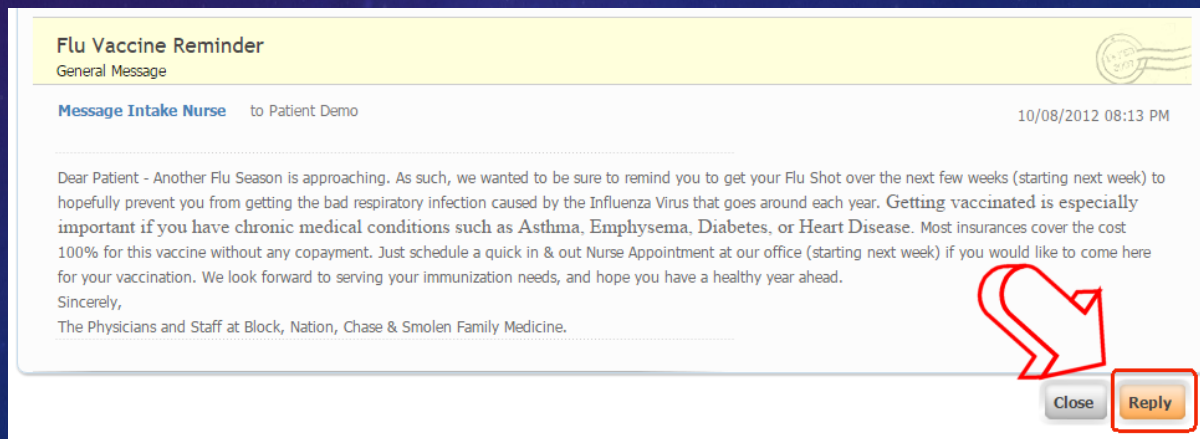


eClinicalWorks

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

Customize Portal Message Workflow to Maximize Use of Portal by Patients

- Turn on Item Key so patients can “Reply” to Web Encounters & Portal Messages
 - Improves efficiency - Avoids callbacks if patients need further clarification or want to provide confirmation
 - Not overused by patients - usually only get replies that would have been phoned in to staff or sent via a new portal message (and a few thank-you’s)



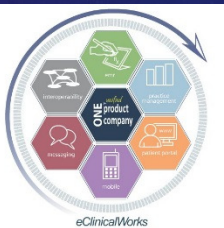
The screenshot shows a patient portal message interface. At the top, there is a yellow header bar with the text "Flu Vaccine Reminder" and "General Message" below it. To the right of the header is a circular icon with a checkmark. Below the header, the sender is identified as "Message Intake Nurse" and the recipient as "to Patient Demo". The date and time are "10/08/2012 08:13 PM". The main body of the message contains a reminder about the flu season, mentioning chronic conditions like Asthma, Emphysema, Diabetes, and Heart Disease. The message is signed "Sincerely, The Physicians and Staff at Block, Nation, Chase & Smolen Family Medicine." At the bottom right of the message, there are two buttons: "Close" and "Reply". A red hand-drawn arrow points to the "Reply" button.



Portal Message “Replies”

- Recognized by “RE:” in Reason
- Original Message appears in “Message” box below new message for easy review (Below dotted line)
- More efficient than a new message

The screenshot displays a web-based interface for managing messages. At the top, there are two dropdown menus: "Reason" and "AssignedTo". The "Reason" dropdown is highlighted with a red box and contains the text "Re:RE:New Refill Request". The "AssignedTo" dropdown contains "Block, Bradley M". Below these is a checked checkbox labeled "Perform Eligibility Check". A row of tabs includes "Message", "Rx", "Labs/DI", "Notes", "Addendum", "Log History", and "Virtual Visit". The "Message" tab is active, showing a text area with the message "Thank you See you Wednesday". Below the message is a dotted line. At the bottom, there is an "Action Taken" section with buttons for "Messenger", "Reply to patient", "Time Stamp", and "Action Take". Below this, it shows "Block,Bradley M, M.D. 09/25/2015 11:26:43 PM >".



Advocating Portal & Healow Benefits Your Office & Your Patients & Improves Satisfaction with Patients

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

Perform Eligibility Check

Message Rx Labs/DI Notes Addendum Log History Virtual Visit

Complaints Browse Check Sp

Message

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

Complaints Browse Check Sp

Message

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.



eClinicalWorks

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

Web Enabled Patient Stats for Patients Seen in Past Year

- Dr Block's own Patients = 95% (newborns-97 yrs)
- Dr Bigg's own Patients = 92%
- Dr Block's Family Medicine Group = 94%
- Dr Bigg's Multi-Specialty Group = 76%



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



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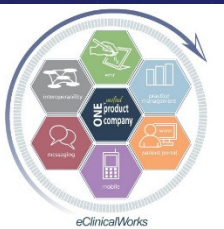
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EVERYONE Is Keeping Score on Us These Days....

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

CAC Quality Data through 3.31.16

Adolescent Well-Care (NS)	Breast CA Som (NS)	Bronchitis, Acute (NS)	CAD	Chlamydia Som (NS)	Diabetes Care (NS)	Diabetes Mellitus	LBP Imaging (NS)	Pharyngitis (NS)
74	59	3	4	17	155	7	9	2
49	33	7	4	11	56	1	7	
9	33	8	3	1	74	4	8	
13	22	17		10	63	1	4	
21	15	14	4	4	59	1	3	
7	36	1	3	2	65	1	1	
23	14	1	2	2	52	3	4	
24	6	3	2	6	48	1	1	
9	21	6	2	3				
72				11			2	
7	14	1	2	2	61			
6	22		5	1	44	1	1	1
67		1		3				
64				6				
11	15	1	2	3	39	1		
54				8				3
47				5				
13	3	5		5			2	
34				5	26	1		3
2	6	3	1	2	31	3		
13	7	2		2	12	1		
30				3				2
1	8		1	2	24		1	
2	5	1			19		4	
10	3	1	1		15			
24				1				1
5	9	1			12	1		
22				5				1
24				3				
9	4			2	8	1		
1	5	2			14	1		
11	3	1		3			1	
13				4				
17				1				
2	4				9			
3	2			3	6			
3	2			1	6			
10				2			2	
13								
8								
10				1				
1	1	3			4	1	2	
1	2			3				
					2			
	3				4			
1								
				1				



eClinicalWorks

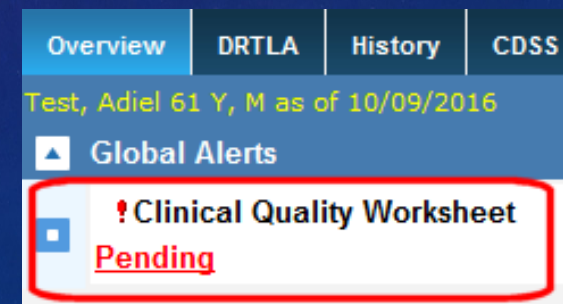
Bradley M. Block, M.D. -- William "Reddy" Biggs, M.D.

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	Last Done	Fq	Due Date	Status	Orders
-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		



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

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

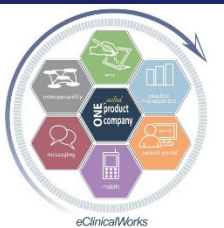
Name	Description	Web Reference
Pneumococcal-23 (Adi	Pneumococcal-23 >80 yrs o	http://www.cdc.gov/v
Pprevnar (#1)	dose 1	
Pprevnar (#2)	dose 2	
Pprevnar (#3)	dose 3	
Pprevnar-13- Pneumoc	Pprevnar-13 at 65 yrs old	http://www.cdc.gov/v
Rotarix - Rotavirus* (Rotavirus #1	
Rotarix - Rotavirus* (Rotavirus #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	http://www.usprevent
-Liquid Pap, CT/GC, w	Paps 21-29 yrs old	https://www.acog.org
-Liquid Pap-And High-f	Paps 30-65 yrs old	https://www.acog.org
-PSA , serum (refriger	-PSA Men 50-70	http://www.aafp.org/

DI Alerts

Name	Description	Web Reference
Colonoscopy	Colonoscopy 50-85 yrs	http://www.aafp.org/
Depression Screening	Depression Screening 11-10	http://www.aafp.org/
DEXA BONE DENSITY	DEXA in Men over 69	http://www.rheumatol
DEXA BONE DENSITY	DEXA in Women over 54	http://www.rheumatol
Mammo SCREENING E	Mammogram Screen 40-75	
Medicare AnnualWelln	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 QOC Lists that providers will be judged on from insurance plans

Performance metrics: Historical information about your practice

(Note: The information below includes data for the following products: MA PFFS and MA PPO members.)

Measure	Numerator (patients with service completed)	Denominator (all patients eligible for service)	Practice 2015 performance	Practice target performance
Breast cancer screening	7	7	100.0%	81 percent or greater
Colorectal cancer screening	31	35	89.0%	65 percent or greater
Comprehensive Diabetes Care- Nephropathy testing	13	14	93.0%	94 percent or greater
High-risk medications in the elderly	1	62	2.0%	7 percent or less
A1c control – diabetes	12	14	86.0%	86 percent or greater



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Use Alerts for 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 A1C	3 months	07/30/2016	6.1	10/30/2016
<input checked="" type="checkbox"/>	Dx (E11)	-Lipid Panel (TChol)	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 & 4	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 & 4	1 year	10/09/2015		10/09/2016
<input checked="" type="checkbox"/>	Dx (I25)	-Lipid Panel (TChol)	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...

R
Registry

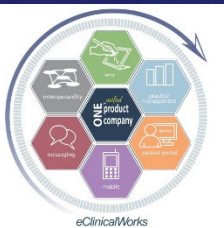
Registry Reports



Example - Use eCW PHQ-9 Smart Form for Depression Screenings

- 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 \$8-\$20 w/ CPT code: 99420 Health Risk Assessment Test (M/C use: G0444 - Annual Depression Screening) – literally covers cost of hourly nursing payroll

	Not at all	Several days
	0	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

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

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



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Retinal Photos Made Easy

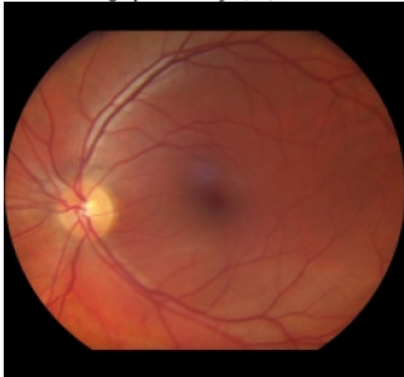
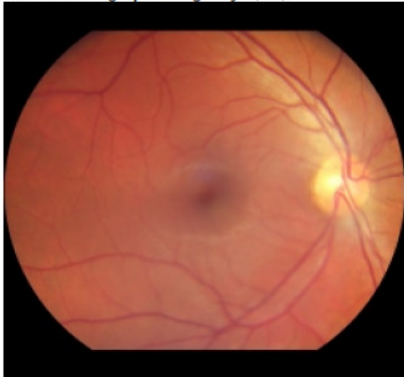
- Photos get uploaded for review by Retinal Specialist
- Download PDF report into patient documents in eCW
- Our cost per photos per patient runs 32-39% of rate reimbursed

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

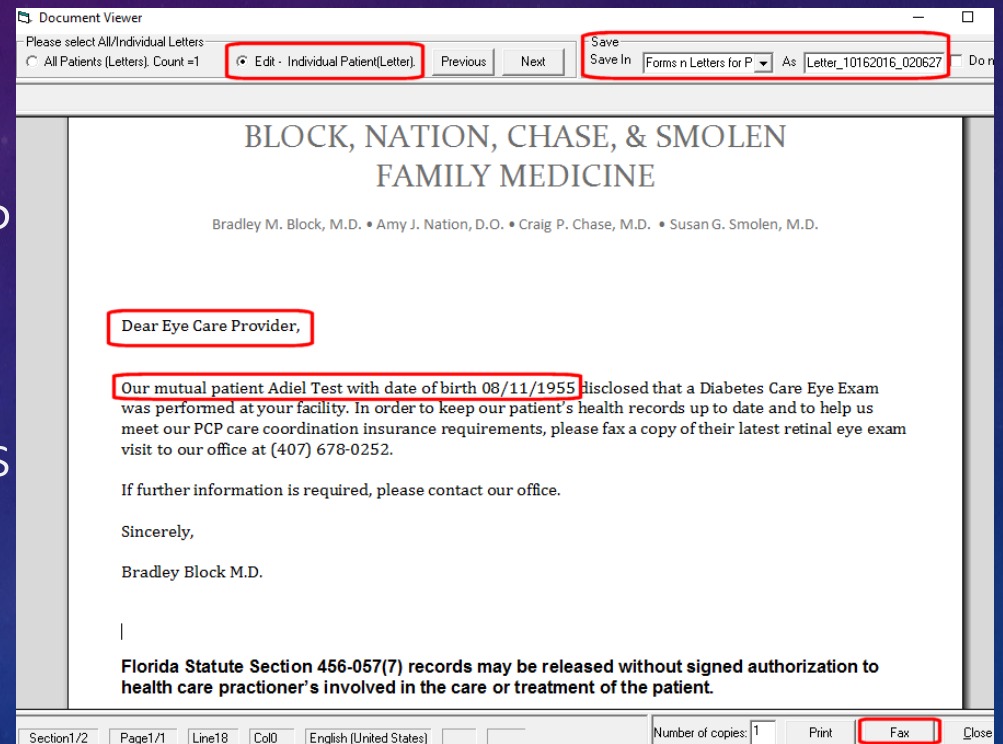


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Use eCW “Letters” to Improve QOC Reporting Efficiency

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

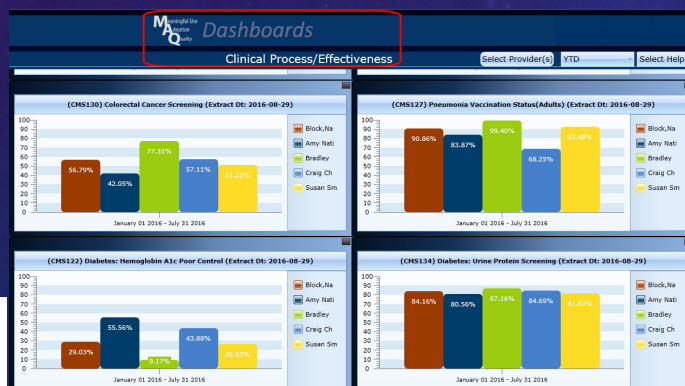


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Bradley M. Block, M.D. -- William “Reddy” Biggs, M.D.

Tips for Alert Success

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



Admin
Practice
CCMR
Registry
Patient Recall
Lookup Encount...
Registry
Registry Reports
Quality Measures

QualityMeasures

Run Date: 10/08/2016

Measure Dictionary: Quality Measures

Measure Name: (359-CM)A1C testing

Select Provider: ALL

Reporting Interval: Half Yearly

Reporting End Date: 09/30/2016

Reporting Begin Date: 03/30/2016

Exclusions

Submit Clear

Cross Tabs: Facility PCP PCG Insurance Race/Ethnicity Refine Export

Quality Measure Reports

Numerator: Number of patients in deno recorded during the past 6 reporting period

Denominator: Number of unique patients with diabetes

To generate quality measure specific date range. To migrate Range) or go to Registry band

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

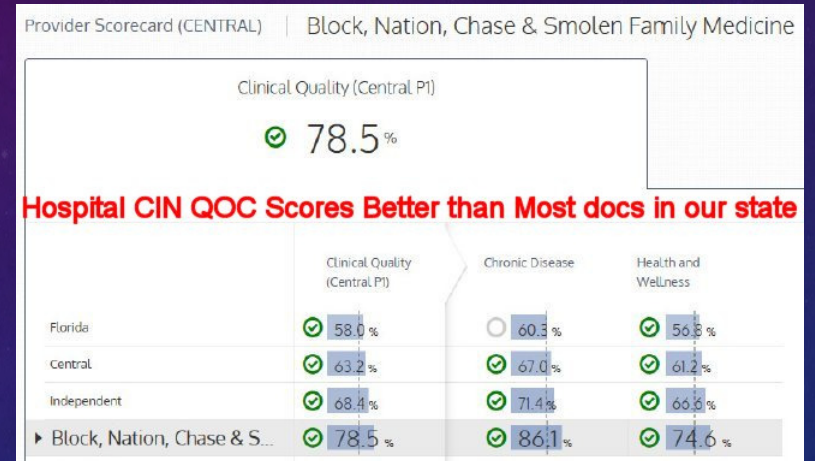


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Alerts Pay Off

- Dr Block's Practice:
 - #1 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)



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Patient Safety Protocols



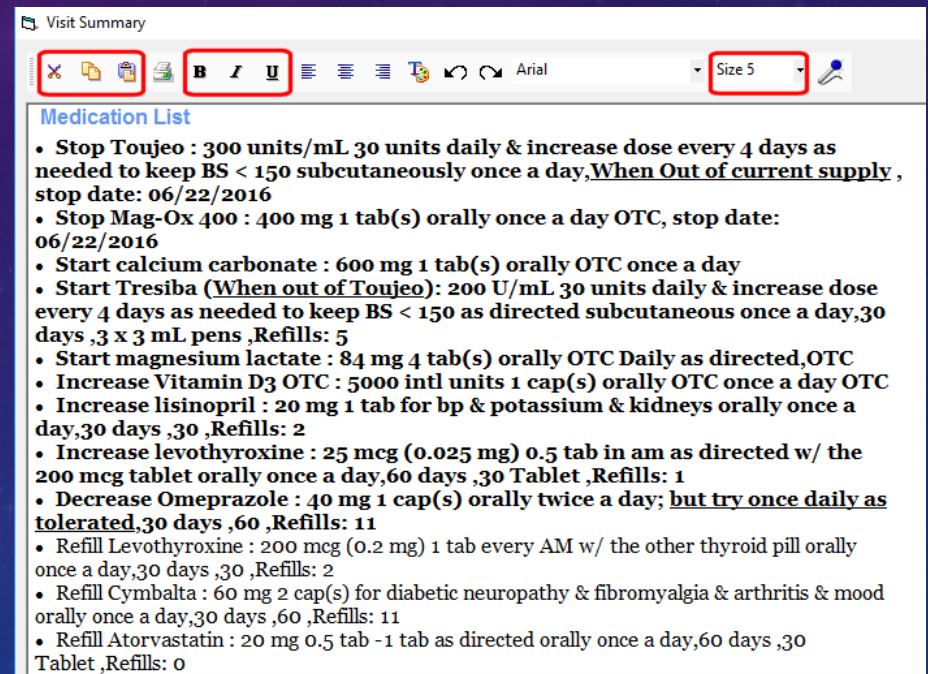
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Reduce Patient Medication Errors & Improve Compliance

– Customize & Use Visit Summaries

- Print VS for complex med lists, med changes, & espec for pts w/ poor medical comprehension
- Use editing options - Bold, Underline, Font Size, manually type in or copy/paste comments to emphasize important information
- Customize VS to make EASIER TO READ for seniors – ask eCW support to change default Font Size to “3” for all Meds in both Med Listings



Visit Summary

Medication List

- Stop Toujeo : 300 units/mL 30 units daily & increase dose every 4 days as needed to keep BS < 150 subcutaneously once a day, When Out of current supply , stop date: 06/22/2016
- Stop Mag-Ox 400 : 400 mg 1 tab(s) orally once a day OTC, stop date: 06/22/2016
- Start calcium carbonate : 600 mg 1 tab(s) orally OTC once a day
- Start Tresiba (When out of Toujeo): 200 U/mL 30 units daily & increase dose every 4 days as needed to keep BS < 150 as directed subcutaneous once a day, 30 days ,3 x 3 mL pens ,Refills: 5
- Start magnesium lactate : 84 mg 4 tab(s) orally OTC Daily as directed, OTC
- Increase Vitamin D3 OTC : 5000 intl units 1 cap(s) orally OTC once a day OTC
- Increase lisinopril : 20 mg 1 tab for bp & potassium & kidneys orally once a day, 30 days ,30 ,Refills: 2
- Increase levothyroxine : 25 mcg (0.025 mg) 0.5 tab in am as directed w/ the 200 mcg tablet orally once a day, 60 days ,30 Tablet ,Refills: 1
- Decrease Omeprazole : 40 mg 1 cap(s) orally twice a day; but try once daily as tolerated, 30 days ,60 ,Refills: 11
- Refill Levothyroxine : 200 mcg (0.2 mg) 1 tab every AM w/ the other thyroid pill orally once a day, 30 days ,30 ,Refills: 2
- Refill Cymbalta : 60 mg 2 cap(s) for diabetic neuropathy & fibromyalgia & arthritis & mood orally once a day, 30 days ,60 ,Refills: 11
- Refill Atorvastatin : 20 mg 0.5 tab -1 tab as directed orally once a day, 60 days ,30 Tablet ,Refills: 0



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Provide Patients Important Medication Warnings with RX Education

- Don't rely on patients remembering everything you tell them - Print RX Education for them
- Circle (by hand) important items on the print out
- Use Browse button Macro to insert chart documentation if desired

alendronate
Pronunciation: a LEN dro nate
Brand: Binosto, Fosamax

What is the most important information I should know about alendronate?

- You should not take alendronate if you have low levels of calcium in your blood (hypocalcemia), or a problem with the movement of muscles in your esophagus.
- **Do not take an alendronate tablet if you cannot sit upright or stand for at least 30 minutes.** Alendronate can cause serious problems in the stomach or esophagus (the tube that connects your mouth and stomach). You will need to stay upright for at least 30 minutes after taking this medication.

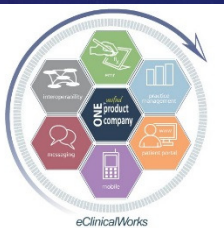
What is alendronate?

- Alendronate is in the group of medicines called bisphosphonates (bis FOS fo nayts). It alters the cycle of bone formation and breakdown in the body. Alendronate slows bone loss while increasing bone mass, which may prevent bone fractures.
- Alendronate is used in men and women to treat or prevent osteoporosis that is caused by menopause or by taking steroids. Alendronate is also used to increase bone mass in men who have osteoporosis, and to treat Paget's disease of bone in men and women.
- Alendronate may also be used for purposes not listed in this medication guide.

What should I discuss with my healthcare provider before taking alendronate?

- You should not take alendronate if you are allergic to it, or if you have low levels of calcium in your blood (hypocalcemia), or a problem with the movement of muscles in your esophagus.
- **Do not take an alendronate tablet if you cannot sit upright or stand for at least 30 minutes.** Alendronate can cause serious problems in the stomach or esophagus (the tube that connects your mouth and stomach). You will need to stay upright for at least 30 minutes after taking this medication.
- To make sure alendronate is safe for you, tell your doctor if you have:
 - trouble swallowing;
 - a vitamin D deficiency;
 - a dental problem;

Print Preview... **Print...** Close



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KeyWords Find Delimiter , Spell check Clear

RX Education handout provided to pt
RX Education materials including drug warn

Pt provided with RX Education materials including drug warnings, interactions, and potential side effects.

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Identify Patients on Potentially Dangerous Meds

- Subscribe to FDA & Medscape News email Alerts
- Use Registry “Current Medication” search to find patients on meds with new FDA warnings & meds taken off market
- Send Message directly to patients, Letters to mail, or Print lists for staff

The screenshot shows the eClinicalWorks Registry interface. The 'Registry' tab is selected. The search filters are set to 'Drug Names' with 'Onglyza, Onglyza, Kombiglyze X' selected. The 'Prescribed As Of Date' is set to '9/17/2016' and 'Current Medication As Of Today' is selected. The patient list below shows columns for Patient Name, DOB, Sex, Age, Tel. No, and Acc #. The 'Run Letter' button is highlighted in red, and the 'Messenger' button is also highlighted in red.

✓	Patient Name	DOB	Sex	Age	Tel. No	Acc #
W			m	47Y		11823
W			f	61Y		84920
W			f	71Y		79053
W			f	56Y		82877
W			f	50Y		12849
W			m	54Y		81983
W			m	52Y		85240
W			f	65Y		12330
W			m	62Y		85481
W			m	79Y		73757
W			m	62Y		76284
W			f	68Y		81762

Demographics :: Sex=Both AND AND Show =All
Encounters :: From Date >= 09/18/2014 AND To Date <= 09/17/2016 AND Mode=Facility AND VisitType=ALL
Rx :: Onglyza OR Onglyza OR Kombiglyze XR OR Oseni OR Oseni OR Kazano OR Nesina AND Current Medication as of today

Letter [] ... Run Letter < Prev Next > 1-12 of 12 records Clear Search Analyze Data
100 Patient Hub New Appointment Copy Flowsheet Exclude from Search Release Lock Send eMessage Enrollment Request Messenger



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Keep All Medication Allergies in Structured Format

- Structured Format Necessary for Allergy Alerts to function properly
- Train All Staff & Providers - Only use “Structured” choices, AND FIX ALL “Non-Structured” Allergies in chart

Past Medical History (Demo, Patient M - 09/17/2016 09:30 PM, O.V.)

Pt. Info Encounter Physical Hub

Medical Hx Keyword ICD PMHx Add Remove Pregnant BreastFeeding Hx Verified

No	History	ICD Code	PL
1	Diabetes Mellitus Type 2		
2	HTN		
3	Asthma, moderate, persistent		

Allergies Browse Rx... Add Remove Allergy Log N.K.D.A Allergies Verified

Structured/Non	Agent/Substance	Reaction	Type	Status
Structured	penicillin	ANAPHYLAXIS	Allergy	Active
Non Structured	Keflex	Hives	Allergy	Active
Structured	Lipitor	Elevated Liver Enzym	Contraindication	Active
Structured	SHELLFISH	ANAPHYLAXIS	Allergy	Active

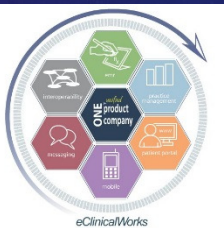
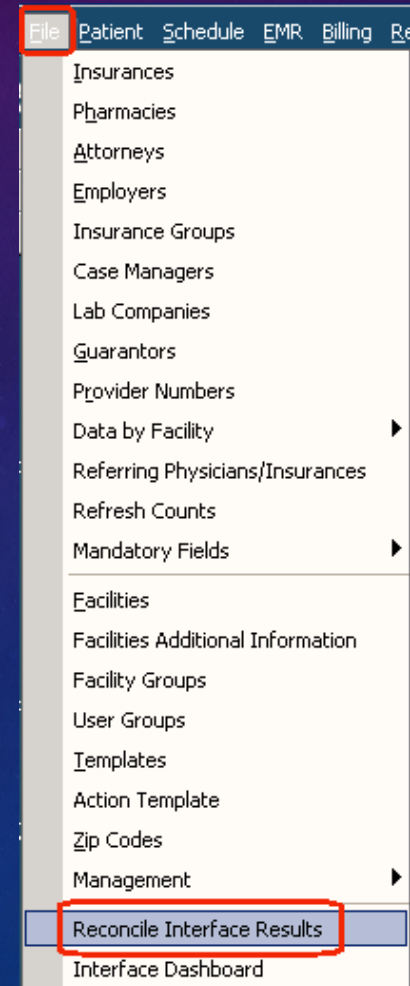


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Don't Let Failed Interface Results Go MIA & Without Review

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



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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

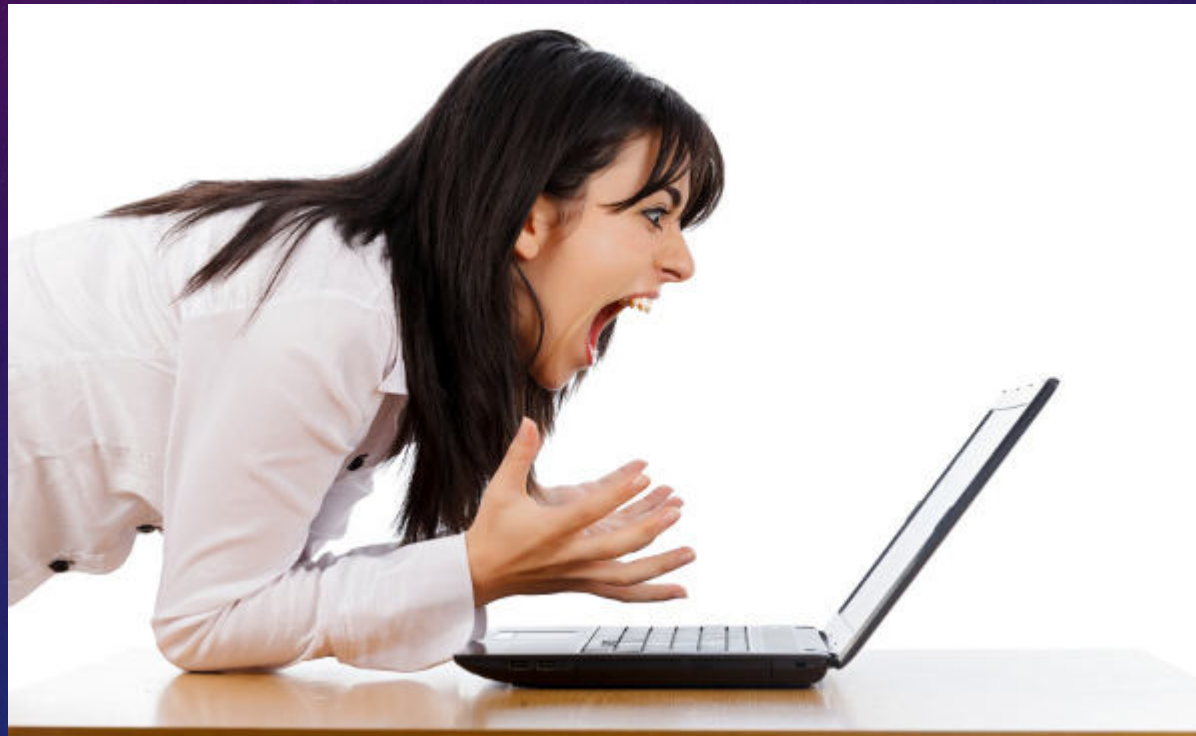
... | Cir | Provider All ... | Facility All

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:					
Patient M Demo 2441 W SR 426 #2011 OVIEDO FL 32765-4515			THIS IS A STATEMENT OF SERVICES RENDERED BY PHYSICIAN(S) WHO ARE MEMBERS OF: 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.			MAKE CHECK PAYABLE TO:	Block, Nation, Chase & Smolen Family Medicine	
IMPORTANT MESSAGE REGARDING YOUR ACCOUNT					

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 # [input field]

CW What is CW? [input field]

Expiration 5 2016

Amount in USD 112.00

Email docblockmd@yahoo.com



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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

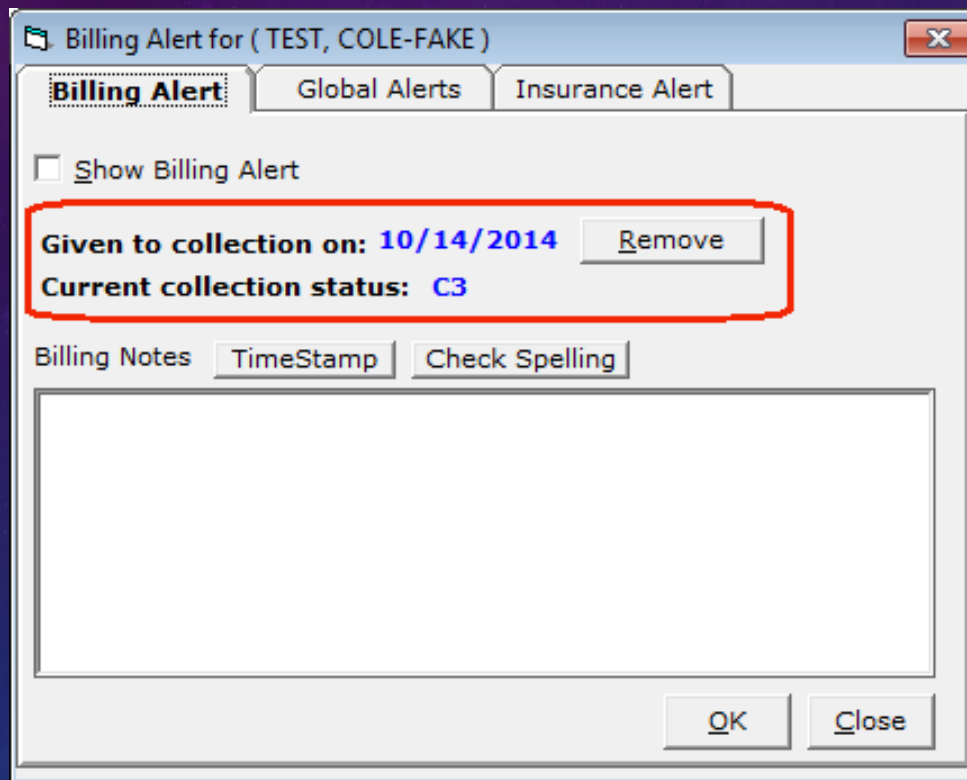
- Add Patient Payment
- Patient Account Inquiry
- Print Patient Statement
- Print ePatient Statement
- Remove From Collection
- Move To Different Collection Cycle
- Upload START File To TransWorld Collection Agency**
- Upload STOP File To TransWorld Collection Agency
- Generate Collection Details For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

25 < Prev Next > 1-5 of 5 records

Records: 5, Page Balance: \$561.70

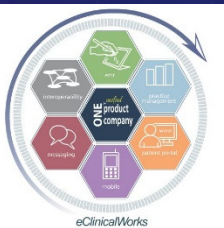


Collection Agency Interface Automatically Creates Billing Alerts



Take Home Message

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

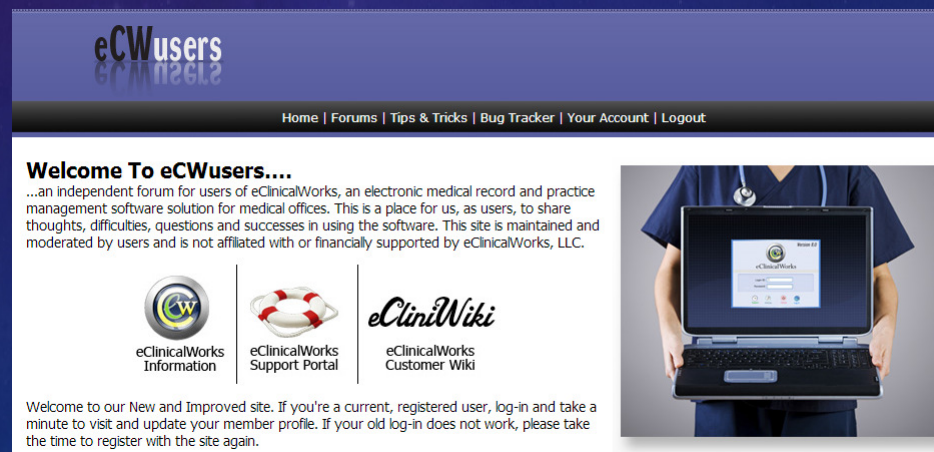


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Your Assignment and Thoughts for Moving Your Practice Forward


- 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, MU, Portal, IT, eClinicalTouch...





eCWusers

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

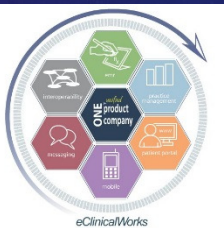
Welcome To eCWusers....
...an independent forum for users of eClinicalWorks, an electronic medical record and practice management software solution for medical offices. This is a place for us, as users, to share thoughts, difficulties, questions and successes in using the software. This site is maintained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

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 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.



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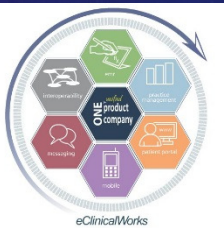
Questions?

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



- For copy of our current & past presentations & Dr Bigg’s Pharmacy Fax Letter go to:

<http://blockandnation.com/blockandbiggs>



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