

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

- Block & Biggs Road Show

- For copy of presentation go to:

www.BlockAndNation.com/BlockAndBiggs



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 15 years
- William “Reddy” Biggs, M.D., FACE, ECNU
 - Endocrinologist in independently owned, forty-eight provider Internal Medicine Multi-Specialty group in Amarillo, Texas
 - eCW User for 13 years
 - Board Certified in Clinical Informatics
 - CPT reviewer for AMA
- Spoken together at NUC since 2008



Why Were We Asked to Speak?

- “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 3,100 posts & is a Forum Moderator
- 100% MIPS PI/ACI Score past 2 years
- +MIPS M/C Fee Sched Adjustments
- Beta testers for new modules & versions of eCW
- We’ve been using eCW longer than approx. 80,000 practices & approx. 130,00 physicians
- No Financial Incentives for anything we present



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



Overview of Our Presentation

- Full Hour of Tips, Tricks & Examples
 - Mostly for Medical Providers but include Front Office & Billing
- Lots of new material; some past v11/v11e
- Make Note of 3-5 Things Presented
- Question & Answer Session at the End
 - We'll stay after as long as it takes
 - Make notes so you don't forget!



Our Theme: Customize Your Daily Workflow in eCW



Medical Office of the Past



Medical Office of the Future



eClinicalWorks

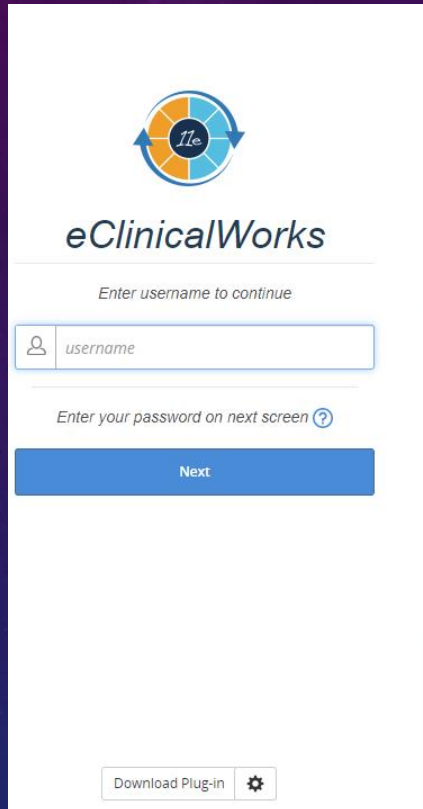
Bradley M. Block, M.D. & William "Reddy" Biggs, M.D.

Chrome 11e Version vs Traditional PC exe Version 11

- Mix of screenshots from both 11e & traditional PC v11
- 11e has new functionalities which are not included in the traditional PC exe version 11 - ie - GoodRX & Travel Medicine in visit notes & others we'll be presenting
- Both versions have some advantages over each other
- We both still use PC exe version for many aspects of our work
- Registry functions MUCH better in 11e

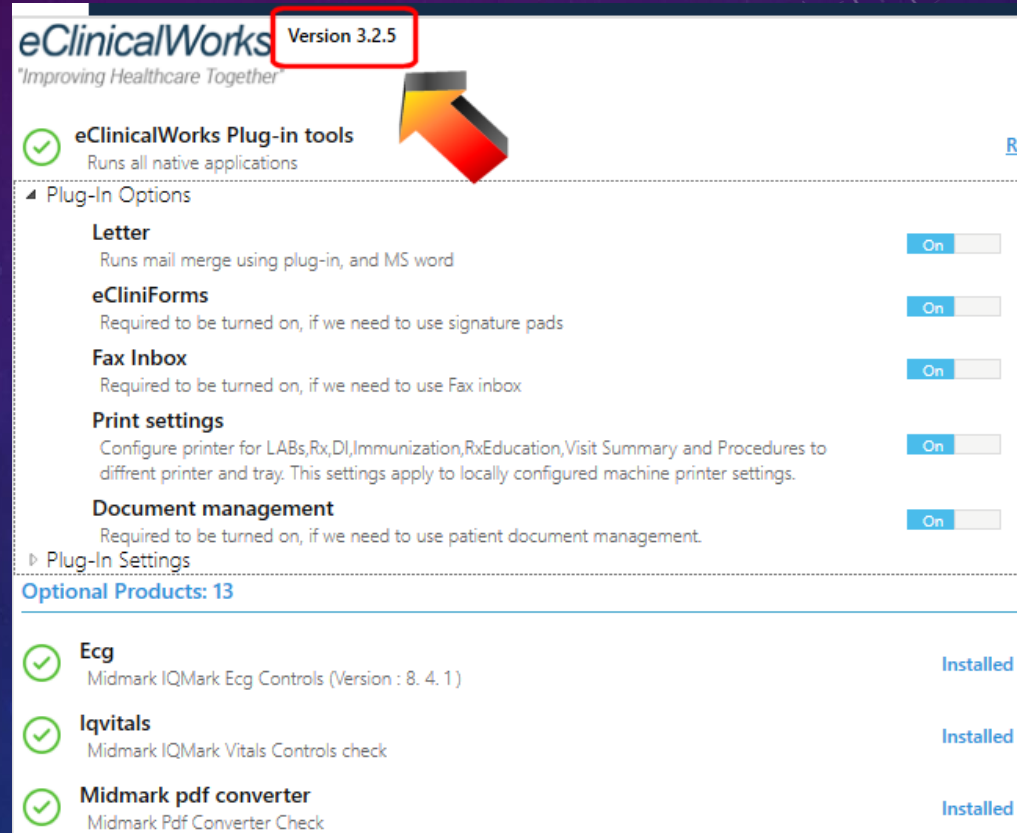
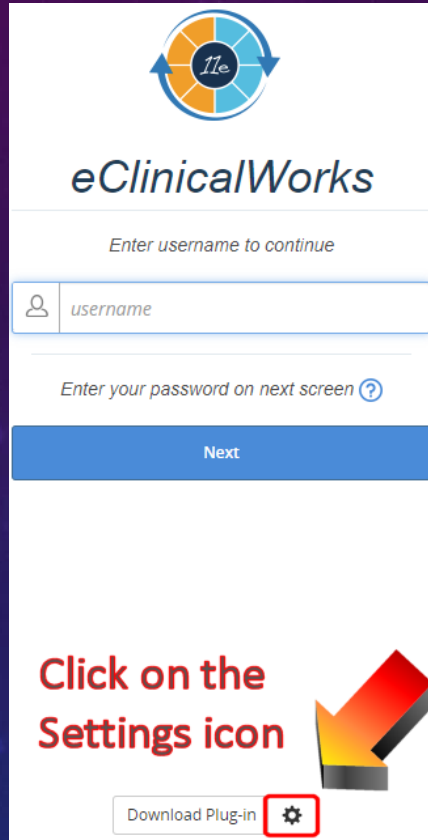


Tips For An Optimal 11e Experience



Keep Your 11e Version Up to Date

– 1st – Verify Your Version



Keep Your 11e Version Up to Date

– 2nd - Update Version if Approp

- Check eCW Support site for latest 11e plugins
- Search for “Plugin” with “Lookup” function In “Notifications” section
- Open notification to download latest plugin version
- Install newest plugin right over current version

Home > Notifications

"All the patient safety and compliance advisories will now only be accessible from the 'Safety & Compliance' tab on the support portal. Please access this tab to review all such notifications."

Notification: From Date: To Date: View:

Notification	Date
eClinicalWorks Plugin Release Version 2.7.18 on January 15th - Jan 2019 New	01/10/2019
eClinicalWorks Plugin Version 2.7.14 Released - Dec 2018	12/14/2018
eClinicalWorks Plugin Release Version 2.7.14 on December 12th - Dec 2018 New	12/05/2018

Click on the latest version notification to pop open a download link



Customize Your 11e “Send” Default Settings

- Go to Menu>File>Settings>My Settings>Send Defaults Setup
- Customize which items appear automatically in the common “Send” screen in Visit notes & TX screens – ie - Scripts, Testing Orders, Patient Education, etc

eClinicalMobile	Rx	Labs	Xrays	Proced...	Consult...	Pt. Edu...	Visit Su...	Imm. F...	Rx Educ...	Co Pay
eClinicalWorks P2P										
Defaults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Defaults 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
My Resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Warnings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Settings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physician Reference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Show/Hide										
Send Defaults Setup										
Messenger										



The Hidden Secret to Adding Multiple Recipients to Internal Messages Faster in 11e (“M” Jellybean)

Compose Message

To OR

Subject

Priority

Enter text ...

Hamburger (Horizontal Ellipsis)

Staff Lookup (Providers and Staff)

Search Staff by Staff

Location Status Role

Use checklist to add multiple recipients quickly like exe version

<input type="checkbox"/>	NAME	USERID	LOCATION	STATUS	<input type="button" value="★"/>
<input checked="" type="checkbox"/>	ROWENA M	ROWENA	Block,Nation,Chase,Smolen Family Medicine	Active	<input type="button" value="★"/>
<input checked="" type="checkbox"/>	HEATHER M	heather	Block,Nation,Chase,Smolen Family Medicine	Active	<input type="button" value="★"/>
<input checked="" type="checkbox"/>	MICHELLE E	sepulveda	Block,Nation,Chase,Smolen Family Medicine	Active	<input type="button" value="★"/>
<input checked="" type="checkbox"/>	MICHELLE	MICHELLE	Block,Nation,Chase,Smolen Family Medicine	Active	<input type="button" value="★"/>
<input checked="" type="checkbox"/>	KAREN B	karenh	Block,Nation,Chase,Smolen Family Medicine	Active	<input type="button" value="★"/>
<input checked="" type="checkbox"/>	KARI	kari	Block,Nation,Chase,Smolen Family Medicine	Active	<input type="button" value="★"/>
<input type="checkbox"/>	Theodora	thea	Block,Nation,Chase,Smolen Family Medicine	Active	<input type="button" value="★"/>
<input type="checkbox"/>	Melissa P	melissa	Block,Nation,Chase,Smolen Family Medicine	Active	<input type="button" value="★"/>
<input type="checkbox"/>	Stacie R	STACIE	Block,Nation,Chase,Smolen Family Medicine	Active	<input type="button" value="★"/>



Ideas to Improve Your Workflow & User Experience (for both versions)



Nicknames Have Been Replaced in v11- Quick Fix Needed for Patient Demographics After v11 Upgrade

- Demographics “Misc Info” “NickName” Box No Longer Functions in v11
- V11 Uses New “Preferred Name” box for which patient’s preferred name shows up throughout eCW
- Support can run database query to copy all “Nicknames” from Misc Info NickName box to new Preferred Name box

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	

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

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



Take a Ride on the Tracking Board (Only v11e)

- Need support to turn on Item Key for this feature to appear
- 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', 'My Patients', 'All Active List', and 'Discharge List'. Below these are search filters for 'Provider', 'Facility', and 'Visit Status'. A table of patient visits is shown 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 data, including visits for 'LOSS OF VOICE C...', 'RASH SCORE THRO...', 'Weight loss', 'OV 6 MONTH FOL...', 'follow up', and '1 WEEK FOLLOW...'. At the bottom of the interface, there are status indicators for 'Ordered', 'Collected', 'Received', and 'Reviewed', along with a 'Total Counts' section showing '293' and a 'Page 4 of 27' indicator.

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...	1 BMI:30.30 Index	00 h 48 m	ARR	5		
11:05 AM		RASH SCORE 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>	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 Schwartzb...		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			



Tracking Board Experience (11e)

- 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 <input type="checkbox"/>		
Keister, Alan W	Amarillo Med Spe...		03 h 01 m	ARR <input type="checkbox"/>		
Wright, Virginia	Carlos Plata MD	BP:142/70 mm Hg,B	02 h 50 m	ARR <input type="checkbox"/>	7	Rx
Do, Nam	Nam H Do, MD	BMI:31.67 index	02 h 18 m	ARR <input type="checkbox"/>		Rx
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 <input type="checkbox"/>		

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

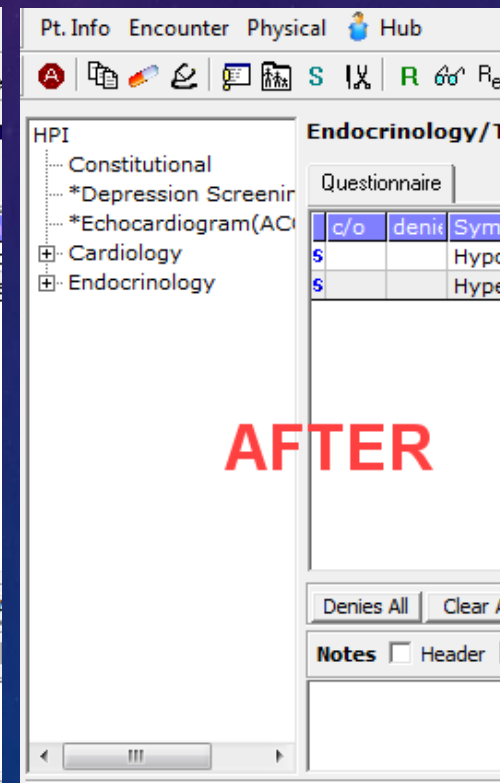
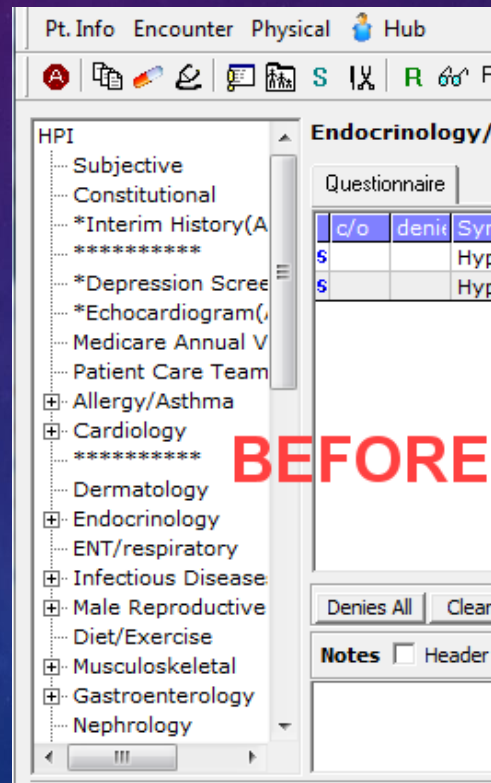


Feel Like This When Trying to Do Your Notes to Find What You Are Looking For?



Reduce the Clutter in Visit Notes – Create Customized View to Remove Categories Not Used Specifically by You

- Hide undesired categories from view (by provider)
- Search through Visit Note Sections FASTER
- Works in HPI, ROS, Exam, PE, Assessments & Procedure Notes
- Great for Multi-Specialty Group
- Cannot View Categories removed from view w/o changing settings



Use “Configure Categories” to Customize Sections for Providers & Staff

- Go to EMR> Miscellaneous Configuration Options> Configure Categories> HPI, PE, Assessments, Test Orders, etc.
- Uncheck boxes to hide Categories & “Apply” to save changes
- Link changes to specific individuals, or can do multiple providers or staff at once
- Need to be sure to link newly created categories or else no one will see them

Configure Categories

Category: HPI

Filter By: []

Practice: []

Facility: []

All License Provider All Other Staff

Lookup: []

All Categories
 Alcohol
 Allergy/A
 BP Check
 Cardiology
 Constitution
 Depression
 Dermatology
 Endocrinology
 ENT/respiratory
 Gastroenterology
 General/PEDS
 Gynecology
 Hypertension / BP

All
 Block,Bradley M
 Chase,Craig P
 Lab-,for Blood Draw
 Nation,Amy J
 Smolen,Susan G

Copy OK Apply Cancel Copy Favorites



Just the Right Medicine to Customize Your Rx Workflow



eClinicalWorks

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

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

Elevated Blood-Press Encounter for immuni Hyperlipide

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

EDUCATION dropdown menu items: Patient Education, Custom Patient Education, Rx Education, **Rx Reference**

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 urogenital and vulvovaginitis requiring hospitalization

Print Preview... Print... Close

Rx References Available for Jardiance

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

Click on Link to Open Up Full Details



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

Add New Rx

Rx Type: MultumRx

Find: **Fioricet**

D	F	Drug Name	Strength	Form.
		Fioricet	300 mg-50 n	cap

[Generic Equivalent for Fioricet: acetaminophen/butalbital/caffeine](#)

Add New Rx

Rx Type: MultumRx

Find: **cetaminophen/butalbital/caffeine**

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



Need to Include Any Special State/Insurance/Pharm Specific RX Wording Requirements for Opioids or Brand Name Scripts - Add These to the Pic List

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



“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		
New Rx	Success	Block,
New Rx	Success	Block,

eClinicalWorks
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
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	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

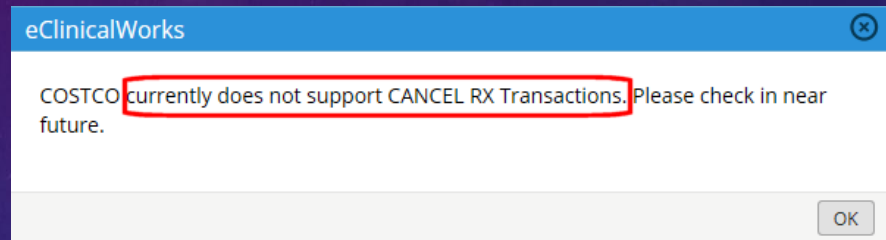
ePrescriptions
Category All Sent Rx
Patient Search by Name

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



Cancel RX Tips (v11)

- Works for both non-controlled & controlled drugs
- Works with CVS, Walgreens, Walmart, Publix, Express Scripts, CVS Caremark, Optum, & Humana Pharmacies
- Not for Costco ☹️
- Log of all past canceled scripts can be seen via “E” jelly bean



eClinicalWorks

ePrescriptions

Message Type: Cancel Response

Provider: Block, M, Bradley

Facility:

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

Easy to use log to see ALL scripts ever Canceled



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

Canceled RX will be Stopped by this TE (even if blank RX tab screen) unless you "Continue" the RX

Action Taken Messenger Reply to patient Time Stamp Action

Or, use TE to send RX to preferred pharmacy Also TE gives Error Message when "Addressed"

Print Script Send Rx Print Report Progress Notes Document

OK Cancel



STOP Singing the Locked RX Blues – Easily Send Locked RX to Different Pharmacy w/o a New TE (V11 - latest patch)

- Just choose locked script(s), use “Send RX” button same as usual the 2nd time around, and manually check the box in the eRX screen to resend to preferred pharmacy
- Works with visits notes & TE’s
- Not for EPCS

The screenshot displays the 'ePrescribe Rx' interface. Key elements include:

- Header:** ePrescribe Rx (highlighted with a red box)
- Patient Information:** Patient Name (Demo, Patient M), Patient Address (2441 W SR 426, OVIEDO, FL 32768), 6/29/1913, Last Appt: 08/11/2019 02:00, Next Appt: (blank), Provider Name (Block, Bradley).
- Pharmacy Selection:** Pharmacy (Test (P) - highlighted with a red box), Pharmacy Address (123 Test Ave., Atlanta, GA 30329, Phone: 404-555-1...), and a checkbox for 'Set as primary Pharmacy'.
- Notes to Pharmacist:** A red box contains the text: **Preview and Send RX same as 1st time around**.
- Supervising Provider:** Block, Bra
- Prescription:** A red box highlights the 'New, Increased & Refilled' section, which includes a checked checkbox, a lock icon, and the text 'Start Terazol 3'.
- Right Panel:** Contains pharmacy contact info for 'Block, Nation, Chase, Smo...' and Rx details for 'Demo, Patient M' including 'Terazol 3' (highlighted with a red box), 'Disp: ***2', 'Sig: 1 app', and 'Diagnosis:'. It also shows 'Refills: ***5*** (FIVE)' and other fields like 'Auth No:', 'DEA #', and 'NPI #:'.



Controlled Drugs

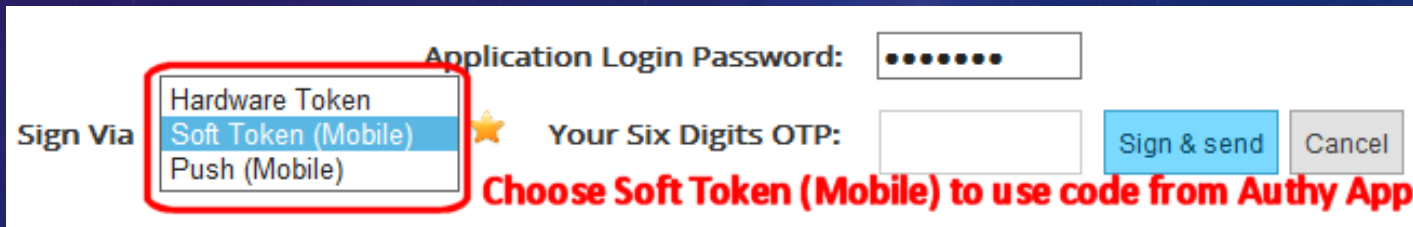
- Get Hooked on New Habits -

New EPCS Tools



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

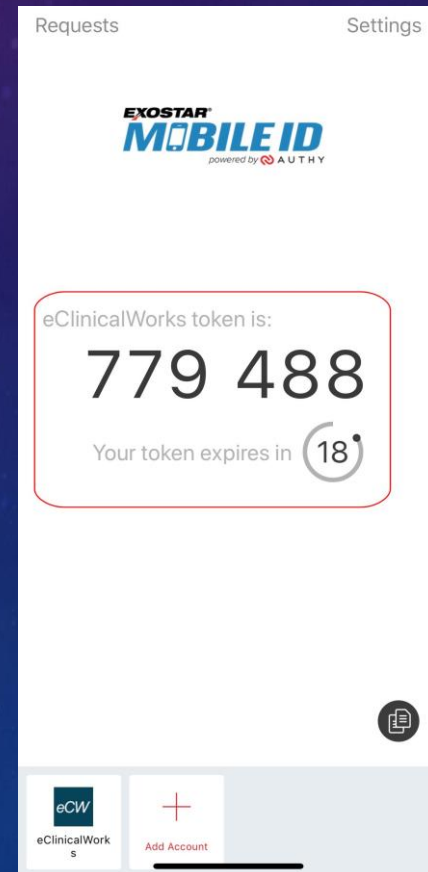
- Download & Install “Authy” App from app store
- Activate in eCW via Tools>ePrescription>EPCS Register Prescriber>Manage Account>Manage Mobile Credential>Add Credential & Follow Instructions to “Bind” App



Application Login Password:

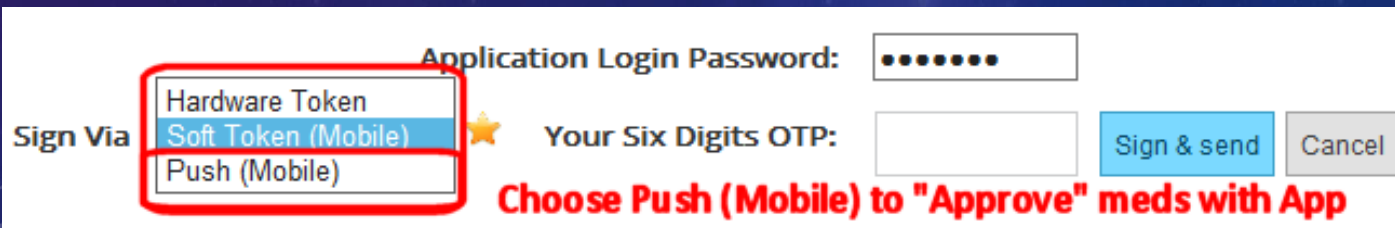
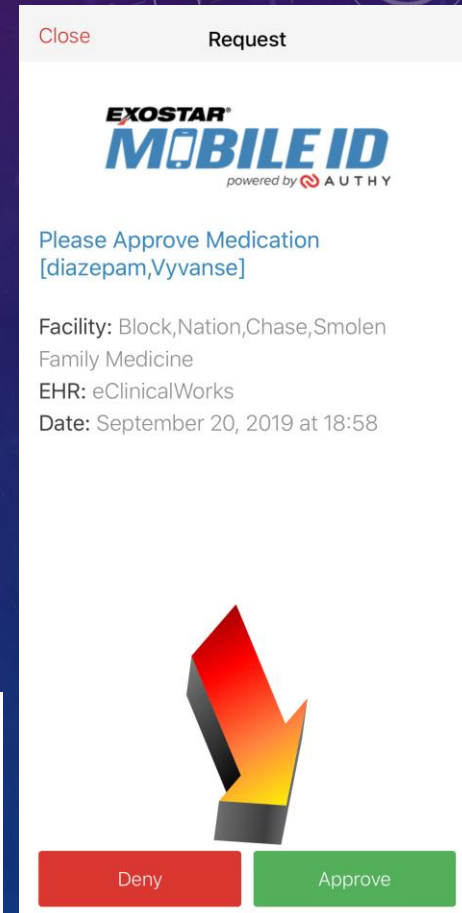
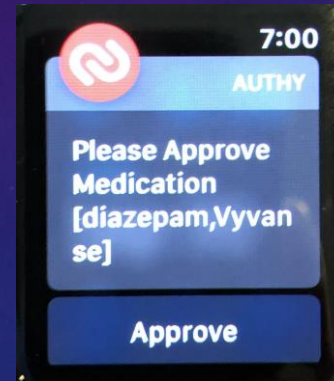
Sign Via: **Soft Token (Mobile)** ★ Your Six Digits OTP:

Choose Soft Token (Mobile) to use code from Authy App



Use the “Authy” App Even Faster – Eliminate Codes (v11)

- Use “Push (Mobile)” option to “Approve” meds with phone App or Apple Watch w/o needing to use any codes
- See YouTube video “eClinicalWorks 11e - verify your EPCS meds with Apple Watch” by “Reddy Biggs” for demo:
https://www.youtube.com/watch?v=9TD5wl_hmYI&t=2s



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



Boost Efficiency & MIPS Score when Verifying Controlled Drug Scripts Filled by Patients with the new PDMP Functionality (v11) (MIPS)

- Activate APPRISS in eCW to connect to your state specific PDMP directly from eCW via PDMP buttons present in all prescribing screens

Add New Rx Add New Order Add New RX Screen

Rx Type: All Rx Search: Starts With = Standard Show: Standard

Find: tramadol Real Time Show Discontinued PDMP

Dt	F	Drug Name	Strength	Form.	Take	Route	Freq.	Duration
D		tramadol	50 mg	tablet	1/2 to 1 to 2	orally wi	Q4H up to Q	30 days

Add New Rx Add New Order

30 = 30 day with 11 refills 90 = 90 day with 3 refills PDMP

Show: 50 Group by: Date All Summary of: All

Medication	Action	Dur.
Cyclobenzaprine 10 mg tablet	Refill	90 days

PDMP Report

Prescriptions Total Prescriptions: 3 Private Pay: 0 **PDMP report on scripts filled by this patient**

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
06/26/2017	1	06/26/2017	ACETAMINOPHEN-COD #3 TABLET	40	6	44	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. Guipenorphine 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, DERRRELL	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
------	---------	------	-------	---------	-----

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

	Approved
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

< Prev < Send Rx & Prev Send Rx & Next



APPRISS PDMP FAQs (v11) (MIPS)

- Meets requirements for state mandated opioid prescribing laws which require checking state Prescription Drug Monitoring Program database
- eCW maintains logs verifying providers checked state PDMP Gateway (found in Reports Console)
- Use of PDMP **Boosts MIPS PI score by 5 Bonus Points**
- FYI – APPRISS has annual cost per provider which varies by state (subsidized in Florida by DOH)

Reports

PDMP Report Log

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

Add Manual Log Entry **eCW PDMP Log**

	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"/>

Here is the Texas site.

Texas PDMP Logs

Status	Request Date
Complete	09/25/2018 2:57 PM
Complete	09/24/2018 8:11 PM
Complete	09/24/2018 3:06 PM
Complete	09/23/2018 2:09 PM
Complete	09/23/2018 2:05 PM

[View Requests History](#)

Here are the same logs in eCW.

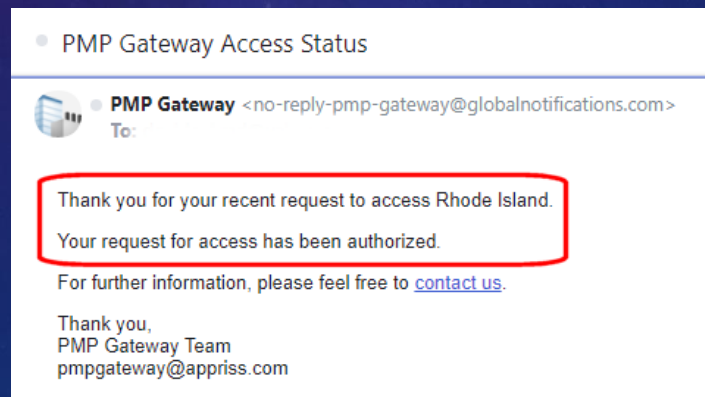
eCW PDMP Logs

Report Status	Log Time
Success	09/25/2018 14:57:42
Success	09/24/2018 20:11:45
Success	09/24/2018 15:06:36
Success	09/23/2018 14:09:06
Success	09/23/2018 14:05:43



APPRISS PDMP Tips

- APRISS Settings in eCW - Uncheck option “Enable Popup Reminders” to skip unnecessary Provider “Reminder Alerts”
- Takes > several weeks to get PDMP implemented
- Minimum timeframe is required for PDMP MIPS bonus
- Can request APRISS to show PDMP data from all states they service (majority of states use APRISS) - no extra cost & no hit to performance. BUT, need to be sure you receive a flood of emails notifying authorization by multiple states (& if not, then your account was not configured to receive out of state PDMP data)



Boost Your MIPS Score While Optimizing Your Opioid Prescribing Practices with “Verified Opioid Agreements” (MIPS)

- Have Patients on Chronic Opioids sign an Opioid Contract
- Can track by adding DX code: “Z02.89: Opioid contract exists” to Problem list once signed
- Use Registry to identify pts w/o contract: “Run New” list of pts prescribed “Narcotics” in RX tab “Drug Class” option w/ approp time range (Need 2 runs: w/ & w/o “combinations”), then in ICD tab run “SubsetNot” for pts w/o ICD “Z02.89” in “Problem List”
- eCW supposed to have new Opioid Module in future to track Opioid Contracts
- **Boosts MIPS PI Score by 5 Bonus Points**

Selected Assessment(s)			
	Code	SNOMED	Diagnosis
10	Z02.89		Opioid contract exists

Registry -

Demographics Vitals Labs/DI/Procedure ICD CPT **RX** Chief Complaints Medical History

Drug Class - narcotic analgesics **Run Narcotic Analgesic Combinations too**

Prescribed As of Date 07/01/2019 To 09/28/2019

Registry -

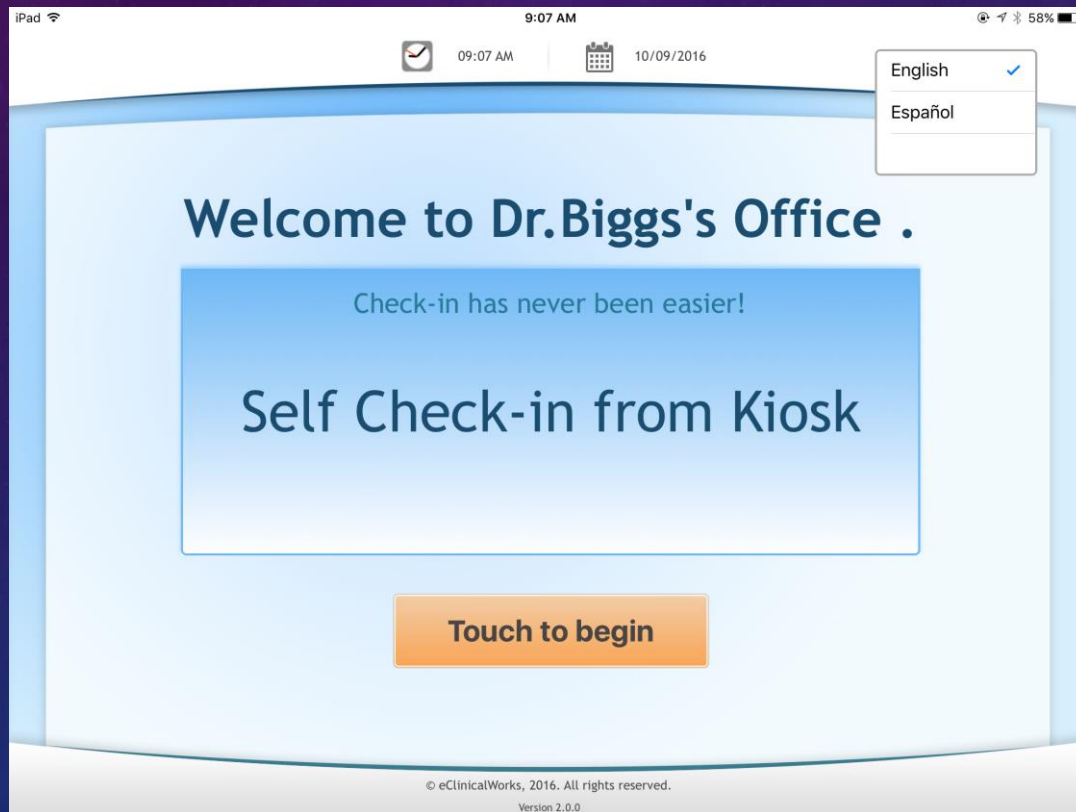
Demographics Vitals Labs/DI/Procedure **ICD** CPT RX Chief Complaints

ICD Codes - Z02.89

Search Options Search in Assessments Search in Problem List



How About Having Patients Lend a Helping Hand in Boosting Your Quality Performance Scores with Kiosk Questionnaires (MIPS)



Use Kiosk Questionnaires to Ask Relevant Info Required for Your Bonus Programs (MIPS)

- Applicable to MIPS GPRO & Commercial Plan Quality Performance Scores
- Ask about required Quality benchmark items like Flu vaccines, Mammograms, or ANYTHING applicable for your specialty
- Link Questionnaire to every potentially approp visit type in Kiosk settings so as to not miss opportunities for gathering info needed
- **BIG Benefit** - Avoids those 5 min discussions for staff about if & when care has been done

HPI: 
Medical Updates

Patient Answers Imported into Visit Note

Influenza Immunization status Patient received a new Influenza Immunization since last visit with us? Yes, Approximately when?



Maximize Kiosk Questionnaire Usefulness

- Create What You Need -

- Create HPI category (or where desired) with basic yes/no Boolean structured data (SD)
- For tracking dates, “Add Child” to Boolean SD with month/year option to keep date simple
- Create Kiosk Questionnaire via Questionnaire Wizard & Edit wording for easy use by patients

Structured Data **Configuring HPI SD Section**

Influenza Immunization status

+ Add + Add child Update Remove Reorder

Name	Type	Mandat	Trigger	Default
Patient received a new Influenza Immunization since	Boolean	<input type="checkbox"/>		
Approximately when?	Date (mm/yyyy)	<input type="checkbox"/>	Yes	

Influenza Immunization status

Have you received a new Influenza Immunization since your last visit with us?

Yes No

If yes, then approximately when?

(mm/yyyy)

**Edited Version of
Questionnaire
Patient Sees in Kiosk**

Questionnaire Sheet Wizard - Design Document

Design the questions and options that will be carried by the questionnaire. The tree view contains the Sections and their items which will be linked. The data grid on the right provides details on information appearing on the dynamically created questionnaire page such as to which section and item is the question linked to, what are its options and is it a single or multiple choice. New items can be added from the tree by double-clicking on the items.

Seq No	Linked Section	Linked Item	Options	Select
1	HPI	Patient received a ...	Yes, No	Single
2	HPI	Approximately whe...		Date(m

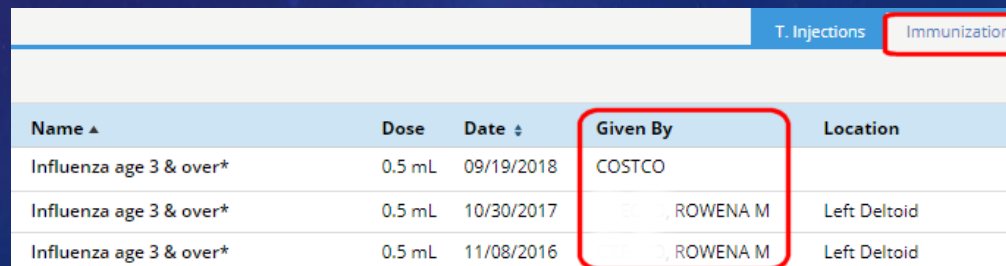
Use Kiosk Questionnaire Designer to Add & Edit Questions for Patients

Insert item into Questionnaire Preview Save Close



Simplify & Excel Vax Tracking for Quality Performance Bonus Programs (GPRO/MIPS) – Track ALL Vaccines in Immunization Screen

- Vax Alerts ONLY work if documented in Immunization Screen
- eCW only extracts vax data from the Immunization Screen - include MIPS dashboard, any ACO data extraction interface, & State Immunization interface
- Document ALL approp vax's in Immunization Screen given by other providers (ie - by pharm or employer) to avoid calling pts later to verify vax status for care gap lists
 - we note “CVS”, “work”, etc in “Given By” screen to avoid confusion in future
- Single location for documentation simplifies any manual verification of vax status for bonus program quality measures



Name ▲	Dose	Date ↕	Given By	Location
Influenza age 3 & over*	0.5 mL	09/19/2018	COSTCO	
Influenza age 3 & over*	0.5 mL	10/30/2017	ROWENA M	Left Deltoid
Influenza age 3 & over*	0.5 mL	11/08/2016	ROWENA M	Left Deltoid

Track Vaccine Refusals too (MIPS)

- Document Influenza & Pneumonia Vax Refusals to avoid Quality Score penalties (but M/C GPRO scores only accept Flu Vax refusals)
- Need ALL Refusals documented in Immunization Screen for eCW extracted data to be accurate and to simplify any manual verification of vax status for bonus program quality measures
- Use Vaccine Refusal Templates to notify plans that vaccine was refused by patient (for pts for whom vax is expected) to minimize manual requests to verify vax status

NA	Influenza age 3 & over	Refused by patient	08/11/2019
	Influenza age 3 & over*	0.5 mL	11/02/2011
	Influenza age 3 & over*		02/09/2006

Assessment:

Assessment:

Plan:

Treatment:

Notes: Counseling done on risks/benefits/ advantages of vaccine for disease and disease induced morbidity & mortality prevention, but patient (or parent) refused or deferred the vaccine noted despite recommendation to receive this.

Recommended Wellness and Prevention Guidelines:

Procedures:

Immunizations:
Therapeutic Injections:
Diagnostic Imaging:
Lab Reports:
Procedure Orders:
Preventive Medicine:

Next Appointment:

Specific DX & CPT codes exist for Influenza & Pneumonia Vaccine Refusals by Patients

Billing Information:

Visit Code:

Procedure Codes:



Sick & Tired of Dealing with Alerts!



New Simplified Way to Track Care (v11) with Practice Configured “MultiSatisfied Alerts”

- Looks like a typical Alerts list
- Probably need Item Key turned on by support to access this function
- Create or Update via: Menu>EMR>Alerts> “MultiSatisfied Alerts” (in 11e) (or “Practice Configured Alerts” in v11 exe), but use 11e to create complex ones (although it works fine in both 11 & 11e once configured)
- Alerts show up in CDSS list

Configure Alerts

Immunization Lab DI Procedure Dx Rx **MultiSatisfied**

MultiSatisfied Alerts

Find New

Name	Lower Age	Upper Age	Gender	
ALCOHOL Misuse Screening	18	110	B	
COLON CA Screening	50	85	B	
DEPRESSION Screening	11	110	B	
MAMMOGRAMS	40	74	F	
MEDICARE AWW	65	110	B	
WELL Child/Teen PE	1	18	B	
WELL PE 19-39 yrs old	19	39	B	
WELL PE Over 40 yrs	40	110	B	

< > Close



MultiSatisfied Alerts Special Feature #1 – Satisfy Tracking Alerts with Zero Effort (v11)

- Allows use of Structured Data (SD) points inserted into visit notes by templates to satisfy alerts
- Works great for Tracking Alerts -ie - Depression Screens
- No need to manually “Override” alerts or manually mark a Tracking Order as “Received” & “Reviewed” to satisfy alert
- Configure by using SD button to link SD item in visit note to alert
- Structured Data Alerts Only work for Age Based Alerts

Name *

Age Lower Limit * Year(s)

Age Upper Limit * Year(s)

Gender Male Female Both

Criteria Exclusions Providers

Name	Type	Frequency
PHQ-9 Screening Performed	SD (Boolean)	1 Year
Depression Screening	DI	1 Year



MultiSatisfied Alerts

Structured Data Feature

- Create SD items in the Visit Notes – we have an “Alerts for Patient Care” category in Procedures Section
- Add Structured Data items into templates – merging the SD item into the visit note the alert gets satisfied

Organ	Notes
WELL PHYSICAL	→
MEDICARE ANNUAL WELL	→
DEPRESSION SCREENING	PHQ-9 Screening Performed Yes
ALCOHOL MISUSE SCREE	Audit-C Screening Performed Yes

Procedures: ▼

ALERTS FOR PATIENT CARE

DEPRESSION SCREENING

PHQ-9 Screening Performed Yes.

ALCOHOL MISUSE SCREENING

Audit-C Screening Performed Yes.

Multiple Satisfied Alerts					
ALCOHOL Misuse Screening	CDSS Alerts Satisfied	08/11/2019	1 Y	08/11/2020	
DEPRESSION Screening		08/11/2019	1 Y	08/11/2020	
MEDICARE AWV			0	09/22/2019	
WELL PE Over 40 yrs			0	09/22/2019	



MultiSatisfied Alerts Are Not Called MultiSatisfied For Nothing – Special Feature #2 (v11) - Now You Can Mix & Match Options to Satisfy an Alert

- Can link alert to SD, Labs, DI, &/or Procedure results
- Any of these can & will satisfy the single alert
- Allows capability to transition off of old manual DI or Procedure tracking order alerts to using simplified SD format w/o losing track of when alert was satisfied last by linking the old alert tracking item along w/ the new SD alert

The screenshot shows the configuration for an alert named "DEPRESSION Screening". The name is highlighted with a red box. Below the name, there are fields for "Age Lower Limit" (11) and "Age Upper Limit" (110), both highlighted with red boxes. The "Gender" section has radio buttons for "Male", "Female", and "Both", with "Both" selected. Under the "Criteria" tab, there are buttons for "+ Lab", "+ DI", "+ Proc", and "+ SD", all highlighted with red boxes. Below these buttons is a table with columns "Name", "Type", and "Frequency". Two rows are visible: "PHQ-9 Screening Performed" with Type "SD (Boolean)" and Frequency "1 Year", and "Depression Screening" with Type "DI" and Frequency "1 Year". Both rows are highlighted with red boxes.

The screenshot shows a list of "MultiSatisfied Alerts" in a table format. The table has columns for "Name", "Lower Age", "Upper Age", and "Gender". Several rows are highlighted with red boxes: "ALCOHOL Misuse Screening", "COLON CA Screening", "DEPRESSION Screening", "MAMMOGRAMS", "MEDICARE AWW", "WELL Child/Teen PE", "WELL PE 19-39 yrs old", and "WELL PE Over 40 yrs". Below the table, the text "Transitioned all these to SD tracking" is written in red.

Name	Lower Age	Upper Age	Gender
ALCOHOL Misuse Screening	18	110	B
COLON CA Screening	50	85	B
DEPRESSION Screening	11	110	B
MAMMOGRAMS	40	74	F
MEDICARE AWW	65	110	B
WELL Child/Teen PE	1	18	B
WELL PE 19-39 yrs old	19	39	B
WELL PE Over 40 yrs	40	110	B



More MultiSatisfied Options – Special Feature #3 (v11) - Now You Can Have Different Results Satisfy Alerts for Different Frequencies

- Different types of results can satisfy single alert, BUT can trigger different time ranges for when care next due
- Example – Single Colon Cancer screening alert satisfied for 10 yrs by Colonoscopy but just 3 yrs by Cologuard

Name * COLON CA Screening

Age Lower Limit * 50 Year(s)

Age Upper Limit * 85 x Year(s)

Gender Male Female Both

Criteria Exclusions Providers

+ Lab + DI + Proc + SD

Name	Type	Frequency
Colonoscopy	DI	10 Years
-Cologuard Stool Colorectal C...	Lab	3 Years



eCW V11 Alert Functionality WARNING

- “Age Limit” for all Lab & DI Alerts is currently NOT functioning the same as the past
- Cuts off Upper Age alerts 1 yr younger & Lower Age Limit 1 yr older than age listed in alert – ie- if Mammograms set to alert through 74 yrs old, alerts will only appear through 73 yrs old
- Fix – Set Upper Age Limit 1 yr above & Lower Age Limit 1 yr lower than desired age cut-off for now
- Expect patch to fix this in future



Provide & Document Preventive Care Screenings Quick & Easy to Boost Income, P4P Bonuses, & GPRO Scores

- Alcohol Misuse & Abuse Screening recommended annually for all Adults – Use Audit-C Smart Form in eCW
- Depression Screening recommended annually for all patients > 10 years old – scored in M/C ACO GPRO & some commercial P4P programs – Use PHQ-9 Smart Form in eCW
- Tobacco Use Screening part of Social HX (& M/C ACO GPRO Measure) - only paid for Cessation Counseling

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

PATIENT HEALTH QUESTIONNAIRE (PHQ-9)

Name: Adiel A Test Date: 04/07/2018

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

	Not at all	Several days
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"/>

Smart Forms insert screening results into visit note

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

Adiel A DOB: 08/11/1955 Age: 55
 Primary Insurance: HUMA
 Address: 13131 W. Winter Park, FL-32792
 Account Number: 80701
 Encounter Date: 04/07/2016 Provider: Bradley M
 Appointment Facility: Block, Nation, Chase, Smolen

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

Block, Nation, Chase, Smolen Family Medicine
 2441 W SR 426 STE 2011
 OVIEDO FL 32765-4515
 Ph: 407-678-6888 Fax: 407-359-5454

ALCOHOL MISUSE/ABUSE (AUDIT C)

Name: Patient M Demo Gender: female Date: 09/22/2018

Did you have a drink containing alcohol in the past year?
 Yes
 No

If 'Yes': How often did you have a drink containing alcohol in the past year?
 Never (0 points)
 Monthly or less (1 point)
 Two to four times a month (2 points)
 Two to three times per week (3 points)
 Four or more times a week (4 points)

If 'Yes': How many drinks did you have on a typical day when you were drinking in the past year?
 1 or 2 (0 points)



Preventive Care Pays Off But Simplify the Process

- Covered by most insurances as “free preventive care”
- Boost income while boosting quality of care scores
- Rates paid and volume of services provided literally covers cost of hourly nursing payroll
- Use DI or Procedure Tracking Order, or MultiSatisfied Alert SD to track when due
- Use Template to insert DX & CPT codes, Quality Measure Reporting Codes, DI or Proc order or SD item for tracking when done, and any appropriate

Preventive Care Counseling such as Tobacco Cessation counseling if provided

Assessment:
Assessment:
1. Screening for Depression - Z13.31 (Primary)

Plan:
1. Screening for Depression
Imaging: Depression Screening **DI Tracking Order**

Procedures: **SD Tracking Item**
ALERTS FOR PATIENT CARE:
DEPRESSION SCREENING PHQ-9 Screening Performed Yes.

Procedure Codes: 96127 BRIEF EMOTIONAL/BEHAV ASSMT, Modifiers: 59 , 3725F SCREEN DEPRESSION PERFORMED



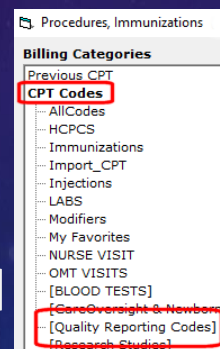
Helpful Coding & Alert Tracking Tips

	Alcohol Misuse & Abuse Screening	Depression Screening	Tobacco Cessation Counseling
Usual ICD DX Code Used:	Screening for alcohol problem - Z13.39	Screening for Depression - Z13.31	Tobacco/Nicotine dependence - F17.200
Commercial CPT Code:	96160 PT-FOCUSED HLTH RISK ASSMT	96127 BRIEF EMOTIONAL/BEHAV ASSMT	99406 BEHAV CHNG SMOKING 3-10 MIN
M/C CPT code:	G0442 ANNUAL ALCOHOL MISUSE SCREEN & <u>COUNSELING</u> 15 MIN	G0444 ANNUAL DEPRESSION SCREENING 15 MIN	99406 BEHAV CHNG SMOKING 3-10 MIN in Symptomatic Patients
Quality Measure Reporting Code:	3016F PT SCRND FOR UNHLTHY ALCOHOL USE	3725F SCREEN DEPRESSION PERFORMED	4004F TOBACCO USE SCRNG & CNSLG DONE
Alert Trigger:	Age = 18 years or older	Age = 11 years or older	Tobacco/Nicotine dependence - F17.200 DX Code Use
Typical Commercial Rates:	\$5-\$6	\$5-\$6	\$11-16 (But Not if done w/ Well PE)
Typical M/C Rates:	~ \$18	~ \$18	\$~15



Always Get Credit for What You Do – Include CPT “F” Codes in your Templates for Quality Measure Reporting

- CPT “F” codes (& some “G” codes) strictly for reporting info regarding Quality of Care measures to plans
 - Depression Screening, CA screenings & Mammogram Exclusions, Chlamydia Screening (&CHLMYD Screen Exclusions), DM care, Statin TX
 - No charges/payments directly assoc with F (& G) codes
- Build F (&G) codes into templates to automate reporting
- We moved all the F codes we use into a CPT Folder we created



- 3079F DIAST BP 80-89 MM HG.
- 3210F GRP A STREP TEST PERFORMED.
- 3511F CHLMYD/GC screen done.
- 3511F CHLMYD/GC screen EXCLUSION. Modifiers: 1P
- 3725F SCREEN DEPRESSION PERFORMED.
- 4004F TOBACCO USE SCRNG & CNSLG DONE.
- 4008F BETA-BLOCKER THERAPY RXD/TKN.
- 4010F ACE/ARB THERAPY RXD/TAKEN.
- 4013F STATIN THERAPY/CURRENTLY TKN.
- 4015F PERSIST ASTHMA MEDICINE CTRL.
- 4064F ANTIDEPRESSANT RX.
- 4188F APPROP ACE/ARB TSTNG (CMP/BMP) DONE.
- 4189F APPROP DIGOXIN TSTNG DONE.
- 4190F APPROP DIURETIC TSTNG (CMP/BMP) DONE.
- G8417 BMI >=30 CALCULATE W/FOLLOWUP.
- G9664 Current STATIN USER or RCVD STATIN RX.
- G9708 B/L MASTECTOMY HX IN WOMEN.
- G9781 STATIN TX NOT USED for MED REASON Documented.

Some of our Quality Measure Codes

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 Add Remove

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

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** Add Remove

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



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

- Biggest single **MIPS PI Score** is for Providing Patients w/ Electronic Access to their Health Information – ie - Being Web Enabled

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



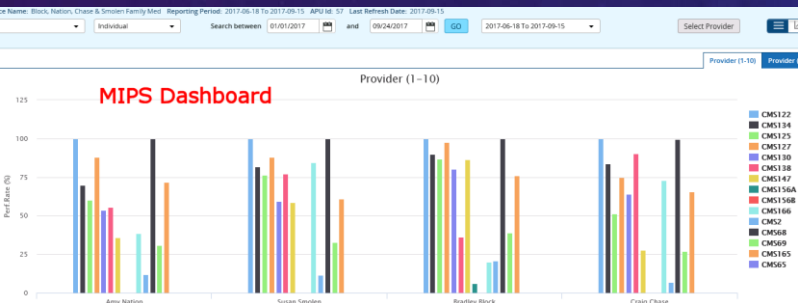
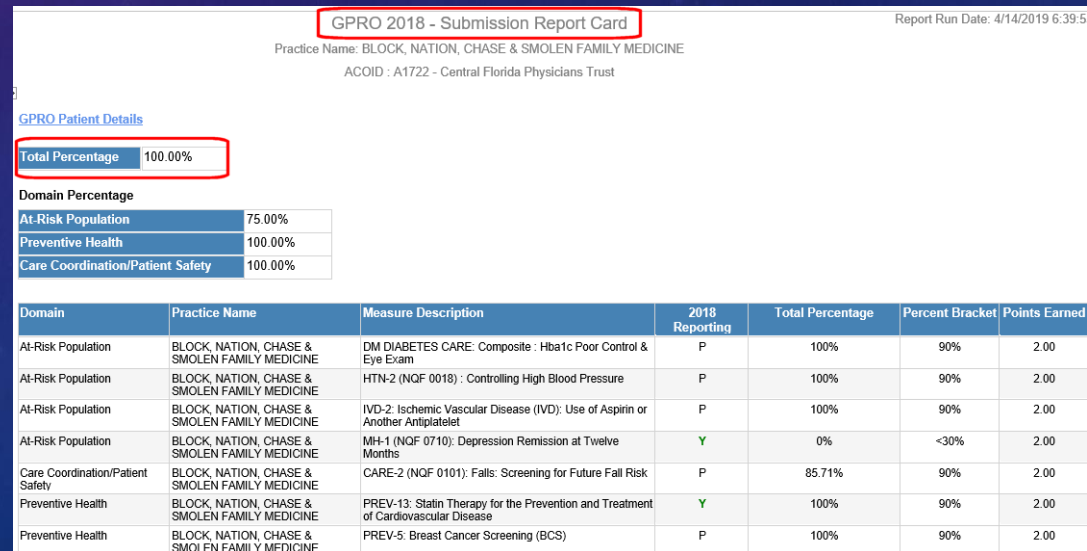
Web Enabled Patient Stats for Patients Seen in Past Year (MIPS)

- Dr Block's own Patients = 96% (children-92 yrs)
- Dr Bigg's own Patients = 82%
- Dr Block's Family Medicine Group = 96%
- Dr Bigg's Multi-Specialty Group = 81%
- Counts towards 40 points of MIPS PI score



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 measures, to know what to implement
- Use MIPS Dashboard & Insurance Score Card results to make changes in workflow & your Alerts to boost future scores



Reviewing Personal Cost of Care & Risk Scores from Insurance Plan Score Cards in the Past



Lets Improve Your HCC Risk Scores & Cost of Care Scores in the Future While Making Extra \$ Doing This



Get Paid for Managing Your M/C Patients with Chronic Care Management – PCP’s Today, But Specialists Will Have a New Option Soon

- CCM Module in eCW – Easy to use & track time for overseeing & updating their care between visits
- Get paid for trying to keep your patients well and out of the ER & Hospital to reduce cost of care
- Approx \$40/patient/month (for 20 mins) = \$4,000/month & \$48K/year per 100 patients actively managed
- “Principal Care Management” starting Jan 1st for managing a single DX code that specialists & PCP’s can use

Overview DRTLA History CDSS

as of 09/29/2019

Right Panel data last modified on: 08/1

! Problem List SNOMED

Global Alerts

CCM

Enrollment

Start Date: 02/03/2016

End Date: NA

Consent Status: Yes Last CP: 05/31/2018

Mins Completed: 00:00:00 Add Time

Timer: 00:00:00 start logs

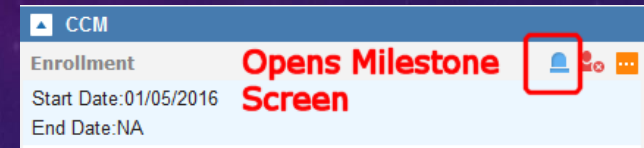
Claims Status: NOT CREATED

Advance Directive



Customize & Use CCM Module to Improve Patient Oversight & Reduce Patient Costs

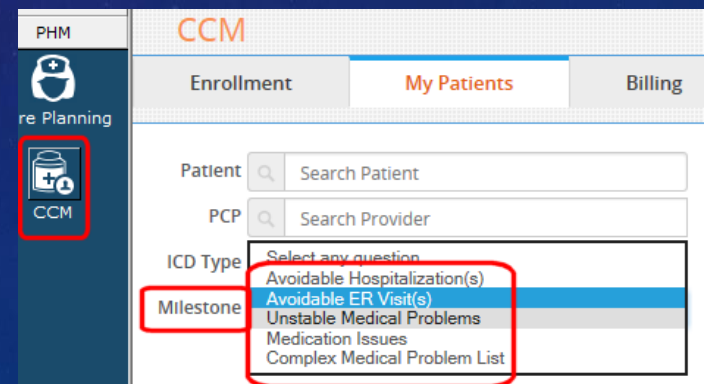
- Create & Customize “Milestones” in PHM section of Admin band
- Examples: ER Frequent Flyers, Avoidable Hospitalizations, Unstable Medical Issues
- Tag Patients via Blue Bell Icon in CCM screen to Link Milestones
- Run List for patients from the CCM screen who need extra oversight monthly so staff know who to call regularly



Milestone For Test, Buddy A (female, 45 Yrs)

Name	Value	Notes
Avoidable Hospitalization(s)	Yes	X DM, COPD, CHF
Avoidable ER Visit(s)	Yes	X UTI's, COPD
Unstable Medical Problems	Yes	X COPD, CHF, HTN
Medication Issues	Yes	X noncompliant, never returns for visits
Complex Medical Problem List	Yes	X Many major problems

Default All Save Close



How About Another New Way to Get Paid For Managing Patients



CPT Code 99457 –

Pays for Monitoring & Managing Care Associated with Remote Tracking Devices

- Remote physiologic monitoring & TX management services w/ >20 mins staff & provider time in a calendar month requiring interactive communication w/ patient/caregiver during that month
- For patients with ongoing or chronic disease process
- MC Rate = ~ \$50
- Reported only once per calendar month regardless of # of monitoring modalities performed
- May be reported simultaneously w/ CCM or TCM time (but time for performing these should be separate & distinct)



CPT Code 99457 Requirement Details

- Requires utilizing results obtained from FDA-defined Remote Patient Monitoring (RPM) device to oversee patient TX plans.
- FDA classifies RPM equipment as “wireless medical devices” that utilize wireless radio-frequency (RF) communication (like Wi-Fi or Bluetooth) to support the delivery of healthcare.
- Device ordered by provider and used by patient for collecting, monitoring, & reporting health-related data - ie- **BG, BP, HR, & WT.**
- Data needs electronic transmission to provider for review and recommendations - ie – Healow Tracker



To Bill for CPT Code 99457

Have Patients "Link" Their Device with Healow Trackers to Provide Their Data

- Click on Healow HUB Icon to open up Tracker Data -

Personal Health Record

Trackers

Tracker Details

Blood Pressure

Graph View List View

1 W 1 M 90 D

Average Reading 127/80 mmHg

Max Reading 139/98 mmHg

Min Reading 109/75 mmHg

BMI (Body Mass Index)

Graph View List View

1 W 1 M 90 D **Tracker Details Link for full list of readings** BMI Weight



Week: 09/08/2019 - 09/14/2019

Week Month Date Range

mmHg

200

150

100

50

0

10. Sep 12. Sep 14. Sep

—●— Systolic —●— Diastolic

LOGS All

Source	Date Time	Systolic	Diastolic	Heart Rate	Notes
	09/14 06:41 PM	122	71	63	-
	09/14 07:32 AM	122	81	63	-
	09/14 07:27 AM	132	82	68	-
	09/13 11:01 AM	132	84	62	-
	09/12 04:27 PM	116	78	65	-

Tracker Details



Copy & Paste Healow Tracker Data into TE V.V.'s or Visit Notes

- Healow HUB Trackers Can ONLY be opened & viewed from visit notes (but this includes locked 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

our ~~once in 2017 & 9/2019~~ checks daily or multiple times per
Home BP log reviewed for past week:

- Average Reading 124/78 mmHg
- Max Reading 127/88 mmHg
- Min Reading 109/65 mmHg

**List View Details
in HPI of Visit Note**

09/17 01:06 PM	109	70	55
09/17 01:01 PM	113	73	57
09/17 10:35 AM	119	76	67
09/17 07:17 AM	121	77	72
09/17 07:11 AM	125	77	80

, with pulse: **Trackers Details**

in HPI of Visit Note

09/17 01:06 PM	55
09/17 01:01 PM	57
09/17 10:35 AM	67
09/17 07:17 AM	72
09/17 07:11 AM	80
09/16 07:25 AM	66
09/16 07:20 AM	81
09/15 04:07 PM	74
09/15 04:03 PM	89
09/15 01:11 PM	69



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 - need 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	E11.628+	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
 Use ICD10
 HCC

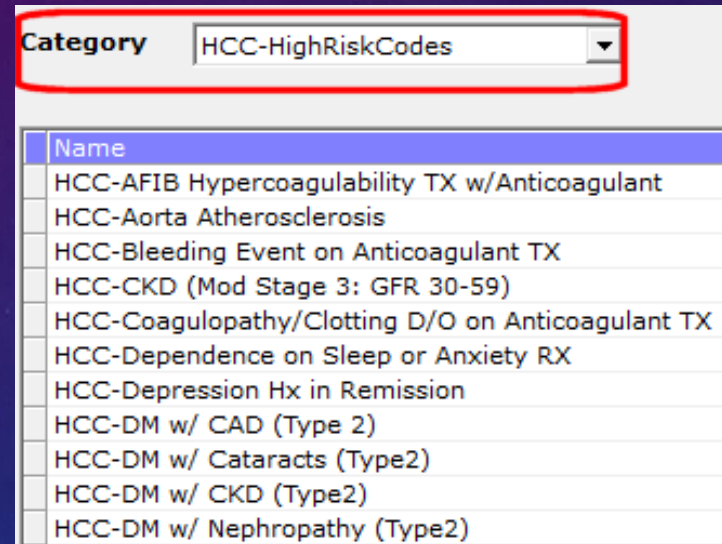
manually check HCC box if not automatically functioning

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

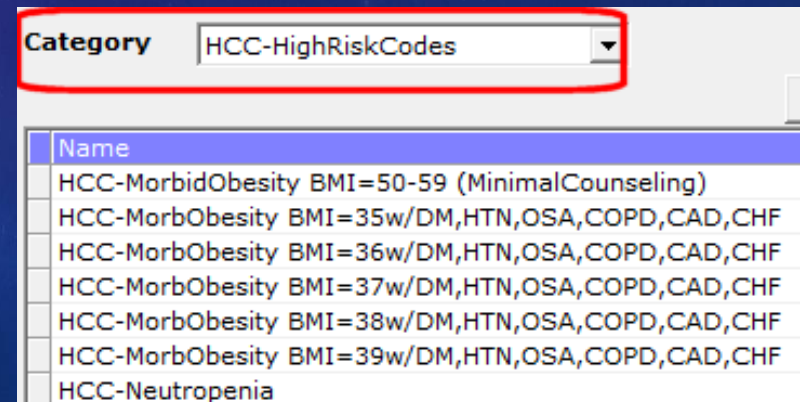


How About Making It Even Easier & Quicker to Use HCC Codes!

- Create Templates for commonly diagnosed HCC codes that insert HCC DX & Basic TX Plan
- Document HCC DX's & care in just seconds when you identify opportunities to use them



Name
HCC-AFIB Hypercoagulability TX w/Anticoagulant
HCC-Aorta Atherosclerosis
HCC-Bleeding Event on Anticoagulant TX
HCC-CKD (Mod Stage 3: GFR 30-59)
HCC-Coagulopathy/Clotting D/O on Anticoagulant TX
HCC-Dependence on Sleep or Anxiety RX
HCC-Depression Hx in Remission
HCC-DM w/ CAD (Type 2)
HCC-DM w/ Cataracts (Type2)
HCC-DM w/ CKD (Type2)
HCC-DM w/ Nephropathy (Type2)



Name
HCC-MorbidObesity BMI=50-59 (MinimalCounseling)
HCC-MorbidObesity BMI=35w/DM,HTN,OSA,COPD,CAD,CHF
HCC-MorbidObesity BMI=36w/DM,HTN,OSA,COPD,CAD,CHF
HCC-MorbidObesity BMI=37w/DM,HTN,OSA,COPD,CAD,CHF
HCC-MorbidObesity BMI=38w/DM,HTN,OSA,COPD,CAD,CHF
HCC-MorbidObesity BMI=39w/DM,HTN,OSA,COPD,CAD,CHF
HCC-Neutropenia



Next 2 Steps to be an HCC Star – Use the Registry to Find New HCC Codes On Your Patients And Watch for HCC Codes Due to be Used to MAXIMIZE Your HCC Risk Scores

- Use registry searches to identify patients who qualify for HCC codes based on abnormal lab values or DX codes not already being used & billed & in PL – ie- CKD and DM w/ CKD (not in PL)
- Add these new HCC codes to Problem List (PL)
- We add notation to Yellow Sticky Note for providers to be sure new PL codes not overlooked
- Providers watch yellow sticky notes & for PL codes w/ red arrows in right chart panel for HCC codes new or not used in past 12 months (but difficult to see red arrow in v11e)

The screenshot displays the eClinicalWorks EHR interface. On the left, patient information includes: Wt 04/12/18: 225 lbs., Appt(L):03/17/19(BB), PCP: Block, Language: English, Translator: No. Insurance information shows: Ins: AMBETTER, Acc Bal: \$0.00, Guar: Buddy Test, Gr Bal: \$0.00, Ren: Block. A yellow sticky note with a red border contains the text: "CLICK TO EDIT ColonCA Screen Due, New HCC Codes". To the right, a "SECURE NOTES" panel is visible. The main content area shows a list of HCC codes with a red arrow icon next to the first three entries, which are circled in red:

+ ← 10	I10	Hypertension, Essential (primary)
+ ← 10	K06.010	Localized gingival recession, unspecified
← + 10	E11.21	Type 2 diabetes mellitus with Diabetic Nephropathy
← + 10	E11.22	Type 2 diabetes mellitus with Diabetic Chronic Kidney Disease
+ ← 10	E11.42	Type 2 diabetes mellitus with Diabetic PolyNeuropathy



When Patient is Next Seen, Their Newly Identified (or Overdue to be used) HCC DX Code is Used & Fully Documented with an HCC Template

Assessment:

Assessment: ▾

- CKD - Chronic kidney disease, Stage 3 (Mod), GFR 30-59 mL/min/1.73 sq meter - N18.3 (Primary)

Plan:

Treatment:

CKD - Chronic kidney disease, Stage 3 (Mod), GFR 30-59 mL/min/1.73 sq meter

Notes: Counseling done on probable etiologies, potential testing, & potential treatment options., Need to keep BP optimal, Need to keep BS optimal, Increase daily water intake, therapy as noted with ACEI or ARB if appropriate, follow renal labs.

Assessment:

Assessment: ▾

- Type 2 diabetes mellitus with Diabetic Chronic Kidney Disease - E11.22 (Primary)

**DM with CKD has higher HCC
score than DM alone**

Plan:

Treatment:

Type 2 diabetes mellitus with Diabetic Chronic Kidney Disease

Notes: Low carbohydrate diet emphasized, weight loss, increase exercise, Educated on Diabetes Mellitus, Labs to be done every 3-6 months depending on BS control. Need to keep BP optimal, Need to keep BS optimal, therapy as noted with ACEI or ARB if appropriate, follow BS & Renal labs.

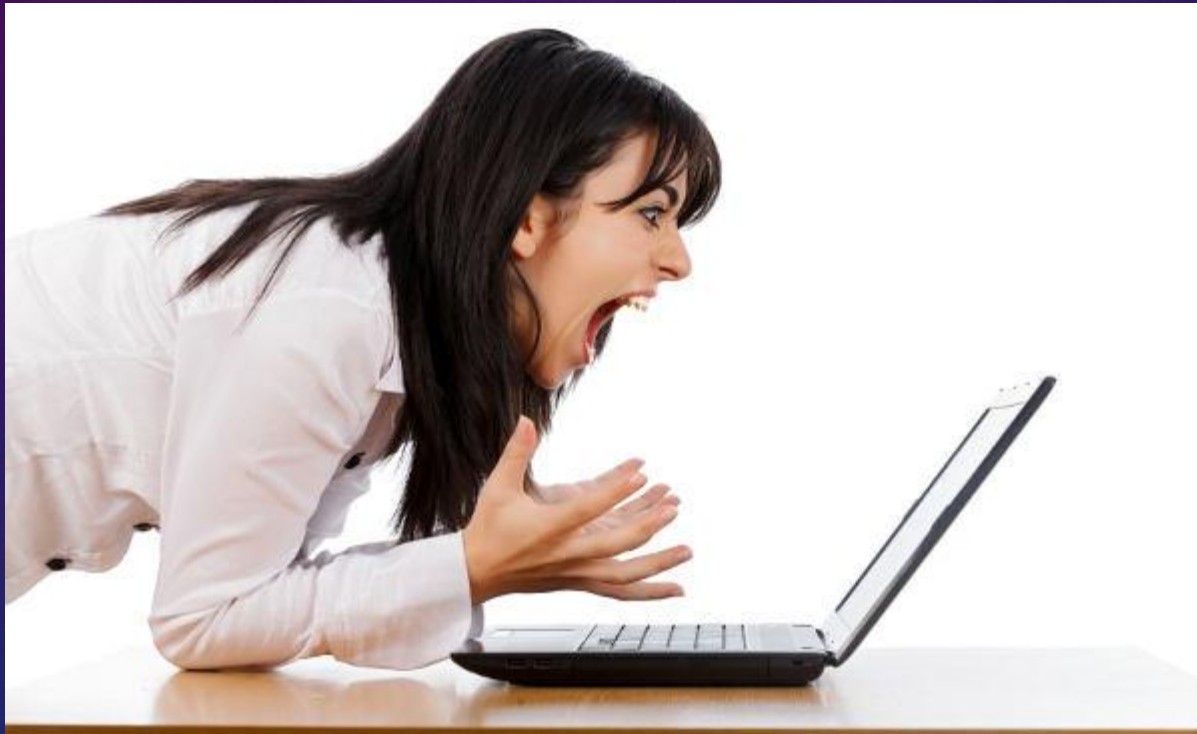


Using Alerts, Reporting Quality Measures, & Billing HCC Codes Pays Off

- Dr Block's Practice:
 - ACO MIPS Adjustment= 1.32% for 2019 & getting 5% APM bonus
 - Top end GPRO & AWW scores in M/C ACO
 - High Qual scores for other plans
 - Consistent Performance & Shared Savings Bonuses
- Dr Bigg's Practice:
 - ACO MIPS Adjustment= 1.45% for 2019 & 1.68% for 2020
 - High Performer with multiple insurance plans
 - CQW Alert Data helped insurance negotiations
 - ACO - multiple Commercial Contracts w/ Higher Fee Schedules
- Both Offices:
 - Extra Income from services performed such as M/C AWW & Depression Screens



Billing & Finances of the Past



Billing & Finances of the Future



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 (& Providers) Love 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												
<table border="1"> <thead> <tr> <th>Provider Name</th> </tr> </thead> <tbody> <tr> <td><i>Specific Insurances can be Excluded too In the master screen</i></td> </tr> </tbody> </table>	Provider Name	<i>Specific Insurances can be Excluded too In the master screen</i>	<table border="1"> <thead> <tr> <th>Facility Name</th> </tr> </thead> <tbody> <tr> <td></td> </tr> </tbody> </table>	Facility Name		<table border="1"> <thead> <tr> <th>Visit Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>O.V.</td> <td>OFFICE VISIT</td> </tr> <tr> <td>PE</td> <td>WELL PE</td> </tr> <tr> <td>ER/ HOSP</td> <td>FOLLOW-UP HOSP VISIT</td> </tr> </tbody> </table>	Visit Type	Description	O.V.	OFFICE VISIT	PE	WELL PE	ER/ HOSP	FOLLOW-UP HOSP VISIT
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Facility Name														
Visit Type	Description													
O.V.	OFFICE VISIT													
PE	WELL PE													
ER/ HOSP	FOLLOW-UP HOSP VISIT													

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



Take Home Message

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



Questions?

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



- If earning CME/CE Credit this is session ID “**2338**”
- 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

