Providers can meet another objective for meaningful use called patient specific education resource. Utilizing this function, it is a simple task to meet one of the meaningful use requirements and this task will be required for Phase II meaningful use that will go live in 2014. To get credit for this measure, the physician provides patient specific education while prescribing medications. This can be captured while prescribing a new med and also refilling a medication. When prescribing or refilling a medication, check off the “Print Pt Handout” or “Pt Info” boxes as show respectively:

New Medication Form

Refill Form
CB Redesign Training

We would like to extend a thank you to all who attended the Centricity Business Redesign training sessions from October through December. This training was an important venture for the institution and provided our front desk staff with knowledge and education to help the success of the project and RowanSOM.

If there are any questions related to the training and/or insurance, please email SOMITTraining@rowan.edu for assistance. During the sessions, a list of questions have been documented and all answers will be sent to the appropriate personnel. Additionally, a complete list of Questions and Answers document is being prepared for all staff and will be disseminated as completed.

Flowsheet View (EMR)

There may be times when users would like to see all data accumulated into the patient’s flowsheet at a quick glance. This can be accomplished by choosing the flowsheet view called “<All>”; this view shows a comprehensive and consolidated list of all data. There is a flowsheet named “All” be sure not to choose flowsheet “All” as this view is comprehensive but not consolidated. To change the flowsheet view, go to the flowsheet tab within a patient chart and at the View click on the drop down:

Educational Opportunities—Forms—Training Material—IST Policies
WEBSITE— http://www.rowan.edu/som/ist/physiciansys.html
Reminders:
We are strongly encouraging staff to collect the patients email address and document within Centricity Business demographic page. Although the patient’s email is not currently required, this field would be useful as in the near future we will go to a patient portal to collect patient information. Additionally, patients now have the option of receiving patient reminders via email as opposed to telephone reminders. This will help the clinical operations and go live with the patient portal.

Medical Record Release

The authorization for release of information form has been updated to now include the ability to provide both paper and electronic copy to meeting meaningful use. Once the form is completed, staff should be scanning the signed form into the EMR as a authorization document type and updating the chart using the Patient Authorization encounter type; this is required to meet the meaningful use objective. Payment should be collected and posted in Centricity Business. The patient can be provided a copy of their records as chosen (electronic or paper—see Workflows in EMR User Manual). For a copy of the policies, please contact Lori Smith.

Patient Appointment Reminder (CB)

With patient’s busy daily schedules, it is often a challenge to contact them about upcoming appointments. Patients can now set a preference for how they would like to receive reminders for upcoming appointments. On the Protected Health Information form in Centricity Business (IDX), there is a new field to capture the call preference. Users can click on the magnifying glass to choose from the drop down what type of call or message the patients prefer. The choices are: cell phone, email address, home phone, and text message. Please inquire with the patient the preferred method for reminders and update this field accordingly. All the methods for sending reminders are secure.

Clinical Solutions Support

For support with the clinical applications, please submit email request to the below email. Please do not use the former emails via HEAT tickets as this has changed since the Rowan University merger. Also, please beware, that our analysts are on call and will respond to your requests within minutes. WE also request that in the email, please provide the best phone number to contact immediately.

For EMR support and questions: SOMEMRhelp@rowan.edu
For Centricity Business/IDX support and questions: SOMCBhelp@rowan.edu
Training Requests: SOMITtraining@rowan.edu

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