To: All WRS Users

From: WRS Support Team

Date: 01/10/09

Re: System Update to Waiting Room Solutions

The WRS Development Team completed a software update to the Waiting Room Solutions System on January 10, 2009. The updated version of the system includes the following enhancements and added functionality. These have been designed to improve overall system functionality, security and usability. This update includes the following:

Resource Restrictions Enhanced Functionality

The system now provides the ability limit a user's access by time designation, location, note designation and specific patient charts.

1) A new Tab has been added to **Administration>Resource Management>Resource Setup>Edit Resource Information.** This tab is called **Resource Restrictions.** It offers the ability for practices to restrict a user's access by Patient, Location, and Time. Note that these restrictions must be individually enabled/disabled for each user desired:

    a. **Patient** – Allows the practice to limit a user's access to individually-selected patient charts. To add patients, click the **Add Patient** link and search for the desired patient. Any patients listed will not be able to be accessed by that User ID:

        i. Disables right click menu for that patient for that user.
        ii. Patient Search with Quick Search or Manage Patients>Patient Search will filter out that patient.
        iii. Blocks View Note/View All Notes for that user for that patient.

    b. **Location** – Curently has limited functionality but soon it will allow a practice to limit a user's access to a practice location. Currently, when a location is restricted, it will eliminate that practice location as a selection from login location box that user will see when logging-in to WRS.

    c. **Time** - Allows the practice to limit a staff member's access to the practice during specified hours and days of the week. When hours are restricted, the system will prevent the user from logging into the WRS practice during the time/day specified.

i. Time of day Restriction - will block the user from logging in during the restricted time of day (e.g. after 5pm).

ii. Day of Week Restriction - will block the user from logging in on the restricted days (e.g. Saturday and/or Sunday).

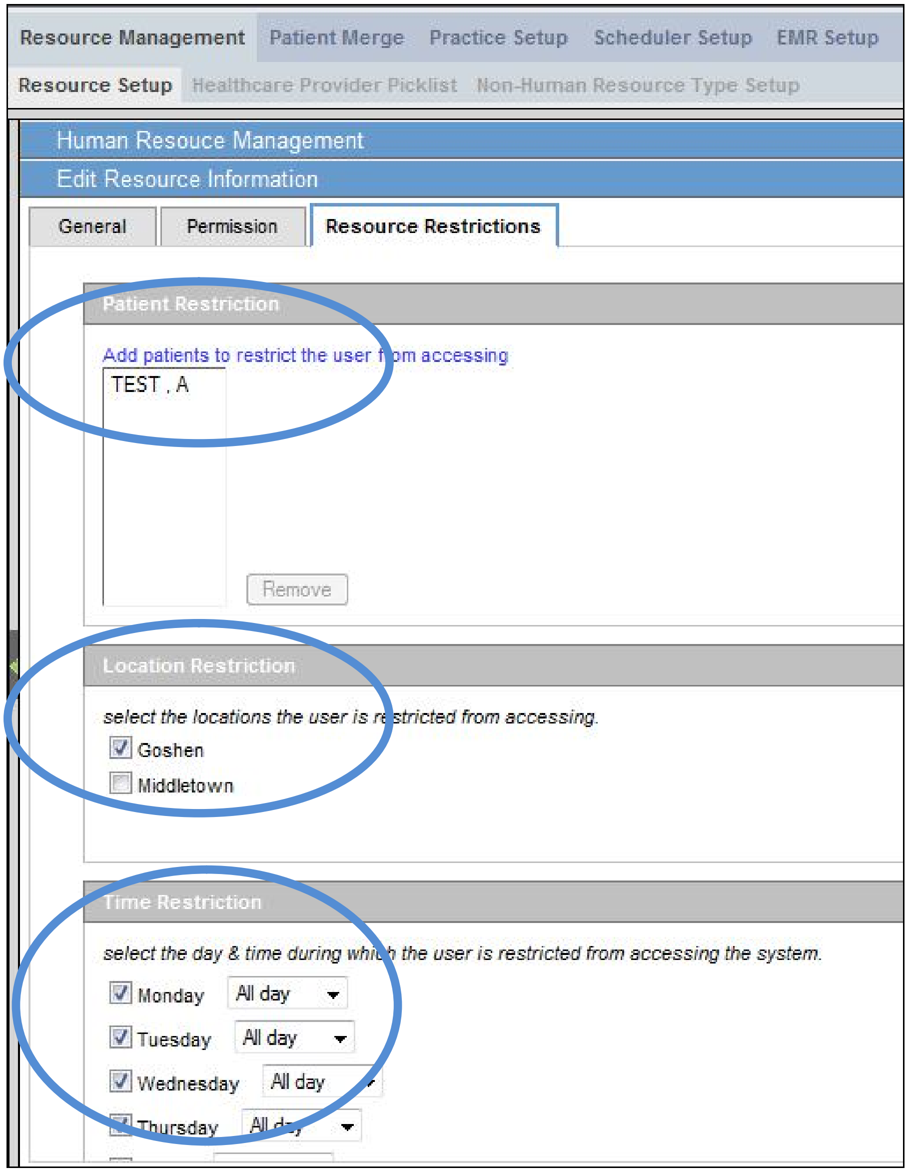

Figure 1: Resource Restrictions Tab

d. **Emergency Search** – **EMR Chart Room**, **EMR Current Charts**, **Patient Search** with **Quick Search** or **Manage Patients>Patient Search** will filter out all restricted patients for that user. A message will be presented to the user when trying to access a restricted patient: "Some search results have restricted access. Click here for Emergency Search with no restrictions." In the care of an emergency that requires access, the user can enter a "Reason for Access" and temporarily disable the restriction. Emergency access logs can be viewed at **Administration>Logs->Emergency Access**.

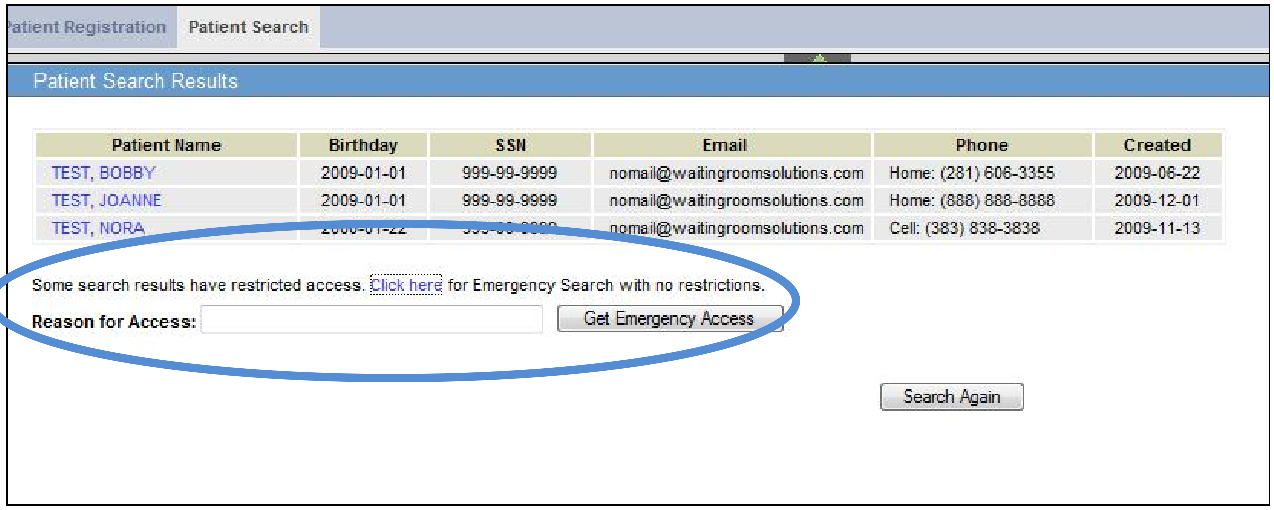

Figure 2: Emergency Access Results

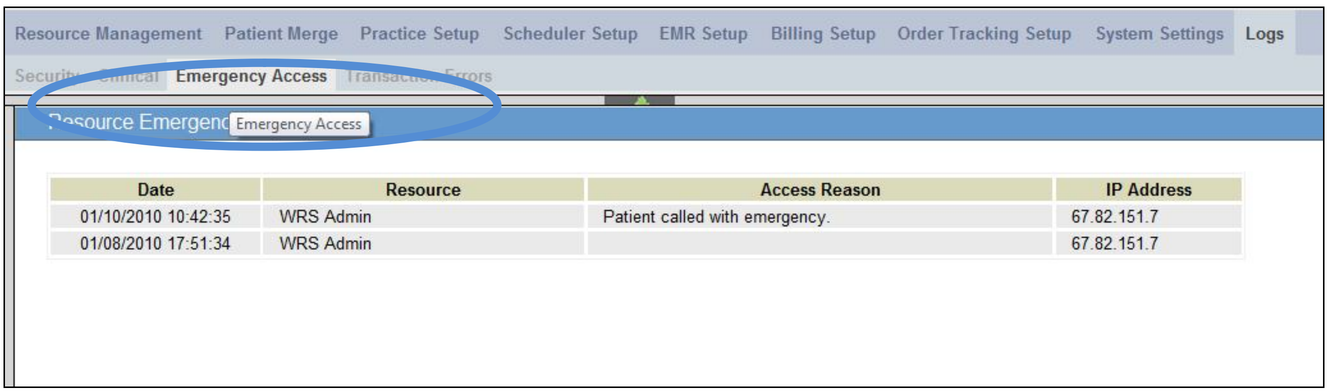

Figure 3: Emergency Access Log

2) **EMR Shared Note/Private Note Permissions – This restriction should only be set if there is a strong practice-related need, otherwise it may hinder your standard workflow. Notes in the practice have a standard "shared" designation so that they are freely available to users with the correct permissions.** A permission has been added to allow a practice to limit a user's access to all practice notes designated as either **Shared** and or **Private**. Under **Administration>Resource Management>Resource Setup>[USER NAME]> Permissions,** a new user permission has be added. It is labeled **EMR Note Access**. Two check boxes are available **Shared Notes** and **Private Notes.** Checking, or un-checking, these boxes will enable, or disable, the selected user from viewing Shared and Private Notes for all patients. Note that when this control is checked, a warning message will be displayed "Checking this setting will severely restrict access to chart notes only to users who were assigned that note. This will require workflow management within the practice to administer." Extreme care should be exercised when selecting this option to restrict user access to note formats.

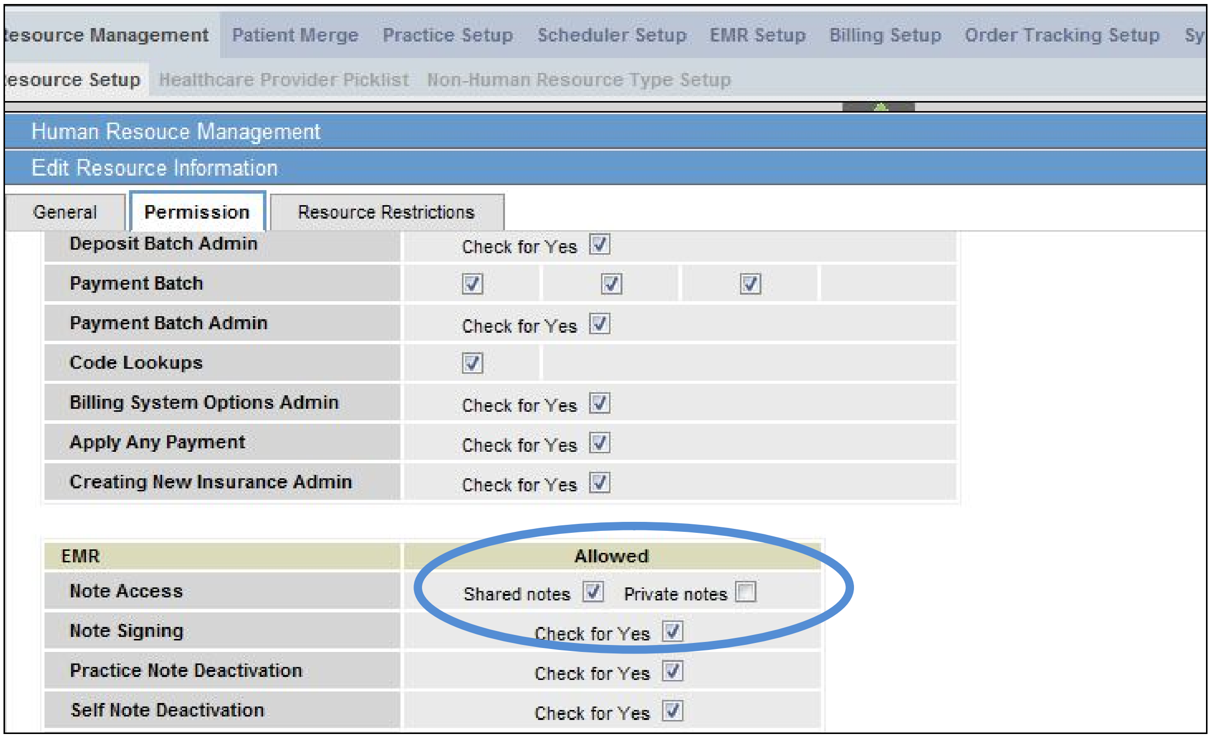

Figure 4: Permissions Tab – Shared Note/Private Note Access