Clicks and Tricks from EHR

STARLING RUNS ON ALLSCRIPTS

In This Issue

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How to Contact Us

Email:
EHRTeam@starlingphysicians.com

Task: EHR Help Desk

Call: ext 9801

Tips from EHR

Remember if you have a problem with Allscripts contact the EHR Dept. Either call ext. 9801, email EHRTeam@starlingphysicians.com or task EHR Team. If you call NPS they then forward the problem on to us and this could cause the resolution to be delayed. If it's a hard ware issue or something outside of Allscripts then you would want to call NPS.

Trick of the Month

Sending FMH Invites: You will need to have a FMH dashboard account to be able to send invites to patients. If you don't have one or you are having problems with it call EHR ext. 9801 and we will help you.

Once you have logged into the FMH dashboard site you will click on Patients on the left side. This will open and provide a few more options. Next you will want to select invite patient.

From the invite patient window that opens, you will need to search for the patient. You can search by Name, MRN or DOB. From the list of patients that come up you will see in the left column if they are already a member or have an invitation. If they do not already have an account, click on the radio button next to the patient's name and then click Invite at the top right. The "Send Invite" window will open, and you will need to fill out all the fields. The last field is the **Patient Security Code** this will be the patients **YEAR OF BIRTH**. Once all the fields are filled in click "Send Invite" at the bottom right of that window. You have successfully sent the invitation to this patient. If it says the patient has an account but they don't know what it is or can't get in that would need to be sent to the EHR Dept. ext. 9801.

Sending to a Care Giver (Proxy): Sometimes you will need to send a FMH invite to a parent or family member. These would be for minors or the elderly most of the time. To do this from the **Patient** section on the left select **Authorized Individuals.** Search for the patient and select the patient. At the top right click **Add Patient to Invite** this will light up the bottom left section where you will click **Invite Authorized Individual.** Fill in the caregiver's information in the window that opens and then select the relationship to the patient and what type of access level they should have. The options are Full Access or Read Only. If it's a minor, you will only have Full Access as an option. And then **Send Invite.**

What patients can see in FMH: In FMH the patients have the ability to see information from their chart. They can see Medications, Allergies, History items, Active problems, Vitals, Immunization records

and Appointment. They can see Lab results if they were interfaced from Quest or Starling lab. If they are scanned documents, they will not be able to see these. Also, the labs will not show in the portal until 4 days after the provider has verified them. This gives the office time to contact the patient if necessary. The patients will not see the providers notes, imaging results, procedures or any scanned documents. There are also a handful of labs that will not show (ex. Pregnancy, STD, HIV)

Patients can send messages to the office for various reasons from their portal account. When sending messages, the patients will only see the providers listed that they have had appointments scheduled with. If they saw a provider in the hospital but have not had an appointment scheduled in Allscripts they will not see them in the portal.

Click of the Month

Sending FMH Tasks to Patients: Once you make sure the patient is a portal patient by looking for the **P** in the banner you can then send a task to them. Start your task like you normally would and then you will need to select the task type of FMH Patient Message .   The assign to will need to be the **Provider.** It looks like you are sending the task to the provider but as long as you have the task type correct it will truly go to the patient. Then type your message and click ok to send.

Working the tasks sent from patients: Every office should have a FMH task view that someone in the office works. If you need additional people to have access to this task view let the EHR dept know and we will add it to that user. From the FMH task view there will be a few different task types that will come in from the patient and these can help determine who should work them. Some of the task types are FMH Patient Message, FMH Rx Renewal, FMH Update Demo, FMH Appt Cancel, FMH Appt Resched, FMH Appt Request….

To reply to a FMH task you will first want to open the task. You will notice the window that opens looks different than a normal task window. You will see the subject of the task and in the middle of the window is a yellow box for the Response to patient. Type your message in this box and then click Reply. If you don't want to send a reply and you just want to DONE the task, click Reply from inside the task window 2 times this will mark it as complete without replying to the patient as long as you haven't typed anything in the yellow box.

October Refresher Topic: