



## DOCUMENT TYPE: ADVISORY

### Topic: Patient Safety

December 16, 2015

To Our Valued Customers,

As the use of electronic health records (EHRs) increases, more patient care is transacted and documented electronically than ever before. The need for paying close attention to the use of EHRs is paramount to the safe and accurate delivery of care. This advisory is intended to inform you of the best use of the EHR, workflows you should implement, and configurations you should enable/disable, to ensure that patient safety is at the forefront.

As a result of ongoing discussions with organizations such as Surescripts® and pharmacies, as well as ongoing internal discussions and case reviews, eClinicalWorks reiterates the importance of reviewing the information provided on the following topics. This advisory highlights items that you, and your practice, should pay close attention to in order to ensure the proper use of the eCW EHR.

This advisory includes four topics:

- National Drug Code (NDC)
- Medication Management and Reconciliation
- Drug and Allergy Interaction
- Proper Use of the Progress Note

The advisory is posted on [my.eclinicalworks.com](http://my.eclinicalworks.com), along with a brief user survey to help refine this process in the future. Please read the advisory carefully and distribute the information within your practice. The information contained within is important to improve delivery of care and reduce patient safety risks.

If you have any questions regarding this advisory, please log on to [my.eclinicalworks.com](http://my.eclinicalworks.com) and click on the **Advisory: Patient Safety Link** on the top right of the page, as shown in Figures 1 and 2 on the following page:



Figure 1



The Advisory link includes a survey to improve future advisory communications. See Figure 2 below:

Figure 2

The screenshot shows a survey titled "Advisory: Patient Safety". It contains four questions with radio button or checkbox options:

| Advisory: Patient Safety  |   |
|---|---|
| Did you find the advisory to be helpful? *  | <input type="radio"/> Yes<br><input type="radio"/> No   |
| Was the format easy to read and understand? *   | <input type="radio"/> Yes<br><input type="radio"/> No   |
| Would you prefer to take a webinar on this topic rather than receive documentation such as this advisory? * | <input type="radio"/> Yes<br><input type="radio"/> No   |
| Which topic(s) did you find most helpful? *   | <input type="checkbox"/> National Drug Code (NDC)<br><input type="checkbox"/> Medication Management and Reconciliation<br><input type="checkbox"/> Drug and Allergy Interaction<br><input type="checkbox"/> Proper Use of Progress Note |

At the bottom of the form are two buttons: "OK" (orange) and "No Thanks" (green).

In 2016, eCW will be offering webinars focused on the use of the eClinicalWorks EHR and enhanced patient care and patient safety.

*eClinicalWorks*

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# PATIENT SAFETY ADVISORY

## National Drug Codes (NDC)

### Issue: e-Prescription and National Drug Codes (NDC)

A valid National Drug Code (NDC), the universal product identifier for drugs, must be present in all prescriptions sent to a pharmacy electronically. Therefore, when creating custom drugs, the correct mapping of the drug to the correct NDC is imperative.

**Custom Drug:** A custom drug is typically a medication that is new to the market, or a new form of an existing medication that is new to the market, and not yet included in a vendor's drug database.

Providers may choose to create custom drugs when prescribing a new-to-market drug or drug form that is not in their drug database.

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### Potential Risk

Incorrect mapping may lead to the incorrect drug, drug strength, or drug form being dispensed at the pharmacy.

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### Recommended User Action

- ☐ Minimize the use of custom medications, i.e., medications that do not have an NDC that corresponds in all respects to the drug name, dose, and form that is being prescribed.
- ☐ Conduct a thorough review of your custom medications against the NDC codes.
- ☐ Ensure that NDC mapping is performed by an authorized and knowledgeable individual.

**Note:** eCW recommends disabling the ability to create custom medications using the Security Setting provided for this purpose.

- ☐ Pay close attention to any warnings displayed from the EHR.
- ☐ Turn the configuration setting *Custom dosages in Rx Edit Screen* OFF to limit the administration routes to only those routes provided by the drug database. Refer to [Figure 5](#) below.
- ☐ Report any NDC drug database conflicts to either:
  - ◆ [multum@eclinicalworks.com](mailto:multum@eclinicalworks.com) or [medispan@eclinicalworks.com](mailto:medispan@eclinicalworks.com).

A database team will research these in conjunction with the respective drug database vendor.

## Action Taken by eClinicalWorks

- ☑ eClinicalWorks has a Security Setting that restricts the ability to create custom medications.
- ☑ eCW has developed an eRx Cloud filter that performs a check for potential drug and strength mismatches to an incorrect NDC. If it detects a mismatch, the eRx Cloud filter will fax the mismatched prescription to the pharmacy. It is, however, required that you pay close attention to custom medications and signatures, and fix the incorrect NDC codes.

**Note:** You should not rely on the eRx Cloud filter. The eRx Cloud filter is not a long-term solution; the custom medications within your practice should be rechecked and reviewed for accurate NDC. eClinicalWorks Support is available to assist with this process.

- ☑ eCW has an internal task force that contacts practices when custom drug/NDC mismatches are identified by the filter. The team assists the practice with remapping the drugs to the proper NDC. This task force activity began in June of 2015 and their efforts are ongoing.
- ☑ eClinicalWorks has developed an NDC mapping tool that enables an authorized provider to map a custom drug to the appropriate NDC code using the listing information provided by the Federal Drug Administration (FDA) in the NDC Directory.
- ☑ To ensure proper NDC mappings for new clients migrating data from a legacy EHR, eClinicalWorks performs the following procedures to verify mapping:
  - ◆ If the drug has an NDC code associated to it, it is migrated into the eClinicalWorks drug database;
  - ◆ If the drug does not have an NDC code associated, logic within eClinicalWorks attempts to match the drug to a drug with an NDC code based on name, strength, and form;
  - ◆ If the drug cannot be matched to a NDC based on the name/strength/form criteria, eClinicalWorks generates an exception report and communicates this report to the practice and/or physician for resolution.

## Recommended Workflows

- Grant access to the *Custom Rx* security setting only to qualified individuals for creating custom medications and linking the NDC codes using the Security Setting as shown in Figure 3 below:

Figure 3

| By User   | By Security Attribute                                     | By Facility                    | By User (Facility) |  |
|---|---|--------------------------------|--------------------|--|
| Clear Search  |   |                                |                    |  |
| Security Item Name                                    | Security Item Description                                 | Security Group Name            |                    |  |
| Administration / Billing Setup - 1 Item(s)            |   |                                |                    |  |
| CPT Codes   | Allows the user to create, update, or delete CPT Codes fr | Administration / Billing Setup |                    |  |
| Administration / EMR Setup - 4 Item(s)                |   |                                |                    |  |
| Allow Customization                                   | Permits customization of the HPI, ROS, Examination, Socia | Administration / EMR Setup     |                    |  |
| Custom Rx   | Allows authorized user to create, update and delete cust  | Administration / EMR Setup     |                    |  |
| Customize links on Progress Notes based on visit type | Customize links on Progress Notes based on visit type     | Administration / EMR Setup     |                    |  |
| Structured Data Customization                         | Allow to access customize structured data.                | Administration / EMR Setup     |                    |  |

- Figure 4 below displays how to create custom medications. Please pay careful attention to any listed warning. Please grant access to the Custom Rx security setting to qualified individuals for creating custom medications and linking the NDC codes:

Figure 4

**New Item/Category**

Parent : CustomRx

|             |  |
|-------------|--|
| Name        |  |
| Strength    |  |
| Formulation |  |
| Take        |  |
| Route       |  |
| Frequency   |  |
| Duration    |  |
| Dispense    |  |
| Refills     |  |
| Auth No     |  |

NDC Code  ...

(eg. 00056-0169-70 for coumadin 1 MG)

\* Custom drugs without a valid NDC code will be excluded from drug/allergy interaction checking and may endanger patient safety.

OK Cancel

- eClinicalWorks also provides the option of having custom routes visible in the list if the *Custom dosages in Rx Edit Screen* option in the My Settings window is enabled. This setting was developed to provide patient- and provider-readable routes. This setting is located at: *File Menu > Settings > My Settings > Show/Hide Tab*:

Figure 5

Settings for Wills, Samantha R.

| My Providers  | User Settings | Physician Reference | News                                  | Show/Hide                             | Defaults |
|---|---------------|---------------------|---------------------------------------|---------------------------------------|----------|
| Outlook Tree View   |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Handwritten Signature (Applies to Progress Notes printing, faxing, and locking) |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Dispense, Duration, and Refill Info in Select Rx Screen for Standard Drugs      |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Progress Notes Top Panel  |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Progress Notes Right Panel  |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Patient Hub Chart Panel (Right Panel)   |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Providers Initials in Progress Notes - Visits Drop-down                         |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Discontinued Drugs  |               |                     | <input type="radio"/> Show            | <input checked="" type="radio"/> Hide |          |
| Display Insurance Group at Line Item Level Payment Posting                      |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Invalid CPT Codes   |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Dosage Information for Custom Drugs Linked to Drug Libraries                    |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Single Button for Prescription Based on Patient's Default Pharmacy              |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| Examination Categories (Tree)   |               |                     | <input checked="" type="radio"/> Show | <input type="radio"/> Hide            |          |
| CPT Copyright pop up when logging into the application                          |               |                     | <input type="radio"/> Show            | <input checked="" type="radio"/> Hide |          |
| Custom dosages in Rx Edit Screen  |               |                     | <input type="radio"/> Show            | <input checked="" type="radio"/> Hide |          |
| Reconcile menu from Quick Launch Notification (i jelly bean)                    |               |                     | <input type="radio"/> Show            | <input checked="" type="radio"/> Hide |          |

Tabs to display in Progress Note Chart Panel\*

Overview History CDSS Alerts PS Labs/Di Templates

\*Please note that a minimum of 2 tabs are required to be displayed in the right panel

Configure My Assigned Favorites Copy My Settings COHR Settings OK Cancel



# Medication Management

## Issue: Medication Management and Reconciliation

A careful and thorough reconciliation of medications must be performed at every encounter to ensure that the patient medication list is accurate.

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### Potential Risk

An inaccurate or incomplete medication list could lead to the occurrence of adverse drug events.

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### Recommended User Action

- ☐ Providers should manually reconcile medications at each visit.
- ☐ Review the Medication Summary on the Right Chart Panel to see a longitudinal view of the patient's medications.
- ☐ Enable the alert that launches when a provider accesses a past encounter and begins to prescribe within that encounter. For more information, refer to the section on how to [Enable the automatic alert](#) in the Recommended Workflow section.
- ☐ Enable the configuration setting that merges medications prescribed in visits that occur on the same day.
- ☐ Do not return to a previous unlocked visit and document medications, allergies, and patient history **after** a system user has completed and verified allergy and medication reconciliation on a current or future encounter.
- ☐ Closely review the Medications Summary section in the Right Panel.
- ☐ Lock encounters on a timely basis to prevent the possibility of documentation in prior visits.
- ☐ Do not return to old encounters to document patient information.
- ☐ Enable the alert described above for prescribing in a past encounter - configured from the File Menu Configuration Settings area.
- ☐ Pay attention to the noted alert if you inadvertently access older encounters and attempt to add medications.
- ☐ Enable the same-day medication reconciliation feature from the File Menu configuration settings area; this setting will merge the medication from both visits occurring on the same day, and will display a current view for the provider under the Medication Summary on the Right Panel.
- ☐ The provider should always click on the other visits displayed on the Patient Medication Summary on the Right Chart Panel to see a comprehensive view of the patient's medication.

## Action Taken by eClinicalWorks

- ☑ The recommended approach and workflow for medication reconciliation and management are described in detail in the previously posted documents on my.eclinicalworks.com:

- ◆ *eCW V10 Medication Reconciliation Instructions – December 2013*
- ◆ *Frequently Asked Questions About Medication Management – September 2015*

These two documents are found at:

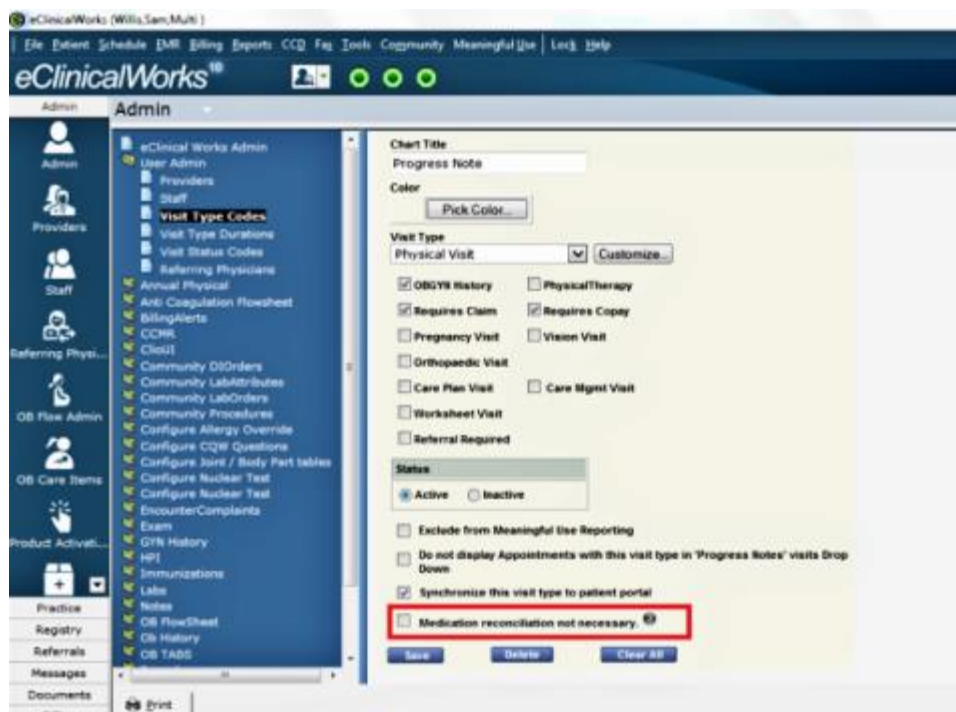
*my.eclinicalworks.com > Knowledge > Documents and Videos > V10 – Getting Started > V10 Documentation*

- ☑ Additional workflow information is provided below.

## Recommended Workflows

- If your practice has certain types of visits where you do not wish to reconcile medications at the visit, you can create a Visit Type and check *Medication reconciliation not necessary* (see below). This workflow prevents users from mistakenly assuming that the patient is not on any medications. In addition, the Right Chart Panel logic will look back and skip this visit to find the last provider-reconciled medication list:

Figure 6



**Note:** Telephone Encounters do not require a user to perform complete medication reconciliation. Additionally, eCW recommends that a medication reconciliation performed for a virtual encounter (encounter where patient is on the phone) should be created as a Telephone Encounter, and use the Virtual Visit section to perform full medication reconciliation.

- If the practice chooses to auto-carry forward medications when opening an Encounters Progress Note, the setting called Automatically Carry Forward medications for future visits can be used for this function. With this setting enabled, a warning will display if a provider accesses a future encounter in the patient's record. The provider will also receive a prompt prior to copying medications to the future visit.

**Note:** When accessing future encounters, please pay careful attention to the Auto-Carry Forward warning to prevent inadvertent medication reconciliation for future visits.

This setting also enables the practice to specify the number of days in the future to carry-forward medications and to prompt for warning to confirm auto-carry forward of medications to future visits.

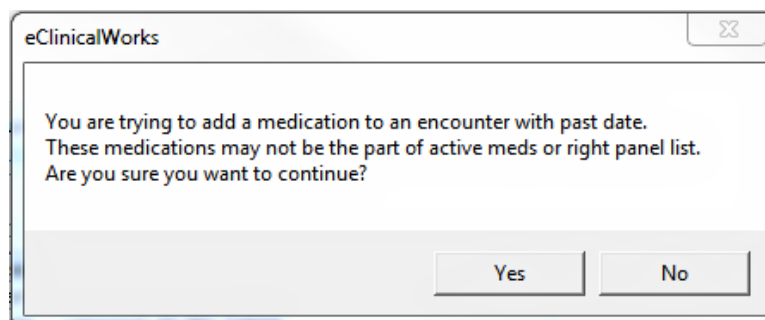
eClinicalWorks provides a warning message when a user accesses a future encounter:

Figure 7



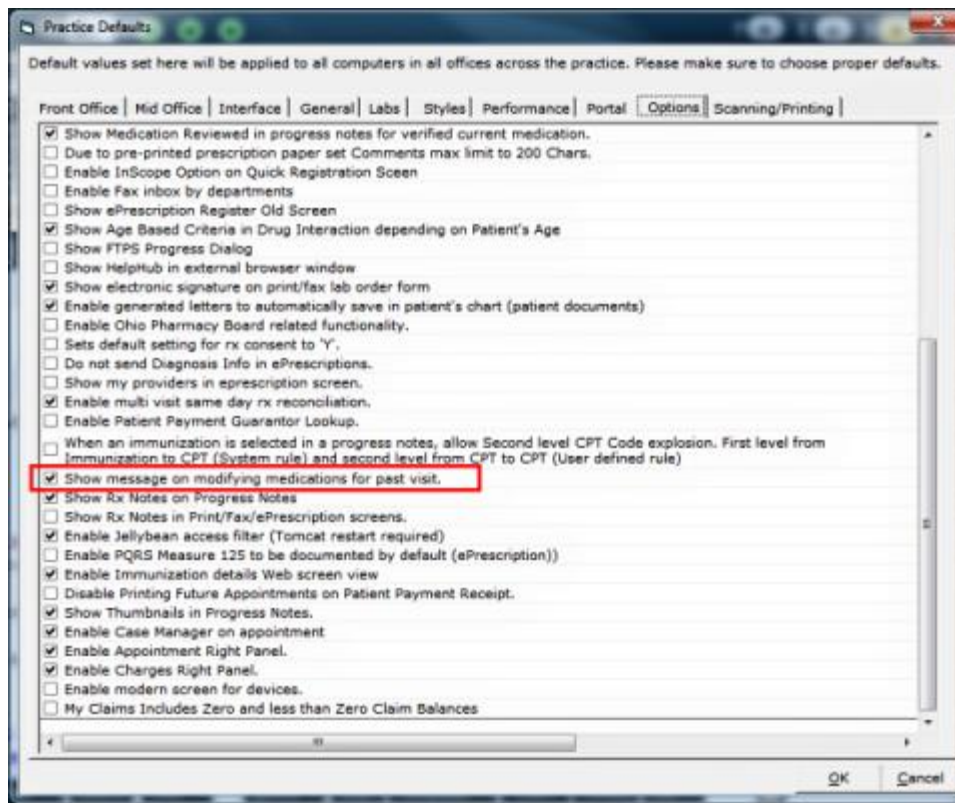
- eClinicalWorks recommends the following configuration settings to mitigate patient safety risks.
  - a. Enable the automatic alert when a provider accesses a past encounter and begins to prescribe a medication:

Figure 8



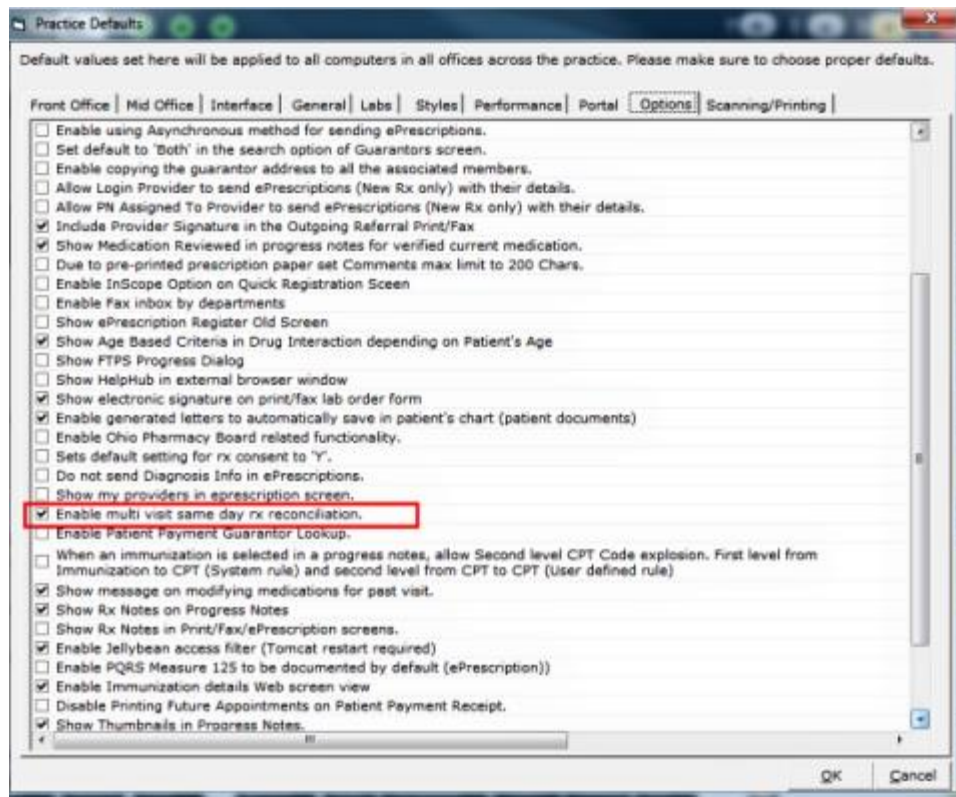
To enable this alert, go to File Menu > Settings > Practice Defaults > Options Tab > and check the *Show message on modifying medications for past visit* option:

Figure 9



- b. Same-Day Encounter: To ensure medication reconciliation in the event of multiple encounters on a single day, eClinicalWorks has a configuration setting that will merge the medication from all visits occurring on the same day, and will display a current view for the provider under the Medication Summary section of the Right Panel. This setting is configured from the File Menu > Settings > Practice Defaults > Options Tab > check *Enable multi-visit same day rx reconciliation* (shown in Figure 10 below):

Figure 10



**Note:** This setting mitigates the risk of a provider first performing medication reconciliation on the second appointment, and then accessing the older same-day appointment and adding a new order of medications to the appointment. Providers must document appointments in the order in which they occurred.

- eClinicalWorks provides the ability for you to sort the medications by Name in the Right Panel as additional patient safety risk mitigation. Click the (+) icon on the Right Chart Panel to show the first medication reconciliation:



Figure 11

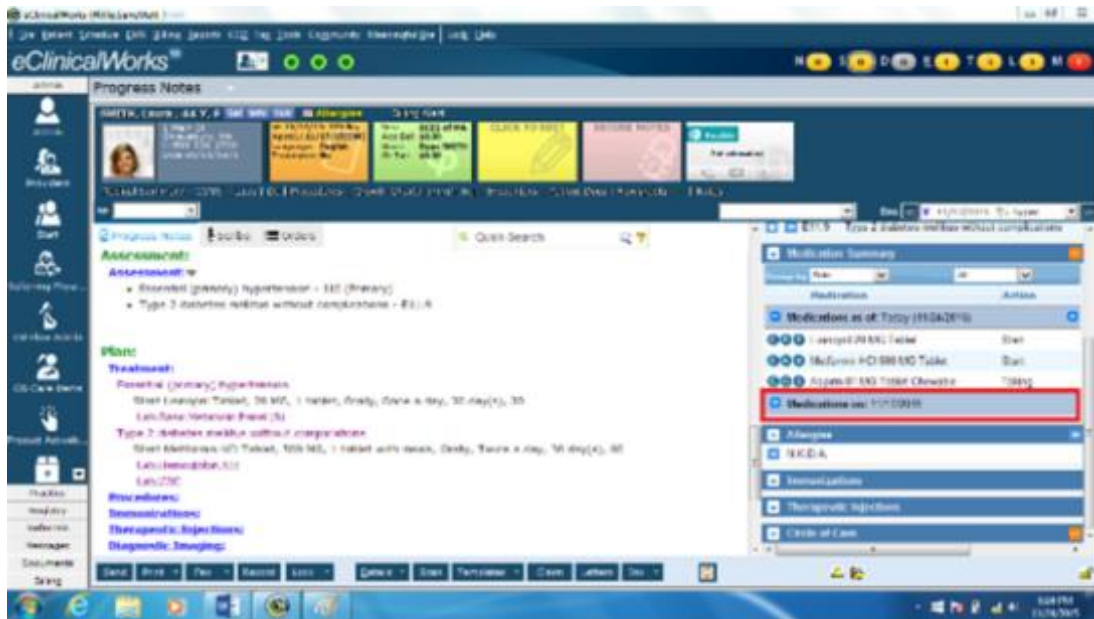
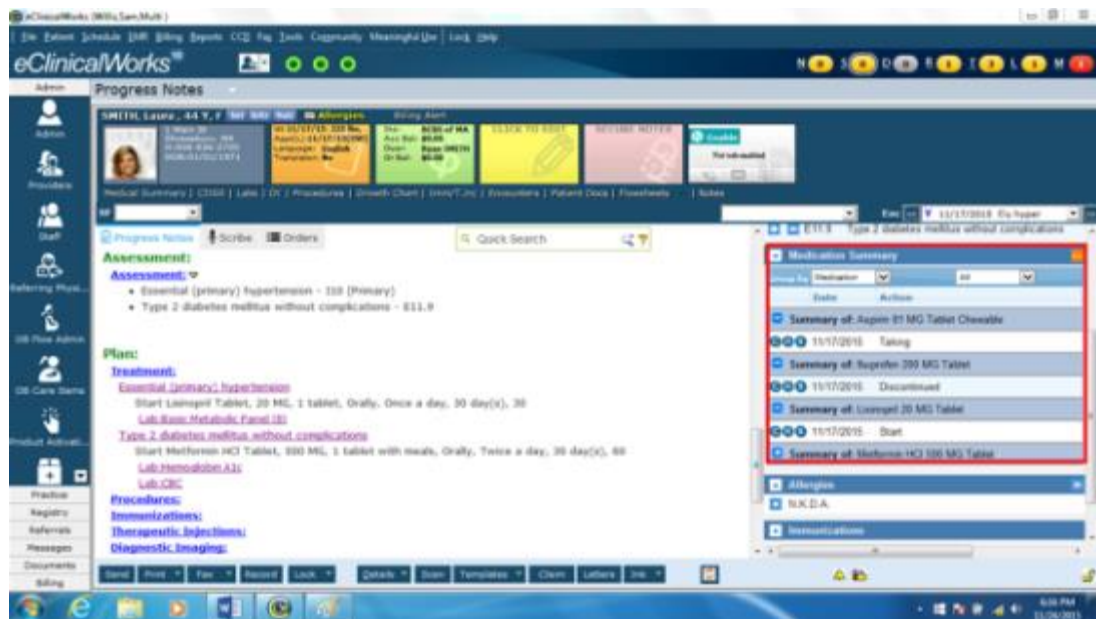


Figure 12

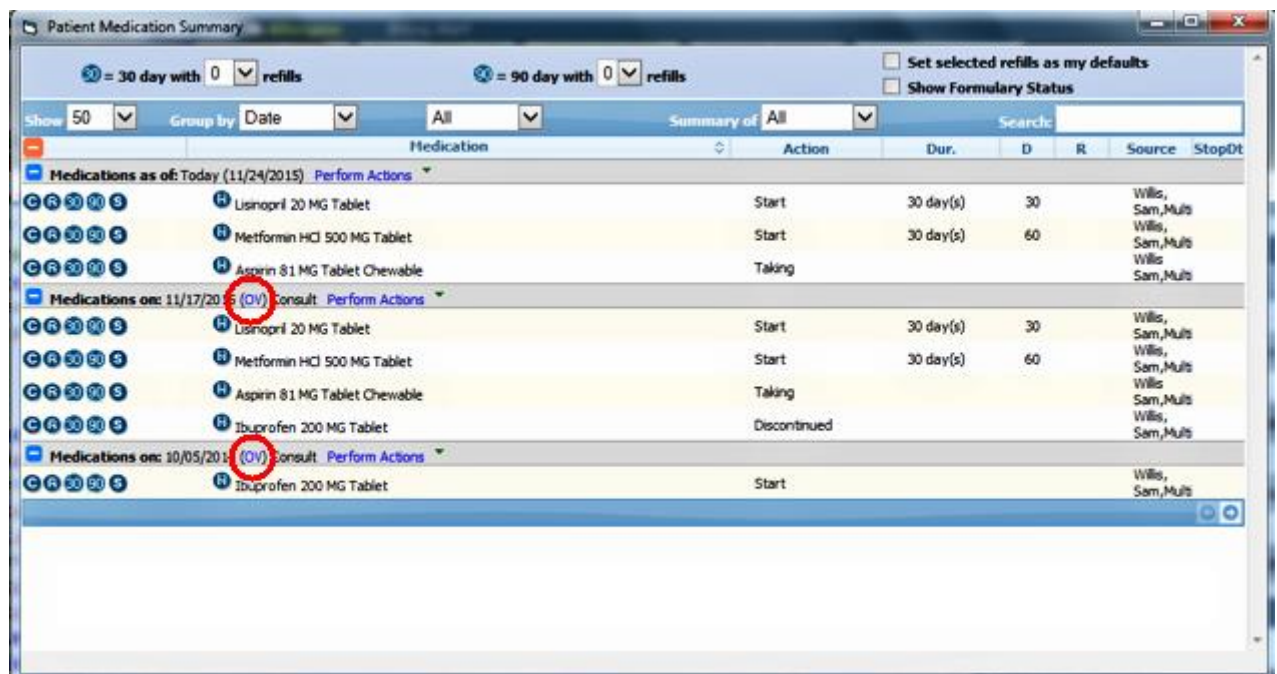


Figure 13



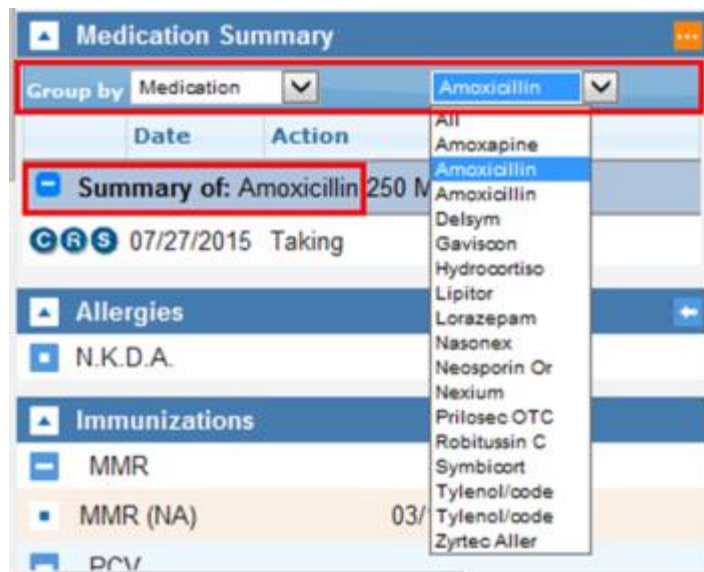
Use the Medication Summary orange More (...) button available on the Right Chart panel to access a comprehensive summary of medications, as well as the actions performed by the providers with respect to each medication order. The Medication Summary also enables easy access to each Progress Note Visit Summary (click the blue link in each gray band) to allow for more accurate analysis by the user for the visit reason, diagnosis, and treatment plan:

Figure 14



Using the Medication Summary area of the Right Chart Panel, the provider can sort the medication list by Medication Name or date filter to view all the medications ever taken by the patient:

Figure 15



## Drug-Drug and Drug-Allergy Interaction Check

The potential for allergic reactions to medications and drug-drug interactions and adverse drug events (ADE) poses a high patient safety risk. eClinicalWorks has multiple features that assist providers with documenting allergies and interactions and providing interaction warnings at the point of prescribing. No software, however, can replace Provider judgment.

### Issue: Drug-Drug and Drug-Allergy Interaction Checking

Allergies and interactions must be entered as structured data in the patient record. This information appears in multiple locations throughout the patient chart and **when entered as structured data**, triggers the appropriate medication alert at the point of prescribing, based on information contained in the drug database.

It is important to note that allergies migrated from another EMR system could be migrated as unstructured Allergies and the provider needs to convert Allergies to structured format in order for the system to check interactions.

---

### Potential Risk

Drug allergy information entered as unstructured data will exclude the substance from the automated drug-drug and drug-allergy check that occurs at the time of prescribing in eClinicalWorks.



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## Recommended User Action

- ☐ Enter drug allergy information in the Allergy area of the patient chart in structured data format, choosing the medication from the drug database provided
- ☐ Review allergy information migrated from a legacy system to ensure it is entered as structured data in the Allergy area of each patient's chart
- ☐ Record all active allergies as ACTIVE in the Allergy area of the chart as allergies marked as INACTIVE will not be carried forward to new encounter notes
- ☐ After importing allergies from patient-reported data via the Patient Portal, mark the allergies as "Verified" in the check box provided on the Allergy entry window

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## Action Taken by eClinicalWorks

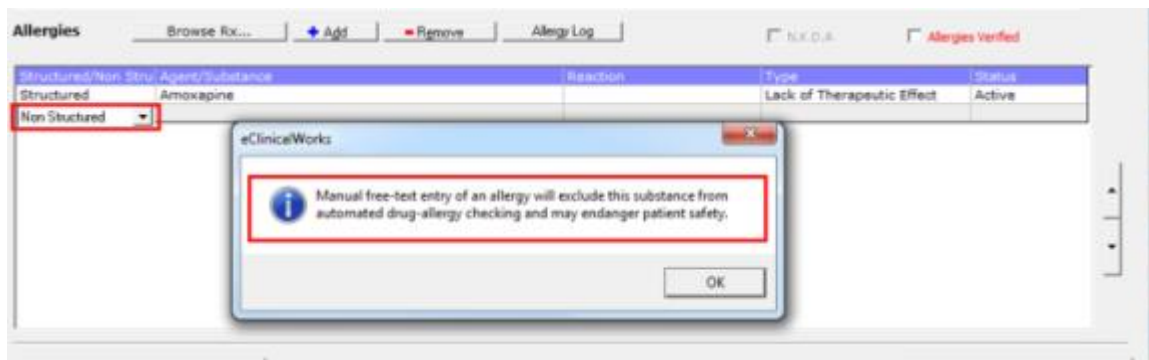
- ☒ eClinicalWorks EMR contains a drug-allergy interaction warning that launches at the point of prescribing
- ☒ Detailed best practices workflow recommendations for this item are provided below
- ☒ For new clients migrating data from a legacy EHR, the eClinicalWorks data migration team migrates medications and allergies. The data migration process attempts to match medications to their NDC and allergies to structured allergies:
  - a. If the drug has an NDC code associated with it, it is migrated into the eClinicalWorks drug database
  - b. If the drug does not have an NDC code associated, logic within eClinicalWorks attempts to match the drug NDC code based on name, strength, and form.
  - c. If the drug cannot be matched to a NDC based on the name/strength/form criteria, eClinicalWorks generates an exception report and communicates this report to the practice and/or physician for resolution.

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## Recommended Workflows

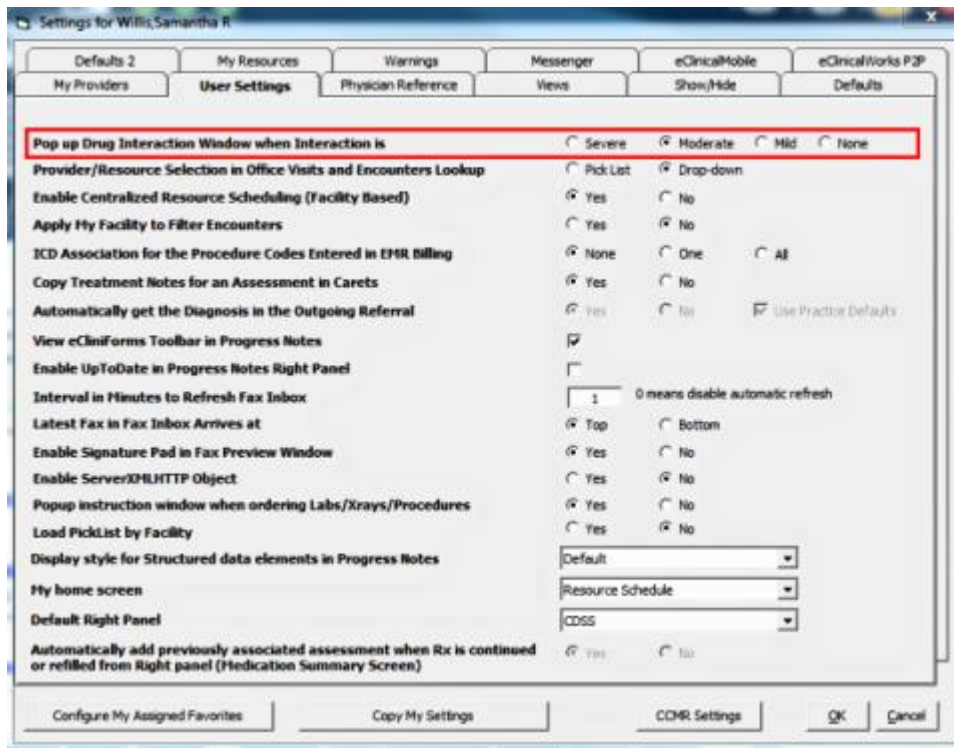
- Verify allergies systematically, paying careful attention to unstructured allergy data that has been migrated from another EHR system into eClinicalWorks.
- Allergy information can be accessed from multiple areas within the EMR:
  - ♦ Progress Note > Allergies/Intolerance blue link
  - ♦ Right Chart Panel > Overview Tab – Allergies
  - ♦ Patient Hub when Right Chart Panel is displayed
  - ♦ Telephone Encounters when Right Chart Panel is displayed
- When an allergy or intolerance is added as non-structured data, a clear warning is shown at the time of entry:

Figure 16



- Allergies must be entered as Structured to enable the drug-allergy interaction check.
- Providers can choose the level of drug interaction severity they want to explicitly enable as a pop-up within the Progress Note. To avoid “alert fatigue” or familiarity eCW provides the following setting levels. These levels are configured from the File Menu > Settings > My Settings > User Settings (see Figure 17 below):

Figure 17



# Proper Use of the Progress Notes

## Issue: Concurrent Use of the Same Progress Note by Multiple Users

eClinicalWorks supports multiple users accessing the same encounter simultaneously. In addition to the access to the encounter, there are sections within the Progress Notes (blue links for HPI, Treatment etc.) that are used by clinicians to document the visit.

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### Potential Risk

In the course of normal the Nurse/MA/Physician workflow, each user accesses the note and documents their respective sections. However if two or more users are attempting to enter data in the same section of the Progress Note at the same time, this can potentially override the other user's note, eliminating important information from being added to the patient's chart.

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### Recommended User Action

- ☐ Contact eClinicalWorks Support to enable the Item Key called *EnableConcurLock* if your practice does not allow connectivity to APU. This Item Key prevents simultaneous access to the blue links on the Progress Note (Chief Complaint, HPI, PMH, ROS, Vitals, Exam, Assessment, Treatment, and Billing).

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### Action Taken by eClinicalWorks

- ☒ eClinicalWorks has an Item Key called Item Key (EnableConcurLock) that provides a series of pop-up access warnings to users who are attempting to access a portion of a chart that is being used by another system user. The user can then make an informed decision on whether to continue to access that area of the chart.
- ☒ eClinicalWorks has enabled the Item Key (EnableConcurLock) for all eCW Cloud customers.
- ☒ eClinicalWorks has enabled this update to all APU-connected client/server practices.

**Note:** The Auto-Practice Upgrade tool (APU) will be enabled by default. If you choose to not have this capability enabled, contact eCW Support to disable this feature.

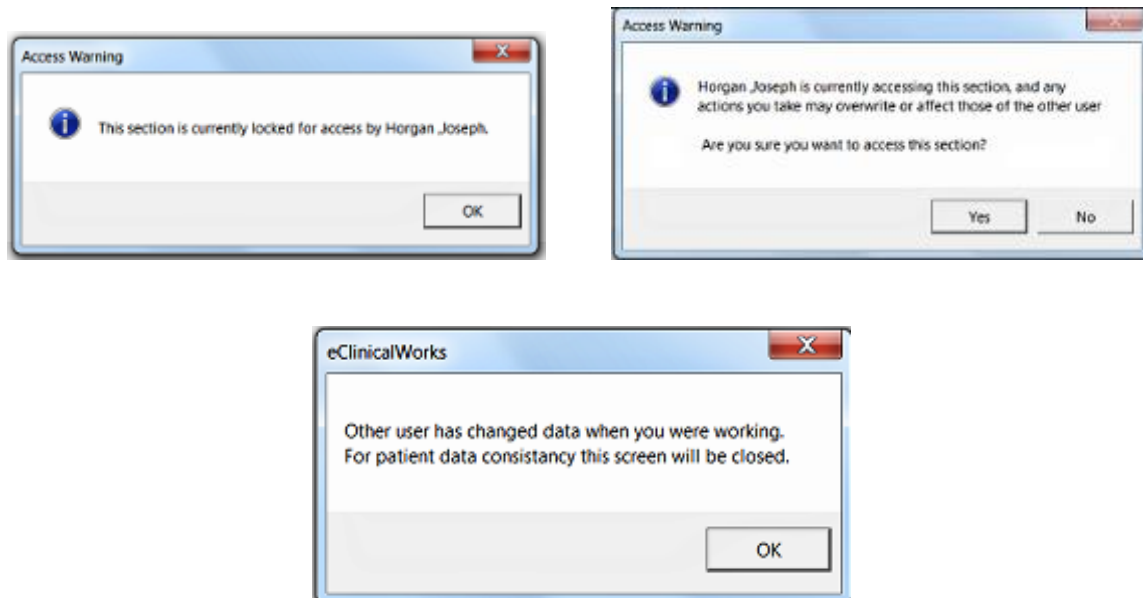
- ☒ For customers that are not APU-enabled, or multi-server practices where customers do not use APU, eCW Support will contact you within the next four weeks to discuss enabling this Item Key
- ☒ eClinicalWorks will release V10-SP2 in January of 2016, which will extend concurrency control to the additional blue links (Surgical History, OB/GYN History, Family History, Social History, Immunizations, New Medication Reconciliation, etc.) that are currently not under concurrency Item Key control.
- ☒ Detailed best practices workflow recommendations for this item are provided below.

## Recommended Workflows

- eCW provides a feature controlled by an Item Key (Item Key: EnableConcurLock) to prevent simultaneous access to the blue links on the Progress Note (Chief Complaint, HPI, PMH, ROS, Vitals, Exam, Assessment, Treatment, and Billing). This Item Key provides a series of pop-up access warnings to users who are attempting to access a portion of a chart that is being used by another system user. The user can then make an informed decision on whether to continue to access that area of the chart.

Access Warnings launch automatically when two or more system users are attempting concurrent access to the same area of a patient's chart:

Figure 18



## Issue: Progress Note Chart Panel Failure to Refresh

Refresh failure of the three panels of information on the Progress Note (Top of the Progress Note, Body of the Progress Note, and Right Chart Panel) may cause one or more of the three panels to display the incorrect patient information.

**Note:** Chart Panel refresh failure is extremely rare, but if it does occur, eCW architecture ensures that the valid information is recorded in the proper patient chart, regardless of the conflicting information caused by the Internet browser view.

The panels are displayed using Internet Explorer® to retrieve and display information from the EHR Web server. The root causes for the rare occurrence of refresh failure include, but may not be limited to, the following:

- **Issue:** The version of Internet Explorer and Windows with virus protection software or other third-party software can potentially cause Internet Explorer to slow down and time out. As a user of a Web application, you can compare this to browsing a webpage and in some instances, the webpage does not load because the script times out.

- ◆ **Resolution:** Update to Internet Explorer Version 10 or higher and exclude eCW.exe from the virus-scanning engine.
- **Issue:** Poor Internet connection, poor Wi-Fi connection, or networks with high packet losses are another potential source for this type of occurrence. If the network disconnects when loading the page, or if the network card on the personal computer drops the network packets, one of the panels may not refresh.
  - ◆ **Resolution:** Check for response time to server to be <80 ms. on a sustained ping response.
  - ◆ **Resolution:** Packet loss of less than 1% on the network.
- **Issue:** If the user clicks on a link multiple times in rapid succession as the link is about the load, and then the next link is then clicked (similar to loading a webpage if you click on the HTML repeatedly), the panels may not refresh correctly.
  - ◆ **Resolution:** Upgrade to eCW V10 SP1-C5 or higher.
  - ◆ **Resolution:** Instruct users to not click in rapid succession.

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## Potential Risk

Multiple patients' information may be displayed concurrently.

**IMPORTANT!** Data will be entered into the note selected by the user regardless of panel display.

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## Recommended User Action

- ☐ Update to latest version of Internet Explorer Version 10 or higher and exclude eCW.exe from the virus-scanning engine.
- ☐ Check for response time to server: This should be <80 ms on a sustained ping response.
- ☐ Perform a network check to ensure packet loss of less than 1% on the network.
- ☐ Refrain from clicking on links multiple times in rapid succession, thus allowing the link to load and refresh properly.
- ☐ Upgrade to eCW V10 SP1-C5 or higher.
- ☐ If a particular workstation machine exhibits this issue on a regular basis, disable the Top and Right Panels from displaying – File > Settings > My Settings > Show/Hide Tab.
- ☐ Disable the patient picture – File > Settings > Practice Defaults > Front Office Tab, Patient Picture Settings.

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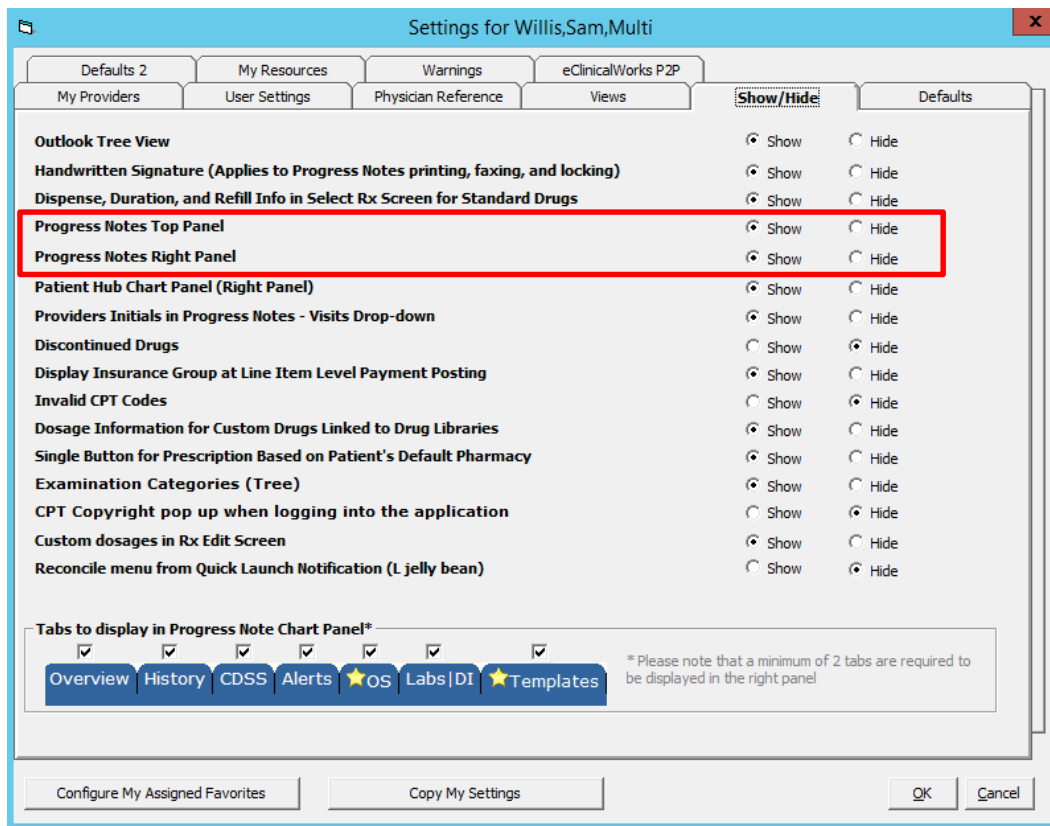
## Action Taken by eClinicalWorks:

- ☒ eClinicalWorks has identified the root causes of this issue and has provided solutions above and below.

## Recommended Workflows

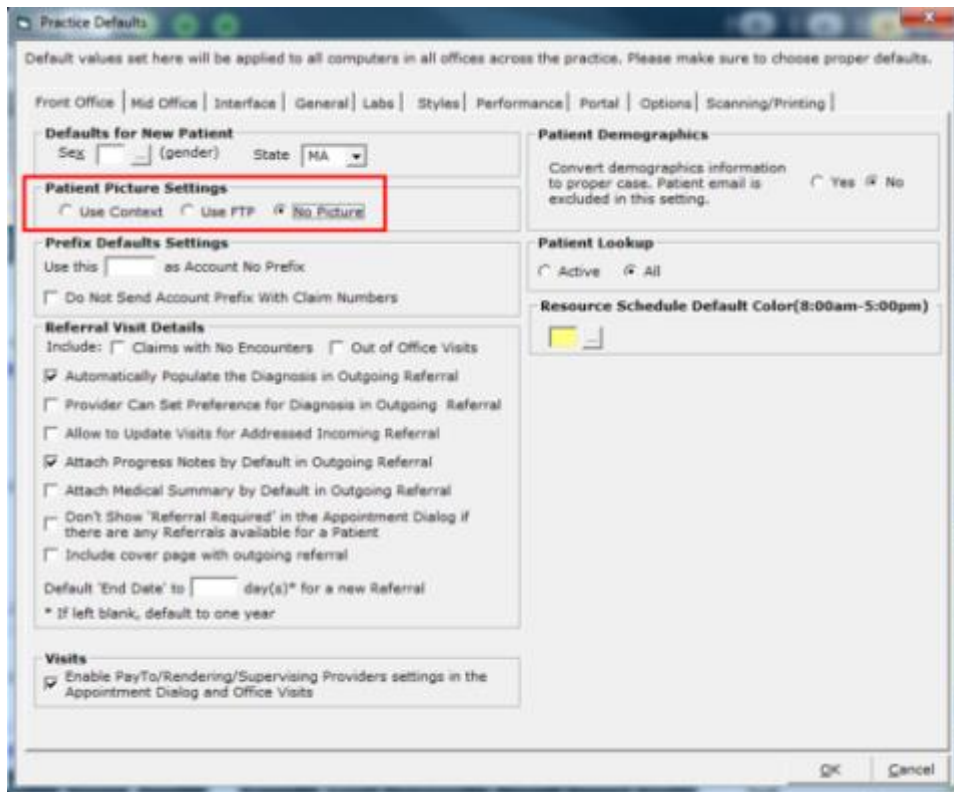
- If a certain desktop computer (as opposed to all workstations in the practice) has this issue:
  - ♦ Upgrade to the latest version of Internet Explorer Version 10 or higher.
  - ♦ Obtain a network test to verify a sustained ping response time of <80 ms to the server.
  - ♦ Verify that the virus protection policy excludes eClinicalWorks.exe, thus limiting the risk of the scan preventing the page load.
  - ♦ Upgrade to eClinicalWorks V10 SP1-C5 or higher.
- If the desktop still has an issue you can choose to disable the Top Panel and Right Panel from File > Settings > My Settings > Show/Hide Tab, shown below:

Figure 19



- Disable the patient picture from the File Menu > Settings > Practice Defaults > Front Office Tab, Patient Picture Settings:

Figure 20



## Issue: Signing and Locking the Progress Note

Providers must take responsibility for signing/locking Progress Notes within a reasonable amount of time after the conclusion of the encounter.

### Potential Risk

- Unlocked notes can increase the use or misuse of older Progress Notes to document encounters.
- Having no unlocking privileges in the practice could result in inaccurate information remaining in the patient record into perpetuity.

### Recommended User Action

- ☐ Assign the Security permission to unlock locked Progress Notes only to a select user or group of users; do not give blanket permission to unlock notes to every provider.
- ☐ Providers who are authorized to sign and lock Progress Notes should do so in a timely manner after completing a Progress Note, after receiving the note from another staff member, or after receiving a note from a resident physician for whom they have oversight responsibility.



- ☐ Use the Unlocked Visits Report on a regular basis to monitor those encounters that have not yet been locked.
- ☐ Train users on how to update locked notes by Addendum.

## Action Taken by eClinicalWorks

- ☒ eClinicalWorks provides a Security Setting to limit system user ability to unlock a previously locked Progress Note.
- ☒ eClinicalWorks provides two ways to lock the Progress Note:
  - ◆ From the bottom of the individual Progress Note using the LOCK Button.
  - ◆ Via the Office Visits screen to sign an individual note or a group of notes at the same time > LOCK PROGRESS NOTES Button at the bottom of the screen.
- ☒ eClinicalWorks offers the Addendum function that can be used to update locked Progress Notes.
- ☒ Detailed best practices workflow recommendations for this item are shown below.

## Recommended Workflows

- Grant security permission to unlock locked Progress Note only to a select group of system users using the Security Setting shown below > File Menu > Security Settings > Unlock Chart as shown in Figure 21 below:

Figure 21

| Security Item Name                          | Security Item Description                                | Security Group Name |
|---|--|---------------------|
| unlock                                      |  |                     |
| <b>Billing - 2 Item(s)</b>                  |  |                     |
| UnLock Claims                               | Allows the user to unlock a locked claim. The permission | Billing             |
| Unlock Out Of Office Visits                 | Allows the user to unlock an out of office visit.        | Billing             |
| <b>Miscellaneous - 2 Item(s)</b>            |  |                     |
| Allow user to change Fee Schedule in claims | Allow the user to change fee schedule in a claim. Withou | Miscellaneous       |
| Unlock Chart                                | Allows a user to unlock a locked chart. Only the person  | Miscellaneous       |
| <b>OB Flowsheet - 1 Item(s)</b>             |  |                     |
| Allow to Unlock OB FlowSheet items          | Allow to Unlock OB FlowSheet items                       | OB Flowsheet        |

- eClinicalWorks provides two ways that a provider can lock a Progress Note:
  - ◆ Individually within the actual Progress Note
  - ◆ In bulk, using the Office Visits window

An individual Progress Note can be locked by using the LOCK button on the bottom of each note, as shown in Figure 22 below:

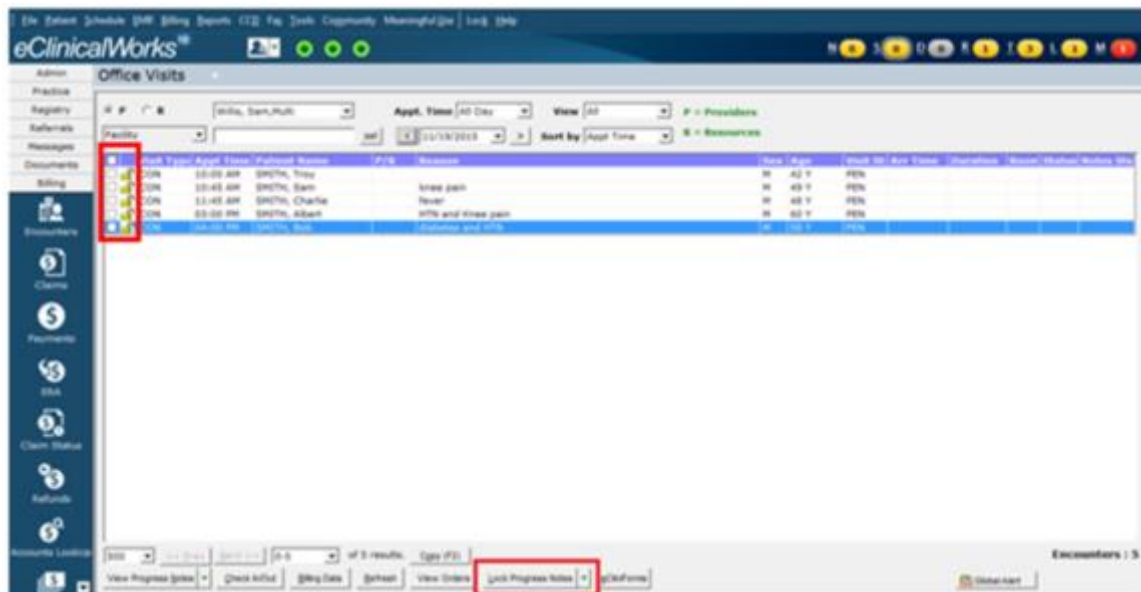


Figure 22



Alternatively, the provider can lock a group of Progress Notes simultaneously by selecting the notes from the list of unlocked visits on the Office Visits window. By checking the box on the left side of the window next to each chosen Progress Note and clicking the LOCK PROGRESS NOTES button on the bottom of the window, the selected notes are locked (the lock icon changes from open to locked) and the Progress Note can only be changed by addendum:

Figure 23



- Use the Reports menu (top toolbar) > EMR > Unlocked Visits Report on a regular basis to monitor those encounters that have not been locked using the provider, facility, and date range filters.

Figure 24

Unlocked Visits Report

Provider: Willis, Samantha R From: 11/03/2015 To: 12/02/2015

Facility: [ ] [Go] [Generate Report]

**Unlocked Visits Report**

From 2015-11-03 To 2015-12-02 Willis, Samantha at All Locations Total: 6

| ID# Visit # | Patient          | Appt. Date | Appt. Time | Seen By          | Assigned To | Seen At                        |
|-------------|------------------|------------|------------|------------------|-------------|--------------------------------|
|             | Corey, Michael P | 2015-11-09 | 09:00:00   | Willis, Samantha |             | Westborough Medical Associates |
|             | Anderson, Ian    | 2015-11-10 | 09:00:00   | Willis, Samantha |             | Westborough Medical Associates |
|             | Anderson, Ian    | 2015-11-11 | 13:15:00   | Willis, Samantha |             | Westborough Urgent Care        |
|             | Anderson, Ian    | 2015-11-12 | 10:00:00   | Willis, Samantha |             | Westborough Medical Associates |
|             | Andrews, Rose    | 2015-11-12 | 11:00:00   | Willis, Samantha |             | Westborough Urgent Care        |
|             | Acom, Margaret   | 2015-11-19 | 16:00:00   | Willis, Samantha |             | Westborough Urgent Care        |

- Locked Progress Notes are modified by Addendum using the Addendum button that is present at the bottom of the Progress Note once the note is locked. The addendum, with the date, time, and provider name, is added to the note once the OK button is clicked as shown in Figure 25 below:

Figure 25

Progress Notes

Anderson, Rachel, 24 Y, F [Set] [Info] [Hub] [Allergies] [Billing Alert]

72 Bowman Lane  
WESTBOROUGH, MA  
H:508-366-8976  
M:508-769-4512  
DOB:07/16/1991  
rachel.a@verizon.net

Wt: 09/01/13: 100 lb 2 oz lbs  
App(L): 09/01/13(SW)  
PCP: Willis  
Language: English  
Translator: No

Ins: Anthem  
Acc Bal: \$0.00  
Gvar: Rachel  
Gr Bal: \$0.00  
Ref: Willis

CLICK TO EDIT

SECURE NOTES

Medical Summary | CDSS | Labs | DI | Procedures | Growth Chart | Imm/T.Inj | Encounters | Patient Docs | Flowsheets

SF [ ] [CP] [Sibling]

Westborough Medical Associates

09/01/2015

**Current Medications**

**Taking**

- Nasonex(Mometasone Furoate) 50 MCG/ACT Suspension 2 sprays in each nostril Once a day
- Symbicort(Budesonide-Formoterol Fumarate) 80-4.5 MCG/ACT Aerosol 2 puffs Twice a day
- Nasonex(Mometasone Furoate) 50 MCG/ACT Suspension 2 sprays in each nostril Once a day
- Amoxicillin 200 mg/5 ml Suspension 1 tsp two times per day
- Nasonex(Mometasone Furoate) 50

**Assessments**

- Allergy to American house dust mite - 477.8 (Primary)
- Allergy to animal dander - 477.2
- Allergy to animal hair - V15.09
- Allergy history, milk products - V15.02

**Treatment**

- Allergy to American house dust mite  
Start Xyzal Tablet, 5 MG, 1 tablet in the evening. Orally, Once a day, 30 day(s), 30

Vital Signs

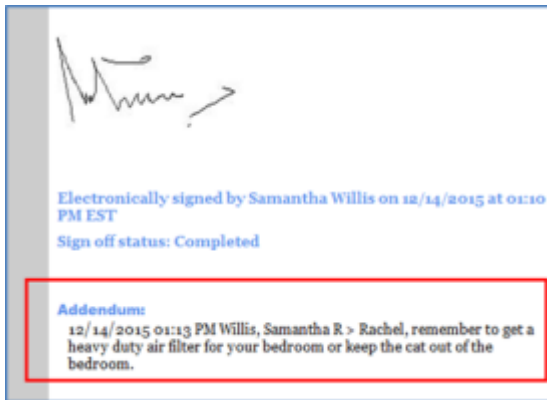
Send Print Fax Play **Addendum** Details Scan Templates Claim Letters Ink

**Addendum \***

Rachel, remember to get a heavy duty air filter for your bedroom or keep the cat out of the bedroom.

OK Cancel

Figure 26



## Issue: Locking Prescriptions After Sending

eCW recommends that the Item Key *EnableLockRxForSentRx* be turned on to prevent modifying a prescription after it has been sent to the pharmacy.

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### Potential Risk

Unlocked prescriptions can increase the potential misuse of prescriptions after they have been sent.

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### Recommended User Action

Contact eCW Support to enable the Item Key *EnableLockRxForSentRx* to prevent modification of prescriptions after sending.

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### Action Taken by eClinicalWorks

eClinicalWorks Support will enable the Item Key by request and assist with related questions.

---

### Recommended Workflows

After the item key has been enabled, the prescription will be locked and cannot be modified.

# APPENDIX A: NOTICES

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