



To: All WRS Users
From: WRS Development Team
Date: 04/20/12
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 April 20, 2012. This release will include the following:

Appointment Type(s) Shown in Scheduler>Appointment View  (Click to View Video Release Note 1)

Scheduler>Appointment View now displays the **Appointment Type** for provider schedules as created under **Administration>Resource Management>Resource Setup>PROVIDER NAME>Schedule>View Current Schedules**.

A common approach to provider schedule setup is to allow “Any” Appointment Type. If your practice has used this approach “**Appointment: Any**” will appear on the **Appointment View**. This will allow practice users to book any Appointment Type in that slot.

The screenshot shows the 'Appointment View' interface. At the top, there are navigation tabs: 'Appointment View', 'Multi-Resource View', 'Available Time Search', 'Appointment Search', 'Patient Recall', 'Practice Cancelled', and 'Create Reports'. Below the tabs, there is a calendar for April 2012 with the 19th highlighted. A 'View Selection' panel on the left includes dropdowns for 'Goshen', 'Assistant, Physicians', 'Any Type', and 'Apr 19 2012', along with a 'Submit' button and 'Week'/'Month' view options. The main area displays a schedule for 'Physicians Assistant in Goshen' on '04/19/2012 Thursday'. The schedule shows time slots from 9:00 AM to 11:45 AM. The first four slots (9:00 AM, 9:15 AM, 9:30 AM, 9:45 AM) are labeled 'Appointment: New Patient Visit'. The remaining slots (10:00 AM to 11:45 AM) are labeled 'Appointment: Any'. A 'Print Schedule' link is visible at the top left of the schedule area, and a 'Condensed View Legend' link is at the top right.

Figure 1: Scheduler>Appointment View>Schedule Type="Any" is Displayed

If your practice has created provider schedules that are restricted to a specific Appointment Type, the **Appointment View** will now display the allowed **Appointment Type(s)**. For example, if the provider schedule is setup to allow only

New Patient Visits, the **Appointment View** will show “**Appointment: New Patient Visit**” and new patient appointments can be booked in that slot.

Note that provider schedules are stackable, so if there are multiple schedules in effect for the same time period, then each **Appointment Type** each will be displayed. This will allow practice users to book those Appointment Types in that slot.

Time	Appointment Type
8:00 AM	Appointment: Blood pressure check, New Patient Visit
8:15 AM	Appointment: Blood pressure check, New Patient Visit
8:30 AM	Appointment: Blood pressure check, New Patient Visit
8:45 AM	Appointment: Blood pressure check, New Patient Visit
9:00 AM	Appointment: Blood pressure check, New Patient Visit
9:15 AM	Appointment: Blood pressure check, New Patient Visit

Figure 2: Scheduler>Appointment View>Schedule Types= “Blood Pressure Check” and “New Patient Visit” are Displayed

Patient Online Appointment Booking (Practice Setup) (Click to View Video Release Note 2)

Functionality has been added to allow patients to book appointments directly on the patient portal website. Note that this function is optional and not enabled until the practice completes the following setup steps:

First, the practice must enable the Online Booking by selecting **Administration>Scheduler Setup>Patient Book Online**. On this screen, the practice can also specify the **Minimum Advance Time** allowable for patients to book online (i.e. patients can book online with 24 hours notice or more).

Resource Management Patient Merge Practice Setup Scheduler Setup EMR Setup Billing Setup Order Tracking Setup Medication Setup

System Settings Logs

Practice Appointment Types Practice Exception Types Practice Exceptions Reminder and Recall Setup Scheduler Display Patient Book Online Admin

Patient Online Booking Setup

Checking this option will enable functionality for patients to book appointments directly through the patient portal website. It also allows practices to specify the advance time required for appointment booking. Once enabled, the practice must also specify the Appointment Type(s) and Provider Schedule(s) to allow for Online Booking:

- Administration>Resource Setup>[Provider Name]>Schedule>View Current Schedules. Click on the schedule to edit, select the check box for Patient Booking and Save
- Administration>Schedule Setup>Practice Appointment Types> Click on the Appointment Type to edit, select the check box for Patient Online Booking and Save

Patient Book Online*:

Minimum Advance Time*: 24 hour

Save

Figure 3: Administration>Scheduler Setup>Patient Book Online

Second, the practice must enable Online Booking for any/all schedules by selecting **Administration>Resource Management> Resource Setup>PROVIDER NAME>View Current Schedules>Patient Booking**.

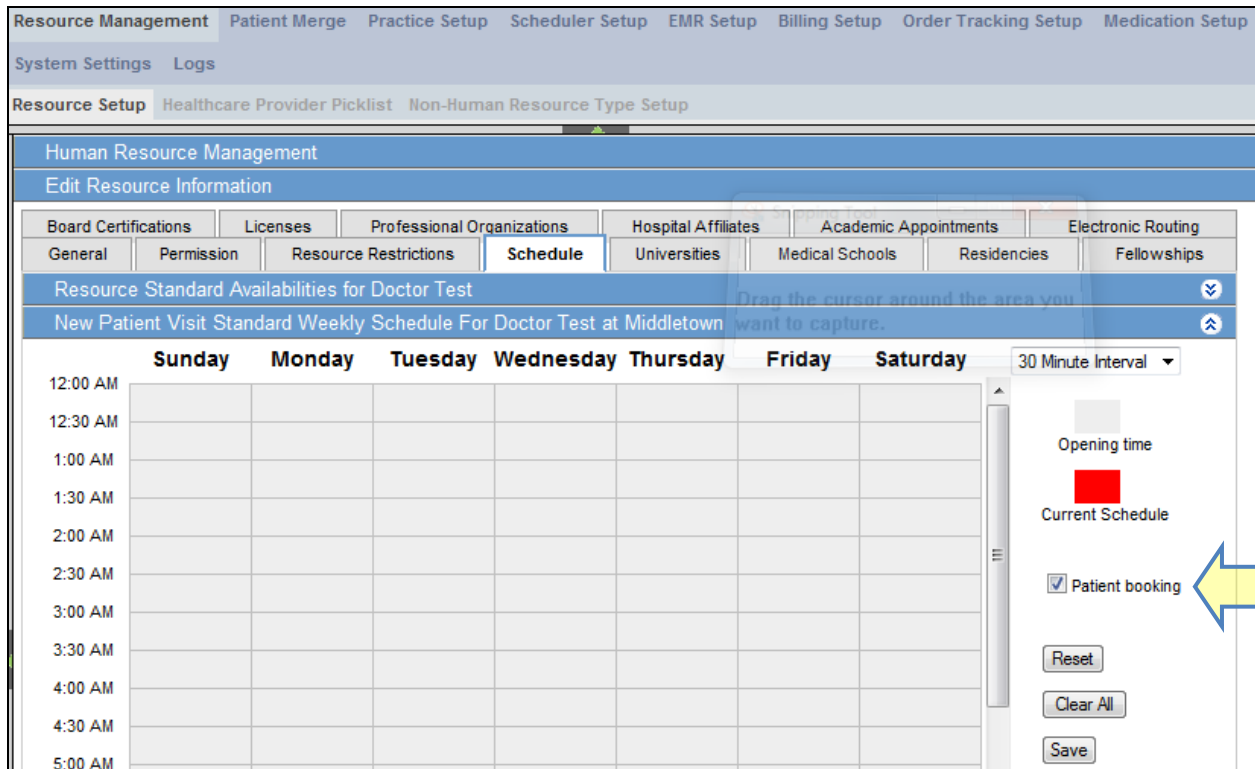


Figure 4: Administration>Resource Management> Resource Setup> PROVIDER NAME>View Current Schedules>Patient Booking

Finally, the practice must enable Online Booking for any/all appointment types by selecting **Administration>Scheduler Setup>Practice Appointment Types>Details>Patient Online Booking**.

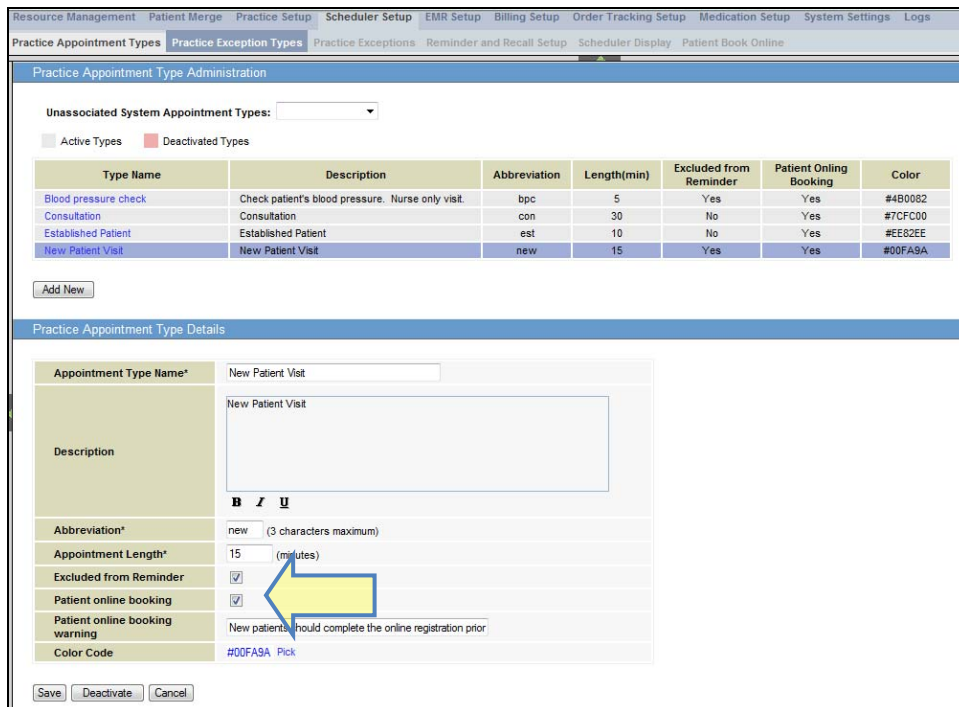


Figure 5: Administration>Scheduler Setup>Practice Appointment Types> Details>Patient Online Booking

Patient Workflow: Online Appointment Booking (Click to View Video Release Note 3)

Once the practice has performed the necessary setup steps (above), patients will be able to login to the practice portal website and schedule appointments.

When Online Booking is enabled a new “Book Online” section in the practice website menu will appear.

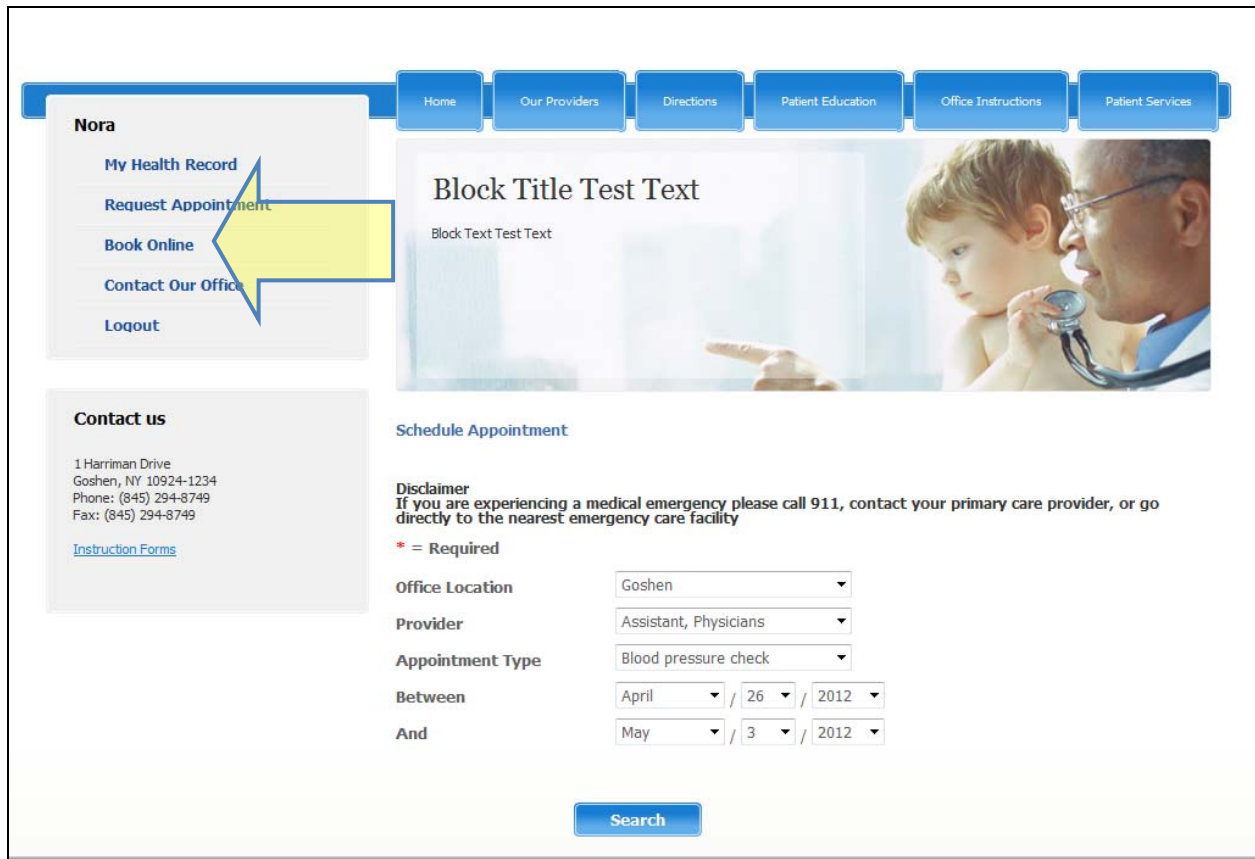


Figure 6: Practice Portal Website> Book Online

Clicking this will allow the patient to select the desired provider, appointment type and location for the appointment they wish to book.

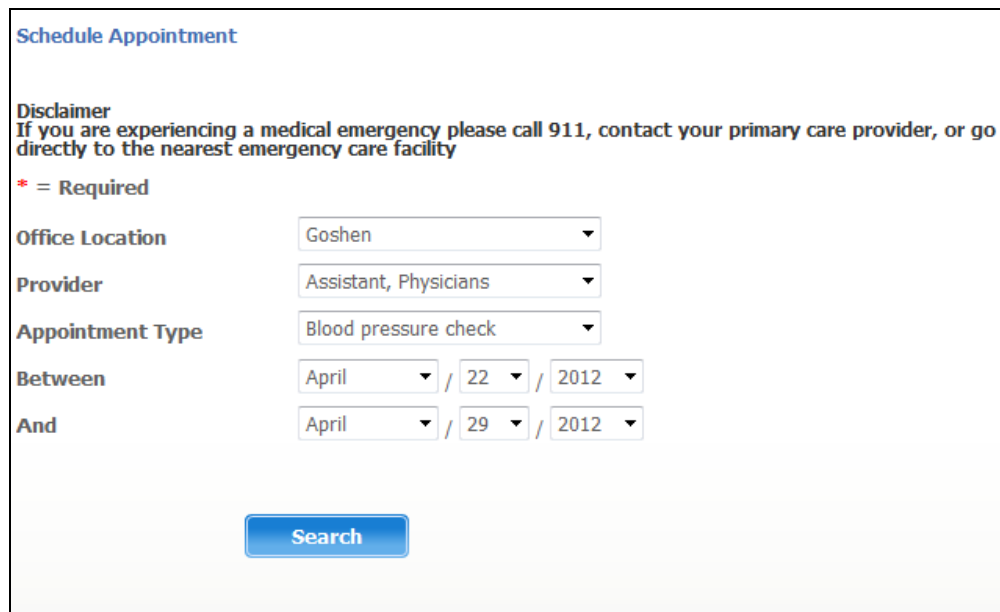


Figure 7: Practice Portal Website> Book Online>Schedule Appointment Filter

Based on the criteria entered by the patient, a list of open times and dates will be presented.

The following is a list of available times that matched your search criteria.

Appointment Time	Provider	Appointment Type	
Monday, 04/23/2012, 8:00 AM--10:00 AM	Physicians Assistant	Blood pressure check	<input type="button" value="select"/>
Tuesday, 04/24/2012, 8:00 AM--10:00 AM	Physicians Assistant	Blood pressure check	<input type="button" value="select"/>
Tuesday, 04/24/2012, 10:00 AM--12:00 PM	Physicians Assistant	Blood pressure check	<input type="button" value="select"/>
Tuesday, 04/24/2012, 1:00 PM--5:00 PM	Physicians Assistant	Blood pressure check	<input type="button" value="select"/>

Figure 8: Practice Portal Website> Book Online>Schedule Appointment Selection

The patient would then select their desired appointment date/time and enter the reason for the visit.

Appointment Details X

Please use this function to schedule routine BP checks only.

Date	Monday, 04/23/2012
Time	8:00 AM ▾
Provider	Physicians Assistant
Location	Goshen
Appointment Type	Blood pressure check
Reason	<input type="text"/>

Figure 9: Practice Portal Website> Book Online>Appointment Details

A confirmation will be displayed to acknowledge that the appointment has been successfully booked.

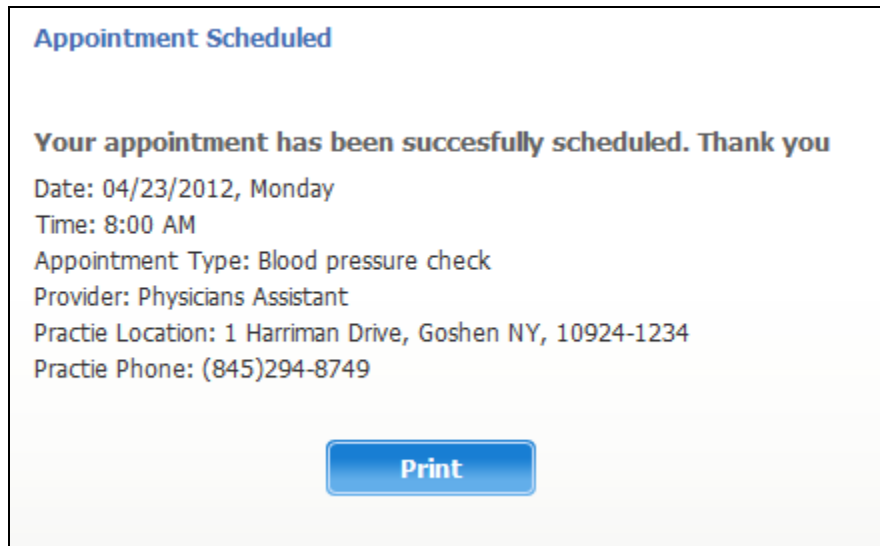


Figure 10: Practice Portal Website> Book Online>Appointment Confirmation

On the practice side of WRS, the newly-scheduled appointment will appear under **Scheduler>Appointment View**.

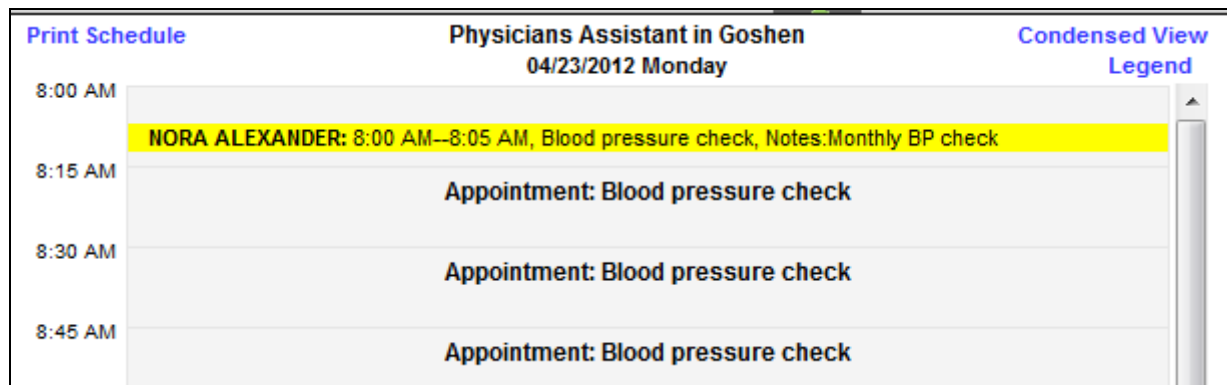


Figure 11: Scheduler>Appointment View> Appointment (Booked Online)

If the patient has entered a reason for the appointment it will be shown under Appointment Details.

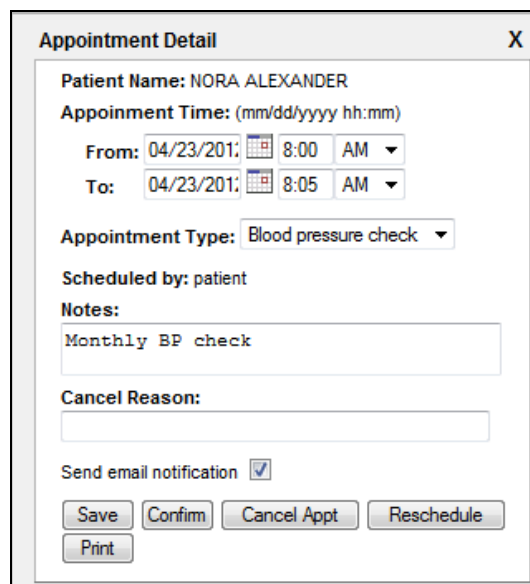


Figure 12: Scheduler>Appointment View> Appointment Details>Patient Note (Booked Online)

IMPORTANT ERx NOTICE TO ALL CLIENTS

Please note that SureScripts has recently raised their level of verification for all electronic prescriptions. Medications that may have been improperly created and successfully processed in the past, may now be denied for electronic submission.

In compliance with DEA Regulations, SureScripts now requires that all electronic prescriptions be complete in nature and address the Signa (Sig) in the proper manner. A complete prescription contains the drug name and dose, specific instructions, including: route and time interval; amount of medication to dispense; and any refills allowed.

The Qualifier for Dispensing must be correct for the medication as it is supplied to the pharmacy. For example: Nasal Sprays are dosed in number of "sprays", however, these are dispensed in "cartridges", "pumps", "units", etc. Eye/Ear Drops are dosed in number of "drops", but dispensed in "bottles" or "milliliters." Ointments are dosed via route ("topical", but dispensed in "grams").

An alert will be presented in WRS to advise the prescriber if prescription cannot be successfully sent. The provider should re-open the ERx and make the appropriate corrections, if this occurs.

Thank you for your cooperation on this matter.