



Clicks and Tricks from EHR

STARLING RUNS ON ALLSCRIPTS

February 2018

Volume 1, Number 1

In This Issue

- What's new in EHR
- Tip of the month
- Click of the month
- Next months refresher training schedule and topic
- Link and phone number for refresher class

Who's in EHR:

Mary Kurlick
 Elizabeth Loney
 Dawn Petersen
 Christine Leatherwood
 Peter Viglietta
 Derek Mullen
 Kara Olson

How to Contact Us

Email: EHRTeam@starlingphysicians.com
 Task: EHR Help Desk
 Call: ext 9801

What's new in EHR

Now that everyone is on Allscripts we are going to start monthly refresher classes that anyone can attend as well as this monthly news letter. They will be quick short topics no more than 30 minutes. There will be multiple options as to how you can view the class. Either by video, call in meeting or maybe even power points. All contain the same info so no need to do all delivery methods. Pick your favorite!

Tip of the Month: When to call the EHR Help Desk ext 9801 vs NPS



If you are having a problem with Allscripts you should always start by calling the EHR Department at ext 9801. You can also task the EHR Help Desk from within Allscripts or send us an email to the EHRTeam. We will then triage the problem and escalate as necessary.

A few things you can try prior to contacting EHR:

Shut your computer down all the way and then restart, log back into Allscripts and try the process again. I know it sounds crazy but sometimes this really does fix the issue.

Info you should have when calling EHR:

- Your Name, division, location and call back number
- Computer number (ex. STAR####)
- What server you are on (lower left corner of vertical tool bar)
- Where is your computer located (ex. Exam room)
- Patient example
- Error message

When to contact NPS:

- Hardware issues, Adding New referring MD's,
- If the DOB won't update from Centricity to Allscripts
- Any Centricity issues, Merge duplicate accounts

Click of the Month:

Now that we have upgraded to the newest version of Allscripts 17.1 there a couple new enhancements to point out.



If you haven't noticed the Allergies now show in the patient banner over to the right and might be different colors

MED ALLERGIES depending on the allergy and reaction. Hover on the allergy alert to open and see what the actual allergies are.

Did you notice the name is larger and the DOB and age are below it now? The patient search is now to the left of the

patient name 

The blue **i** is where you will find the patient information. Look for patients with the **P**, this means they are signed up for the portal. If they have  they haven't been invited to join so be sure to give them the FMH info so you can send them an invitation to join. If you don't have an account or can't remember how to get in, call us and we will get you setup.

March Refresher topic will be:

Tasking with an additional mystery tip, trick and click.

And the dates of the web classes are:

Tuesdays: March 13 & 20 th @ 12:00pm

Thursdays: March 15 and 22nd @12:00pm

Use the link and phone number below to join the meeting:

Refresher Training Class

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/711910677>

You can also dial in using your phone.

United States: +1 (646) 749-3112

Access Code: 711-910-677

First GoToMeeting? Let's do a quick system check:

<https://link.gotomeeting.com/system-check>

