



To: All WRS Users  
From: WRS Development Team  
Date: 01/08/2011  
Re: System Update to Waiting Room Solutions

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The WRS Development Team will be performing a software update to the Waiting Room Solutions System on or about January 8, 2011. This release includes:

**PLEASE NOTE:** Many of the included release items are meant to address the Government's ONC ARRA Requirements for Meaningful EMR Use and Reporting. Reporting functions will allow WRS providers to gather needed information to qualify for ARRA Stimulus Payments. Additional details and instructions for WRS Meaningful Use Reporting will be released to all clients in the near future.

### Race, Ethnicity and Language Preference

Optional fields for Race, Ethnicity and Language Preference have been added to the Patient Registration under Patient Management>Patient Registration.

A screenshot of a web form for patient registration. It contains four fields: 'Gender' with radio buttons for 'Male' (selected) and 'Female'; 'Race' with a dropdown menu showing 'Asian'; 'Ethnicity' with a dropdown menu showing 'Not Hispanic or Latino'; and 'Language Preference' with radio buttons for 'English' (selected) and 'Other'.

Figure 1: Race, Ethnicity and Language Preference in Patient Registration

### Eligibility Checking

Several adjustments and enhancements have been made to the Auto Eligibility function. These include the following:

- (a) **Advance 72 Hour Checking** - Checking now starts 72 hours prior to the patient's appointment time rather than the previous 24 hour period.
- (b) **Red "E" Display** – Clicking on the red "E" now directly displays information that could not be verified. This removes the need to click on the Insurance Tab to view this information.
- (c) **Manual Entry of Eligibility Information** – A field has been added to allow users to manually notate that eligibility has been checked and enter (paste) any additional eligibility information gathered from external sources.

**Note**

This is a comment that can now be added to a patient's insurance information.

**Eligibility Details**

Eligibility Manually Confirmed

This is a place to manually enter eligibility information.

**Update Insurance**

Figure 2: Patient Management>Insurance>Eligibility Manually Confirmed

(d) **Blue “E” Display** – A new blue “E” icon has been added. This indicates that eligibility has been manually checked, as noted above in item (c).

1:00 pm app <sup>1</sup> ONE,P	<b>E</b>
1:30 pm fo <sup>1</sup> DOE,J	<b>E</b>
2:30 pm con <sup>1</sup> DOE,J	<b>E</b>

Figure 3: Today's Appointments>  
Blue E to Signify Manual Eligibility Check

### Communication Preference

A Patient Communication Preference section has been added to Patient Management>Personal Information. The patient's choice of communication method and order of preference can be entered. Choices include Telephone (mobile, home, work), Email, Fax, Voice Message, Letter and the Order of Preference for contact. Communication Preferences can be independently set for communication type. These include: Appointment Confirmation, Appointment Recall, Test Results, and Health Maintenance Reminders. Note that the patient's Communication Preferences will appear on Health Maintenance reports in order to facilitate Recall.

Personal Information | Insurance | Contact Information | Medical History | Medications

**Communication Preference**

Add Communication Preference

\* = Required

Communication Type \* Appointment Confirmation

Communication Method \*

- Telephone Call : Work
- Telephone Call : Home
- Telephone Call : Cell
- Telephone Call : NightTime
- Telephone Call : Other
- Email
- Fax
- Voice Message
- Letter Order

Figure 4: Patient Management>Personal Information>Communication Preference

## Patient Guarantor & Address

Billing Guarantor and Address have been made to show details and allow editing, eliminating the need to re-enter in the event of a change.

**Patient Statements Billing Address**

Patient
  Insured
  Other

Pat Test  
 1 Main St  
 CROTON HUDSON, NY,  
 10520

Figure 5: Patient Management>Insurance Information>Patient Statements

## Upload Document Permission

Resource permission under "EMR" section has been added for "Upload Document," This will control a user's ability to view/upload/modify/delete patient's uploaded documents in EMR All Notes "Documents" section. This permission will also control the ability to Encrypt/Decrypt documents, as outlined below.

EMR	Allowed
Note Access	Shared notes <input checked="" type="checkbox"/> Private notes <input checked="" type="checkbox"/>
Note Signing	Check for Yes <input checked="" type="checkbox"/>
Practice Note Deactivation	Check for Yes <input checked="" type="checkbox"/>
Self Note Deactivation	Check for Yes <input checked="" type="checkbox"/>
Note Privacy Setting	Check for Yes <input checked="" type="checkbox"/>
Uploaded Documents	View <input checked="" type="checkbox"/> Add <input checked="" type="checkbox"/> Edit <input checked="" type="checkbox"/> Delete <input checked="" type="checkbox"/>
ICD Management	Check for Yes <input checked="" type="checkbox"/>
CPT Management	Check for Yes <input checked="" type="checkbox"/>
EMR Setup	Check for Yes <input checked="" type="checkbox"/>
Template Clone Tool	Check for Yes <input checked="" type="checkbox"/>

Figure 6: Administration>Resource Management>Resource Setup>[USER NAME]>Permissions>Uploaded Documents

## Document Encryption

An option to encrypt documents that are uploaded to EMR All Notes has been added. Encryption can be used as an added level of security when transmitting a file.

**DOCUMENTS** [Show All Documents](#) Current Practice: [View All Documents](#)

Lab Report (Current Practice: 1 / Other Practices: 0)	
Jan 8, 2011	<a href="#">Lab Report</a> <a href="#">Encrypt</a> / <a href="#">Modify</a> / <a href="#">Delete</a> / <a href="#">Fax</a>

Figure 8: Patient Management>Insurance Information>Patient Statements

Selecting this option will present a screen to enter a user specified password. This password must be given to the recipient in order to decrypt/open the file.



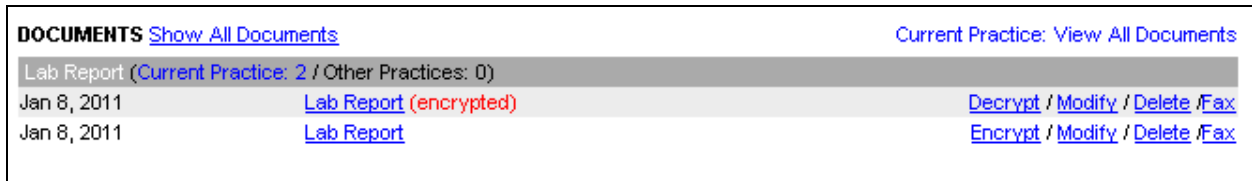
**ENCRYPT FILE -**

Password:

Confirm Password:

Figure 9: Encryption Password Entry

The document will now show as “encrypted” under EMR All Note>Document Upload. Note that the password will be needed to decrypt/open the file.



DOCUMENTS <a href="#">Show All Documents</a>		Current Practice: <a href="#">View All Documents</a>
Lab Report (Current Practice: 2 / Other Practices: 0)		
Jan 8, 2011	<a href="#">Lab Report (encrypted)</a>	<a href="#">Decrypt</a> / <a href="#">Modify</a> / <a href="#">Delete</a> / <a href="#">Fax</a>
Jan 8, 2011	<a href="#">Lab Report</a>	<a href="#">Encrypt</a> / <a href="#">Modify</a> / <a href="#">Delete</a> / <a href="#">Fax</a>

Figure 10: EMR All Notes>Document Upload>Encrypted Document



**DECRYPT FILE -**

Password:

Figure 11: Decryption Password Entry

### Emergency Access Permission

A user permission for "Emergency Patient Info Access" has been added under Resource Management>Resource Setup>Permission. If a patient has been previously identified as “Restricted” (under Administration>Resource Management>Resource Setup>[USER ID]>Permissions>Resource Restrictions) the user can access this patient’s records if this new Emergency Access permission is enabled. If the user does not have this permission enabled, they will not be able to enter a restricted patient chart.

General	Permission	Resource Restrictions		
Practice Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Insurance Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Links (Sections / Specialites)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Affiliated Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Contact Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Location Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Instruction Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Doctor Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient Merge Admin	Check for Yes <input checked="" type="checkbox"/>			
Emergency Patient Info Access	Check for Yes <input checked="" type="checkbox"/>			

Figure 7: Administration>Resource Management>Resource Setup>[USER NAME]>Permissions>Emergency Patient Info Access

## Health Maintenance

Patient's communication preference has been added to the health maintenance query display/output for reminders. These preferences are collected from Communication Preference Function explained above, under Patient Management>Contact Information. In addition, Laboratory Test Results and Medication Allergies have been added to the health maintenance queries. Patients can now be filtered based on the results (values) of their tests.

## Record Disclosures

Treatment Disclosure, Payment Disclosure and Health Operations Disclosure have been added to the clinical logs under Administration>Logs>Clinical Logs. Additional information about the use of this data will be released with the forthcoming WRS Meaningful Use Reporting Guidelines.

## Medication Alert Settings

A new area has been added under Administration>Medication Setup>Medication Settings. This function allows the practice to specify the Level of Medication Alert and the Level of Allergy Alert.

Practice Settings

**Level of Medication Alert\*:** Display All - Moderate Interaction(low severity), Severe Interaction & Contraindication ▼

**Level of Allergy Alert\*:** Display All - Moderate Interaction(low severity), Severe Interaction & Contraindication ▼

Figure 12: Administration>Medication Setup>Medication Settings>Medication and Allergy Alert

The Severity Level of a Patient Allergy can be selected when entering the allergy. This level will trigger an alert based on the practice's selected Allergy Alert Level above.

Figure 13: EMR>Medications>Allergy Entry – Select Severity Level

Figure 14: EMR>Medications> Low Severity Allergy Alert

### Additional Enhancements & Adjustments

Several enhancements and adjustments have been made to overall system functionality. These include, but are not limited to, the following items:

- PQRI Reporting Measures have been added for Diabetes: BP Management (NQF 0061 ), Diabetes: Low Density Lipoprotein ( NQF 0064), Diabetes: Hemoglobin ( NQF 0059), and Childhood Immunization Status (NQF 0038) .
- The ability for a patient to delete an Insurance on their account has been removed from the Patient Portal.
- Under Social History, Patient Quit Smoking Date now defaults to current year and the Other Habits free text box is now enabled, regardless of additional selections on the page.
- Administration>Resource Management>Resource Setup>General>Healthcare Provide>Degree/Suffix has been increased from 5 to 10 allowed characters.

- Address Line 2 has been corrected and any data entered will now appear on the patient statement, as entered.