



STARLING RUNS ON ALLSCRIPTS

# Clicks and Tricks from EHR

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## Who's in EHR:

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## How to Contact Us

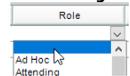
Email:  
 EHRTeam@starlingphysicians.com  
 Task: EHR Help Desk  
 Call: ext 9801

## What's new in EHR:

Don't forget that we have a whole years' worth of refresher videos if you haven't seen one let us know and we will send them to you. If you're not sure how to do something in Allscripts please call the EHR help desk ext. 9801 and we will help to answer your questions.

## Trick of the Month:

**How the ROLES work in the Care Team:** If your divisions notes are setup to automatically send a Consult letter to a provider in the Care Team you will need to make sure you have the Care Team setup correctly. When using the Care Team in a note you need to set a Role to tell the system that you want the Note to be sent automatically to that provider when the note has been signed. If there is a role on a Provider in the Care Team and you don't want the Note to Automatically be sent to them, you will need to make sure the Role gets removed otherwise that provider will be getting a copy of that note. It's a very easy process to remove the role. From the role drop down you will just



select the blank line at the very top.

**TIPS for Placing Orders:** Did you know that if you highlight a diagnosis first when placing an order, it will automatically attach to the order? When you open the ACI window to place an order go the left side first and select your diagnosis or use the CTRL key to select multiples. Then select your order if you need to change diagnosis between orders just change what is selected on the left side and then place the next order otherwise it will just keep attaching the same diagnosis to each order.

## Click of the Month:

GoodBye February



**Sending FMH Tasks:** Sending tasks to the patient portal is a great way to communicate with the patient. You can send them a message with Lab results or anything that's not an Urgent matter. You will want to check with your practice manager and providers to see what they feel are appropriate things to communicate through the FMH portal.



To send a FMH task to the patient you will want to make sure to select the FMH Patient message as the task type and to select your provider as the recipient. It looks like you are sending to the provider, but the system is setup to know that it's going to the patient. If you send it to yourself or a coworker, it won't go to the patient

Remember the patient must have **P** in the banner to be able to communicate through the FMH portal. If they don't have the **P** then you won't see the FMH Patient Message task type as an option.

**Replying to a FMH task:** 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.