Registration for Training Sessions

Currently, Clinical Solutions offers training sessions for Centricity Business/IDX and Centricity EMR for all end users within the university. All users requiring access to CB/IDX will need to attend CB/IDX Day 1 and Day 2 sessions. There is additional training for Master Schedulers which is held in the afternoon following Day 2 CB/IDX. Furthermore, staff in the Central Billing office is required to attend specialized training which is held separately.

EMR training is based on each individual role. Training is broken down to Front Desk/Admin, Clinical support (MA/CMA, LPN, RN), and Providers (APN, MD, DO).

To register for training sessions and to locate the next available prescheduled dates, go to the website:

http://som.umdnj.edu/ist/physiciansys.html

There is a link in large, blue font titled “SOM Clinical Solutions Training Schedule”. There you will find the calendars with the detailed courses schedule. Please email: somtraining@umdnj.edu to register users for classes. Please note the specific date and class that is being requested. Additionally, please also complete and fax the appropriate security forms for the applications which are also located on the above website (i.e. EMR security form for EMR, CB/IDX security form for IDX, or both if necessary). An email confirming attendance will be emailed to the user that is requesting training.

Please note that in order to gain access to the systems, all users are required to attend training sessions. Access will not be granted until training has been completed in full.

File in Error

If a document was entered or scanned into a chart and needs to be removed from the chart, the user should route the document to IST Triage. Before submitting the request to IST Triage, the user should also submit a heat ticket for the request. Furthermore, we are requesting to include a comment as to why the document should be removed in the comment box in addition to including the heat ticket number for reference.
Security Forms

In addition to training, security forms must be completed in entirety and signed by a supervisor. The CB/IDX security form must include the name, title, reason for change, date of change or request with a supervisor signature. The FPP or CBO user information also must be completed. Please also include the assigned HEAT ticket number on the form.

Risk Factor CCC Form

On the Risk Factor CCC Form, the lower right quadrant allows user to enter results from various tests (i.e. colonoscopy, mammogram, labs, etc.). In the “Date of Results” field, entry should be limited to results of tests that have already been completed. The date of recommendation for a test should not be entered in this field. DIRECT THEM TO WHERE RECOMMENDATION SHOULD BE DOCUMENTED

Upcoming Projects

There are several upcoming projects that will be run by the Clinical Solutions department over the next year and a half. Now that all departments are utilizing the EMR, the Phase II meaningful use will begin to be rolled out and also the beginning operations of a patient portal, clinical messenger, and an upgrade to 9.8 in 2014.

Furthermore, projects for CB/IDX are to include TES and Eligibility (required for EMR), ICD10 transition, Cache 2012 upgrade and 5.1 upgrade in 2014. Additionally, the year end billing will take place at the end of June and will be completed on 6/30/13.

Holding Documents

Documents in the EMR can be put on hold without locking the chart. If a user creates a document and needs to complete at a later time, the user can hold the document and sign clinical list changes. To do this, when going to “End Update” ensure that the box next to “Sign Clinical List Changes” is checked and then click on “Hold Document”. This process allows the document to be put on hold but will still allow another user to update information in the chart. IF WE CAN FIT IT, PUT A SCREEN SHOT

Reminders:

LOGGING OFF
When leaving any PC, remember to always log off, especially when leaving an exam room.

SCANNING
To the users who are scanning one page or multiple page images, we like to remind you NOT to scan in color unless there is a clinical requirement. Additionally, keep the number of pages to a maximum 10-12 pages. Furthermore, follow the policy for naming documents.

DUPLICATE CHARTS REDUCTION
Please ensure to search for patients via the 3,2 method in both CB/IDX and the EMR. Also check that the name, DOB, SSN, and gender are correct. These criteria are used for duplicate checking within the EMR and CB/IDX.

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QUESTIONS:
CB-ISTC-PES@lists.umdnj.edu
EMR—somemrhelp@umdnj.edu
Training—SOMITtraining@umdnj.edu

Educational Opportunities—Forms—Training Material—IST Policies
WEBSITE—http://som.umdnj.edu/ist/physiciansys.html