Welcome to today's Webcast…

The webcast will begin momentarily….

Embrace the new world of healthcare

The webcast will begin momentarily…

Who We Are

ALIGN YOURSELF with an Allscripts favorite.

Galen Healthcare Solutions is a certified Platinum Plus Allscripts partner for EHR adoption — and for good reason. Our company has been involved in hundreds of successful EHR implementations, from 6 physician specialty practices to 7,000 physician networks. Imagine the insights and expertise that Galen would bring to your EHR program.

EXPERIENCE success at every level.

Whatever EHR stage you're in, Galen has the tools and resources to help you succeed. Our seasoned team of experts is skilled in all areas of EHR and can help you with everything from database building to project management and application development to HITECH completion.

GALEN HEALTHCARE SOLUTIONS

Solutions For You

The webcast will begin momentarily…

TECHNICAL Services

Interface Services

Exchanging data with third party vendors will increase the amount of valuable data available to the physician at the point-of-care. Galen can provide your organization with the ability to develop, optimize, or identify new opportunities to interface data using the following services:

- Interface Design and Development
- Interface Optimization
- Training / Mentoring
- Device Integration

EHR Reporting

Galen Healthcare Solutions has extensive knowledge of the Allscripts Enterprise EHR™ database architecture and significant experience providing clients with various reporting solutions. Whether you'd like to outsource your reporting needs or raise your team's own ability, Galen can assist by providing services focused in the following areas:

- Custom Crystal Report Writing
- Data Warehousing
- Enterprise EHR ETL Assistance
- Enterprise EHR Analytics Report Building
- Report Training Services

The webcast will begin momentarily…

TECHNICAL Services (Cont.)

Remote Technician

Galen's Allscripts certified EHR technicians will assist your organization with various technical needs from remote monitoring to the creation and maintenance of EHR system environments.

- Hardware / Software Migrations
- Mentoring / Training
- Monitoring

Application Development

As your organization becomes more advanced with the Enterprise EHR application, you will identify opportunities for tools that would help enhance your offering. Galen has the expertise to help with any aspect of custom development including project management, design, development, or implementation. These services will help ensure that you can meet the needs of your clinical users and EHR support staff.

GALEN HEALTHCARE SOLUTIONS

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VitalCenter™

Your Anytime Business Continuity Solution

VitalCenter is a client-server application that delivers patient charts to the point-of-care to ensure business continuity. This Patent Pending technology enables physicians to access electronic copies of patient charts when the EHR is not available. From hardware failures to network outages and even scheduled maintenance, VitalCenter helps health care groups handle any downtime event. And, by offering instant access to records, VitalCenter can significantly increase efficiency during normal business circumstances as well. That's why multiple medical groups around the country rely on VitalCenter to keep them up and running with maximum efficiency.

For more information, visit **vitalcenter.galenhealthcare.com**

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PROFESSIONAL Services

Project Assessment

Galen can leverage its extensive EHR experience to appraise the condition of your EHR rollout. Drawing on its history of leading successful EHR deployments, Galen will identify areas of weakness to mitigate risk and put the project back on track.

- Evaluate Current State
- Review Organizational Goals
- Create Road Map to Success

Project Management

Galen provides project management solutions to help ensure your EHR rollout success. Galen will provide your organization with the experience necessary to identify, reduce and eliminate project risks.

- Implementation Management
- Resource Management
- Project Plan Design and Execution
- Site Preparation

Implementation Services

Galen's keen understanding of EHR functionality and technical infrastructure uniquely positions it to positively impact every aspect of the EHR implementation process.

- Review and Document Current State Workflows
- Evaluate Design Requirements
- Develop Future State Design

Connecting Community Healthcare

Galen understands the challenges that come with extending your EHR to physicians outside of your organization. Whether you're taking advantage of Stark Relaxation or just trying to provide a way for community physicians to get a complete view of their patients, Galen can help you through the process. Together, we can review your unique situation and help structure an EHR that creates a seamless community connection.

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GALEN HEALTHCARE SOLUTIONS

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Application Deployment

Galen has extensive experience customizing and testing the EHR to suit your organization's needs. Providing your users with a system built to meet their needs and the proper tools to complete their daily tasks will help increase success and utilization.

- EHR Development
  - Process and Workflow Design
  - User Population, Security, and Design
  - Application Configuration and Build
  - System Upgrades
- Application Testing
  - Workflow and Design Testing
  - Regression Testing
  - Data Integrity Testing

Training Services

Galen can provide education services ranging from documentation to actual onsite training of your end users. Allowing our staff to work with yours will ensure that your training department is well equipped to handle future EHR training needs.

Meaningful Use

Is your organization ready for meaningful use? The HITECH act is reshaping the EHR landscape and Galen can help. We want to make sure your organization is ready to recoup the unprecedented funding available to U.S. physicians. Whether you're at the beginning stages of adoption, or live on an electronic health record, Galen has the expertise to help guide you through the regulations with:

- Workflow Re-design
- Integration and Connectivity
- Gap Analysis and Benchmarking

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Now Hear This

LISTEN to what others think about our work.

A full 100% of our clients said they would recommend us.

Here's what just a few of them had to say:

"Galen Healthcare Solutions' unique blend of experience, expertise, and customer-centric mindset has proven invaluable to many of our clients. They are an excellent client advocate and Allscripts is pleased to partner with them."

—Laurie McGraw - President of Strategic Accounts, Allscripts

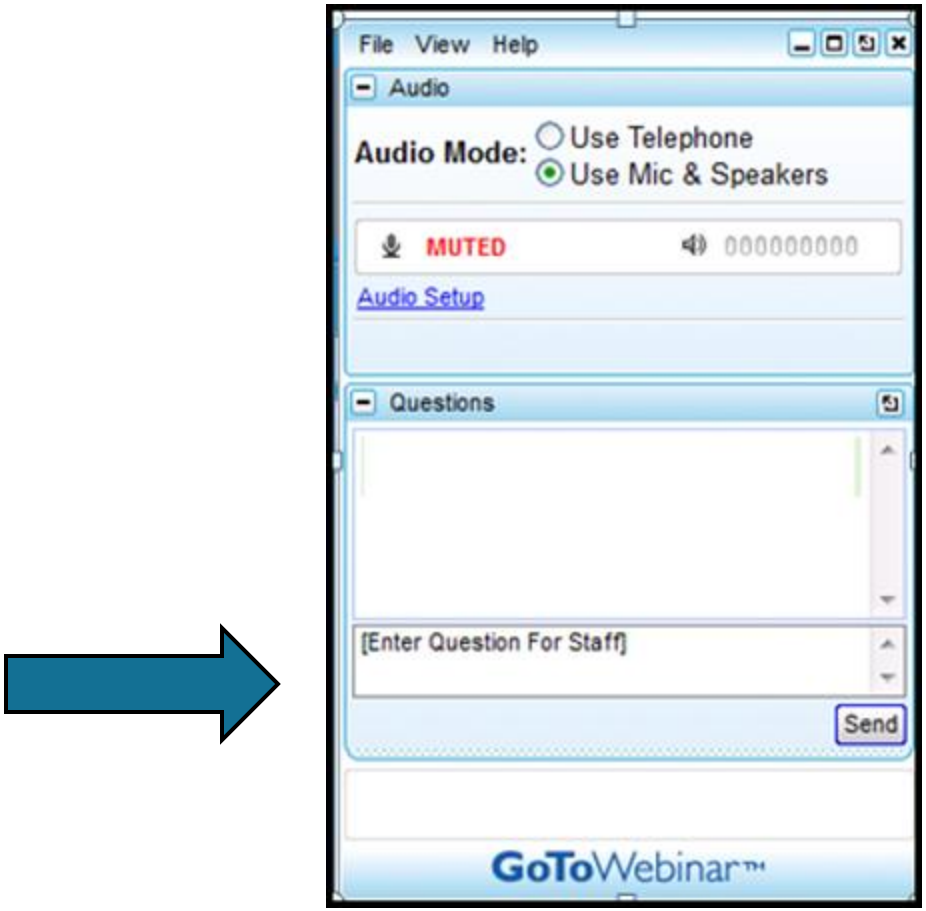
"Galen's technical services have allowed us to utilize TouchWorks™ Enterprise in ways that we never imagined were possible."

—Tom Goodwin - Director of Clinical Information Systems, MIT Medical

"Galen Healthcare offers a unique balance of technical expertise and strategic direction that enhanced our EHR implementation and helped strengthen our internal resources."

—Kevin Manemann - VP Ambulatory Solutions and Strategy, St. Joseph Health System

Submit questions during the webcast



Allscripts Enterprise EHR ePrescribing and Surescripts/RxHub

Today's Presenter:

Kim Baxter

- EHR Consultant with Galen Healthcare Solutions
  - Worked in Healthcare - 25 years
  - Application Support Analyst and Consultant – 4 years

Objectives

- ~ **Understand the process of ePrescribing and the Rx Hub functionality**
- ~ **Monitoring of Electronic Rxs and Receiving Rx Renewal Requests**
- ~ **Eligibility Checking**
- ~ **Medication History Reporting**

ePrescribing

- **Rx+ Module in Enterprise EHR**
  - ~ ePrescribing
    - Allows for submission of electronic prescriptions (Scripts) to participating pharmacies
    - Allows renewal requests a path back to the provider
  - ~ EDI (Electronic Data Interchange)
    - Allows for transfer of information for Insurance companies, Pharmacy Benefit Managers, Payers

SureScripts/RxHub

Sending Electronic Prescriptions

- **Select a patient**
- **Select a medication**
- **Select either “Send to Retail” or “Send to Mail Order**
- **Select a Script enabled pharmacy (Type of “Script” in Pharmacy search dialog)**
- **Commit the order**

How to verify if your Script was processed:

~ Staff will check the Print Queue

~ Jobs will be listed as Fax, Print or Script

All | Failed | Canceled | Idle | On-Hold | Active | Posted | Complete

Queued	Type	Destination	Patient	SSN	MRN	User	Status	Progress	#'s
5/5 01:04 PM	SCRIPT		Test, Polly	347201250	04061711260	mcarter	Failed		5
5/5 01:00 PM	ELIG				0	SYSTEM	Complete	Job Completed	0
5/5 01:00 PM	SCRIPT				0	SYSTEM	Complete	Job Completed	0
5/5 12:58 PM	SCRIPT		Test, Polly	347201250	04061711260	mcarter	Complete	Job Completed	0
5/5 12:56 PM	FAX	0000000000	Test, Polly	347201250	04061711260	mcarter	Idle	Job Submitted into	0
5/5 12:56 PM	SCRIPT		Test, Polly	347201250	04061711260	mcarter	Complete	Job Completed	0

Granting a Controlled Medication

~ System sends a Denied response back to the pharmacy

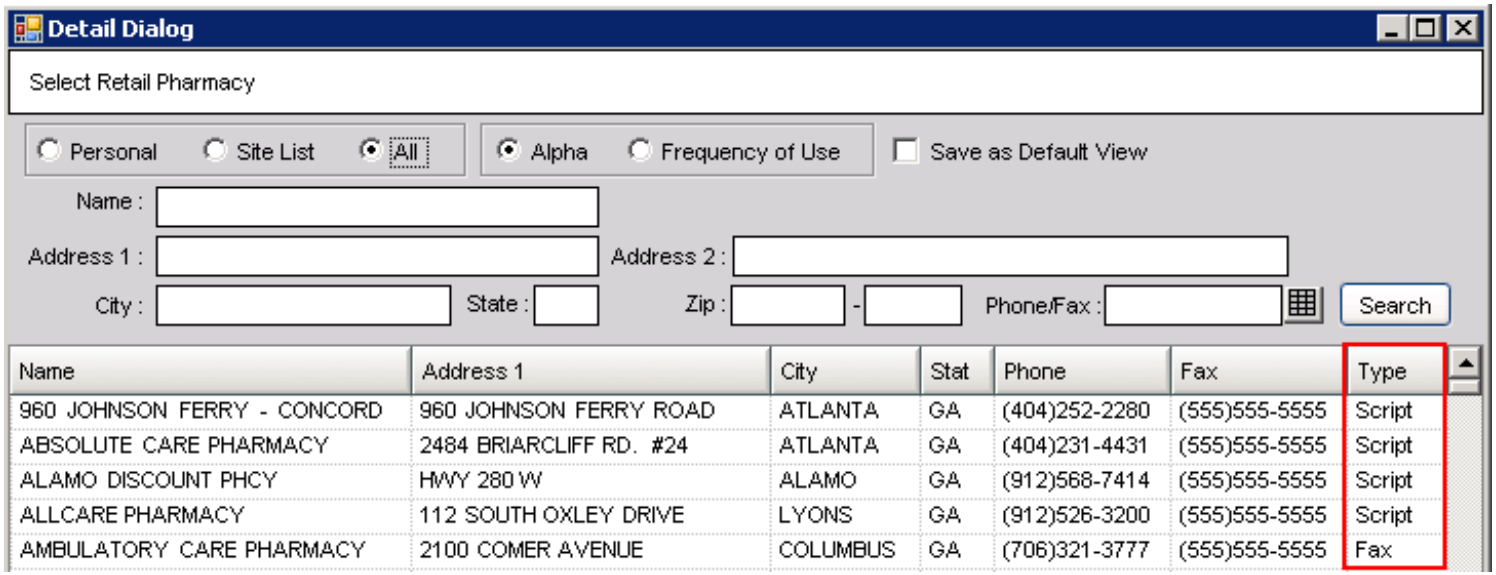
~ Generates a Fax or Printed version of the prescription (depending on Preference settings).

~ You will see two jobs in the Print Queue for this patient back to back. A Script and the other either Fax or Print.

All | Failed | Canceled | Idle | On-Hold | Active | Posted | Complete

Queued	Type	Destination	Patient	SSN	MRN	User	Status	Progress	#'s
5/5 01:04 PM	SCRIPT		Test, Polly	347201250	04061711260	mcarter	Failed		5
5/5 01:00 PM	ELIG				0	SYSTEM	Complete	Job Completed	0
5/5 01:00 PM	SCRIPT				0	SYSTEM	Complete	Job Completed	0
5/5 12:58 PM	SCRIPT		Test, Polly	347201250	04061711260	mcarter	Complete	Job Completed	0
5/5 12:56 PM	FAX	0000000000	Test, Polly	347201250	04061711260	mcarter	Idle	Job Submitted into	0
5/5 12:56 PM	SCRIPT		Test, Polly	347201250	04061711260	mcarter	Complete	Job Completed	0

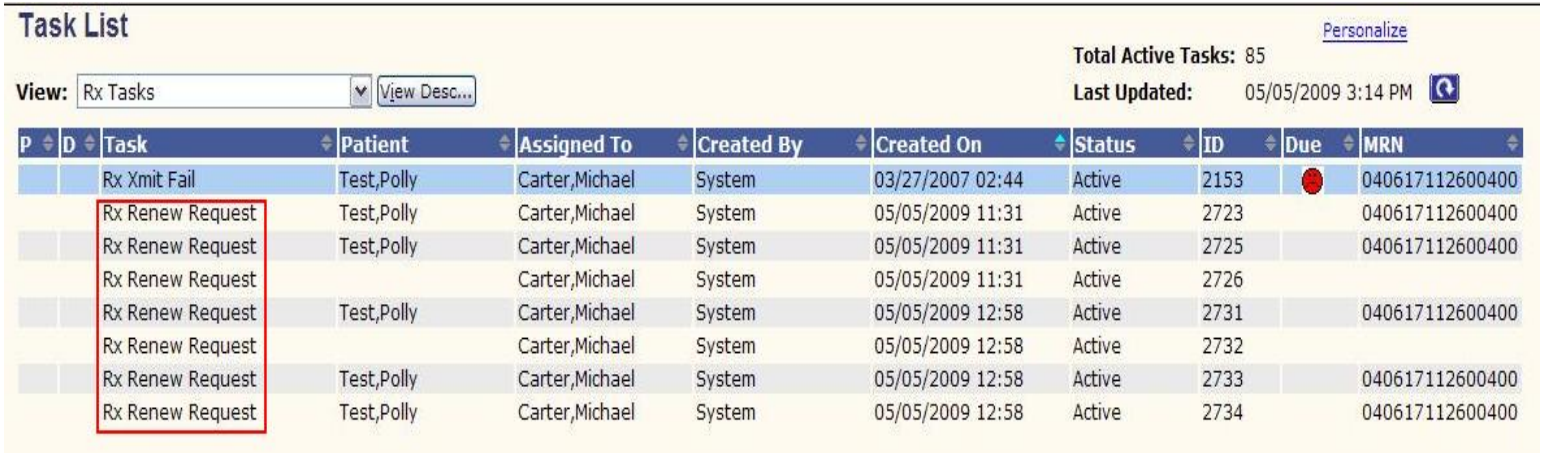
How to determine if a Pharmacy is Script enabled



Name	Address 1	City	Stat	Phone	Fax	Type
960 JOHNSON FERRY - CONCORD	960 JOHNSON FERRY ROAD	ATLANTA	GA	(404)252-2280	(555)555-5555	Script
ABSOLUTE CARE PHARMACY	2484 BRIARCLIFF RD. #24	ATLANTA	GA	(404)231-4431	(555)555-5555	Script
ALAMO DISCOUNT PHCY	HWY 280 W	ALAMO	GA	(912)568-7414	(555)555-5555	Script
ALLCARE PHARMACY	112 SOUTH OXLEY DRIVE	LYONS	GA	(912)526-3200	(555)555-5555	Script
AMBULATORY CARE PHARMACY	2100 COMER AVENUE	COLUMBUS	GA	(706)321-3777	(555)555-5555	Fax

Rx Renew Requests

The Rx Renew process is initiated by the EDI functionality of the system.



Task List

Personalize

Total Active Tasks: 85

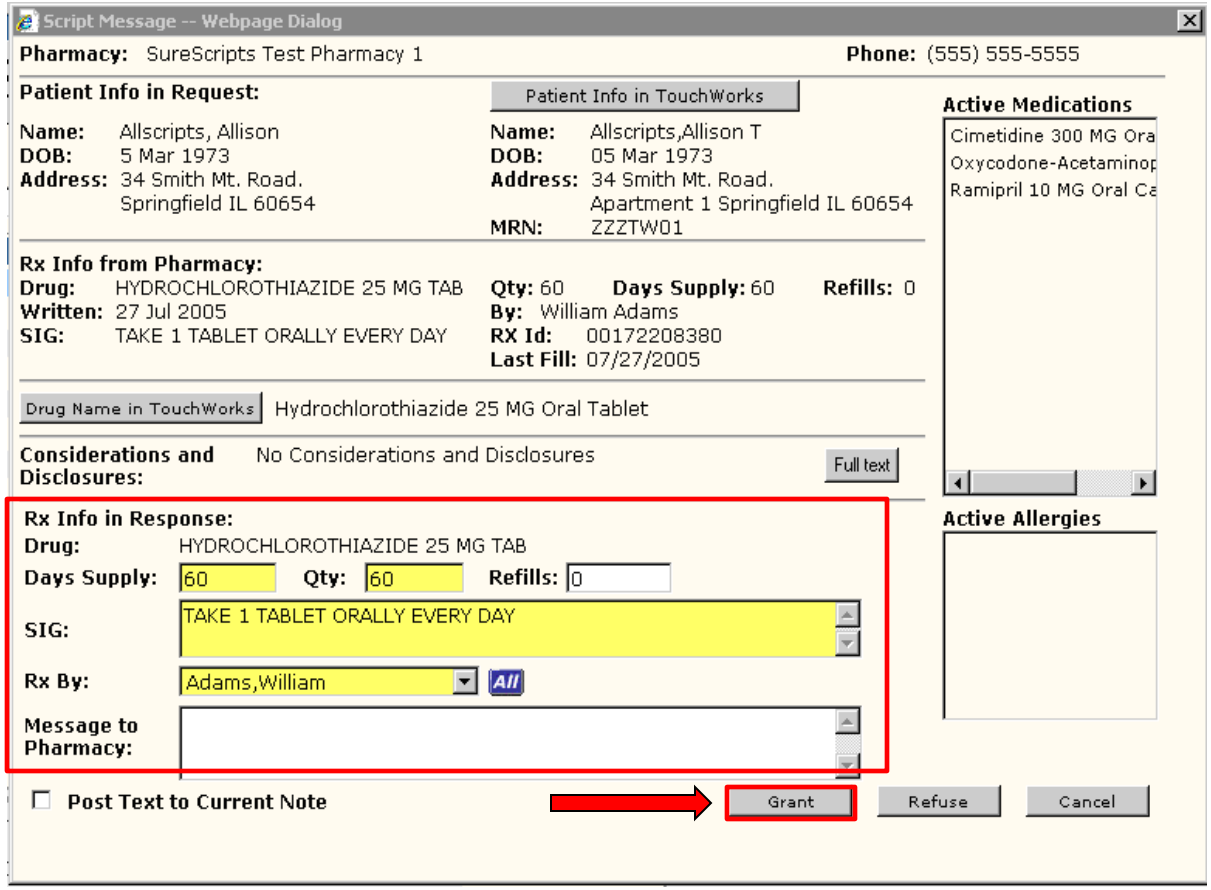
View: Rx Tasks | View Desc...

Last Updated: 05/05/2009 3:14 PM

P	D	Task	Patient	Assigned To	Created By	Created On	Status	ID	Due	MRN
		Rx Xmit Fail	Test,Polly	Carter,Michael	System	03/27/2007 02:44	Active	2153		040617112600400
		Rx Renew Request	Test,Polly	Carter,Michael	System	05/05/2009 11:31	Active	2723		040617112600400
		Rx Renew Request	Test,Polly	Carter,Michael	System	05/05/2009 11:31	Active	2725		040617112600400
		Rx Renew Request		Carter,Michael	System	05/05/2009 11:31	Active	2726		
		Rx Renew Request	Test,Polly	Carter,Michael	System	05/05/2009 12:58	Active	2731		040617112600400
		Rx Renew Request		Carter,Michael	System	05/05/2009 12:58	Active	2732		
		Rx Renew Request	Test,Polly	Carter,Michael	System	05/05/2009 12:58	Active	2733		040617112600400
		Rx Renew Request	Test,Polly	Carter,Michael	System	05/05/2009 12:58	Active	2734		040617112600400

To Process a Request:

1. Double click on task
2. Review requested information
3. Make changes as needed in the RX info Response section.
4. If the renewal is valid and approved click Grant

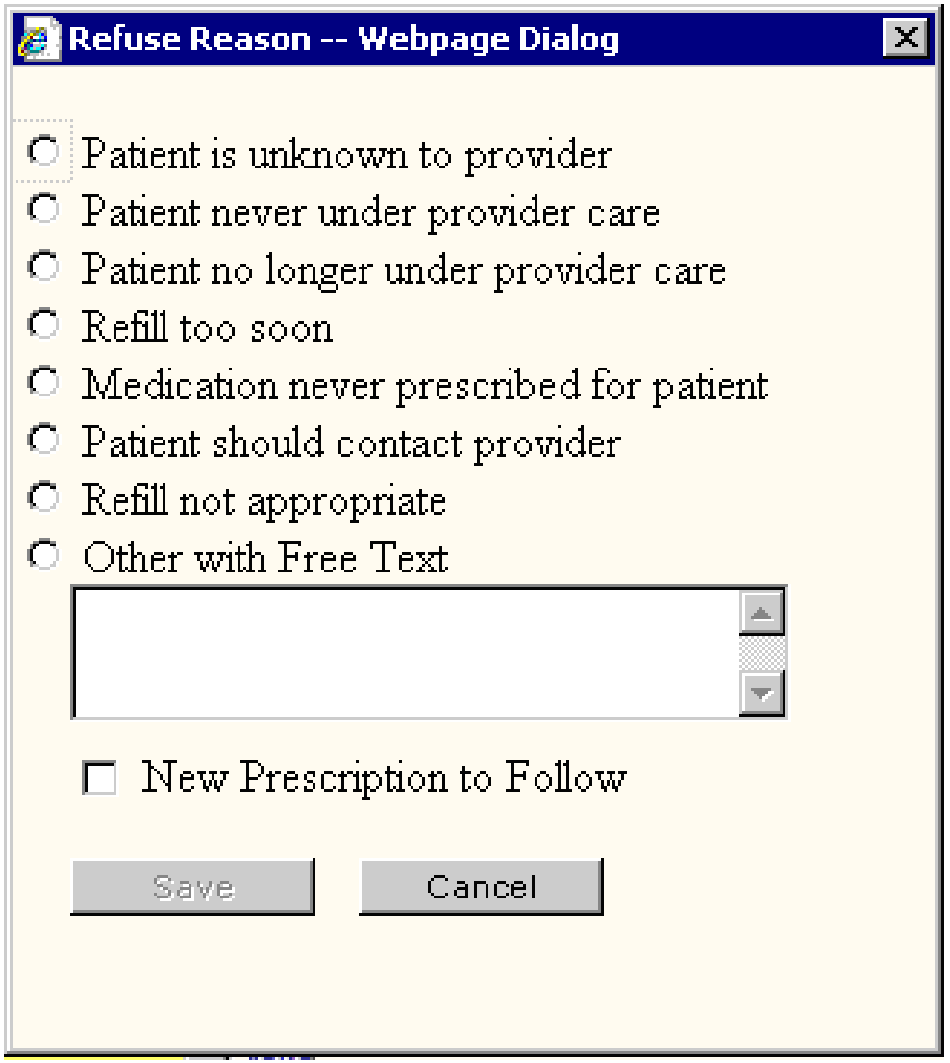


5. If Renewal is not valid or approved then click Refu

6. Select a reason.

7. Select an encounter if one is not already selected

8. Verify job completion in print queue.



Request with blank patient name

Task List

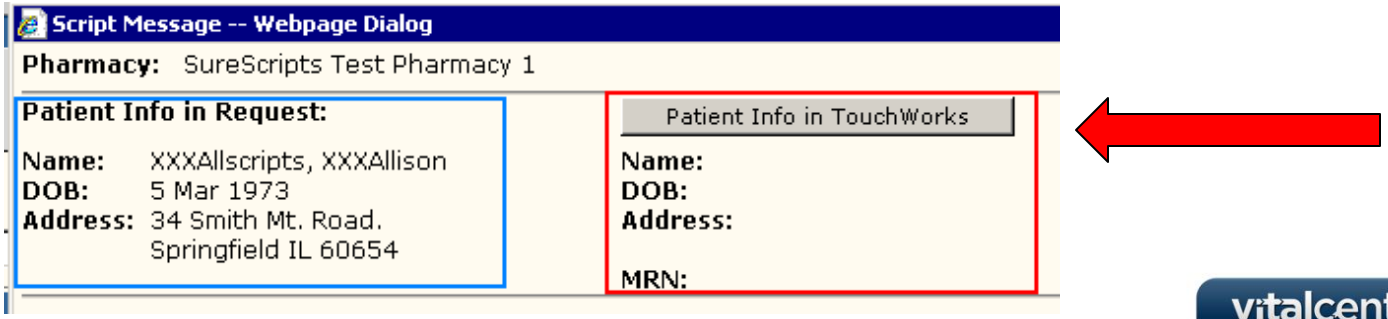
View: Refills and Fails | View Desc...

P	D	Task	Patient	Assigned To	Created By
		Rx Renew Request		Adams,William	System
		Rx Renew Request		Adams,William	System
		Rx Renew Request		Adams,William	System
		Rx Renew Request		Adams,William	System
		Rx Renew Request		Adams,William	System

~ Renewal is not able to match on first name, last name and DOB.

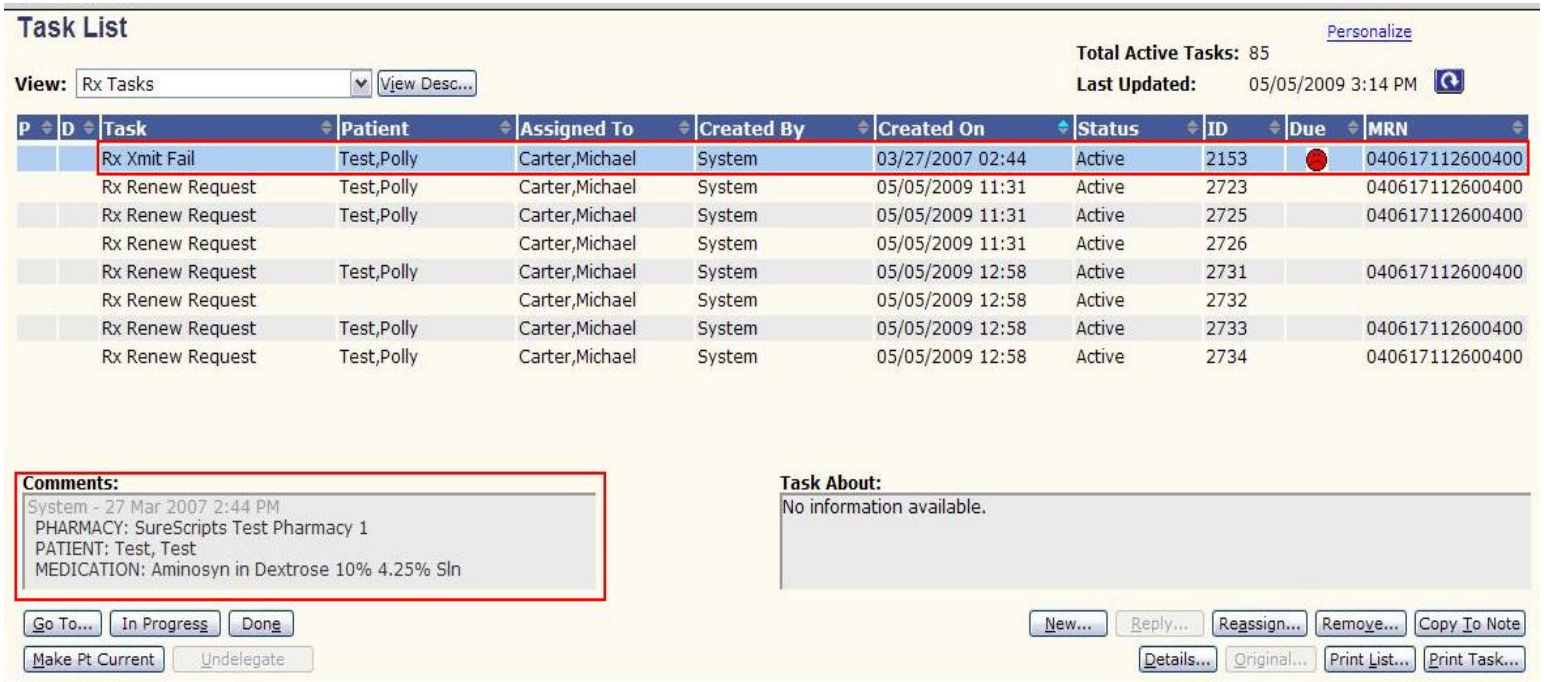
~ User will be select “Patient Info in EHR”

~ Chose the patient manually to verify correct patient is selected.

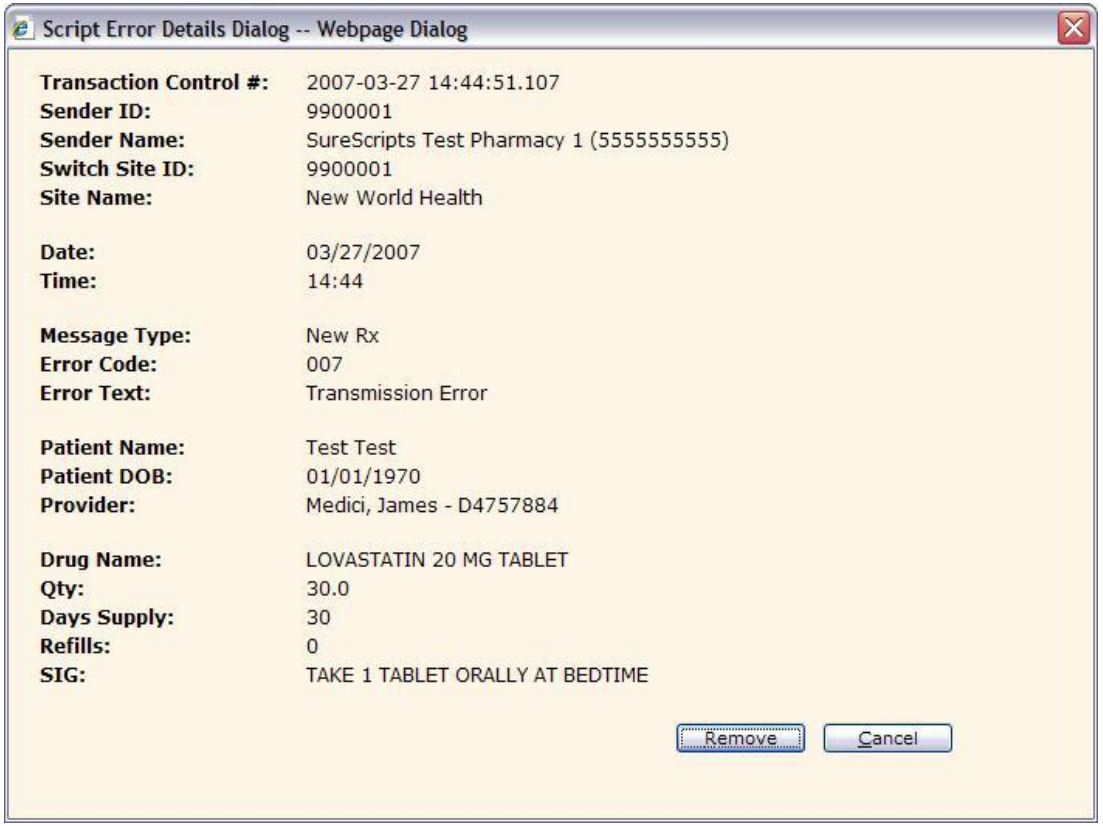


Rx Xmit Fail Tasks

~ Scripts that are unable to be delivered to Pharmacy will trigger a RX Xmit Fail task.



To get more complete information regarding the failed Rx Xmit, open the task fully. View in the Webpage Dialog the Message Error Code and Error Text.



Other Rx Tasks

- Rx Eligibility Results Task
  - Eligibility returns one or more eligible Rx benefit plans for a patient

- Medication History Review Task
  - notify a user of external medication history received for a patient and allow an interface to verify and add those therapies to the patient's chart with the appropriate status.

Pharmacy Dictionary

The Delta Process

- Runs against your Pharmacy Dictionary twice a week.
  - Mondays - Retail entries are updated
  - Tuesdays - Mail Order entries are updated

- Converts an entry listed as Fax to Script (for entries that have an NABP# and participate in EDI)

- Converts an entry listed as Script to Fax (for entries that have an NABP# and are no longer participating in EDI)

- Adds new participating pharmacies to the dictionary if the entry does not exist (based on NABP#).

**Entries lacking an NABP# could be duplicated by this process. Make sure all entries have an NABP# to avoid duplication*.

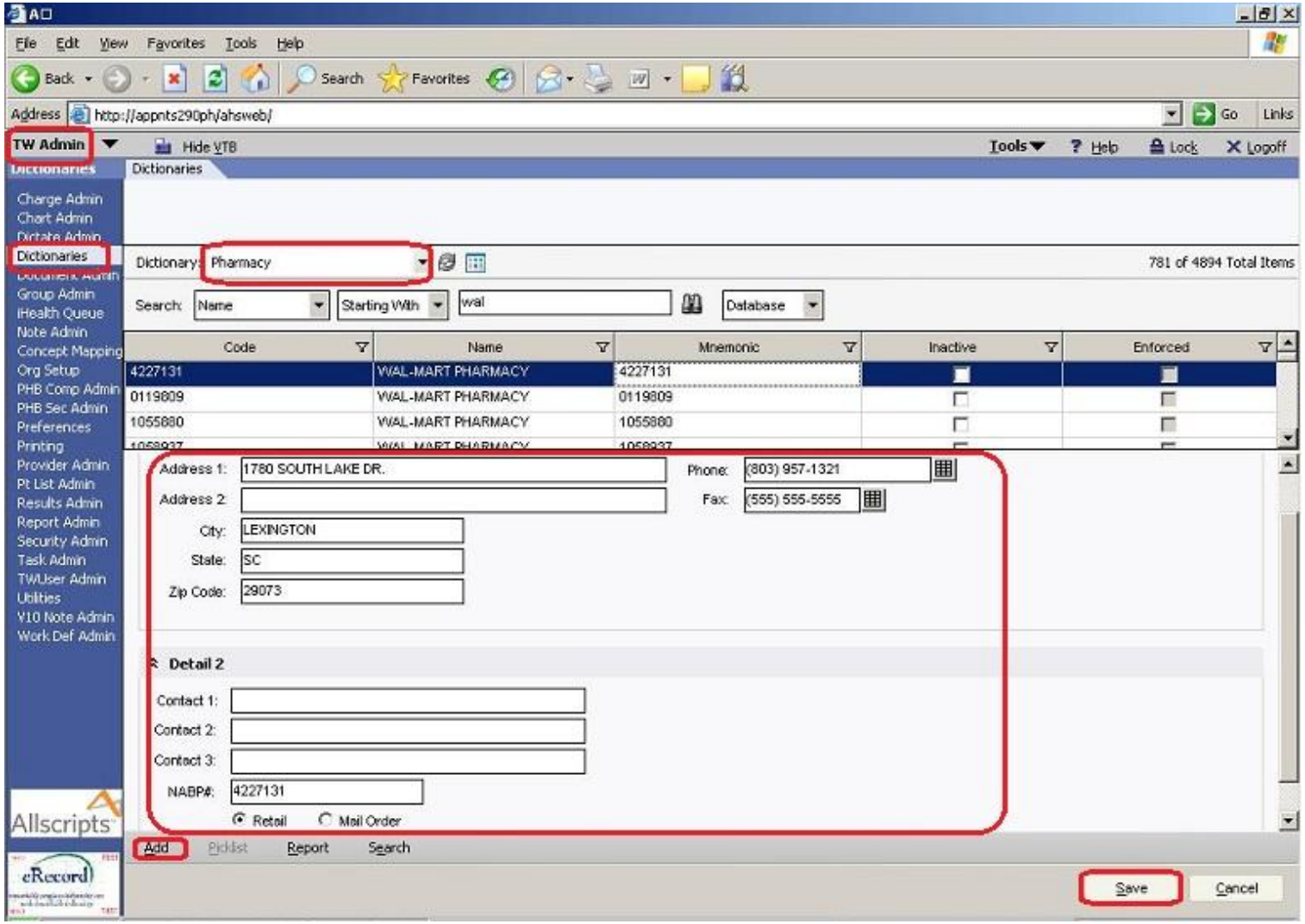
- Inactivates and enforces entries that are no longer in business.

IMPORTANT NOTE:
Pharmacy information such as name, address, phone, and fax is not updated through the delta process and is your responsibility to update and maintain. An existing pharmacy entry should never be altered into a different pharmacy with a different NABP#. This will cause transmission failures.

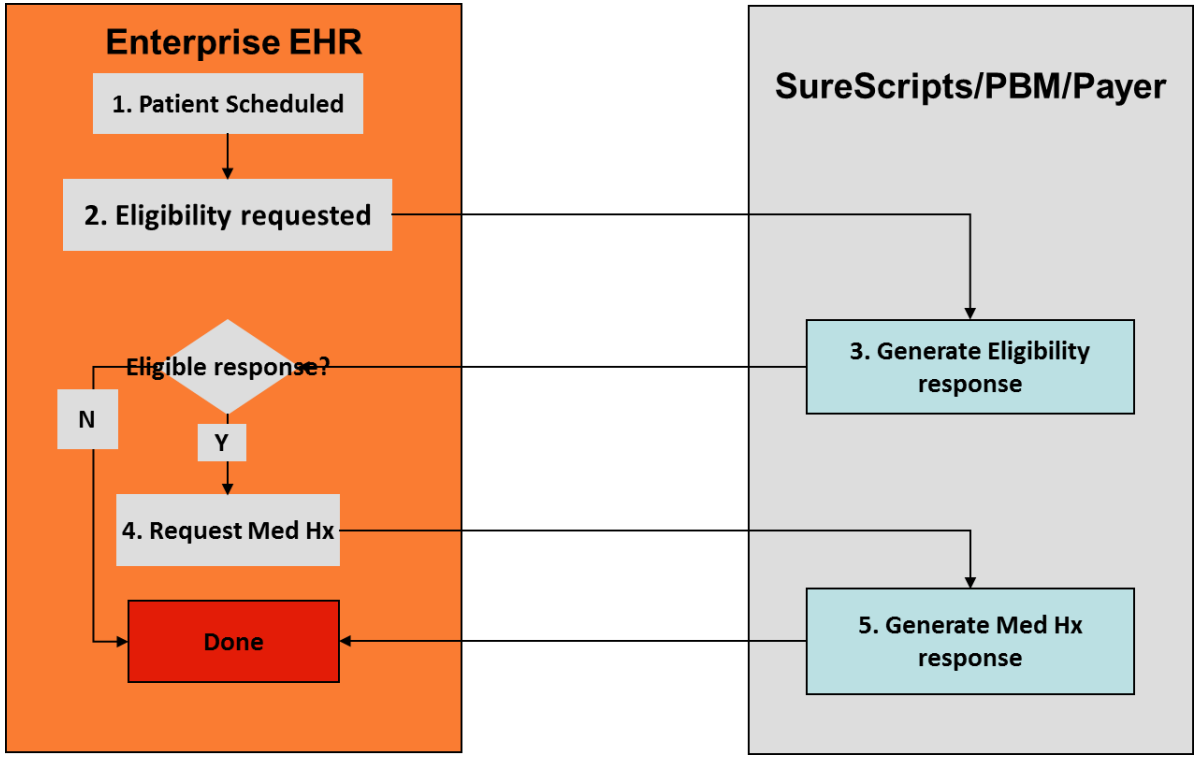
Adding Pharmacies Manually

- Login as TWAdmin.
- Go to the Dictionaries VTB.
- Select the Pharmacy dictionary from the dropdown menu.
- Click Add at the bottom of the screen.
- Enter the appropriate information making sure to enter the exact street address, city, state, zip code, phone and fax number. This allows the delta process to update and match pharmacies entered manually with their current status for ePrescribing and the pharmacies NABP(NCPDP) number.
- Click Save.

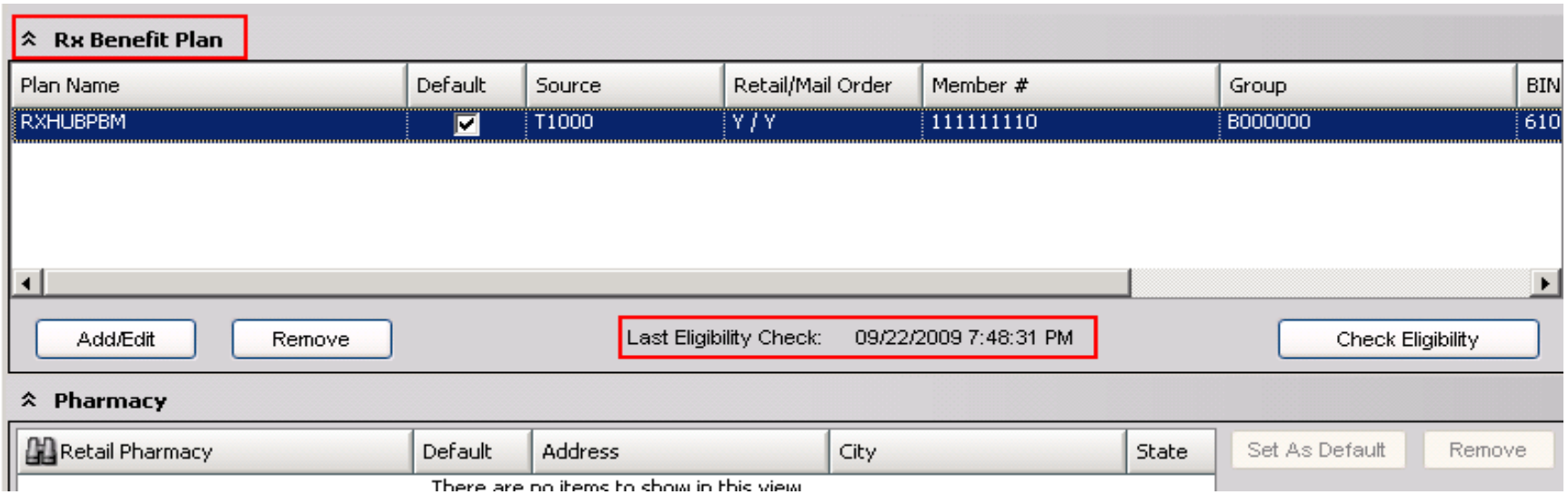
(see screenshot on next page)


File Edit View Favorites Tools Help
Back Search Favorites
Address http://appnts290ph/ahsweb/
Go Links
TW Admin
Hide VTB
Tools Help Lock Logoff
Dictionaries
Charge Admin
Chart Admin
Dictate Admin
Dictionaries
Group Admin
iHealth Queue
Note Admin
Concept Mapping
Org Setup
PHB Comp Admin
PHB Sec Admin
Preferences
Printing
Provider Admin
Pt List Admin
Results Admin
Report Admin
Security Admin
Task Admin
TWUser Admin
Utilities
V10 Note Admin
Work Def Admin
Dictionary: Pharmacy
781 of 4894 Total Items
Search: Name Starting With wal Database
Code Name Mnemonic Inactive Enforced
4227131 WAL-MART PHARMACY 4227131
0119809 WAL-MART PHARMACY 0119809
1055880 WAL-MART PHARMACY 1055880
Address 1: 1780 SOUTH LAKE DR.
Address 2:
City: LEXINGTON
State: SC
Zip Code: 29073
Phone: (803) 957-1321
Fax: (555) 555-5555
Detail 2
Contact 1:
Contact 2:
Contact 3:
NABP#: 4227131
Retail Mail Order
Allscripts
eRecord
Add Picklist Report Search
Save Cancel

Eligibility Checking



Will Return
~ Plan Name
~ Group and Member Numbers
~ PBM ID
~ Mail Order Service (Caremark and Medco)

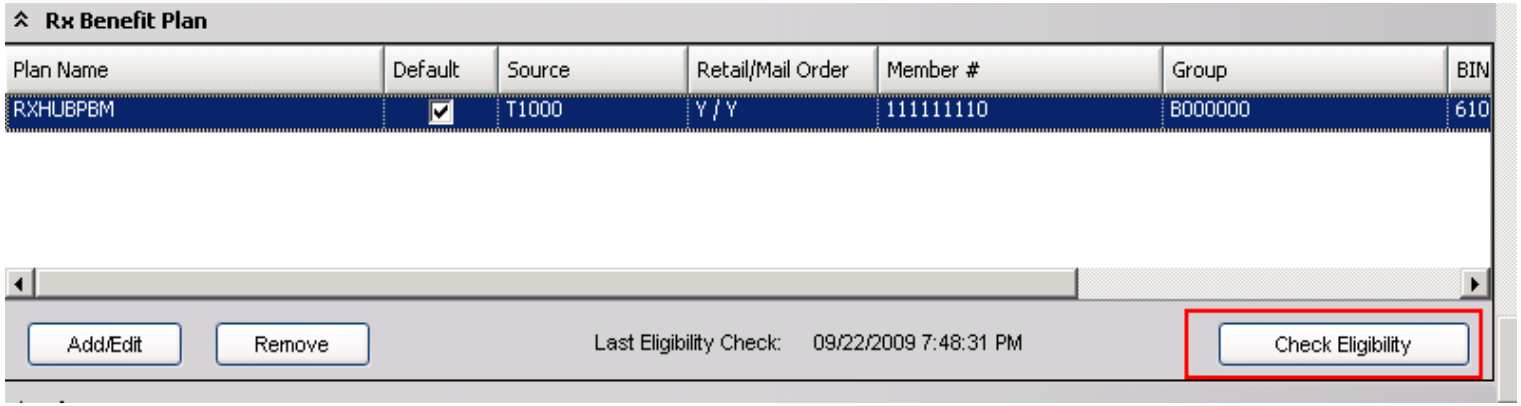


When and how does the Eligibility process run:

~ Everynight at Midnight
~ 30 Minute Intervals

Queued	Type	Destination	Patient	SSN	MRN	User
9/22 08:30 PM	ELIG				0	SYSTEM
9/22 08:00 PM	ELIG				0	SYSTEM
9/22 07:47 PM	ELIG		Paltrow, Mary		090917211939200	jbones

~ Manually



Other things to know about Eligibility

- Eligibility can only be run once for a patient in a 24 hour time span
- Eligibility works for all providers in an EDI configured environment and does not require they be registered for all EDI services
- Eligibility checks must be done under a licensed provider
- The matching logic for Eligibility is based on demographic information. If the patient's information is different between the EMR and the insurance company a match might not be found.

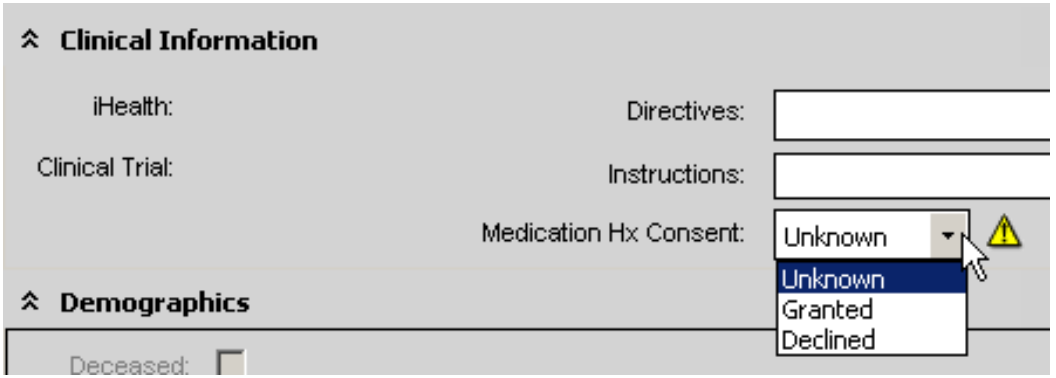
Medication History Reporting

- Starting in v11.1.6 Medication History is not enabled for all patients by default.

- Patient Consent setting must be set to Granted

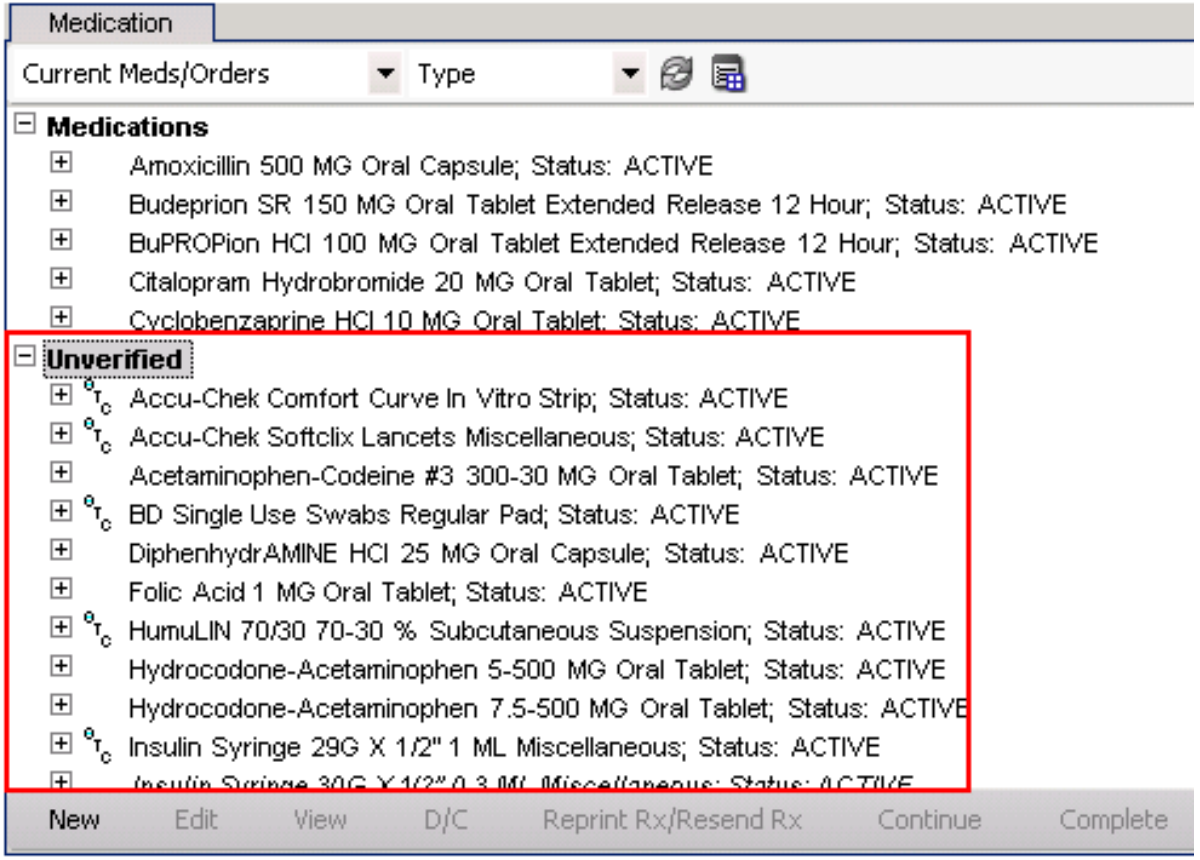
- Default setting is Unknown

- If left Unknown patient will be opted out of service.



Medication History Reporting

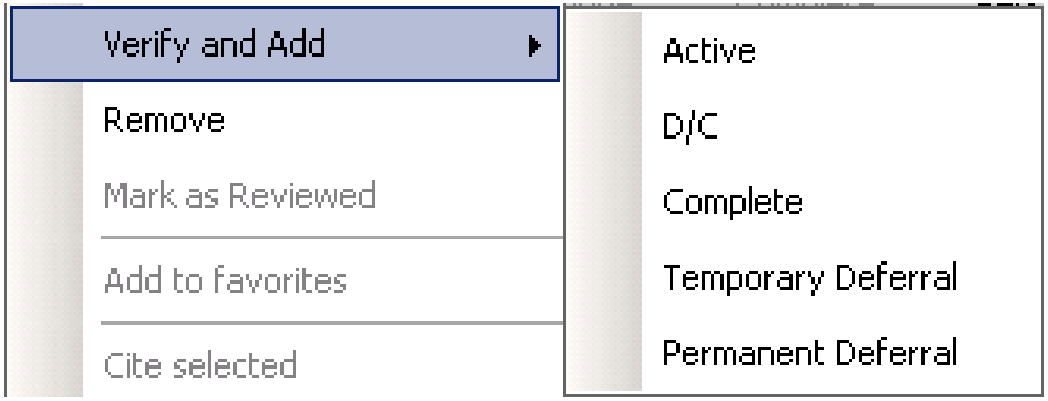
Medications found will be imported directly to patient's chart with the status of Unverified.



How to "Verify and Add" an Unverified medication

1.Right-click Unverified medication

1.Select "Verify and Add" along with the proper Status (e.g. Complete, DC, Active)



3.If the medication needs to be set to EIE or VOID, select one of these instead of "Verify and Add" in step 2.

So how do we get enrolled for all this cool stuff???

All registrations should be done via the Enrollment Blaster

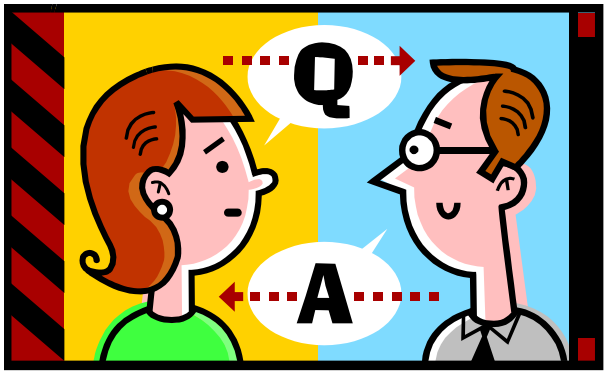
Open a case with Allscripts to get the Enrollment Blaster information.

Once downloaded and extracted, the tool can be set up on any machine that meets System Environment Specifications.

Provider Requirements for Registration

- Valid last name (medical designation such as MD cannot be present in last name)
- Valid NPI (required for ePrescribing)
- Valid Site and Site Address (Address1 must be a street address; PO Boxes should be listed in Address2 area)
- Valid Site Phone number
- Valid DEA# (not required for ePrescribing, but if included during registration it must be active and valid or the registration will fail)
- Valid Fax number is also required, but this will be manually entered directly in the Enrollment Blaster tool during registration and does not import from the EHR.

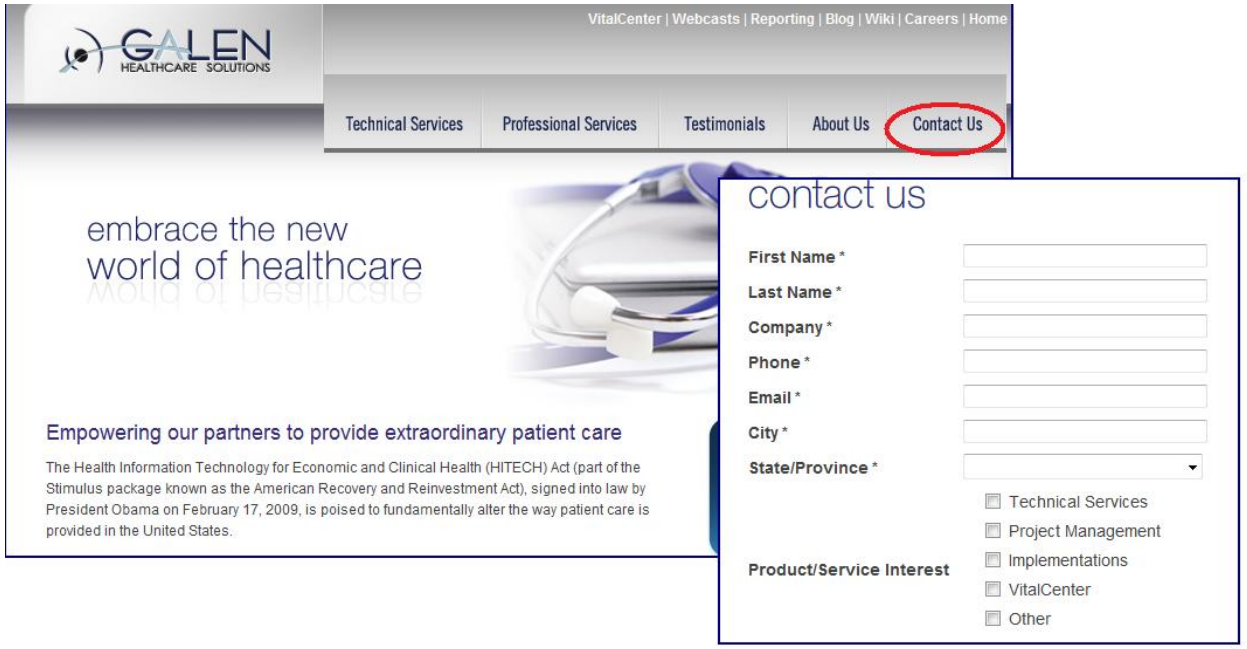
Questions??????



This concludes our webinar !!

- **For more information on future Galen webcasts, visit http://www.galenhealthcare.com/calendar/**
- **We will post responses to all related questions submitted during the webcast on the Galen wiki: http://wiki.galenhealthcare.com/webcasts/**

Thank you for joining us today, for additional assistance….

You can contact us through our website at

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