

To: All WRS Users

From: WRS Product Development Team

Date: 06/22/16

Re: Important Updates to the WRS Health System

RELEASE ANNOUNCEMENT

Redesigned Orders & Procedures & Customized Superbill Setup

Updated: Please <u>click here</u> to view training Webinar

WRS Health is pleased to announce the release of our redesigned **Orders & Procedures** Page (*figure 1*) and the addition of **User Customized Superbills** (*figure 16*). It is our sincere hope that you find these changes helpful in your setup, configuration and charting workflow.

What Changed on the Orders & Procedures Page?

The **Orders & Procedures Page** has been redesigned to increase efficiency and enhance charting workflow. These changes are being made based on requests and feedback that we have received from our user community.

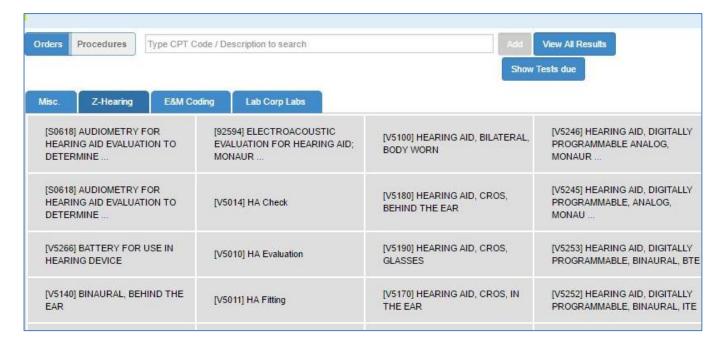


Figure 1 - EMR>Orders & Procedures

How Do I Navigate this NEW Page?

The Orders and Procedures page has been redesigned to make frequently-used actions more accessible and reduce clicks. At the top of the page a new set of buttons has been added. This allows the user to select a desired action, either adding an **Order** or **Procedure** (*figure 2*).

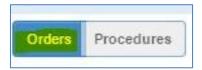


Figure 2 - EMR>Orders & Procedures>O&P Action Button

Once the action has been selected your page content will display dynamically, showing only content applicable to that action (**Order** or **Procedure**). This content includes **Tabs**, **Categories** and **Codes** (*figure 3*). The information tht is displayed can be customized under the new **Administration>EMR Settings>CPT Superbill Setup** area (*figure 16*).

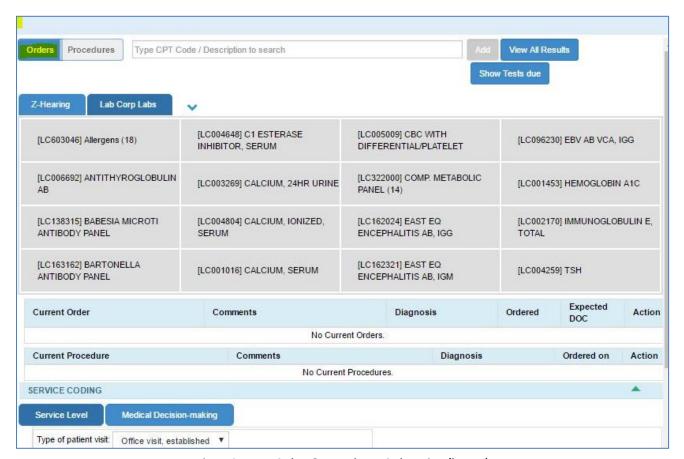


Figure 3 - EMR>Orders & Procedures>Orders View (button)

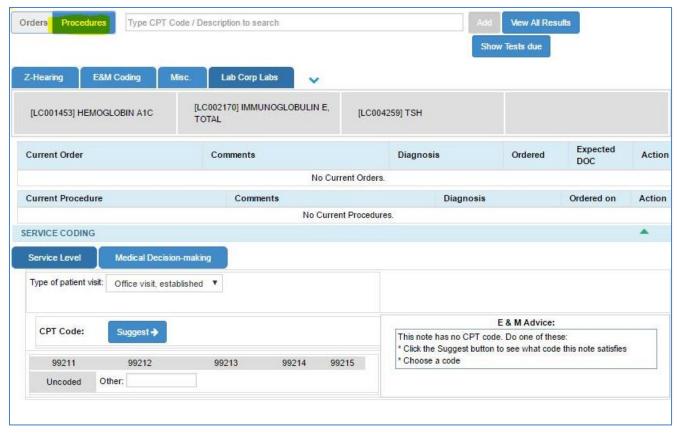


Figure 4 - EMR>Orders & Procedures>Procedures View (button)

How to Add a CPT Code with WRS One-Click Coding®?

To add a code to a note, select the action desired (**Order** or **Procedure**) (*figure 3*). Click on the Category (tab) and click on the code to add (i.e. "Add as **Order"** or "Add as **Procedure"**). The new WRS One-Click Coding® allows users to add codes in a single click. This saves charting time and reduces needed steps.

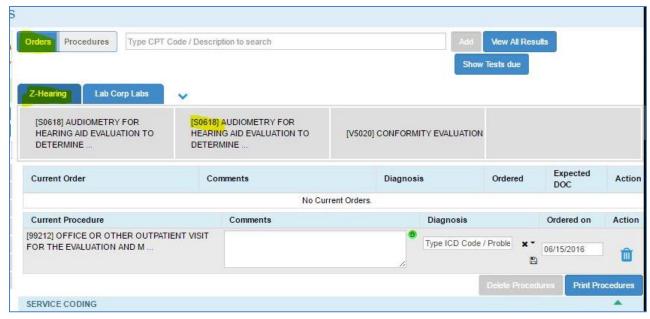


Figure 5 - EMR>Orders & Procedures>Order Selection

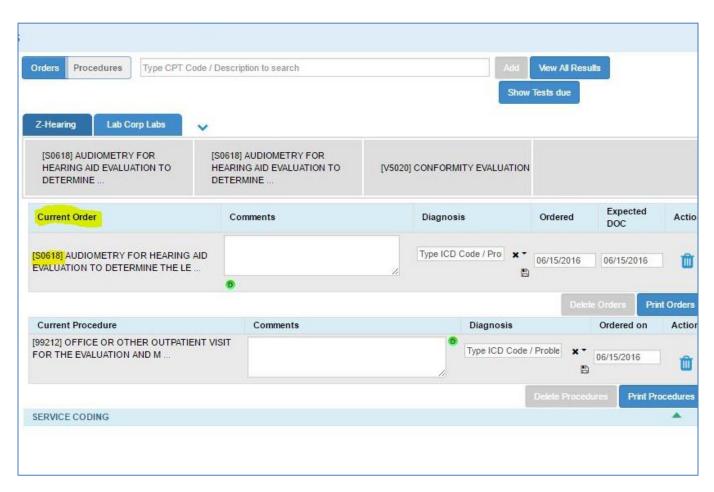


Figure 6 - EMR>Orders & Procedures>Current Order Added

How Do I Search for a Code?

To search a code, simply just start typing part of your code, or code name, into the **Search Box.**

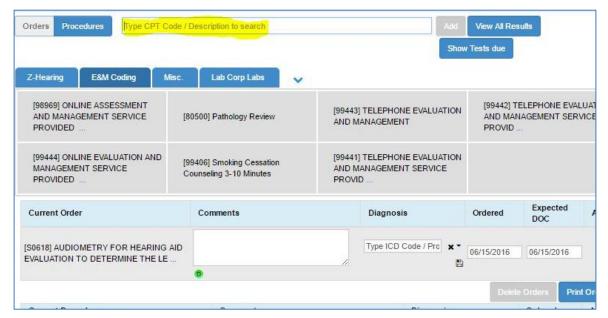


Figure 7 - EMR>Orders & Procedures>Code Search

How to Use WRS Smart Search®?

Finding codes with the new WRS Smart Search® is a breeze. Just enter part of your search term or code. The results will display as **red** for matching items found on your local page (superbill) or **black** if they are found in the CPT database. If you previously setup some familiar/favorite terms under **CPT Superbill Setup** (*figure 16*), these will now appear first in the results list with **red** text. After you have located the needed code, simply press **Add** to select the code. *Reminder* – if the **Orders** button is selected, then the code will then appear under **Current Orders**. If the **Procedures** button selected, then the code will be added under **Current Procedures**.

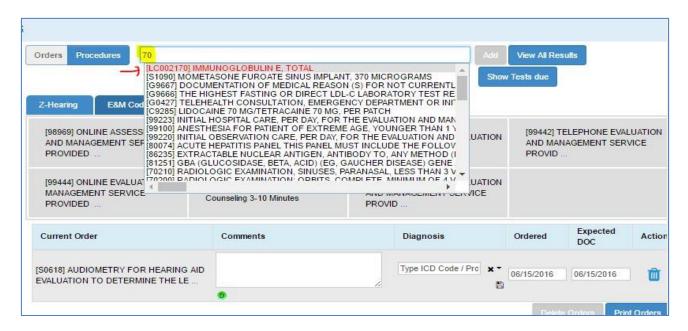


Figure 8 - EMR>Orders & Procedures>Code Search> Results

How Do I Associate a Diagnosis with an Order or Procedure?

To associate a diagnosis code with an **Order** or **Procedure**, simply click on the corresponding **Diagnosis** box on the row for that code. Press the green **Open** icon to search for a code.

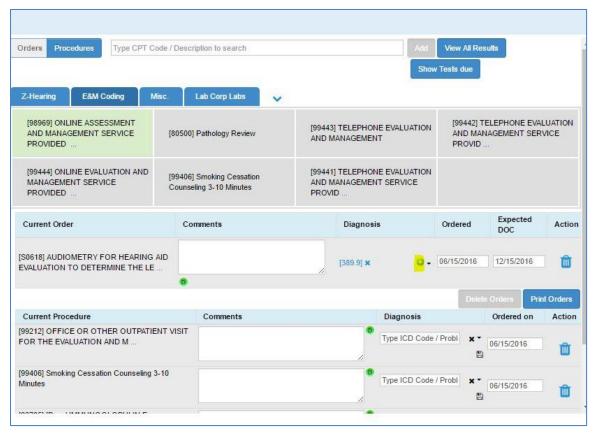


Figure 9 - EMR>Orders & Procedures>Associate Diagnosis Code with Order

Press the down arrow to view possible codes. Select from the resulting list and add the code:

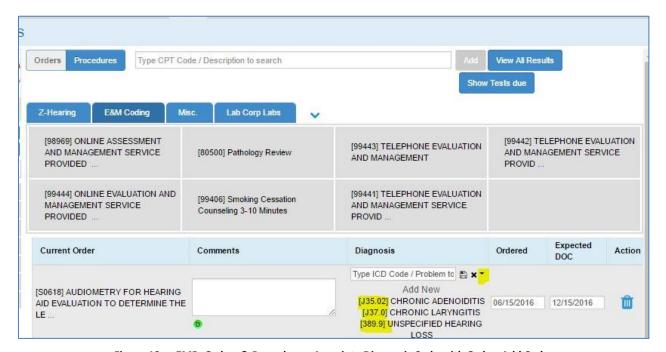


Figure 10 - - EMR>Orders & Procedures>Associate Diagnosis Code with Order>Add Codes

Press **Save** to permanently associate that diagnosis code and add it to the note.

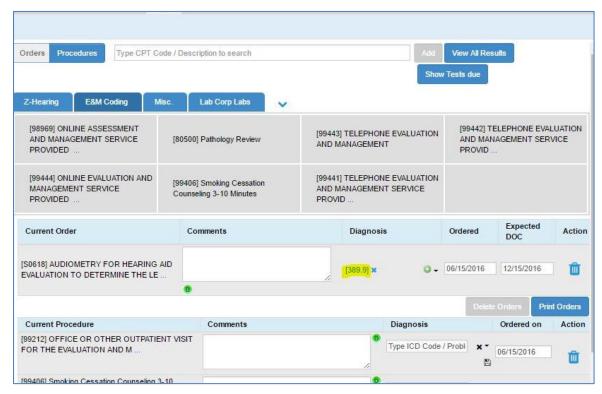


Figure 11 - EMR>Orders & Procedures>Associate Diagnosis Code with Order>Added

How Do I Add an Expected Date of Completion?

Adding **Expected Date of Completion** to an **Order** works in the same manner. Use the selection tool and then enter the needed time frame or date.

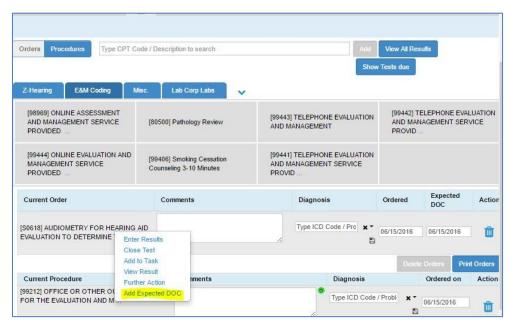


Figure 12 - EMR>Orders & Procedures>Expected Date of Completion (DOC)

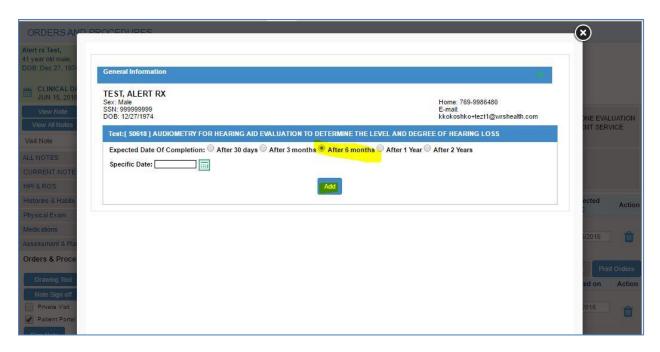


Figure 13 - EMR>Orders & Procedures>Expected DOC>General Information

The Expected DOC will now be visible on the page and in the Order Tracking Queue.

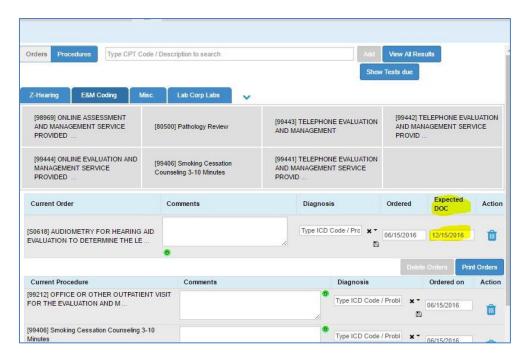


Figure 14 - EMR>Orders & Procedures>Expected DOC>Added

How Do I Add Service Coding to a Note?

Service Coding is used to add visit codes to your note. To add a **Service Code**, simply click on the visit type and select the code. With the new WRS One-Click Coding® the item will be added in a one step.

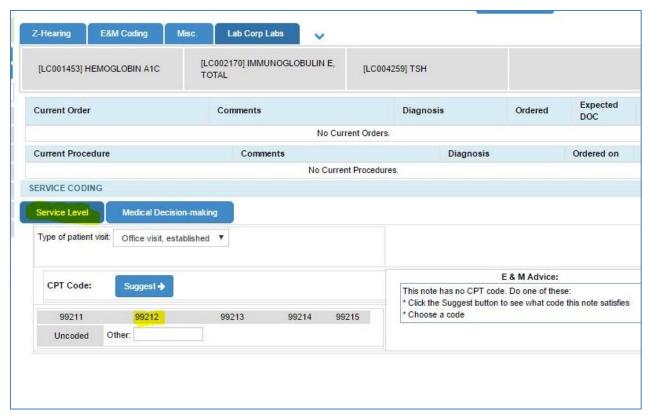


Figure 15 - EMR>Orders & Procedures>Service Level

Note that the **Service Coding** heading automatically collapses after the code has been added. Clicking it again will reopen the section, if needed. If you are not using Service Coding, you can also collapse this section to remove it from view.

How Do I Setup Practice Level or User Customized Superbills?

Administrative users with permission to access **Administration>System Settings>Practice Settings** will now see a new setting called **CPT Superbill Level**. There are two, practice-level two options:

- (1) Practice Level Superbill will display the same superbill for all practice users. This superbill will appear on the Orders & Procedures Page for all notes. This setting is representative of the way that the superbill has always worked in WRS. All practices and user will be defaulted to use this setting during this release.
- **(2) User Customized Superbill** (new) gives users the ability to setup an individual, customized superbill that is displayed on the Orders & Procedures Page of all notes.



Figure 16 – Administration>System Settings>Practice Settings

In order to setup and access a **User Customized Superbill** the user must be given permission for **CPT Management** under **Resource Management** (*Figure 2*). This is typically done by the practice administrator (*Figure 3*).

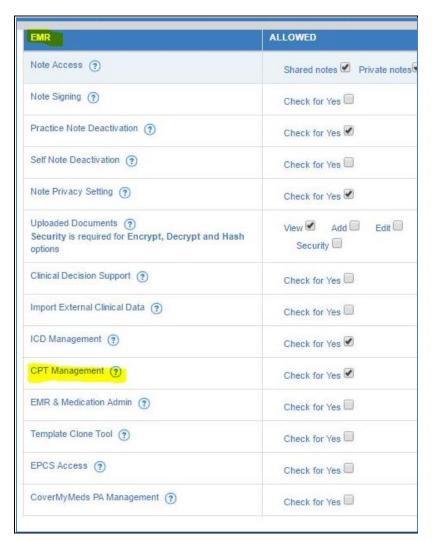


Figure 17 – Administration>Resource Management>User>Permissions>EMR

Why Should I Stay with the Practice Superbill (default)?

For those practices who find it important to keep coding consistency across the practice, WRS recommends keeping the current **Practice Level Superbill** as their default. This setting allows centralized additions, deletions, modifications to the **Practice Superbill**. Changes are pushed out globally to all practice users, as needed.

Why Should Create a User-Customized Superbill?

WRS suggests that some providers, and specific ancillary staff, can benefit greatly by using Customized Superbills. This approach can be especially helpful to practices that have a mixture of specialties and/or provider-specific services.

What Should I Consider Before Creating a User-Customized Superbill?

When a practice is setup in WRS superbill content is copied to all users, based on practice specialty, from a content library. WRS recommends that practice administrators take time to review default superbill content and make first make any needed "global" changes for all practice users. Once this step is complete, then the Superbill setting can be updated to allow users to create **User Customized Superbills** that are based on global superbill content.

When selecting the **User Specific Superbill** setting, it is important to keep in mind that all users will start with the same superbill that is currently in use by the practice. If a user makes no changes to the content in the CPT superbill setup module, then the current superbill will remain intact. However, once any change is made to that superbill, it then becomes specific to that user and will present unique CPT superbill content on the Orders & Procedures page.

When to Copy Customized Superbill Content Between Users?

If a staff member works only with one provider, then it may be beneficial to have their superbill setup exactly the same as that provider. This can be done by copying the provider's superbill to that staff member. If a staff member works with multiple providers and/or departments, it may be advised that they keep the current **Practice Level Superbill** as their default. This will ensure that all coding and content is available to them for selection and addition in notes of multiple providers.

How Do I Create Customized Superbill Content?

If the practice has elected to use **User Customized Superbill**, then the **Administration>EMR Setup>CPT Superbill Setup** will offer functionality to modify this content. Until changes are made, the content on this page will be the same as the Practice Level Superbill (default) that is currently in the practice.



Figure 18 – Administration>EMR Setup>CPT Superbill Management

Ability to view Superbill Category Headings and CPT codes, along with ability to Add, Delete, Modify them, is done from this page.

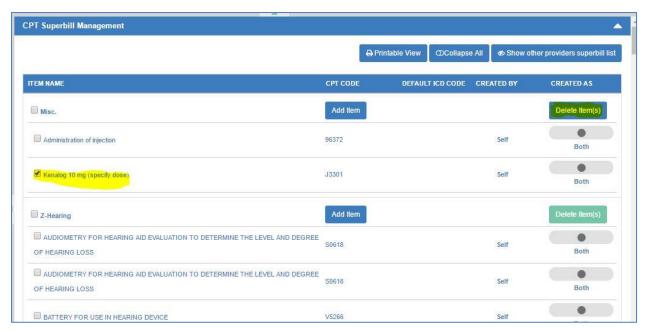


Figure 19 - Administration>EMR Setup>CPT Superbill Management>Delete Items

How to Specify a Code as Order, Procedure or Both?

The new functionality offers the ability to indicate any code as either an **Order**, **Procedure**, or **Both**. This allows users to add the code and associate it with a specific action (**Order** or **Procedure**) for quick selection and input on the Orders and Procedures page. To designate codes simple select the toggle on that row. Left toggle is as an **Order** (green) and right toggle is as a Procedure (red). The center station allows that code to be added as either an Order or Procedure and will be added to a note based on the **Order** or **Procedure** action selected. Most codes will be one or the other, but there can be examples where a certain code might be used as either an **Order** or **Procedure**, based on insurance and/or patient dynamics. As an example: an Audiogram may not be covered as payable for a specific insurance, and in those cases that patient would have the Audiogram created as an Order. Other insurances may reimburse you for an Audiogram, so you

would add as a Procedure. The **Both** toggle allows the code to be shown as a selection when choosing Orders and/or Procedures.

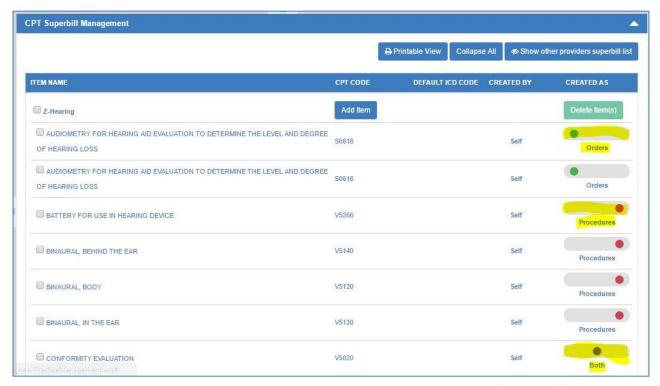


Figure 20 - Administration>EMR Setup>CPT Superbill Management>Created as Order/Procedure/Both

How Do I Copy Customized Superbills Between Users?

New functionality also gives the user the ability to "view" others superbills and copy codes from that user to their own superbill. This is a cooperative way to create superbill content. You can select individual codes or select entire categories, or the entire superbill content itself.

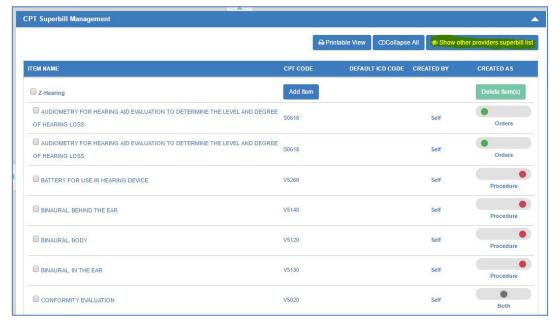


Figure 21 – Administration>EMR Setup>CPT Superbill Management>Show Other Providers

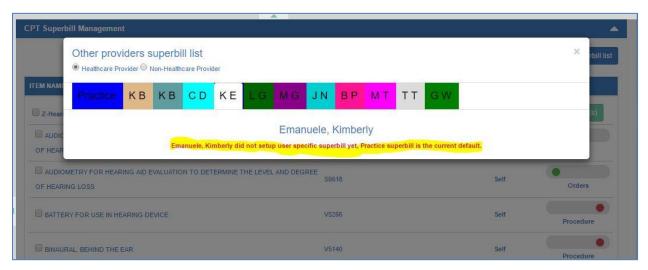


Figure 22 - Administration>EMR Setup>CPT Superbill Management>Show Other Providers>Superbill List



Figure 23 – Administration>EMR Setup>CPT Superbill Management>Show Other Providers>Copy All

How do I Specify the Order of My Superbill Categories (Tabs)?

Users can also indicate the display order of Categories (tabs), as they should appear on the Orders & Procedures Page. To specify this order, select **Collapse All**, then drag n' drop the heading to a desired position in line.

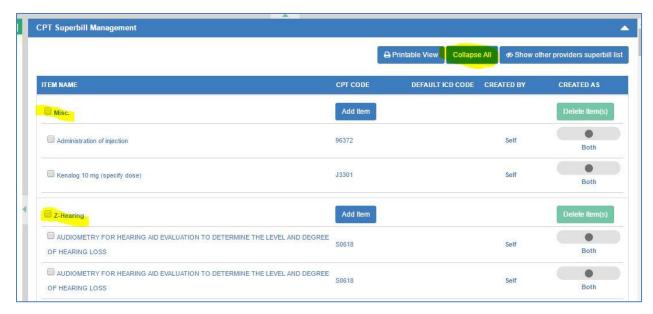


Figure 24 - Administration>EMR Setup>CPT Superbill Management>Collapse All

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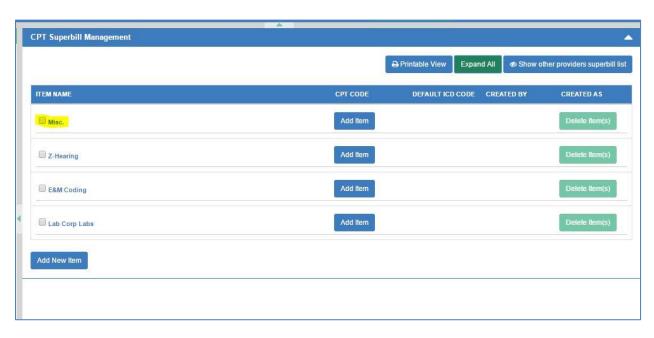


Figure 25-Administration >EMR Setup>CPT Superbill Management>Show Other Providers>Expand All

What Changes Have Been Made to Assessment & Plan and ICD Superbill Setup Areas (practice level only)

The setup and display of ICD Codes will be addressed in the near future. Currently, the page remains with same design and functionality as the previous version. Only the displayed order of ICD codes has been changed and corrected. Codes are now in alphabetical order by **Item Name** and presented in a column view. Redesign and enhanced superbill setup will be coming to this area in the near future.

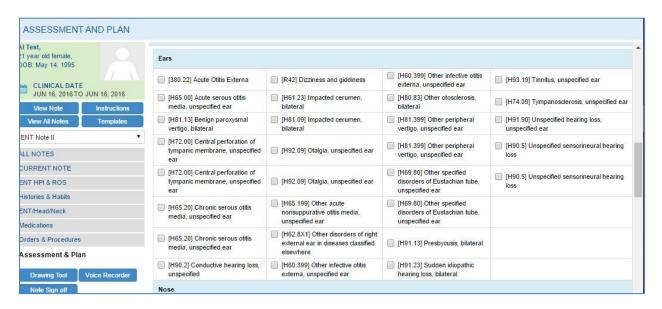


Figure 26 - EMR > Assessment & Plan Page (corrected code ordering and display)

Are there More Enhancements Planned for these Areas?

Please note that these pages are a work in progress. Over the next few months, we will be adding even more enhancements that assist workflow and increase efficiency.

Upcoming items are currently scheduled to include:

- Ability to add Diagnosis Code and/or the Expected Date of Completion to all orders
- Better access to View All Results and Show Tests Due
- Ability to add a test, shown as due, directly into the note as either an Order or Procedure

Please be sure to watch for the "ringing" release bell to review release notes. Thank You.