

**Please post / share this communication within 24 hours in your department/unit.**

*Remember: Many answers/clarifications on EHR processes can be accessed through the EHR Intranet site or EHR Learning (Learning Live)*

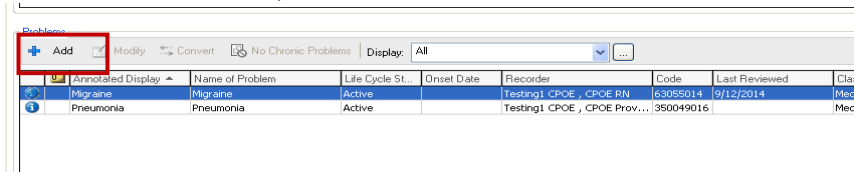
❖ **Patient Education Downtime on 9/18/14**

Patient Education in the EHR will experience a downtime on 9/18/14 at 0200 in order to upload updated patient education materials. The downtime should last approximately 1-2 hours and during this time you will be unable to access any discharge documents. For questions or issues, please contact the IS Service Desk at 85-2400.

❖ **REMINDER: Problem List**

Remember to use the Problem List to document a patient’s past medical history on admission and/or any time during the patient encounter. If the patient has no past medical history, click the “No Known Chronic Problems” button.

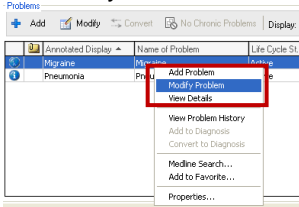
1. From Venue Menu, choose **Diagnosis and Problems**
2. If information is already listed, review with patient for accuracy.
3. To add additional items, click **Add**.



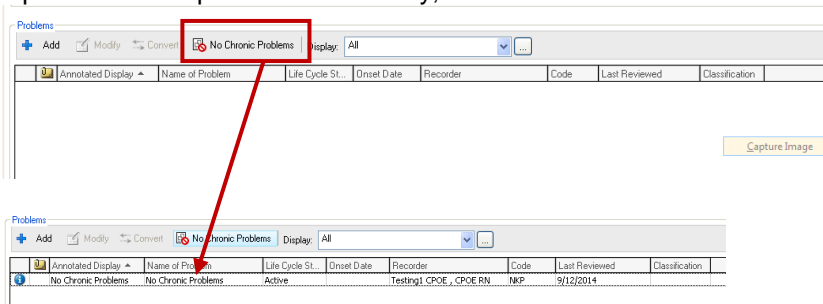
4. Use search function similar to the way you search for Allergies. Fill in additional information if possible. Click **OK** or **OK & Add New** to continue adding additional information.



5. To modify a Problem already listed, right-click on the problem, choose **Modify Problem**.



6. If patient has no past medical history, click **No Chronic Problems**.



For questions, contact Sue Bode, RN, Clinical Informatics, at [sbode@columbia-stmarys.org](mailto:sbode@columbia-stmarys.org)

**New Patient Access, New Processes, New Geography, New Ways to Engage**

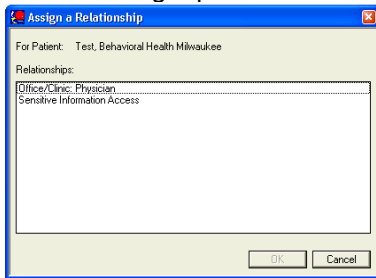
## ❖ **REMINDER: Choosing a Relationship**

Wisconsin's Mental Health Act and Federal Law apply stricter confidentiality requirements to behavioral health or "treatment records," which do not allow a clinician/provider to access these records without a patient's consent. "Treatment records" are defined as records (including registration records) created in the course of providing services to individuals for mental illness, developmental disabilities, alcoholism, and drug dependence created by any treatment facility providing for the treatment of AODA and mental health. Sensitive behavioral health information of this nature should only be accessed if it is necessary for the clinician to perform his/her duties.

The majority of users will continue to need to establish a relationship with each patient, as they open the chart in the EHR, deciding whether to access only the medical treatment record or the medical and behavioral health treatment record. Follow the process steps below to establish a relationship.

### **Establishing a Relationship**

1) After selecting a patient chart to open, the "Assign a Relationship" window will open.

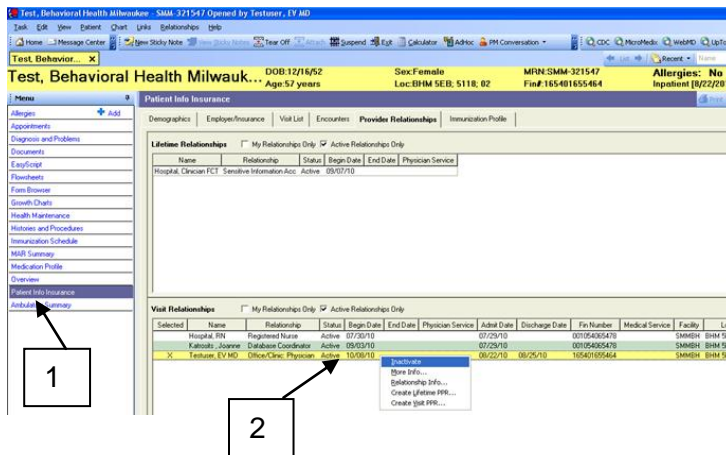


- 2) To view only the medical treatment record, select the standard relationship that describes your role and click OK - in this example "Office/Clinic: Physician".
- 3) To view the medical and the behavioral health treatment record, choose the "Sensitive Information Access" relationship and click OK.

### **Inactivating a Relationship**

To access sensitive information once you have established a non-sensitive information access relationship, follow these steps:

- 1) With the patient's chart open, select Patient Info/Insurance from the venue menu.
- 2) From the Visit Relationships pane locate your relationship. Click on the line to highlight it. Right-click on the line to bring up a drop down window. From the drop down window select Inactivate.
- 3) Close the patient chart.
- 4) Open the patient chart again and establish a new relationship selecting Sensitive Information Access.



***New Patient Access, New Processes, New Geography, New Ways to Engage***

## ❖ **EHR Hospital Support** *(Effective now at CSM-Milwaukee and CSM-Ozaukee)*

The Clinical Informatics (CI) team's hospital-based direct support initiative is now live at both campuses. CI staff will be onsite at both campuses Monday through Friday between the hours of 8 a.m. and 5 p.m. to provide assistance with the following:

- EHR usage questions (How Tos)
- Workflow/process questions or problems
- Educational needs
- Non-technical issues

You may reach the CI support team by calling "EHR Support" on Vocera:

- **CSMO Vocera Phone: 262-243-6707**
- **CSMM Vocera Phone: 414-585-1995**

For technical, device, password, or connectivity issues, continue to contact the IS service desk at 85-2400 as currently done.

Content enhancement or change requests should still be submitted through each respective department's unit-based work team for formal approval.

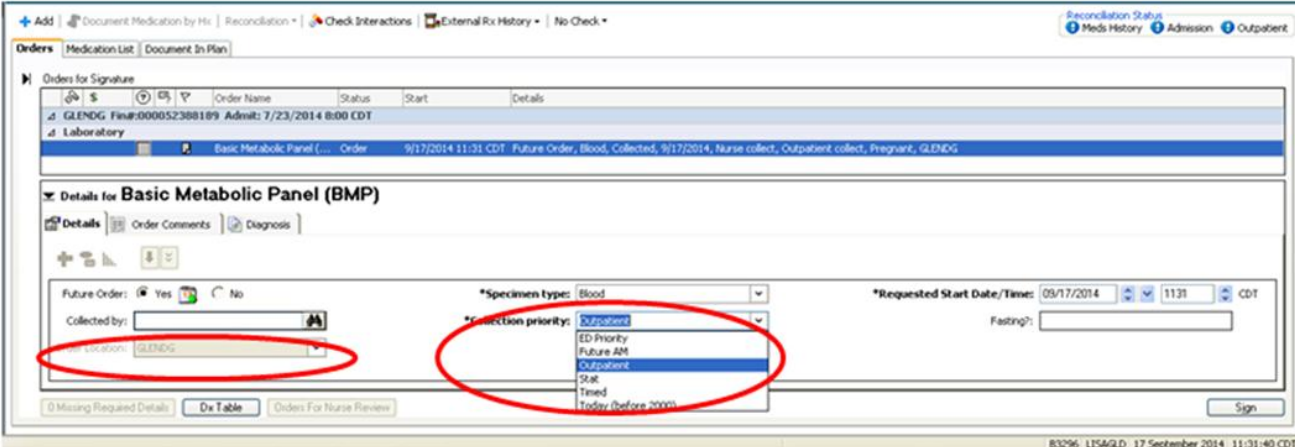
Contact your department's CI representative with any further questions. Please refer to the [EHR Homepage](#) on the CSM Intranet for your department's CI representative contact information.

For additional questions, contact Barb Pilliod, Director of Clinical Informatics, at [barbara.pilliod@columbia-stmarys.org](mailto:barbara.pilliod@columbia-stmarys.org)

## ❖ **Changes to Lab Orders** *(Effective 9/18/14)*

In preparation for Ambulatory CPOE some changes are being implemented to Laboratory orders on 9/18/14.

- 1) A new "Outpatient" option will appear in the **Collection Priority** dropdown. This priority is for ambulatory clinic lab orders only. **DO NOT USE** for hospital orders.
- 2) A new "Order Location" field will be seen on all orders and it is a display only field.



The screenshot displays the EHR interface for a Laboratory Order. The main section is titled "Details for Basic Metabolic Panel (BMP)". It includes several fields and dropdown menus:

- Future Order:** A radio button set with "Yes" selected and "No" unselected.
- Specimen type:** A dropdown menu currently set to "Blood".
- Collection priority:** A dropdown menu with a red circle around it, showing a list of options: "ED Priority", "Future AM", "Outpatient", "STAT", and "Tested Today (before 0000)".
- Requested Start Date/Time:** A date and time selector set to "09/17/2014 11:31 CDT".
- Location:** A dropdown menu with a red circle around it, currently set to "GLENDG".

At the bottom of the form, there are buttons for "0 Missing Required Details", "Dx Table", "Orders For Nurse Review", and "Sign". The status bar at the bottom right shows "B3296 LISAGLD 17 September 2014 11:31:40 CDT".