



STARLING RUNS ON ALLSCRIPTS

# Clicks and Tricks from EHR

June 2018

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## 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

## Tips from EHR

Don't forget that the  button in the banner contains some helpful information for the patient as well as a picture of the patient.

Remember Call ext 9801 for any questions on concerns in Allscripts.

## Trick of the Month



### Cleaning up a patient's Active Problem list:

Many patient's have **Active Problem** lists that are really long and have things listed that were resolved years ago. These active problems will affect the interaction check that happens when an RX is written and might give false interactions.

To resolve the old **Active Problems** just right click on the problem and select **Resolve** from the list. This will remove it from the active list and interaction checks won't be run against that problem any longer.

A great example is a patient that was pregnant and has had the baby but the **Active Problem** still shows that she is being treated for that pregnancy. When an RX is written it will give warnings in the interaction check regarding the pregnancy and this will cause extra clicks to get past the windows to finish the RX. If the problem was resolved the interaction check wouldn't need to be done for that problem and the RX would be done that much quicker.

## Click of the Month



**How to do Referrals:** Referrals can be sent electronically to other computer systems or faxed. To send a **Referral** go to the FU/Ref tab in the ACI window and search for the referral you want to send. We recommend just typing in "Referral" and hitting enter and you will get a list of all the ones that have been created by Starling. You can then create a favorites list for yourself by right clicking and check "Favorite Item".

Select the Referral by checking the check box. The order details window will open. All required items will be in Yellow. If you didn't already select a diagnosis do so now at the top. Then from the Recipient click the magnifying glass to search. Using Advanced Search enter the providers name that you are sending this referral to. If it's a

## July's Refresher topic:

Right Click actions for RX's,  
Reconciling  
Meds/allergies/problems

## Date of July refresher classes:

Tuesdays July 10<sup>th</sup> & 17<sup>th</sup> @  
12:15pm

Thursdays July 12<sup>th</sup> & 19<sup>th</sup> @  
12:15pm

Starling Provider be sure to select the provider that starts with "e"  . If it's a non Starling provider you will know if they are able to receive electronic referrals by the  in the "eRef" column to the right.

You can send eReferrals to a division instead of a specific provider. When you are searching for the recipient search either by specialty or the last name of STR "for west side" or CMG "for east side" then find the division you would like. This is like sending to the first available in that division. If you want to send it to an outside facility and don't know who the provider is you can click the check box below Recipient on the order details window   First Available Provider. This will have to be set to print requisition so it won't require anyone in the recipient field. You will then be able to manually fax it to whatever office you would like to.

In the reason box type in the reason for this referral. Try to give enough info for the office to schedule an appointment easily. Below "perform" you might see yellow. This is where you will tell the Referral how it should go. If it's able to go electronically you will be able to select eReferrals otherwise "print" will print it so you can fax it with any documents that need to go. If it goes electronically it will attach the SOC and you will also be able to attach other documents from the "attachments tab". From this tab you would then click

then a window opens where you can select the documents to attach and then click "attach to referral" at the bottom of the window. If you are faxing the referral from the system you will need to fax the documents as well. The attached documents do not send when faxing or printing.

Make sure the ordering provider is in all 3 fields (ordered by/supervised by/managed by) if they aren't you won't have the option to send eReferrals.

**Working HIE Task view:** When eReferrals are received they are directed to the HIE or Referral task views that the offices have. Someone in the office should be working this view. From inside this task the referral and attached documents can be viewed. The task should be marked as "in progress" until the Appointment has been scheduled in Centricity for this referral. Once the appointment has been made go to the schedule in Allscripts, find that appointment click, on it to bring the patient into the banner then go to tasking. Select "Current Patient Active" task view to easily go back to the referral that is in progress. Double click on the task to open the Referral Request viewer window. Check off the **CCDA-Referral and CCDA Documents**. Make sure in the top right corner it shows the appointment that you are attaching the referral to and then click on the **Save and Verify Documents**. Once the documents are saved and verified the task can be completed. The documents will now be saved in the chart under the "Communications" section of the chart.

## 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