To: All WRS Users

From: WRS Development Team

Date: 02/24/12

Re: System Update to Waiting Room Solutions

The WRS Development Team will be performing a software update to the Waiting Room Solutions System on or about February 24, 2012. This release will include the following:

Scheduler Display Preferences

Functionality has been added to allow users to set default **Scheduler Display Preferences**. This option is found under **My Preferences>Scheduler Display Preferences.** Please note that **My Preferences** are user-specific and the steps below should be repeated for each practice user, as needed:

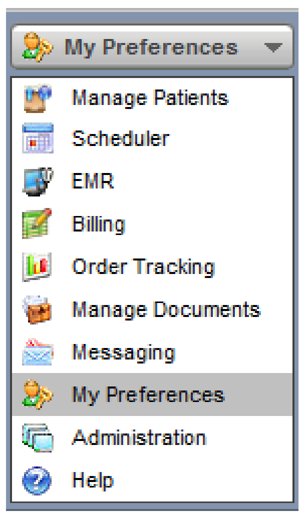

Figure 1: Main Menu>My Preferences

Users can now select a default landing page for the **Scheduler Module**. These include **Scheduler View** (individual resource view) , **Multi-Resource View** (displays multiple resources within in one view), and **Last Visited** (remembers last visited page, former default):

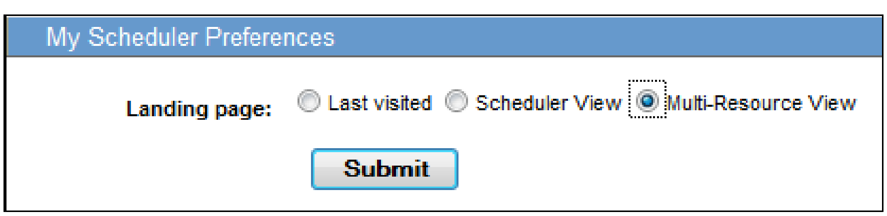

Figure 2: My Preferences>Scheduler Display>Multi Resource View

In order to use the **Multi-Resource View** the user must set their **Select Resources Filter** under **Scheduler>Multi-Resource View**:

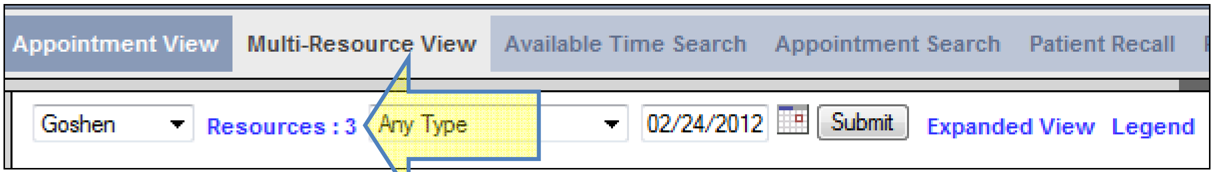

Figure 3: Scheduler>Multi Resource View>Set Filter> Resources

Pressing **Resources: 0** will open the **Select Resources Filter** dialog. This will display all current **Practice Resources** (providers) and **Non-Human Resources** (labs, etc.). The user would then select all **Resources** to be displayed and press **OK**:

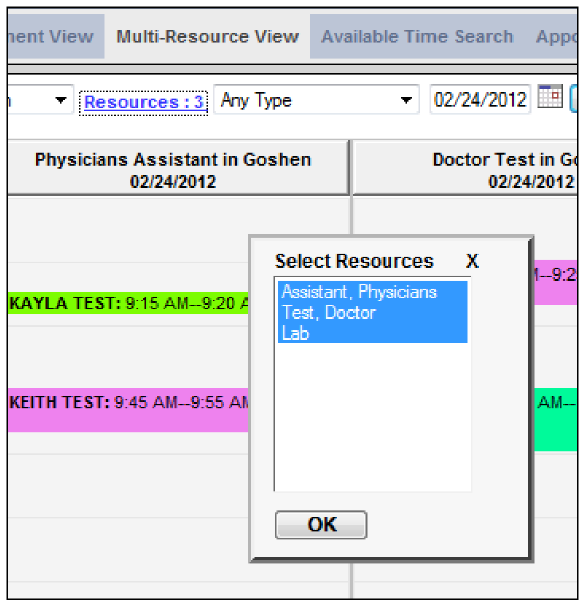

Figure 4: Scheduler>Multi-Resource View>Select Resources

Once the **Select Resources Filter** is set, the Program will retain these settings when the user returns to the **Multi-Resource View:**

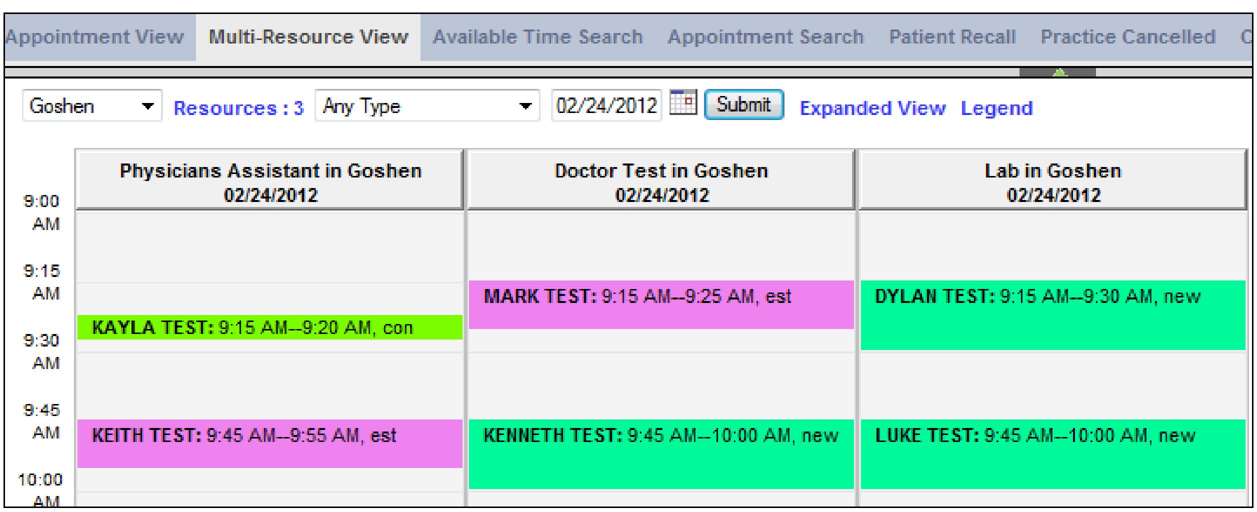

Figure 5: Scheduler>Multi-Resource View

Under **My Preferences>Scheduler Display Preferences** the user can also set their default **Today's Appointment List Filter:**

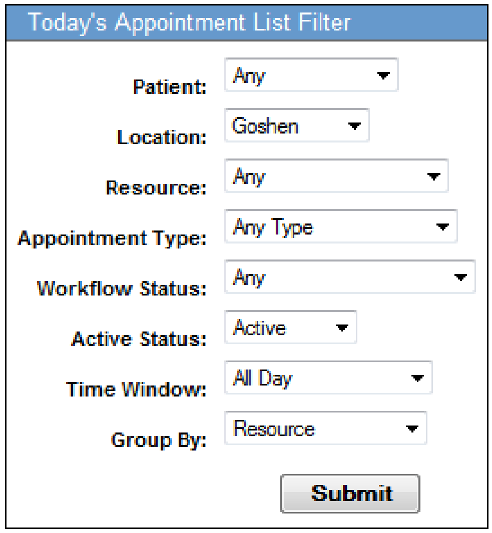

Figure 6: My Preferences>Scheduler Display> Today's Appointment Filter

Once the **Today's Appointment Filter** has been set, the **Today's Appt List** will retain these selections for the user:

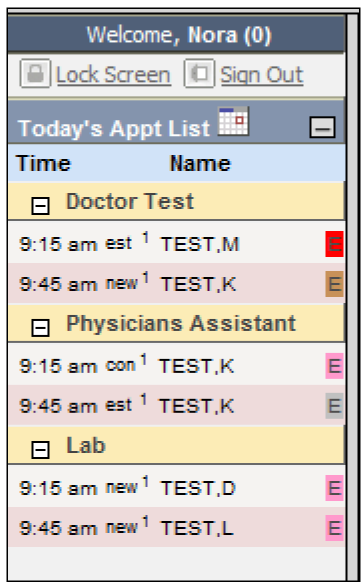

Figure 7: Today's Appointment Window

Reminder Call Details

Functionality has been added to display the **Date** and **Status** of **Automated Patient Reminder Calls**. This information can be accessed by clicking on any **Patient Appointment** and selecting **View Appointment Details**:

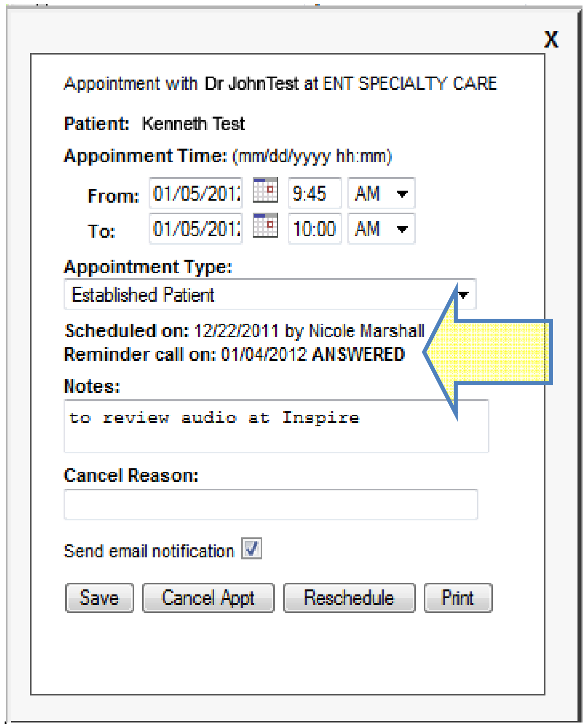

Figure 8: Scheduler >Appointment Details> Reminder Call

The **Reminder Call Date** and **Status** can also be accessed using the **Scheduler>Appointment Search** and clicking the **History "H"** icon:

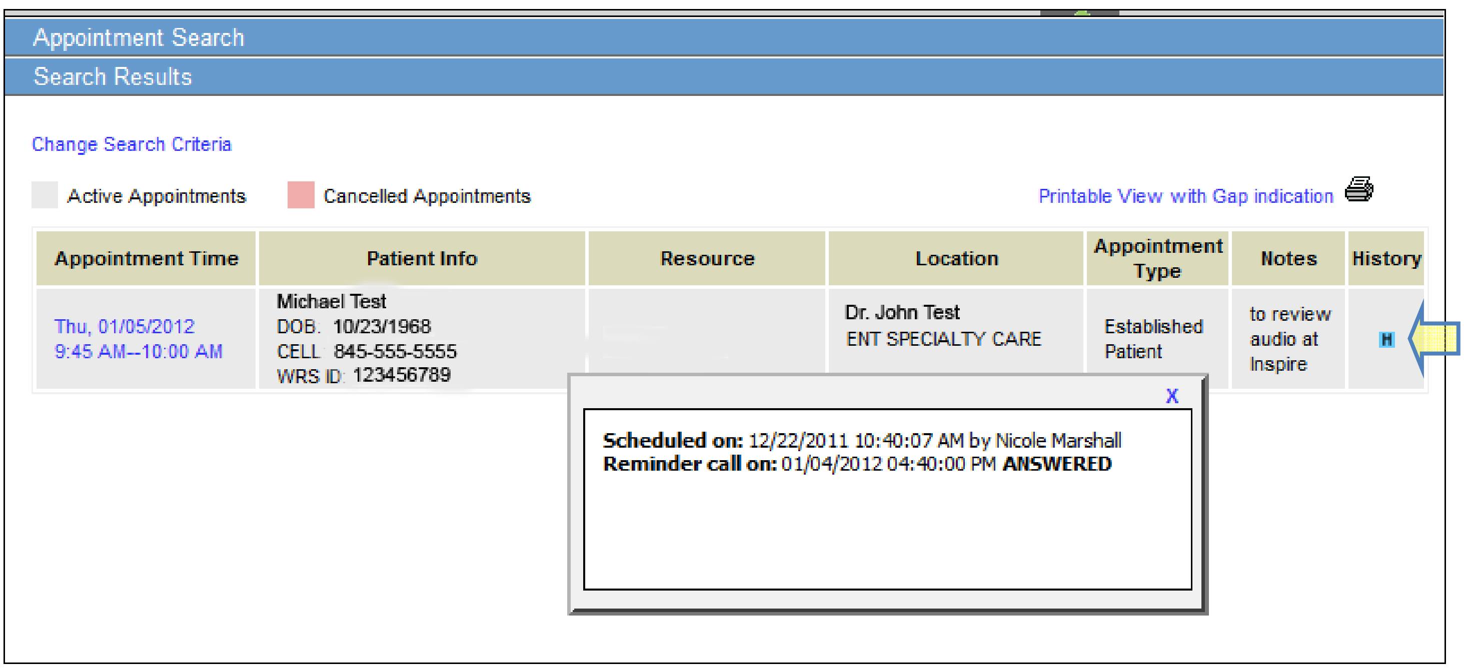

Figure 9: Appointment Search >Appointment Details> History>Reminder Call

Please note that **Automated Patient Reminder Calls** must be enabled by the practice under **Administration>Scheduler Setup>Reminder and Recall Setup.** The one-time activation of this service must be completed by the practice in order for calls to be generated and for **Reminder Call Date** and **Status** information to be displayed.

Order Tracking – Expected Date of Completion (Click to View Video Release Note 1)

Functionality has been added to record the **Expected Date of Completion** for any ordered test. Under **Orders and Procedures>Ordered Test** right click on the entry and select **Add Expected DOC:**

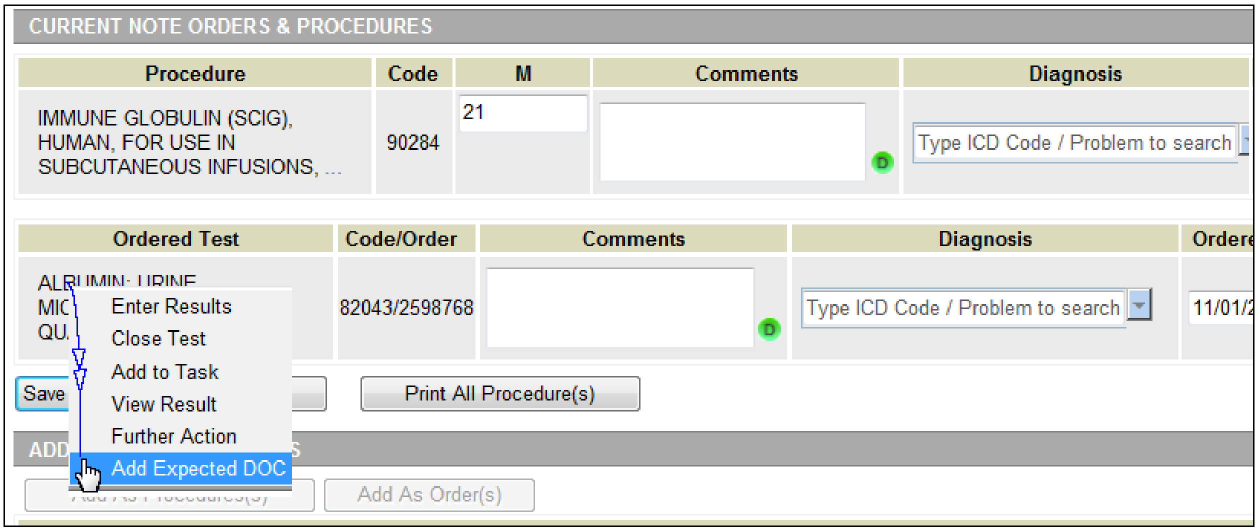

Figure 10: Orders & Procedures>Ordered Test>Add Expected DOC

Then, enter details for the **Expected Date of Completion** for the **Ordered Test**:

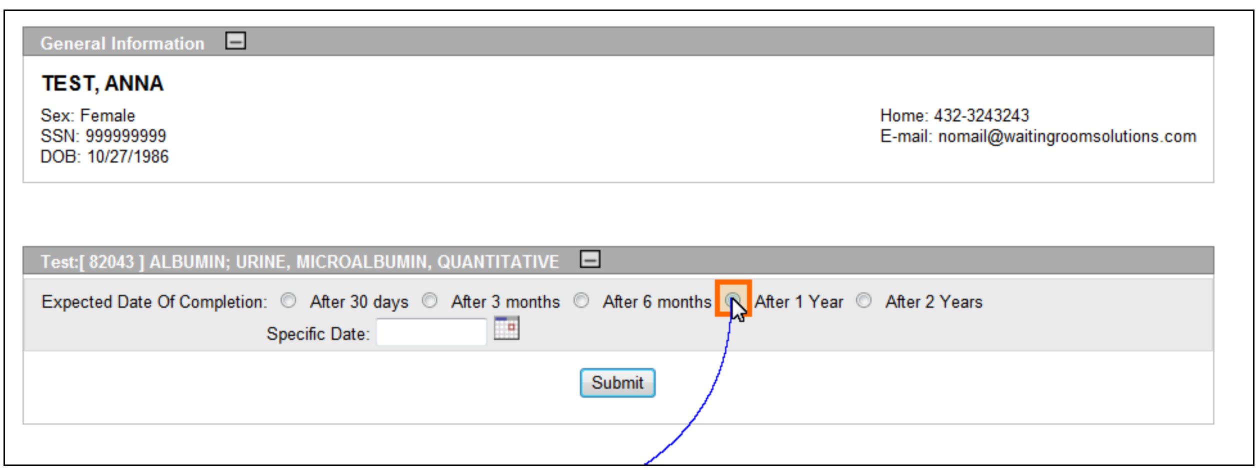

Figure 11: Orders & Procedures>Ordered Test>Add Expected DOC>Details

Once this step is completed, the **Expected Date of Completion** will be shown in the **Order History**:

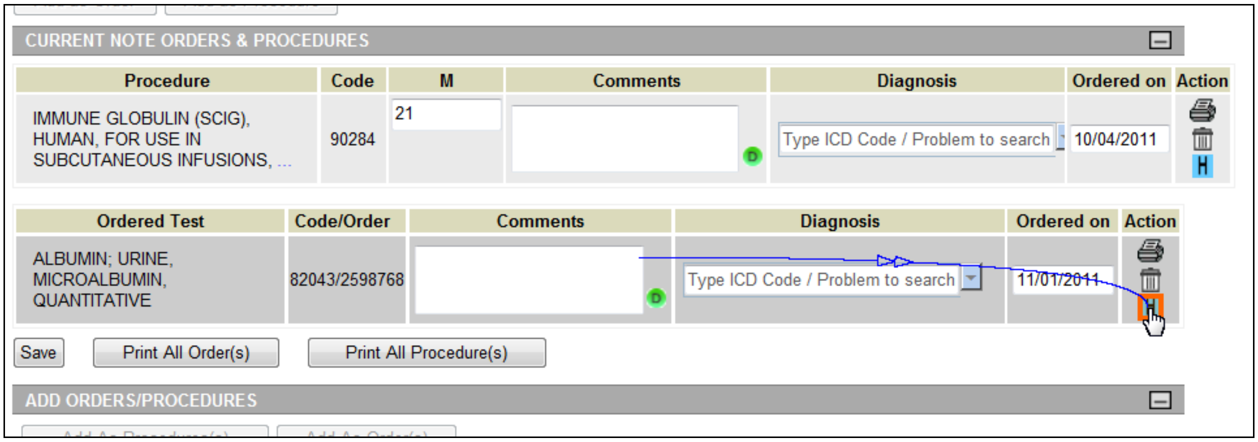

Figure 12: Orders & Procedures>Ordered Test>History

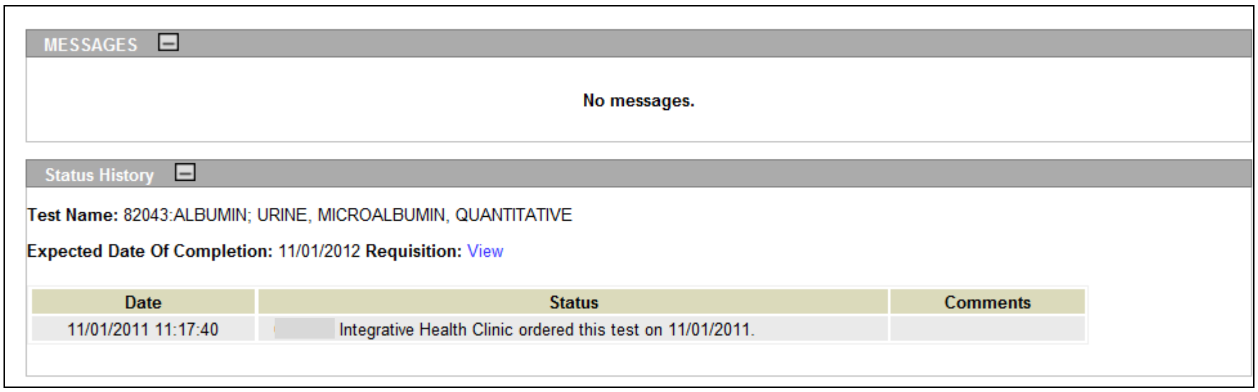

Figure 13: Orders & Procedures>Ordered Test>History>Status History

The **Expected Date of Completion** can also be entered under **Order Tracking > Pending Results:**

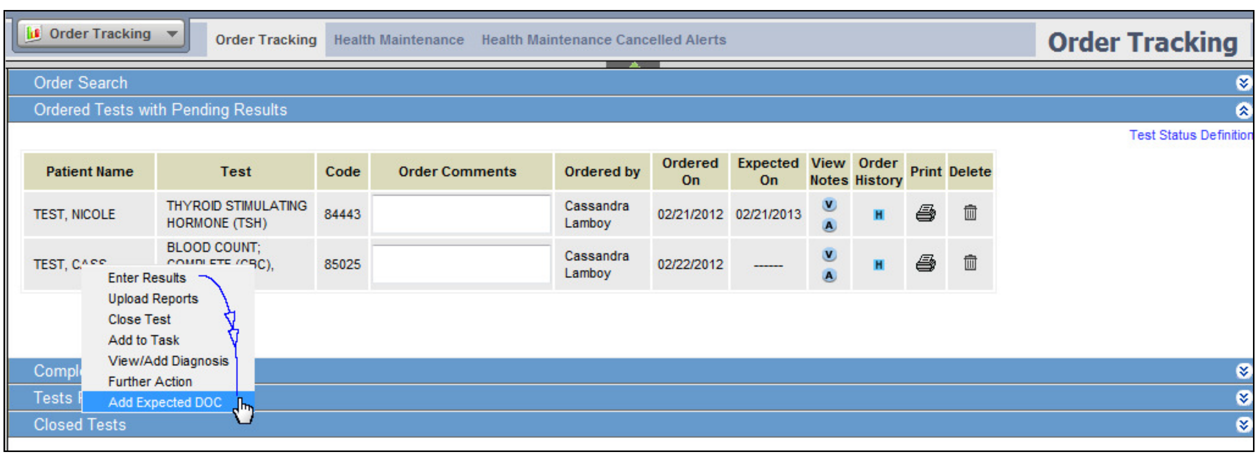

Figure 14: Order Tracking>Ordered Tests with Pending Results>Add Expected DOC

The **Expected Date of Completion** is displayed under **Ordered Tests with Pending Results** under the **Expected On** column:

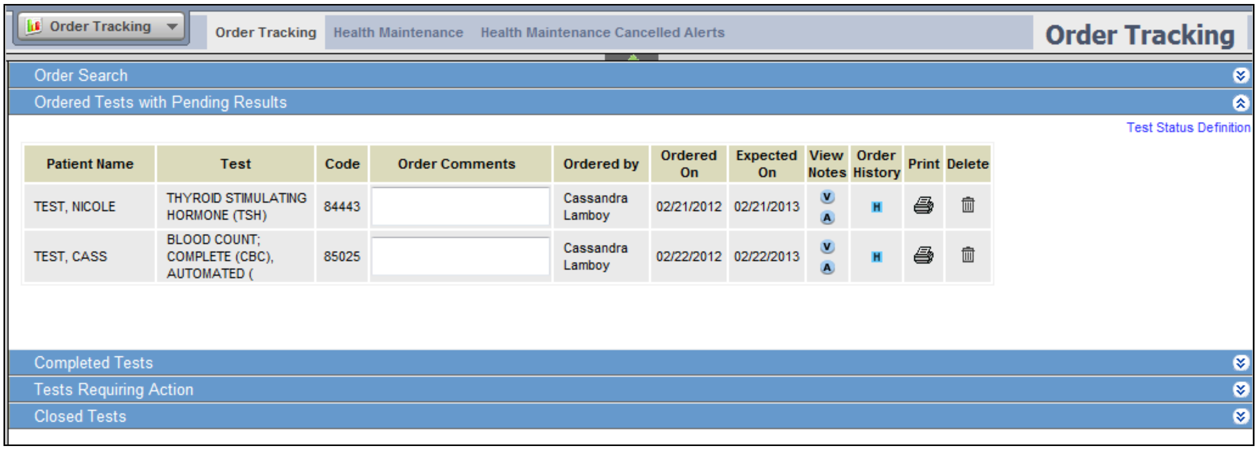

Figure 15: Order Tracking>Ordered Tests with Pending Results

Sending an OTS Patient Alert Message with the Expected Completion Date

An **OTS Alert Message** will be sent to the patient if the test is not completed by the **Expected Date of Completion.** Please note that message is only sent if this **Alert** has been enabled by the practice under **Administration>Order Tracking Setup> Edit Messages**>**Enable Alert**.

Figure 16: Administration>Order Tracking Setup> Edit Messages

Various Other Enhancements & Adjustments

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

- **Total Number of Claims** has been added to the **Clearinghouse Report**
- **ENT V** Note Format has been added