

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

- Block & Biggs Road Show

- For copy of presentation go to:

[www.BlockAndNation.com/BlockAndBiggs](http://www.BlockAndNation.com/BlockAndBiggs)



**eClinicalWorks**

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

# 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 14 years
- William “Reddy” Biggs, M.D., FACE, ECNU
  - Endocrinologist in independently owned, forty-five provider Internal Medicine Multi-Specialty group in Amarillo, Texas
  - eCW User for 12 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
  - No Financial Incentives for anything we present



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# Goal of Our Talk – Provide Beneficial Ideas You Can Implement Using Tools Available Through eCW

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

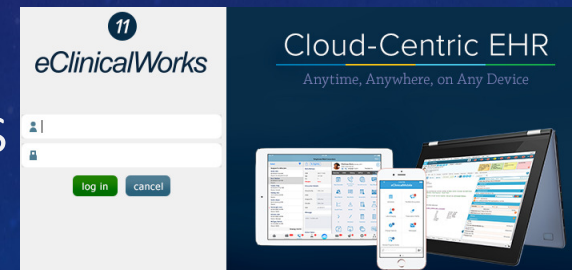


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# Overview of Our Presentation

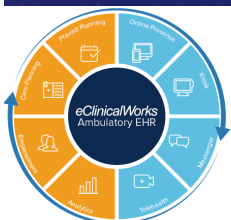
- Full Hour of Tips, Tricks & Examples
  - Mostly for Medical Providers but include Front Office & Billing
- Lots of new ideas & some from last year
- Make Note of at least 3-5 Things Presented
- Question & Answer Session at the End
  - We'll stay after as long as it takes
  - We have slides from old presentations
  - Make notes so you don't forget!



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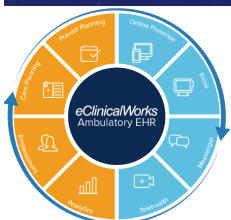
# Our Theme: Customize Your Daily Workflow in eCW



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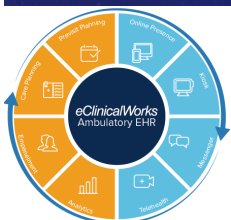
# Front Office & Mid Office of the Past



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# Front Office & Mid Office of the Future

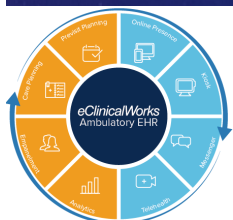


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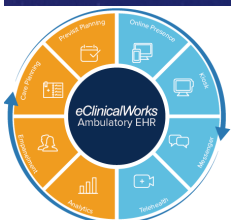
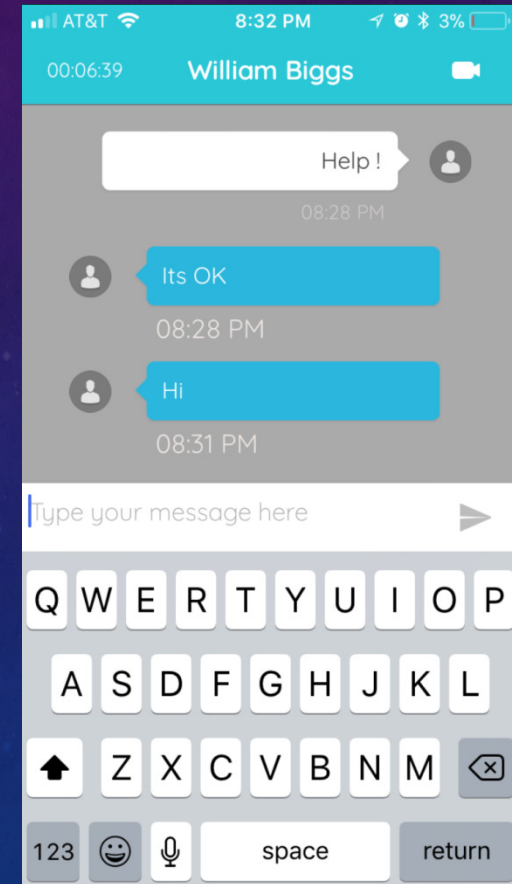
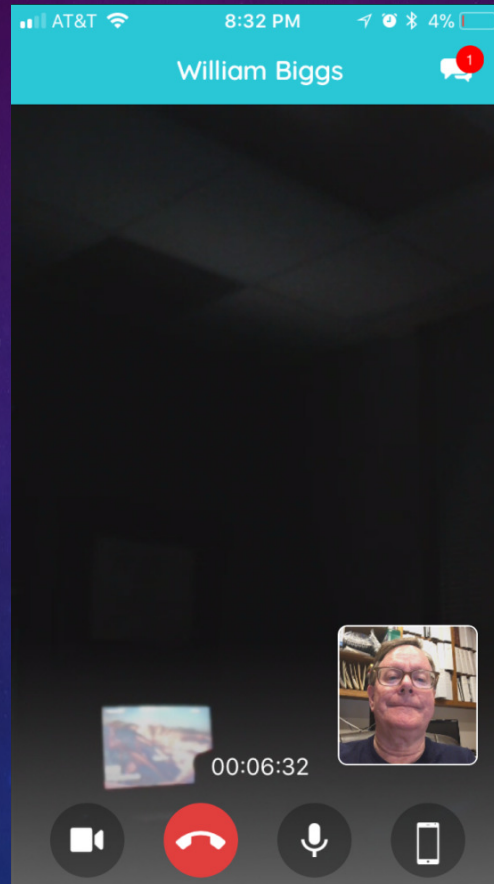
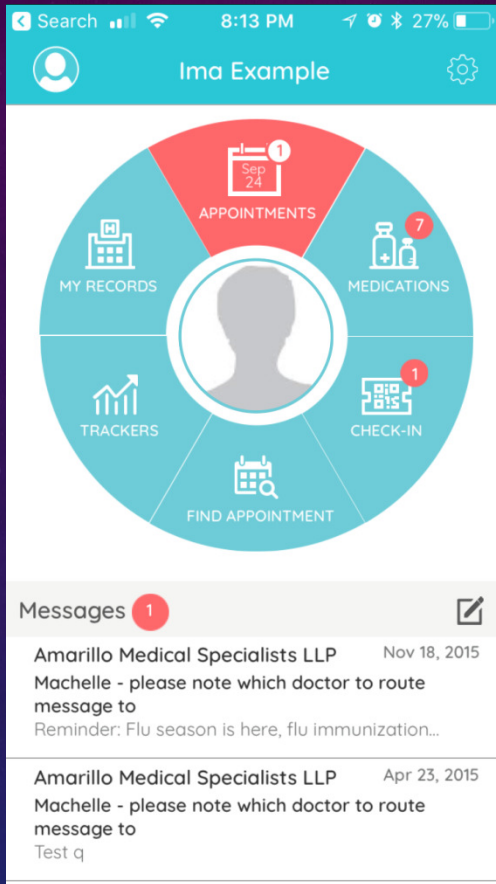
# Customize Your Patient Interactions - TeleVisits are Calling for You



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# TeleVisits - A Healow Perspective



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# TeleVisits – Ready, Set, Go

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

Facility sel < 09/24/2017 >

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

TeleVisit - [REDACTED], 60 Y, female

TeleVisit

**Start TeleVisit**

Questionnaire Vitals

All submitted Intake Forms have been reviewed for this patient.



# Telehealth Visits in Action

The screenshot displays a telehealth interface. On the left, a patient's medical history is visible, including a table for Interim History (ACD) with columns for c/o, denial, Symptom, Duration, and Notes. The notes section at the bottom contains the text: "I am typing here just like I normally do with an in office visit." On the right, a video window shows a patient with glasses and a red top. Below the video, there are controls for a questionnaire and vitals.

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



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# This is New - Make a Handout for Patients

## Amarillo Medical Specialists, LLP

1215 S. Coulter Street  
Amarillo, Texas 79106

### Welcome to TeleHealth !

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

#### BEFORE YOU START

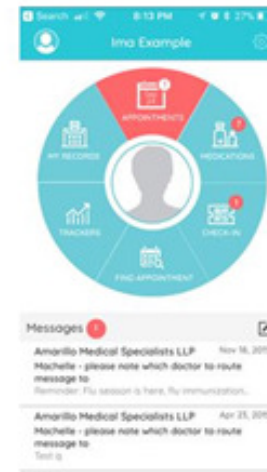
- 1) **Verify** that you can use your Healow app to connect to our patient portal. Can you see your labs, and your appointments?
- 2) **Check** to see if the TeleVisit appointment is on your list. It will say 'Televisit' toward the right. If you tap Televisit, you can choose to set a reminder 1 hour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

#### STARTING THE VISIT

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

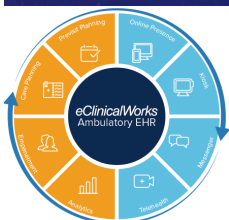
AMS Telehealth Visit Instructions v0.9

09/24/2017



**Copy of this  
available on  
our website**

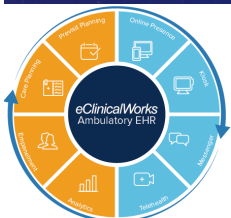
- 8) You should see the today's visit. Tap on the icon of a TV camera where it says Televisit. You will then see 'Appointment Details' at the top. At the **BOTTOM**, there is an orange band where you can tap "Start Televisit". Tap there when you are all ready to start.



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# Ideas to Improve Your Workflow



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# Order Sets:

## Not Just for Documentation & Orders – Use for TX Plan Algorithms

- Great Option for Providing Medical Evidence Based & Nationally Standardized TX Protocols & Algorithms
- Example – Pulmonary Nodule Order Set - Includes national standardized recommendations for follow up based on multiple criteria parameters
- Add OS TX notes & test orders as applicable

**ORDER SET:** Pulmonary Nodule

**DIAGNOSES (TRIGGER):** 1st

**DIAGNOSES (LINKED):**

**AGE (TRIGGER):** All Age

**GENDER (TRIGGER):** Unknown

Hernia, Umbilical without obs...

XRAY CHEST 2 VIEWS (PALA...

Procedures

Immunizations

Physician Education

PDF Fleischner Society Recommendations

WEB REFERENCE  
<http://www.med.umich.edu/rad>

Letters

Notes

8.50 x 11.00 in <

**3rd PDF** Fleischner Society Recommendations  
Incidental Pulmonary Nodule Follow-up

**2nd**

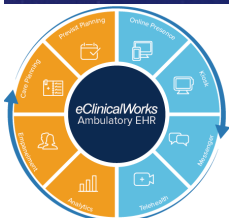
**4th**

**Recommendations for Follow-up and Management of Nodules Smaller than 8 mm Detected Incidentally at Nonscreening CT**

Nodule Size (mm)*	Low-Risk Patient <sup>†</sup>	High-Risk Patient <sup>‡</sup>
≤4	No follow-up needed <sup>§</sup>	Follow-up CT at 12 mo; if unchanged, no further follow-up <sup>¶</sup>
>4–6	Follow-up CT at 12 mo; if unchanged, no further follow-up <sup>¶</sup>	Initial follow-up CT at 6–12 mo then at 18–24 mo if no change <sup>¶</sup>
>6–8	Initial follow-up CT at 6–12 mo then at 18–24 mo if no change	Initial follow-up CT at 3–6 mo then at 9–12 and 24 mo if no change
>8	Follow-up CT at around 3, 9, and 24 mo, dynamic contrast-enhanced CT, PET, and/or biopsy	Same as for low-risk patient

Note.—Newly detected indeterminate nodule in persons 35 years of age or older.  
 \* Average of length and width.  
 † Minimal or absent history of smoking and of other known risk factors.  
 ‡ History of smoking or of other known risk factors.  
 § The risk of malignancy in this category (<1%) is substantially less than that in a baseline CT scan of an asymptomatic smoker.  
 ¶ Nonsolid (ground-glass) or partly solid nodules may require longer follow-up to exclude indolent adenocarcinoma.

Counseling done on probable etiologies, potential testing, & potential treatment options. Will follow up on patients pulm nodule(s) with follow up CT of Chest as per national standardized F through the 12 to 24 month mark as applicable and as recommended (or possibly no further follow up CT scans at this time depending on pts current risk status and point in time since initial or other new pulmonary symptoms that might warrant a more aggressive follow up & evaluation strategy



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# Templates:

## Not Just for Documentation & Orders – Use for TX Plan Safety Reminders

- Example – Eliquis Anticoagulant TX Template
- Inserts TX notes regarding care
- Most Helpful – Includes criteria for when dosage needs to be adjusted to avoid bad outcomes – no more having to look up PDR info regarding approp dosage
- Carry TX notes forward at F/U visits as continued reminders

### Assessment:

#### Assessment: ▼

- Long term ANTICOAGULANT use (current) - Z79.01 (Primary)

### Plan:

#### Treatment:

##### Long term ANTICOAGULANT use (current)

Start Eliquis tablet, 5 mg, 1 tab(s) for blood thinner, orally, 2 times a day, 30 day(s), 60, Refills 11

Notes: continue current anticoagulant therapy and educated on Pradaxa or Xarelto or Eliquis therapy as appropriate,, call if signs or symptoms of active bleeding or bruising problem, .Counseling done on risks/benefits/ advantages of patient's therapies & treatment options., Counseling done on probable etiologies, potential testing, & potential treatment options., Avoid all NSAID's OTC or prescription. Will use Eliquis b/c of better M&M risk reduction data versus other anti-coagulants. If on Eliquis, will monitor for 2 out of 3 criteria that warrants low dose therapy including age of 80 years old or older, body weight of 60 kg (132 lbs) or less, and/or serum creatinine of 1.5 or higher, Pt provided with RX Education materials including drug warnings, interactions, and potential side effects..



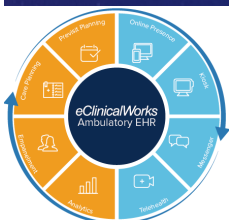


# Take a Ride on the Tracking Board (Chrome only) (v11)

- Patients dynamically appear and disappear as they come in

The screenshot displays the eClinicalWorks Tracking Board interface. At the top, there are navigation tabs for 'Waiting Room 66', 'My Patients 10', 'All Active List 293', and 'Discharge List 218'. Below these are search filters for 'Provider', 'Facility', and 'Visit Status'. A toolbar includes buttons for 'Filter', 'Update Visit', and 'New Visit'. The main area is a table with the following columns: ARRIVAL TIME, PATIENT NAME, REASON FOR VISIT, PROVIDER, FACILITY, VITALS, TIME IN CLINIC, VISIT STATUS, ROOM, ALERTS, and NOTES. The table contains several rows of patient data, with one row highlighted in orange. At the bottom, there is a legend for visit status (Ordered, Collected, Received, Reviewed) and a pagination bar showing 'Total Counts : 293' and 'Page 4 of 27'.

ARRIVAL TIME	PATIENT NAME	REASON FOR VISIT	PROVIDER	FACILITY	VITALS	TIME IN CLINIC	VISIT STATUS	ROOM	ALERTS	NOTES
11:05 AM		LOSS OF VOICE C...	Peterson, George M	Amarillo Med Spe...	BMI:30.30 index	00 h 48 m	ARR	5		
11:05 AM		RASH SORE THRO...	Mendoza, Fatima R	Alan W Keister MD		00 h 48 m	ARR			
11:05 AM		Weight loss	Bradford, Ako D	Ako D Bradford M...	BP:144/82 mm Hg,H	00 h 48 m	ARR	1		
11:06 AM			Keister, Alan W	Alan W Keister MD		00 h 47 m	ARR			
11:10 AM		OV 6 MONTH FOL...	Plata, Carlos A	Carlos Plata MD		00 h 43 m	ARR	1		
11:10 AM		follow up	Sahad, Jesus N	Jesus N Sahad MD		00 h 43 m	ARR			
11:10 AM		follow up	Sahad, Jesus N	Jesus N Sahad MD		00 h 43 m	ARR			
11:14 AM			Buchanan, Tommie J	Janet Schwartzzen...		00 h 39 m	ARR			
11:17 AM			Keister, Alan W	Alan W Keister MD		00 h 36 m	ARR			
11:17 AM		1 WEEK FOLLOW...	Keister, Alan W	Alan W Keister MD		00 h 36 m	ARR			
11:20 AM			Rodriguez, Pablo S	Pablo Rodriguez ...		00 h 33 m	ARR			








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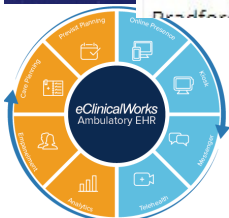
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# Tracking Board Experience

- Change visit status, provider, & room
- Can review lab & xray orders and eRx from here.
- Nurses / MA's should love this

PROVIDER	FACILITY	VITALS	TIME IN CLINIC	VISIT STATUS	ROOM	ALERTS	
Bradford, Ako D	Ako D Bradford M...	BP:145/89 mm Hg,B	03 h 21 m	ARR <span style="color:yellow">■</span>			
Keister, Alan W	Amarillo Med Spe...		03 h 01 m	ARR <span style="color:yellow">■</span>			
Wright, Virginia	Carlos Plata MD	BP:142/70 mm Hg,B	02 h 50 m	ARR <span style="color:yellow">■</span>	7		Rx 10 
Do, Nam	Nam H Do, MD	BMI:31.67 index	02 h 18 m	ARR <span style="color:yellow">■</span>			Rx 18
Rodriguez, Pablo S	Pablo Rodriguez ...		02 h				
Neese, Susan L	Amarillo Med Spe...		02 h				
Keister, Alan W	Alan W Keister MD		01 h				
McNeil, Kathryn E	Kathryn McNeil MD		01 h				
Naguib, Tarek H	Tarek Naguib MD		01 h				
Naguib, Tarek H	Tarek Naguib MD	BMI:30.85 index	01 h				
Bradford, Ako D	Ako D Bradford M...		01 h 25 m	ARR <span style="color:yellow">■</span>			

CANCEL (CANCELLED)  
 CHK (Check Out)  
 CI/LA (Check-in/Late A...  
 Conf (Appt Confirmed)  
 CONFPHONE (Voice)  
 CONFSMS (TEXT)  
 Exam (Exam Room)  
 FAILEDMSG (Voice)  
 LAB (Lab)



# Nicknames (v11) - Quick Fix Needed in Patient Demographics After v11 Upgrade

- Demographics “Misc Info” “NickName” Box No Longer Functions in v11
- V11 Uses New “Preferred Name” box to display Nicknames/Preferred Names – but new box triggers name to appear in lots more places in eCW
- Support can run database query to copy all Nicknames from Misc Info NickName box to new Preferred Name box

Responsible Party\* Select | Set Emergency Contact

Miscellaneous Information

Patient Miscellaneous Information

Name	Value
Advanced Directive (L.W.)	Y
DRIVE LICENSE	
HIPAA	Y
Nature of Business	
Nature of Business	
NickName	Star-Lord
patient Cell Phone	321 123 4567
Previously Rendered Treatment	
Previously Rendered Treatment	
Prior Last Name	
pt cellphone referrals	

New Update Delete OK

Show tag associations

Additional Info Alert Misc Info Options

Demographic NickNames in Misc Info from old versions No Longer Appear in eCW

Patient Information (Demo, Patient M)

Personal Info

Account No 70248 Prefix

Last Name\* Demo Suffix Ref

First Name\* Patient MI M Ren Prim

Previous Name Preferred Name

Address Line 1 2441 W SR 426

Address Line 2 STE 2011

City OVIEDO Validate

State FL Zip 32765-4 Country

Home Phone\* Cell No

Work Phone Ext

(statements will be addressed to responsible party)

Responsible Party\* Select | Set Emergency Contact

After v11 Upgrade

Demo, Patient, M,(Star-Lord) Info Home: 40 Work: 40

Patient Information (Demo, Patient M, ( Star-Lord ))

Personal Info

Account No 70248 Prefix

Last Name\* Demo Suffix Ref

First Name\* Patient MI M Ren Prim

Previous Name Preferred Name Star-Lord

Address Line 1 2441 W SR 426

Address Line 2 STE 2011

City OVIEDO Validate

State FL Zip 32765-4 Country

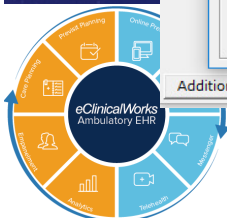
Home Phone\* Cell No

Work Phone Ext

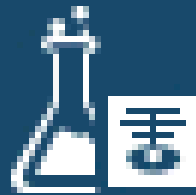
(statements will be addressed to responsible party)

Responsible Party\* Select | Set Emergency Contact

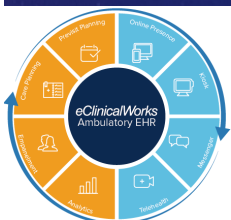
After Support Copied Over Nicknames



# Customize Lab & DI Workflow for Optimal Results



Labs/Imaging



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

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

**Copy And Merge Templates**

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

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

Find [ ] Contains [ ] Go  
Facility All

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

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

< Prev Next >

Add As Favorite Merge Template Close



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# When Choosing New Tests to Order in the Test Order Screen – Get Quick Refresher for Past Testing via “Hx” Button - Link for Labs, DI, & Procedures

Manage Orders

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

Assessments Prev Dx Add

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

Lab Company: All

Order Name Lab Companies

Order Date: 10/02/2016

Today's Orders

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

Quick Transmit Quick Print ABN Add Standing Orders

Manage Orders

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

Assessments Prev Dx Add

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

Lab Company: All

Lab: Lab Category: All

LAB CATEGORIES

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

Quick Transmit Quick Print ABN Add Standing Orders



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# Just the Right Medicine to Customize Your Rx Workflow



Prescriptions



ePrescriptions



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# Tired of Searching for Those Complex Generic Combination Drug Names When Selecting an RX – Find & Prescribe Faster!

- Generic combination meds often listed backwards compared to norm (or listed with unusual abbreviations)
- Examples - pain meds containing acetaminophen or BP meds with hydrochlorothiazide
- TRY: Search for the brand name, then click on “Generic Equivalent” blue link at the bottom of the screen to jump to the desired med

The screenshot shows the 'Add New Rx' form with 'MultumRx' selected in the 'Type' dropdown and 'Fioricet' entered in the 'Find' field. Below the search field is a table with columns 'D', 'F', 'Drug Name', 'Strength', and 'Form.'. The first row shows 'Fioricet' with a strength of '300 mg-50 r' and form 'cap'. At the bottom of the form, there is a blue link labeled 'Generic Equivalent for Fioricet' with the text 'acetaminophen/butalbital/caffeine' below it.

The screenshot shows the 'Add New Rx' form with 'MultumRx' selected in the 'Type' dropdown and 'cetaminophen/butalbital/caffeine' entered in the 'Find' field. Below the search field is a table with columns 'D', 'F', 'Drug Name', 'Strength', and 'Form.'. The table contains six rows of results for various combinations of acetaminophen, butalbital, and caffeine.

D	F	Drug Name	Strength	Form.
(D)	(F)	acetamino	325 mg-50 r	tablet
(D)	(F)	acetamino	325 mg-50 r	capsule
(D)	(F)	acetamino	325 mg-50 r	capsule
(D)	(F)	acetamino	325 mg-50 r	tablet
(D)	(F)	acetamino	325 mg-50 r	liquid
(D)	(F)	acetamino	300 mg-50 r	capsule





# How about a PDR at your fingertips every time you prescribe a drug?

## New RX Reference Tool in the TX Screen for Visits (& TE V.V.'s) (v11)

Treatment (Test, Adiel, A - 07/26/2018 02:45 PM, LONG O.V.)

Pt. Info Encounter Physical Hub

Rx Cur Rx Add Remove Education Formulary Pop Up

Commen	Name	Strength	Form	Dur
Start	amoxicillin	500 mg	caps	7 da
Start	amlodipine	5 mg	tabl	30 d
Start	Jardiance	10 mg	tablet	0.5 tab - orally once a day 30 d
Start	ezetimibe	10 mg	tablet	1 tab for orally once a day 90 d

Rx Reference

Rx References Available for Jardiance

- Major Lactation Warning
- Pharmacology
- Major Female Pregnancy Warning
- Side Effects
- Warnings

Click on Link to Open Up Full Details

Rx Reference

Rx References Available for Jardiance

**Major Lactation Warning**

Use is not recommended Excreted into human milk: Unknown Excreted into animal milk: Yes Comments: Women should be advised to avoid breastfeeding because of the potential for this drug to affect postnatal renal development.

**Pharmacology**

**Major Female Pregnancy Warning**

Avoid use, especially during the second and third trimesters of pregnancy AU TGA pregnancy category: D US FDA pregnancy category: Not Assigned Risk Summary: Animal data has shown adverse renal effects with administration during the renal development period which corresponds to the late second and third trimesters of human pregnancy Comment: Poorly controlled diabetes during pregnancy increases maternal and fetal risks of adverse outcomes.

**Side Effects** Side Effects even list what % of people experienced these

**Warnings**

- There are additional important safety warnings for this drug (UK). Consult Precautions within the DOSAGE section for further information. CONTRAINDICATIONS: -Hypersensitivity to this drug or any product excipients - Severe renal impairment, ESRD, or dialysis WARNINGS/PRECAUTIONS: CARDIOVASCULAR: Hypotension: - This drug causes intravascular volume contraction which may result in symptomatic hypotension. -Increased risk in elderly patients, patients with impaired renal function, patients on diuretics or other medications that interfere with the renin-angiotensin-aldosterone system, and/or those with low systolic blood pressure. Recommendations: -Assess and correct volume status prior to initiation, particularly in patients with one or more risk factors. -Monitor for signs and symptoms of hypotension. GENITOURINARY: Genital mycotic infections: -This drug increases the risk for genital mycotic infections, especially in patients with a history of these types of infections. Recommendation: -Monitor and treat as clinically appropriate. Urinary Tract Infections (UTI): -SGLT2 inhibitor therapy increases the risk for UTIs; postmarketing reports of ureaplasia and nucleophthia requiring hospitalization

Print Preview... Print... Close



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# Customize RX Edit Screen Pic Lists – Add Commonly Used Items/Phrases to Pic Lists

- Forced to use pop-up RX Edit screen in v11 b/c non-pop-up free text option is disabled
- Add Duration/Dispense/Refill Choices to avoid using pop-up calculator window
- Add common instructions in Take/Frequency/Route

Take	Route	Frequency	Duration	Dispense
2 caps	orally	3 times a d	7 days	42 Ca
1 tab for	orally	once a day	30 day(s)	30 Ta

**New Item/Category**

Parent : Dispense

Name: 60

Notes:

To Add New Item for Pic List, Click on Column Header such as Dispense or Duration

New Pic List Items can also be added via Admin Band>Notes>RX Dispense, etc

Need to be sure to use Standard Sure Scripts Terminology for Dispense column

OK Cancel

Dosage Calcul

Take	Route	Frequency	Duration	Dispense	Refill
1 tab(s)	intravaginally	1 time a week	3 days	1 Inhaler	0
0.5 tab	intravenously	2 times a week	5 days	1 Vial	1
0.5 tab-1 tab as d	orally	as directed	7 days	10	10
1 cap(s)	orally OTC	at H/A onset. May repeat	10 days	100	11
1 drop(s)	orally with food	BID	14 days	120	12
1 tab at bedtime	rectally	Daily as directed	15 days	180	2
1 tab for BP	subcutaneously	every 6 hours as needed	20 days	20	3
1 tab for Choleste	sublingual	once a day	30 days	28	4
1 tab for Diabetes	topically	once daily	6 weeks	3 Inhalers	5
1 tab in AM	topically to affecte	Q 4-6 hours PRN	60 days	3 Vials	6

Dispense can be configured to include Inhalers, Vials, Grams, mL, ounces, patches, etc

Apply Cancel



# Need Any Special State/Insurance/Pharm Specific RX Requirements – i.e.- Opioid or Brand Name Scripts

**ACETAMINOPHEN-HYDROCODONE** Dosage Calculator

Strength - Formulation	Take	Route	Frequency	Duration	Dispense	Refill
325 mg-10 mg - tablet	1 tab(s)	orally	once a day	1 dose	10	0
325 mg-5 mg - tablet	1 to 2 tspns	BRAND MEDICAL	once daily	3 days	100	1
325 mg-7.5 mg - tablet	1 tsp	For ACUTE PAIN	Q 4-6 hours PRN	5 days	120	10
325 mg-7.5 mg/15 mL - solution	1-2 caps	For NONACUTE PAIN	Q am	7 days	180	11
300 mg-10 mg - tablet	1-2 pills as directed	In each nostril	Q day with food	10 days	20	12
300 mg-5 mg - tablet	1-2 tabs	inhaled	Q HS	14 days	28	2
300 mg-7.5 mg - tablet	2 caps	intradermally	Q pm	15 days	3 Inhalers	3
325 mg-10 mg/15 mL - solution	2 sprays	intramuscularly	QID	20 days	3 Vials	4
300 mg-10 mg/15 mL - liquid	2 tabs	intravaginally	three times a day	30 days	30	5
325 mg-2.5 mg - tablet	Apply	intravenously	TID	6 weeks	30 grams	6

**325 mg-5 mg tablet    1 tab(s)    For NONACUTE PAIN    every 6 hours PRN severe    30 days    60    0**

**Add required verbiage & durations to pic lists to speed up scripts**

\* Combined length of Take, Route and Frequency cannot exceed 132 characters. **(Remaining Characters 78)**.  
 \* 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

**Save common scripts as favorites**

**Rx:** acetaminophen-hydrocodone 325 mg-5 mg tablet, **TAKE:** 1 tab(s), For NONACUTE PAIN every 6 hours PRN severe pain, for 30 days, **DISPENSE:** 60, **REFILLS:** 0

**Add as Favorite**

Apply    Cancel    Clear DDR

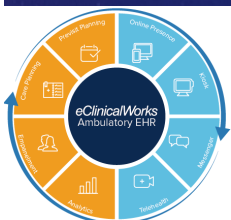


# Customized & Preconfigured “Favorites”

## Avoid RX Edit Time for Quick & Easy Prescribing in Future

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

D	F	Drug Name	Strength	Form.	Take	Route	Freq.	Duration	Disp.	Refills
		acetaminoj	325 mg-10 r	tablet	1 tab(s)	For ACU	every 8-12 h	7 days	21	0
		acetaminoj	325 mg-10 r	tablet	1 tab(s)	orally	every 8-12 h	3 days	9	0
		acetaminoj	325 mg-5 mc	tablet	1 tab(s)	orally	every 6 hour	5 days	20	0
		acetaminoj	325 mg-5 mc	tablet	1 tab(s)	orally	every 6 hour	5 days	20	0
		acetaminoj	325 mg-7.5 r	tablet	1 tab(s)	orally	each night or	10 days	20	0
		acetaminoj	325 mg-7.5 r	tablet	1 tab(s)	orally	each night or	10 days	20	0
		acetaminoj	325 mg-10 r	tablet	1 tab(s)	orally	every 6 hour			
		acetaminoj	325 mg-5 mc	tablet	1 tab(s)	orally	every 6 hour			
		acetaminoj	325 mg-7.5 r	tablet	1 tab(s)	orally	every 6 hour			
		acetaminoj	325 mg-7.5 r	solution	15 mL	orally	every 6 hour			
		acetaminoj	300 mg-10 r	tablet	1 tab(s)	orally	every 6 hour			
		acetaminoj	300 mg-5 mc	tablet	1 tab(s)	orally	every 6 hour			
		acetaminoj	300 mg-7.5 r	tablet	1 tab(s)	orally	every 6 hour			
		acetaminoj	325 mg-10 r	solution	15 mL	orally	every 6 hour			
		acetaminoj	300 mg-10 r	liquid	11.25 ml	orally	every 6 hour	5 day(s)		



# “Oh, wait that’s the wrong pharmacy”

## Answer - Cancel It! (v11)

Account Inquiry ▾

Action ▾

**ePrescription Logs**

**HUB**

ePrescription Logs

Category All Sent Rx

**Option 1**

Type	Status	Provid
New Rx	Success	Block,
New Rx	Success	Block,
New Rx	Success	Block,
New Rx	Success	Block,

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You have selected to send a CancelRx Request for following

Patient Name :  
Drug Description : Lisinopril 10 mg tablet  
Are you sure you want to send CancelRx Request ?

Yes No

ePrescription Logs

Category All Sent Rx

Type	Status	Provid
New Rx	Success	Block,
CANRx Req	Approved	Block,
New Rx	Cancelled	Block,
New Rx	Success	Nation,

Admin

Practice

PHM

healow

Registry

Referrals

Messages

Documents

Fax Outbox

Fax Inbox

Prescriptions

**ePrescriptions**

ePrescriptions

ePrescription

Category All Sent Rx

Patient Search by Name

**Option 2**

CANCEL	TYPE	STATUS
Cancel	New Rx	Success
Cancel	New Rx	Success
Cancel	New Rx	Success
Cancel	New Rx	Success
Cancel	New Rx	Success
Cancel	New Rx	Success
Cancel	New Rx	Success
Cancel	New Rx	Success
Cancel	Refill Response	Success
Cancel	New Rx	Success
Cancel	New Rx	Success

**Confirm**

You have selected to cancel the prescription for Patient Name : Drug  
Description : amlodipine 2.5 mg tablet Are you sure you'd like to continue to send the cancellation?

Yes No

Admin

Practice

PHM

healow

Registry

Referrals

Messages

Documents

Fax Outbox

Prescriptions

**ePrescriptions**

ePrescriptions

Category All Sent Rx

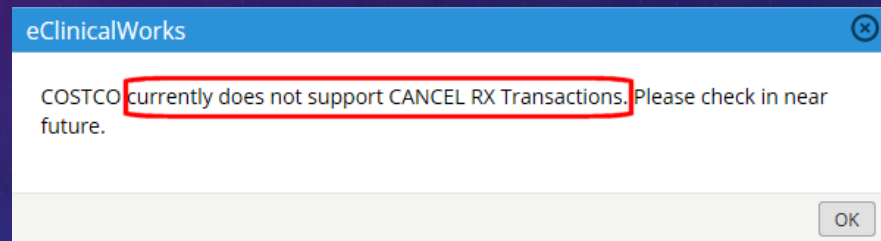
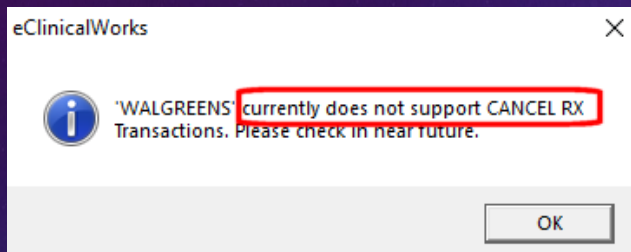
Patient Search by Name

ADDR	CANCEL	TYPE	STATUS
Cancel	New Rx	Success	
Cancel	New Rx	Success	
Cancel	New Rx	Success	
Cancel	New Rx	Success	
Cancel	New Rx	Success	
Cancel	New Rx	Success	
Cancel	New Rx	Success	
Cancel	New Rx	Success	
Cancel	New Rx	Success	
	CANRx Req	Approved	
Cancel	New Rx	Success	
	New Rx	Cancelled	
Cancel	New Rx	Success	



# Cancel RX Tips

- Currently works for CVS, Publix, Express Scripts, Humana Pharmacies
- Not for Walgreens, Walmart, Sam's, Costco, Optum, Caremark



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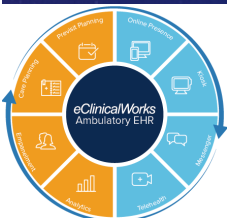
ePrescriptions

All Messages (18) Refill Request (12) Change Request (0) Fill Notification (0) Cancel Response (6)

Message Type: Cancel Response

Provider: Block,M,Bradley

TYPE	STATUS	PROVIDER	PATIENT	PHARMACY	DRUG DESCRIPTION	SENT DATE
Cancel Response	Approved	Block, Bradley		CVS	Vyvanse 50 mg capsule	2018-09-14 19:25:53.0
Cancel Response	Approved	Block, Bradley		PUBLIX	Ambien 10 mg tablet	2018-09-05 14:41:48.0



# Important Cancel RX Workflow Tip

Telephone/WebTel Encounters

Telephone/Web Encounters Open Addressed All All Open(All Dates)

Provider All Assigned to Block, Bradley M Facility All

Ref#	Date	Patient Name	Provider	Reason
248244	09/14/2018 7:25 PM		BB	ePrescription CancelRx response

Caller Facility

Reason AssignedTo

ePrescription CancelRx response Block, Bradley M

Perform Eligibility Check

Message Rx Labs/DI Notes Addendum Log History Virtual

Message Complaints

**Cancelled RX Will Be "Stopped" In Rx Screen**

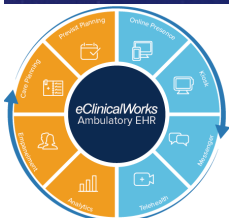
**Need to "Continue" or "Delete" RX In Rx Screen**

Action Taken Messenger Reply to patient Time Stamp Action

**Or, Use TE to Send RX to Preferred Pharmacy**

Print Script Send Rx Print Report Progress Notes Document

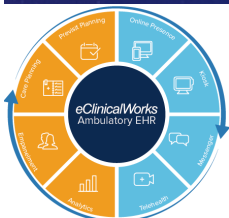
OK Cancel



# Send Locked RX to Different Pharmacy w/o a New TE and w/o Cancelling (espec if not on v11) - STOP Singing the Locked RX Blues

- Use the “Common Send” button to Resend locked RX’s
- Be sure to link correct pharmacy, and uncheck other Rx’s/labs/DI/PtEd
- Not for EPCS
- Works with TE’s from Progress Note View

The screenshot displays the 'Common Send' button at the top left. Below it, the patient information for 'Test, Adiel A, 8/11/1955, M' is shown. The 'Patient Orders' section is active, showing a table of prescriptions. The 'New and Refill Rx' section has a dropdown menu set to 'PUBLIX' and an 'Apply To Selected' button. The table lists two prescriptions: Mefformin (1000 mg tablet) and Amlodipine (5 mg tablet), both with checkboxes for 'ePrescribe'. The 'Existing Rx' section shows a prescription for Lisinopril (20 mg tablet). At the bottom, the 'Process' section has '1st' and 'Last' buttons, and a 'Send' button is highlighted with a red box. A red arrow points from the 'Send' button to the '1st' button, and another red arrow points from the 'Send' button to the 'Last' button.



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# Controlled Drugs

- Get Hooked on New Habits -

## New EPCS Tools

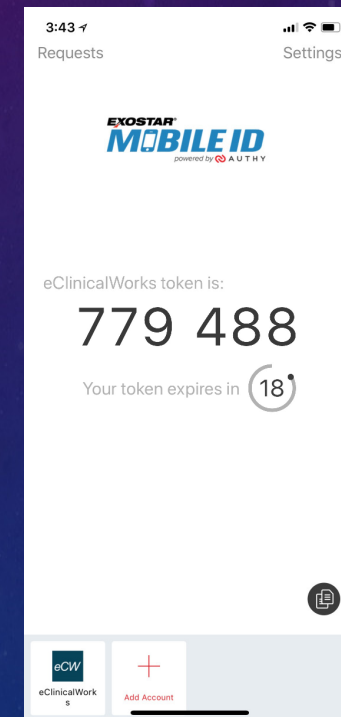


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# Tired of Carrying your EPCS Token Everywhere – Try “Authy” App for Smart Phones & Watches (v11)

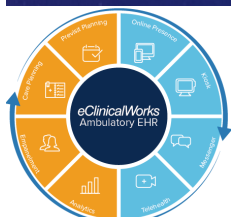
- Download & Install “Authy” App from app store
- Activate in eCW via Tools>ePrescription>EPCS Register Prescriber>Manage Account>Manage Mobile Credential>Add Credential & Follow Instructions to “Bind” App



Application Login Password:

Sign Via Hardware Token  
Soft Token (Mobile) ★  
Push (Mobile) Your Six Digits OTP:

**"Soft Token" for Phone. "Push" for Watch**



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# Does Your State Have Strict Opioid Prescribing Laws - Try the new PDMP Function to Verify Controlled Drug Scripts Filled by Patients (v11)

- Activate APPRISS to connect to your state specific PDMP directly from eCW via PDMP links present in all prescribing screens
- Tip #1: Can request APPRISS to show PDMP data from all states they service - no extra cost & no hit to performance
- Tip #2: APPRISS Settings in eCW - Uncheck option “Enable Popup Reminders” to skip unnecessary Provider “Reminder Alerts”

**Add New Rx** | Add New Order | **Add new RX screen in Visit & TE's**

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

Find: |  Real Time |  Show Discontinued | **PDMP** | Rx Eligibility

Columns: [D] | [F] | Drug Name | Strength | Form. | Take | Route | Freq. | Duration | Disp. | Refills

---

**Refill Request from Pharmacy**

Prescribed	Dispensed
Drug Name: LUNESTA 3 MG TABLET	ESZOPICLONE 3 MG TABLET
Formulation:	
Strength:	
Days Supply: 30	30
Refills: 0	0
Quantity: 30	30
Substitute Allowed: yes	yes
Last Fill Date: 2018-06-12	2018-06-12
Direction: TAKE 1 TABLET BY MOUTH AT BEDTI	TAKE 1 TABLET BY MOUTH AT BEDTI

**e-Refill Request screen**

Local Edit:  | Quick Search: | Current Rx: |

Drug Name: Lunesta | Formulation: tablet | Strength: 3 mg | Days Supply: 30 | Refills: 0 | Quantity: 30 | Substitute Allowed: yes | Last Fill Date: 2018-06-12 | Direction: TAKE 1 TABLET BY MOUTH AT BEDTIME

Rx External History |  Rx Eligibility | **PDMP** | Controlled Drug | Schedule: 4 | Interaction | Allergy | Send ePrescription

< Prev | < Send Rx & Prev | Send Rx & Next | Next >

**PDMP Report**

Prescriptions

Prescriptions Total Prescriptions: 3 Private Pay: 0

Fill Date	ID	Written	Drug	Qty	Days	Rx #	Prescriber	Pharmacy	Refill	Daily Dose	Pymt Type	PMP
06/25/2018	1	05/18/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	4	DE DEL	UNITED	1		Other	TX
05/18/2018	1	05/18/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	4	DE DEL	UNITED	0		Other	TX
08/26/2017	1	08/26/2017	ACETAMINOPHEN-COD #3 TABLET	40	6	4	TE UNI	UNITED	0	30.00 MME	Other	TX

\*Per CDC guidance, the MME conversion factors prescribed or provided as part of the medication-assisted treatment for opioid use disorder should not be used to benchmark against dosage thresholds meant for opioids prescribed for pain. Buprenorphine products have no agreed upon morphine equivalency, and as partial opioid agonists, are not expected to be associated with overdose risk in the same dose-dependent manner as doses for full agonist opioids. MME = morphine milligram equivalents. mg = dose in milligrams.

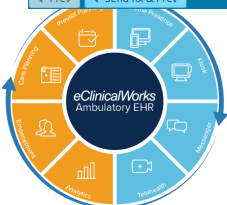
Providers Total Providers: 2

Name	Address	City	State	Zipcode	DEA
DELOACH, NP, DERRELL	1500 S COULTER ST STE 6	AMARILLO	TX	79106	
UNIVERSITY, TEXAS	1400 S COULTER ST	AMARILLO	TX	79106	

Pharmacies Total Pharmacies: 1

Name	Address	City	State	Zipcode	DEA

Print

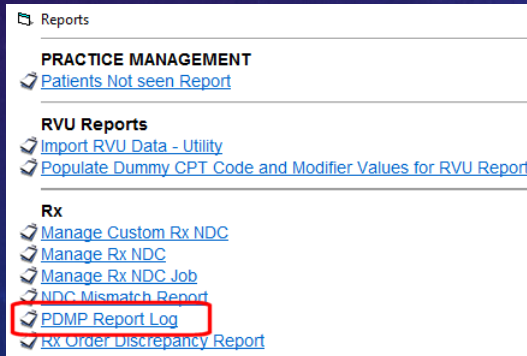


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# APPRISS PDMP Functionality Keeps Required Logs

- eCW maintains logs verifying providers checked state Prescription Drug Monitoring Program Gateway
- Logs of all PDMP use found in Reports Console
  - (via: Reports>Report Console>PDMP Report Log)
- FYI – APPRISS has annual cost which varies by state
- Use of PDMP Functionality will Boost MIPS score in 2019



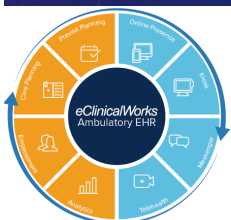
Reports

**PDMP Report Log**

Select Provider: All From: 09/01/2018 To: 10/01/2018 Alert Check

Add Manual Log Entry

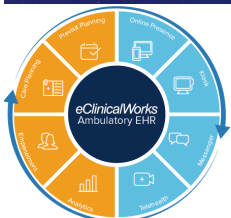
	Provider Name	Patient Name	Report Status	Log Time	Alert Check
1	Biggs, William C		Success	09/23/2018 14:09:06	<input type="checkbox"/>
2	Biggs, William C		Success	09/23/2018 14:05:43	<input type="checkbox"/>
3	Biggs, William C		Success	09/23/2018 14:05:20	<input type="checkbox"/>
4	Bradford, Ako D		Success	09/22/2018 22:08:07	<input type="checkbox"/>
5	Gulley, Christopher O		Success	09/22/2018 16:31:46	<input type="checkbox"/>
6	Bradford, Ako D		Success	09/21/2018 21:50:47	<input type="checkbox"/>
7	Bradford, Ako D		Success	09/21/2018 21:50:22	<input type="checkbox"/>
8	Bradford, Ako D		Success	09/21/2018 21:48:43	<input type="checkbox"/>
9	Bradford, Ako D		INADEQUATE_REQUEST_D	09/21/2018 21:45:17	<input checked="" type="checkbox"/>
10	Bradford, Ako D		Success	09/21/2018 20:50:33	<input type="checkbox"/>
11	Schwartzberg, Janet M		Success	09/21/2018 16:02:12	<input type="checkbox"/>
12	Gulley, Christopher O		Success	09/21/2018 15:01:56	<input type="checkbox"/>
13	Praeuner, Amy J		Success	09/21/2018 11:52:44	<input type="checkbox"/>
14	Keister, Alan W		Success	09/21/2018 11:42:22	<input type="checkbox"/>
15	Keister, Alan W		Success	09/21/2018 11:41:54	<input type="checkbox"/>



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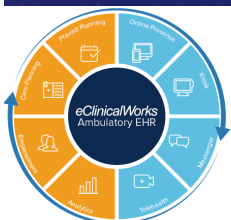
# Be a Star Performer in Your ACO & Insurance Networks & MIPS While Making More \$ and Boosting Patient Satisfaction



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# Customize Interoperability Options – Help Yourself While Helping Patients



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

- National interoperability network exists outside of eCW's P2POpen for connecting EMR's
- Works just like sending a referral to any P2P provider
- Connect to non-eCW Providers (not on P2POpen)
- Accurate & Reliable Data Sharing on Patients
- Boost MIPS Score for electronic referrals
  - up to 10% of MIPS ACI/PI score

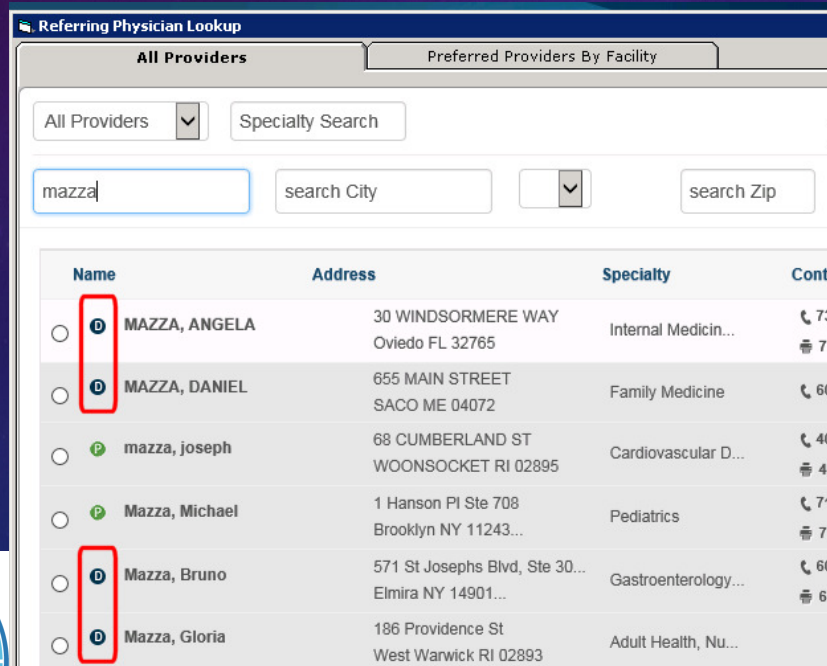


**eClinicalWorks**

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

# Sign Up for “Direct Plus”

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



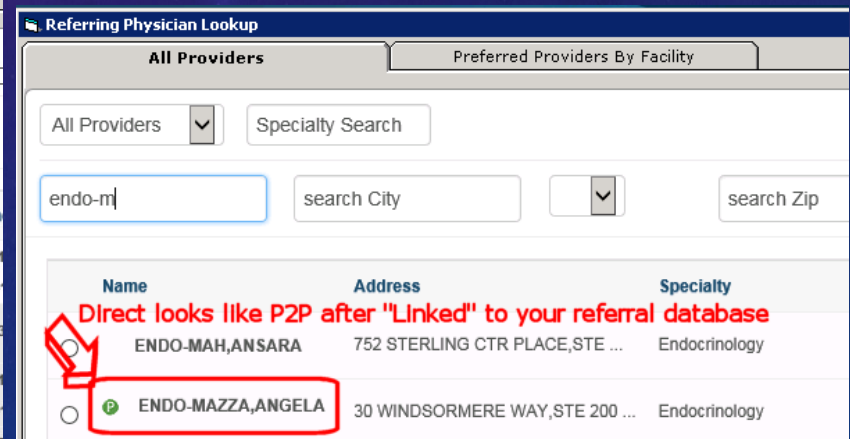
Referring Physician Lookup

All Providers Preferred Providers By Facility

All Providers Specialty Search

mazza search City search Zip

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



Referring Physician Lookup

All Providers Preferred Providers By Facility

All Providers Specialty Search

endo-m search City search Zip

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

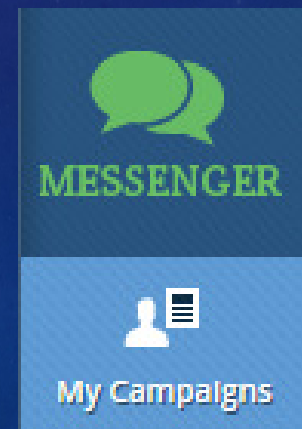
Name	Address	Specialty
<input type="radio"/> ENDO-MAH,ANSARA	752 STERLING CTR PLACE,STE ...	Endocrinology
<input type="radio"/> <b>P</b> ENDO-MAZZA,ANGELA	30 WINDSORMERE WAY,STE 200 ...	Endocrinology





# Messenger Campaigns for Care Reminders – I'm Now a Believer

- Previously ONLY sent “free” care reminders via the portal from Registry generated lists since most pts web enabled
- Last spring tried Campaigns for Well PE Reminders for overdue Adults 40 yrs old
- Later added Well PE Reminders for 5-18 y/o's
- Sent only Email Reminders
- Instantly generated more visit volume
- Helps Boost P4P Preventive Care Scores



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# Messenger Campaigns = Money Campaign\$

- Dr #1:
  - May 2018 worked 3 less days than April
  - Had 21% more total visits in May than April (& similar jump vs May 2017)
- Dr #2:
  - May 2018 worked 1 less day than April
  - Had 10% more total visits in May than April (& similar jump vs May 2017)

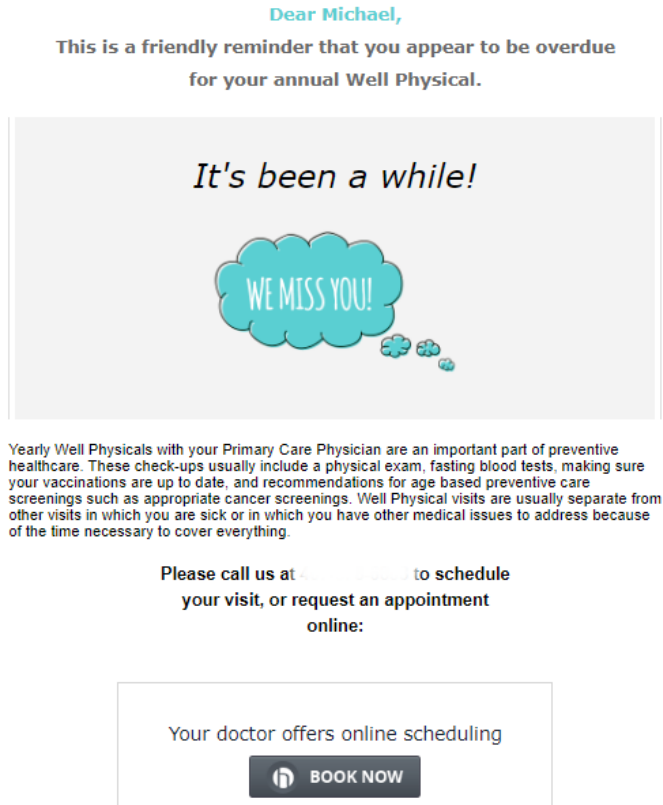


**eClinicalWorks**

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# Messenger Campaign Tips

- Emails & Texts generate more responses than Portal Messages – Patients can instantly read message & request/make appts – No logging in required - No delays or forgetting to F/U
- Besides phone #, Included Healow Scheduling Widget for easy access to schedule appts anytime of day or night
- Preconfigured Campaigns can all be customized – text & graphics can all be edited and copied & pasted including from one Campaign to another



Dear Michael,

This is a friendly reminder that you appear to be overdue for your annual Well Physical.

*It's been a while!*

WE MISS YOU!

Yearly Well Physicals with your Primary Care Physician are an important part of preventive healthcare. These check-ups usually include a physical exam, fasting blood tests, making sure your vaccinations are up to date, and recommendations for age based preventive care screenings such as appropriate cancer screenings. Well Physical visits are usually separate from other visits in which you are sick or in which you have other medical issues to address because of the time necessary to cover everything.

Please call us at [redacted] to schedule your visit, or request an appointment online:

Your doctor offers online scheduling

[BOOK NOW](#)



**eClinicalWorks**

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

# Prioritize & Improve Patient Engagement with Portal & Healow to Boost MIPS & P4P Scores

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

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

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

DOWNLOAD THE FREE HEALOW APP

Download on the App Store | Get it on Google play

Find us using our unique practice code on the healow app

HFAAAA

Book an appointment with your doctor  
Powered by healow

Sort By: First Name

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

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

LOGIN TO YOUR ACCOUNT

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

Using Mobile Phone

OR

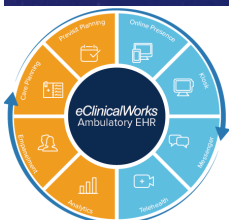
Enter the details below

User Name

Password

[Trouble logging in](#)

Login

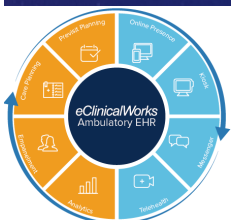


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# Web Enabled Patient Stats for Patients Seen in Past Year

- Dr Block's own Patients = 96% (toddlers-94 yrs)
- Dr Bigg's own Patients = 90%
- Dr Block's Family Medicine Group = 95%
- Dr Bigg's Multi-Specialty Group = 81%



**eClinicalWorks**

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# Push Patient Education through Portal

- Use paid services to send Pt Ed thru Portal
- Boost Patient Satisfaction
  - Use TE/WE Macro to send reminder & instructions for finding Pt Ed in Portal
- Improve MIPS ACI Score
  - for Pt Ed, Secure Messaging, AND Portal use @10% each= up to 30% of MIPS ACI/PI score
- Now Can be viewed from Healow App

**Portal eMsg**

**From:** Block,Bradley M  
**To:** Test, Adiel A  
**Subject:** RE:Lab Results

Preventive/ Follow-up care message

**Templates**  
Load Save Save As

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

Labs are Normal EXCEPT:, LDL's (bad cholesterol) are high; need to follow Low Cholesterol diet & increase exercise & use Benecol Margarine OTC daily & recheck lipid labs in future.  
Patient Education literature was sent to the patient portal which can be seen by logging in and then clicking on the Patient Education Link in the lower left margin of the screen  
Block,Bradley M 09/10/2017 04:33:15 AM >

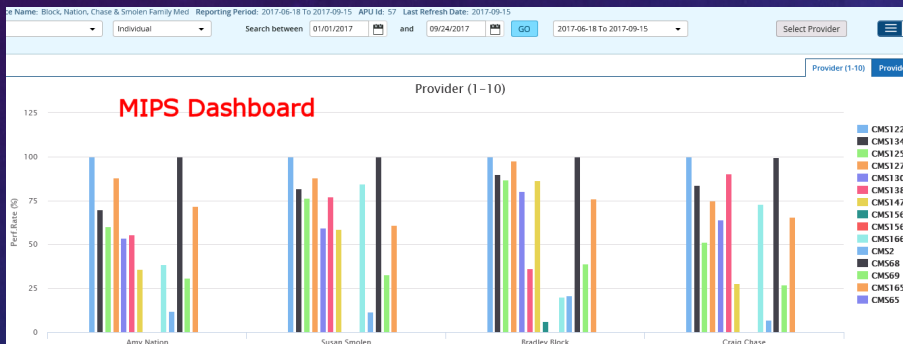
**TE/WE Browse button Macro Inserts  
Pt Education sentence with just two clicks**

Send Cancel



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

- Get list from every Performance Program of what providers will be judged on for Bonuses - such as M/C ACO GPRO
- Use MIPS Dashboard & Insurance Score Card results to make changes in workflow to boost future scores



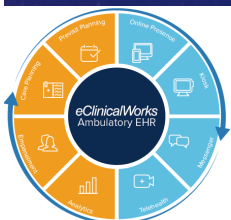
**GPRO Patient Details**

Total Percentage: 97.12% **2017 M/C ACO GPRO Score**

**Domain Percentage**

At-Risk Population	69.38%
Preventive Health	98.13%
Care Coordination/Patient Safety	100.00%

Domain	Practice Name	Measure Description	2017 Reporting	Total Percentage	Percent Bracket
At-Risk Population	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	HTN-2 (NQF 0018) : Controlling High Blood Pressure	P	68.75%	60%
At-Risk Population	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	IVD-2: Ischemic Vascular Disease (IVD): Use of Aspirin or Another Antiplatelet	P	100%	90%
At-Risk Population	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	MH-1 (NQF 0710): Depression Remission at Twelve Months	Y	0%	<30%
At-Risk Population	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	DM DIABETES CARE: Composite : Hba1c Poor Control & Eye Exam	P	83.33%	90%
Care Coordination/Patient Safety	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	CARE-2 (NQF 0101): Falls: Screening for Future Fall Risk	P	100%	90%
Preventive Health	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	PREV-13: Statin Therapy for the Prevention and Treatment of Cardiovascular Disease	Y	100%	90%
Preventive Health	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	PREV-8 (NQF 0043): Pneumonia Vaccination Status for Older Adults	P	93.33%	90%
Preventive Health	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	PREV-10 (NQF 0028): Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention	P	100%	90%
Preventive Health	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	PREV-12 (NQF 0418): Preventive Care and Screening: Screening for Clinical Depression and Follow-Up Plan	P	100%	90%
Preventive Health	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	PREV-6: Colorectal Cancer Screening (COL)	P	86.67%	80%
Preventive Health	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	PREV-7 (NQF 0041): Preventive Care and Screening: Influenza Immunization	P	100%	90%
Preventive Health	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	PREV-5: Breast Cancer Screening (BCS)	P	88.89%	80%
Preventive Health	BLOCK, NATION, CHASE & SMOLEN FAMILY MEDICINE	PREV-9 (NQF 0421): Preventive Care and Screening: Body Mass Index (BMI) Screening and Follow-Up Plan	P	100%	90%



**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

CDSS Alerts

Classic alerts  Ignore Office Visits Show All Alerts

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

Generic Practice Alerts

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

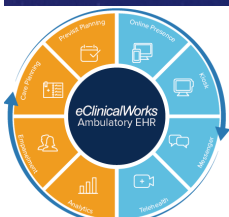
Classic Alerts Alerts

Overview DRTLA History CDSS

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

Global Alerts

**! Clinical Quality Worksheet**  
**Pending**



eClinicalWorks

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



# Remind Patients when Care is Due


- Train Providers & Staff to Check Alerts or CQW Every Visit – Need to make it a habit
- Use Messenger Campaigns or Registry or Patient 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"/>	Type	Test	Frequency	Last Done	Result	Due Date
<input type="checkbox"/>	Generic	AUDIT-C Screen	1 year	09/20/2017		09/20/2018
<input type="checkbox"/>	Generic	Colonoscopy 50-8!	114 months			09/22/2018
<input type="checkbox"/>	Generic	Depression Scream	1 year	09/20/2017		09/20/2018
<input type="checkbox"/>	Generic	Influenza >50	1 year	10/25/2017		10/25/2018
<input type="checkbox"/>	Generic	Medicare Annual/M	1 year	09/20/2017	Normal	09/20/2018
<input type="checkbox"/>	Generic	PE (annual)>40y/c	1 year	01/24/2017		01/24/2018
<input type="checkbox"/>	Generic	TDaP Booster	114 months			09/22/2018
<input type="checkbox"/>	Dx (J44)	Influenza age 3 &	1 year	10/25/2017		10/25/2018
<input type="checkbox"/>	Dx (J44)	Spirometry (PFT's)	1 year			09/22/2018
<input type="checkbox"/>	Dx (E55)	-Vit D,25-Hydroxy,	1 year	10/12/2017	25	10/12/2018

All  Overdue / Due in next 3 months Due Dates


Registry

  
 Patient Recall

  
 Lookup Encount...

R

 Registry

  
 Registry Reports



# Don't Waste Time or \$ Chasing Inactive Patients - Spring Cleaning - Tidy Up Your List of Active Patients in One Foul Swoop

- Use Registry to make patients Inactive en masse
- Improves usefulness of Registry Searches, espec for Patient Reminders, & reduce costs by limiting reminders to active pts
- Helps front office identify patients with out of date information
- In Registry Demographics Run New list for All Active Pts> Run Subset(Not) of Pts w/ Encounters in past time range (ie-3 yrs) (or any desired parameter)> Run Subset(Not) of Pts w/ Encounters in future time range (ie-6 mos)> Click on “Inactivate Patients”

Registry

Demographics Vitals Labs/DI/Procedure ICD CPT RX Chief Complaints Medical History Imm/T.inj Encounters Structured Data Reports Saved Reports Referrals Reports Allergies

Date Range: 09/22/2018 To 03/22/2019 Facility: [Search] Visit Type: Enter Visit Type

Appt. Provider: [Search] Ren. Provider/PCG: [Search]

Future: 3D 1W 2W 3W 4W 6W 2M 3M 4M 6M 1Y 2Y  
Past: [ ]

Show Office Visits Only  
 Include Rescheduled Visits  
 Include Cancelled Visits  
 Include N/S Visits

Demographics: Sex = Both AND Show = All  
 Encounters: NOT [From Date >= 2015-09-20 AND To Date <= 2018-09-22 AND Office Visits Only]  
 Encounters: NOT [From Date >= 2018-09-22 AND To Date <= 2019-03-22 AND Office Visits Only]

Save Queries **Run Subset (Not)** Run Subset Run New

Clear Search Copy Release Lock Analyze Data Exclude from Search

	PATIENT NAME	DOB	SEX	AGE	TEL NO	ACC #
<input checked="" type="checkbox"/>			M	63Y		87813
<input checked="" type="checkbox"/>			F	30Y		87761

Show Excluded Patients  
 Inactivate Patients  
 Activate Patients

**Final Step - All Patients Checked Will Become Inactive**



# Next Step – 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**

Find  New

Name	Description	
C18	Colon Cancer F/U	
C19	Rectal CA Follow Up	
C20	Rectal CA Follow Up	
C21	Rectal CA Follow Up	
E10	Diabetic Care	
<b>E11</b>	<b>Diabetic Care</b>	
E13	Diabetic Care	
E53	Vitamin B12 Deficiency	
E55	Vitamin D deficiency	
F17	Smkg Cessation	
I10	Hypertension Care	
I25	CAD Care	
I50	Heart Failure	
J43	Emphysema Care	

Name \* **E11**  
Description **Diabetic Care**  
Order Set **Diabetes and Renal**

Test	Type	Frequency	
-HEMOGLOBIN A1C	Lab	3 Months	
-Lipid Panel (TChol,Trig,HDL,...	Lab	1 Year	
-urine Random microalb/cre...	Lab	1 Year	
Monofilament Foot Test for...	DI	1 Year	
Retinal Eye Exam for Diabeti...	DI	1 Year	
Influenza age 3 & over*	Imm/L...	1 Year	
Pneumococcal-23 (Adult Pn...	Imm/L...	-	
RETINAL PHOTOS	DI	1 Year	

Close OK Cancel

**Immunization Alerts**

Find  New

Name	Description	
Pevnar (#2)	dose 2	
Pevnar (#3)	dose 3	
Pevnar-13- Pneumococcal (Pneumon...	Pevnar-13 at 65 yrs old	
Rotarix - Rotavirus* (2 doses/series)	Rotavirus #1	
Rotarix - Rotavirus* (2 doses/series)	Rotavirus #2	
SHINGRIX Shingles Vaccine*	Shingles Vaccine	
TDaP-Adacel/Boostrix-(11yrs & over)*...	TDaP Booster	
Varicella Vaccine*	Varicella #1	
Varicella Vaccine*	Varicella #2	

**DI Alerts**

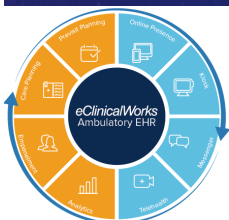
Find  New

Name	Description	
Colonoscopy	Colonoscopy 50-85 yrs	
Depression Screening	Depression Screening 11-100yrs	
DEXA BONE DENSITY of Hip, Lumbar...	DEXA in Men over 69	
DEXA BONE DENSITY of Hip, Lumbar...	DEXA in Women over 54	
MAMMO SCREENING BILATERAL DIGI...	Mammogram Screen 40-74 yrs	
Medicare AnnualWellnessVisit	Medicare AnnualWellnessVisit	
PE (Well Physical Exam)	PE (annual)>40y/o	
PE (Well Physical Exam)	PE young adults	
PE (Well Physical Exam)	WBV	
PE (Well Physical Exam)	WCV	
PE (Well Physical Exam)	WCV/WTV	

**Lab Alerts**

Find  New

Name	Description	
-CHLAM/N.GC, APTIMA RNA PCR NAA...	CHLAM/GC Screening 16-24 yrs o	
-Hepatitis C Antibody screen	Hep C Screen if Born 1945-1965	
-Liquid Pap, CT/GC, w/HPV Rfx on ASC...	Paps 21-29 yrs old	
-Liquid Pap-And High-Risk HPV, Cytocl...	Paps 30-65 yrs old	
-PSA , serum (refrigerate)	-PSA Men 50-70	



# Example of Implementing Protocol to Simplify Tracking & Testing – Annual Diabetic Nephropathy Screening

- Create DX Specific annual alert for Diabetics b/c Not included in standard CDSS Alerts
- Alert seen in CDSS & Classic Alerts
- Lab Results automatically satisfy alert & track when due
- Order Lab & Track from within Order Sets

**Generic/Dx/Rx Alerts** Suppress

<input type="checkbox"/>	Generic	TDaP Booster	114 months	08/02/2011		02/02/2021	
<input type="checkbox"/>	Dx (I10)	EKG	10 years	08/28/2015		08/02/2012	
<input type="checkbox"/>	Dx (I10)	-CMP (comprehen:	1 year	08/08/2018	Normal glu 217	08/08/2019	
<input type="checkbox"/>	Dx (I10)	U/A DIPSTICK (IK	1 year	08/07/2018	Normal x +3 Gl	08/07/2019	
<input type="checkbox"/>	Dx (E11)	-HEMOGLOBIN A1c	3 months	08/08/2018	high 12.2	11/08/2018	
<input type="checkbox"/>	Dx (E11)	-Lipid Panel (TC, HDL	1 year	08/08/2018	LDL 69 TG 251	08/08/2019	
<input type="checkbox"/>	Dx (E11)	-urine Random mic	1 year	08/08/2018	Normal	08/08/2019	
<input type="checkbox"/>	Dx (E11)	Monofilament Foot	1 year	09/14/2018	Normal-FELT 5	09/14/2019	
<input type="checkbox"/>	Dx (E11)	Retinal Eye Exam	1 year			09/22/2018	
<input type="checkbox"/>	Dx (E11)	Influenza age 3 &	1 year	10/30/2017		10/30/2018	
<input type="checkbox"/>	Dx (E11)	Pneumococcal-23		04/21/2006			

All  Overdue / Due in next 3 months

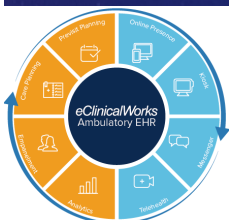
Will not show up in Default "Due" list until due in 2019

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

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

DM Type 2 Diabetes Mellitus U... DM Type 2 Diabetes Mellitus W... Hypothyroidism, unspecified Hereditary hemochromatosis Hypertension, Essential (prim..

-urine Random microalb/creat ratio Quest, Labcorp, Labcorp OG,... **Not Due until 8/2019** 08/07/2018



# Get Credit for What You Do – Include CPT “F” Codes in your Templates

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

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

Pt. Info Encounter Physical Hub

Assessments Add Remove

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

**Medicare AWW**

Procedure Codes Add E&M Add CPT Remove EM C

CPT	Name	Units	M1	M2	M3	M4	ICD1
G0402	M/C Welcome to M/C P	1.00					1 Z00.01
3288F	FALL RISK ASSESSMEN	1.00					1 Z00.01
1170F	FXNL STATUS ASSESS	1.00					1 Z00.01
1160F	RVW MEDS BY RX/DR	1.00					1 Z00.01
3725F	SCREEN DEPRESSION	1.00					1 Z00.01
1123F	ACP DISCUSS/DSCN	1.00					1 Z00.01
G0444	ANNUAL DEPRESSION	1.00					1 Z00.01

**Assessment:** ▾

- Screening for Depression - Z13.89 (Primary)

**Plan:**

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

**Procedures:** ▾

**Immunizations:**

**Therapeutic Injections:**

**Diagnostic Imaging:**

**Lab Reports:**

**Procedure Orders:**

**Preventive Medicine:** ▾

**Next Appointment:** ▾

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

**Billing Information:**

**Visit Code:** ▾

**Procedure Codes:** ▾

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

**Assessment:** ▾

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

**Plan:**

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

**Procedures:** ▾

**Immunizations:**

**Therapeutic Injections:**

**Diagnostic Imaging:**

**Lab Reports:**

**Procedure Orders:**

**Preventive Medicine:** ▾

**Next Appointment:** ▾

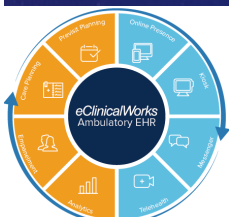
Chlamydia Screening Template with F Code included

**Billing Information:**

**Visit Code:** ▾

**Procedure Codes:** ▾

- 3511F CHLMYD/GC screen done.



# Get Even More Credit for What You Do – Use Exploding CPT “F” Codes

- Create CPT Explosion Codes via: Billing> CPT> CPT Explosion Codes
- Configure CPT Rules to trigger F Codes to be billed based on services performed which don't fit template parameters

CPT/HCPCS - Insurance Rule

Rule Name: Hosp Meds Reconciled Rule Id: 109

Select CPT

CPT/HCPCS Code: 99495 - HOSP DC F/U w/in 14 Days-Mod Complexity-TRU

**Insurances** | Appt.Facilities | Appt.Providers

**Transitional Care Mgmt Services After Hospital DC**

Apply the Rule to All Payers

Apply the Rule to All Payers Except the Following

Apply the Rule to the following Payers

**Insurances** | Insurance Groups

Select Insurance(s) for which the rule applies

Name	City	State
<b>Insurances wanted verification that: DISCHRG MEDS RECONCILED W/CURRENT MED LIST</b>		

Select the following codes automatically in the Progress Notes / Claim when the above CPT/HCPCS code is selected

Exclude the original code and select only the additional codes

Additional Codes **Explosion Code Rule Automatically Adds F Code to Hospital F/U Visits**

CPT ID	CPT	Units	POS	TOS	M1	M2	M3	Name
202991	1111F	1	11	1				DSCHR MED/C



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# Improve Your Expected Cost of Care Stats – Find & Use HCC Codes w/o Fancy Modules

- HCC “High Risk DX ” Codes boost expected cost of care stats for ACO & P4P shared savings bonus programs
- IMO Smart Search includes HCC data at no extra cost - needs Item Key turned on & have it set to automatically appear
- Choose DX Codes w/ the highest approp RAF score to get the highest expected cost of care index scores

Assessment (Test, Adiel, A -07/26/2018 02:45 pm, LONG O.V.)

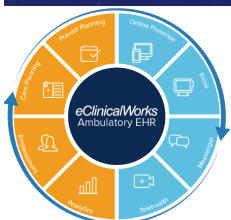
Pt. Info Encounter Physical Hub Education

Q type 2 diabetes

HCC	RxHCC	RAF	ICD-9	ICD-10	SNOMED	Diagnosis [Using Smart Search]
X	X	.307	250.20	E11.01	190331003	Type 2 diabetes mellitus not at treatment goal with hy
X	X	.106	250.00	E11.9+	237599002	Type 2 diabetes mellitus treated with insulin
X	X	.106	250.00	E11.9	44054006	Type 2 diabetes mellitus treated without insulin
X	X	.307	250.50	E11.3219	44054006	Type 2 diabetes mellitus w/backgrd retinoph and diabetic macular edema
X	X	.307	250.50	E11.3219	44054006	Type 2 diabetes mellitus w/background retinopathy and diabetic macular edema
X	X	.307	250.80	E11.620+	9859006	Type 2 diabetes mellitus with acanthosis nigricans
X	X	.307	250.50	E11.39	44054006	Type 2 diabetes mellitus with advanced ophthalmic disease
X	X	.307	250.40	E11.29+	44054006	Type 2 diabetes mellitus with albuminuria
X	X	.307	250.80	E11.618	314903002	Type 2 diabetes mellitus with arthropathy
X	X	.305	250.70	E11.51+	44054006	Type 2 diabetes mellitus with atherosclerosis of aorta
X	X	.305	250.70	E11.51+	314902007	Type 2 diabetes mellitus with atherosclerosis of native arteries of extremity with intermittent clau
X	X	.305	250.70	E11.51+	314902007	Type 2 diabetes mellitus with atherosclerosis of native arteries of extremity with rest pain

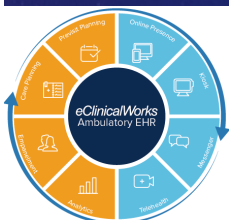
Smart Search  manually check HCC box if not automatically functioning  
 Use ICD10   
 HCC

Notes RAF Score shows not all Type 2 DM codes carry equal risk & cost expectations...



# Another Way to Improve Your Insurance Plan Cost of Care Index – Customize Claims to Send More HCC DX Codes per Claim

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





# Using Alerts, Reporting Quality, & Billing HCC Codes Pays Off

## ■ Dr Block's Practice:

- Top end GPRO & AWW scores in M/C ACO
- ACO MIPS Adjustment= 1.32% for 2019
- High QOC scores for other plans
- Consistent Performance Bonuses

## ■ Dr Bigg's Practice:

- ACO MIPS Adjustment= 1.45% for 2019
- High Performer with multiple insurance plans
- CQW Alert Data helped insurance negotiations
- ACO -multiple Commercial Contracts w/Higher Fee Schedules

## ■ All Offices:

- Extra Income from services performed (espec M/C AWW)
- & Higher MIPS Scores

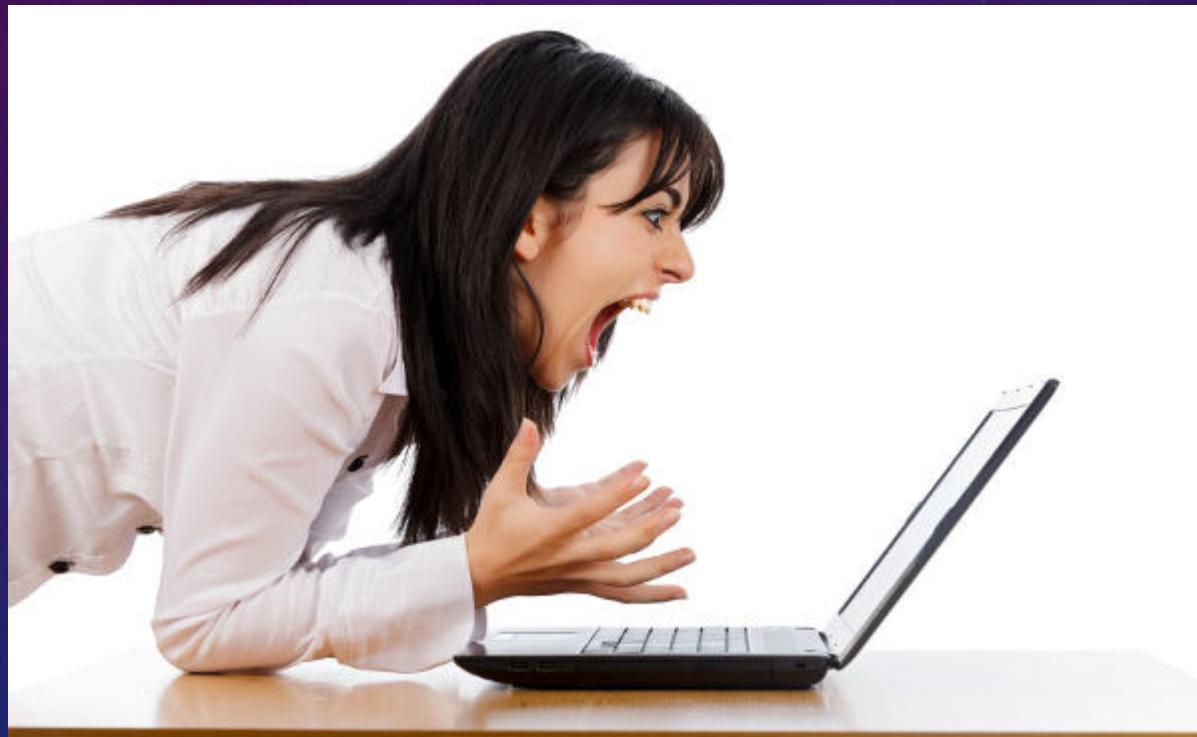
	Florida	Central	Independent	Block, Nation Family Medic	Target*	Units
FHPN-FH Quality - Inform	58.3	62.7	66.2	75	64.01	ghted
FHPN FH Employee Chronic Disease	67.1	69	72	79	64.61	ghted
HEDIS - CDC: HbA1c Control less than 8% (2017 Rolling Custom)	62	65.4	70	89	72	%
HEDIS - CDC: Hemoglobin A1c Testing (2017 Rolling Custom)	86.7	88.6	92.9	100	95	%
HEDIS® - CDC: Diabetes Care - Medical Attention for Nephropathy(2017 Rolling Custom)	91.3	92.8	94.4	100	90	%
HEDIS® 2017 Rolling - Comprehensive Diabetes Care (CDC) - Eye Exam	30.7	31.4	33.7	44	0	%
FHPN FH Employee Health and Wellness	51.4	57.6	61.2	73	63.7	ghted
ACO - 19: Colorectal Cancer Screening(2017 Rolling Generic)	55.1	59.2	61.2	70	60	%
ACO - 20: Breast Cancer Screening(2017 Rolling Generic)	45	54.8	61.2	78	70	%



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# Billing & Finances of the Past



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# Billing & Finances of the Future



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# Tired of having to Lock Notes & Create Claims for No Shows or Cancellations – Configure Automated Charges & Claims (v11)

- Go to Billing>CPT>No Show CPT Rules
- Create multiple rules for practice
- Be sure to check box to “Show Invalid CPT codes” when linking Custom codes
- Fully Automated once Visit Status is updated to configured status in rules
- Our Biller Loves this!

**No-Show CPT Rule Configuration**

Rule Name: Impress Audience

Appointment Dates:  All From: [ ] To: [ ]

No-Show/Late Cancel CPT: 189517 NS25 *We use Custom CPT codes for our "No Show" Charges*

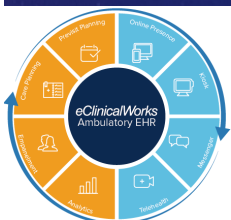
Visit Status: N/S (No-Show) *Any Visit Status can be chosen*

Providers	Facilities	Visit Types												
<input checked="" type="radio"/> Select All <input type="radio"/> Select Following <input type="radio"/> Exclude Following Add Remove	<input checked="" type="radio"/> Select All <input type="radio"/> Select Following <input type="radio"/> Exclude Following Add Remove	<input type="radio"/> Select All <input checked="" type="radio"/> Select Following <input type="radio"/> Exclude Following Add Remove												
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**Automatic Locking of Note (& marking as "Done") Is great time saver for providers!**

Automatically lock the Progress Note if these parameters are met within the appointment.  
 Automatically mark Billing Data as 'Done' if these parameters are met within the appointment.

Save Cancel



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# Take Home Message

- Customize Your Workflow in eCW to Optimize Your Efficiency & Patient Care
  - Improve Patient Engagement & Satisfaction
  - Boost Income & P4P/SSP Bonuses
  - Boost your MIPS score
- Refer to your notes & Implement the 3-5 Ideas



Customer Satisfaction

Excellent

Good

Average

Poor



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# Questions?

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



- If earning CME/CE Credit this is session ID “1895”
- We welcome feedback via the eCW Events App survey
  - For copy of our current & past presentations and our eCW Letters go to:

[www.BlockAndNation.com/BlockAndBiggs](http://www.BlockAndNation.com/BlockAndBiggs)



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