Title: RowanSOM Centricity Business and Centricity EMR Report Requests

Subject: IRT Clinical Systems

Policy No:

Applies: School of Osteopathic Medicine Wide

Issuing Authority: President (signature)

Responsible Officer: Clinical Systems Assistant Director

Adopted: 10/26/2012

Amended: 09/05/2014

Last Revision: 09/05/2014

I. PURPOSE

To set a policy for the departmental report request for new reports, changes to existing reports, additions, deletions to standard month-end reports, ad-hoc reports and/or label requests from Centricity Business (CB/IDX) or Centricity Electronic Medical Record (C-EMR) reports.

II. ACCOUNTABILITY

Practice Administrators, Centralized Billing Office (CBO), Departmental Heads, Managed Care, Finance, Compliance, Clinical End Users and IRT.

III. APPLICABILITY

This applies to all clinical systems for RowanSOM

IV. DEFINITIONS

V. POLICY

It is the policy of RowanSOM IRT Clinical Systems Department to establish a paperless, online request process for all CB/IDX and C-EMR report requests. The following procedure is for all CB/IDX and C-EMR reports, edits to existing reports, other data requests, and Label requests. This would include any changes to the standard reporting output format (Microsoft Excel spreadsheet).

VI. PROCEDURE

Requestor

1. Determine the data elements required in the CB/IDX or C-EMR report necessary for your purpose.
2. Download the latest version of the online form from the following link:
   http://www.rowan.edu/som/ist/physiciansys.html

3. Complete the form and supply as much detail as necessary to complete your request.

4. Describe in detail using a Microsoft Word document (or equivalent) the necessary data elements and their parameters to complete your request; i.e. “Most recent systolic and diastolic blood pressure readings for patients which an active problem of diabetes seen by a certain provider during the last one year”.

5. Enter a Service ticket via email with the subject line ‘REPORT REQUEST’ and send to
   somemrhlp@rowan.edu for EMR reports or somcbhelp@rowan.edu for CB/IDX reports. Attach both the form request and report detail to the email. If you do not have access to email, a ticket may be called in to the help desk at (856) 256-4400.

6. All data requests related to Meaningful Use of an EMR in any way must be pre-approved by Managed Care Department prior to IRT approval.

7. All data request related to EMR will require signoff from Departmental Chair.

8. All data requests related to Patient Demographic information such as name, address, telephone or email address must be approved by the Director of Practice Management prior to submission to IRT. The approval must be attached to the email request for the report.

9. Reports that cross departments will require Director of Practice Management signature.

IRT

1. The report will be generated from the CB/IDX or C-EMR system and electronically delivered within 5 business days unless the report and work is deemed to be part of a project, in which case the timeframe may need to be adjusted and an IRT representative will contact you.

2. If the report is related to Meaningful Use data, send the output to the Managed Care Department for approval of data prior to distributing to requestor.

3. The notification of completion will be emailed to the requestor by the assigned analyst and the Heat ticket will be resolved and closed.

By Direction of the CIO:

Mira Lalovic-Hand,
VP and Chief Information Officer