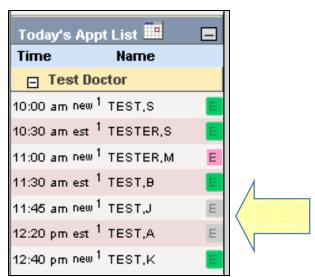| To: | All WRS Users |
From:	WRS Development Team
Date:	07/02/10
Re:	System Update to Waiting Room Solutions

The WRS Development Team will be performing a software update to the Waiting Room Solutions System on or about July 3, 2010. The updated system will include the following enhancements and functionality. These have been designed to improve overall system functionality, security and usability. This update includes the following:

Auto-Eligibility Missing Insurance Notification

Additional functionality has been added to identify patients who do not have insurance information entered under *Patient Mgmt>Insurance.* These patients will now be shown with a gray "E" icon next to their name in the *Today's Appointments* window. This will alert the practice that the patient's insurance is either missing or incomplete and Auto-Eligibility checking cannot take place.

Reminder: A green "E" means that eligibility information has been received. Clicking on the green "E" will present this information in a new window. A pink "E" means that eligibility information could not be obtained using the information previously entered under *Patient Management>Insurance*. A gray "E" means that the insurance information is either incomplete or missing under *Patient Management>Insurance*, as such it cannot be checked for eligibility.
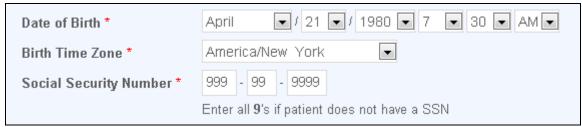
 Note: Above functionality applies only to practices that have subscribed to the optional Auto-Eligibility Service through WRS and Gateway EDI. Please contact our sales team if you are interested in this service.

Today's Appointments: Auto-Eligibility Status
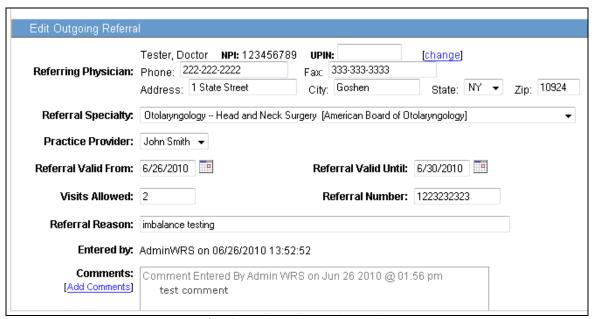
Patient Birth Time

Patient Information now includes *Time of Birth* and *Time Zone*, under *Patient Registration* or *Patient Management> Personal Information*.

Patient Information: Time of Birth and Time Zone
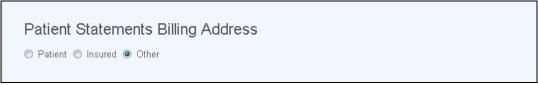
Referral Address & Contact Info

Practices can now add the *Address, City, State, Zip, Phone, Fax* and *Specialty* to all incoming and outgoing referrals in *Patient Management*.

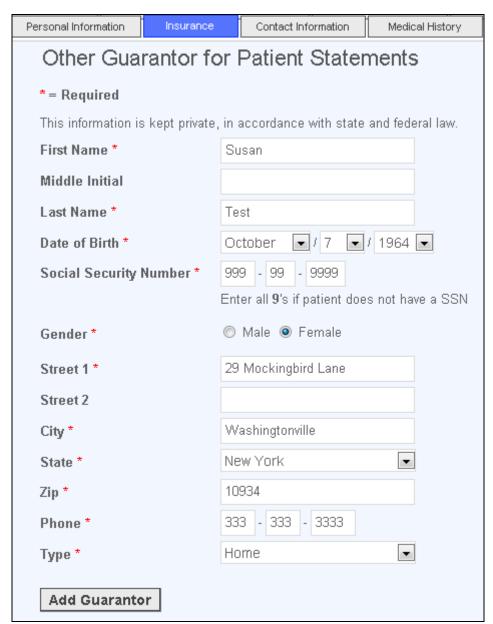**Referral:** Provider Address, Phone and Fax

Patient Statement Billing Address

The ability to add a billing statement address that is other than the patient's address has been added under *Patient Statement Billing Address.*

Insurance: Patient Statement Billing Address

Practice users can now select the *Patient*, *Insured* or *Other* person to receive the Patient Statement. If *Other* is selected, the system will prompt for the entry of additional demographic data for the *Other Guarantor*.

Personal Information	Insurance	Contact Information	Medical History

Other Guarantor for Patient Statements

* = Required

This information is kept private, in accordance with state and federal law.

First Name *	Susan
Middle Initial	
Last Name *	Test
Date of Birth *	October ▼ / 7 ▼ / 1964 ▼
Social Security Number *	999 - 99 - 9999
	Enter all **9**'s if patient does not have a SSN
Gender *	○ Male ● Female
Street 1 *	29 Mockingbird Lane
Street 2	
City *	Washingtonville
State *	New York ▼
Zip *	10934
Phone *	333 - 333 - 3333
Type *	Home ▼

Add Guarantor

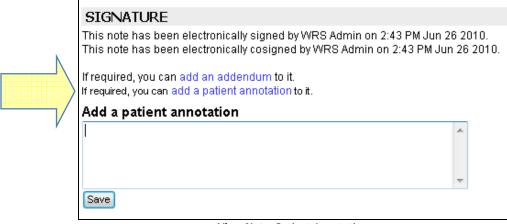**Insurance:** Patient Statement Billing Address – Other Guarantor

To verify the *Patient Statement Billing Address* right click (or mouse over) on the patient name and select *Patient Statement*.

Patient Account: Patient Statement – Billing Address

Patient Annotations

Patient Annotations can now be added to any note. When viewing the note, press *Add a Patient Annotation* to enter. The annotation will then display with time, date and user stamp when the note is viewed.
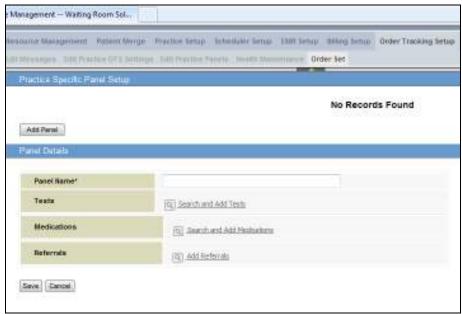

View Note: Patient Annotation

Order Set Panel

Functionality has been added to create an *Order Set*. This allows the practice to create panels for referral to outside providers or facilities, as needed by HMO and certain insurance providers. Within the panel, the referring provider may specify orders and medications that may be required prior to that referring visit or at the time of the referred visit.
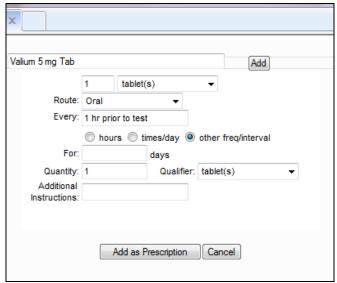
An *Order Set* can be created under *Administration>Order Tracking Set Up>Order Set Create Panel*. The practice can enter the *Panel Name, Specific Tests* and *Medications* required for a specific referral or setup an *Order Set* for a specific provider or specific specialty.
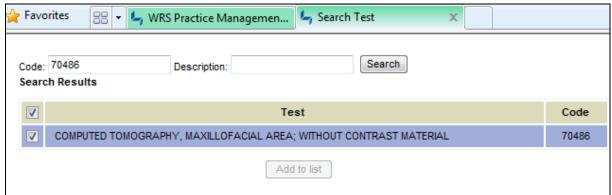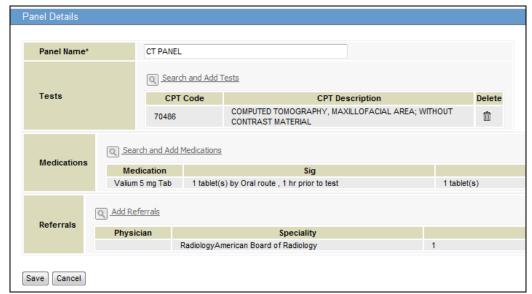

Order Set: Create Panel

Order Set: Select Test and Add

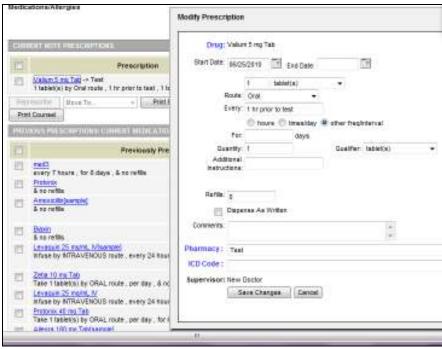**Order Set:** Select Prescription and Add

Order Set: Select Referral and Add

Order Set: Created Panel and Save

An *Order Set* can also be created within the note by creating a prescription and searching for the *Order Set Panel* name.

Order Set: Medication Added, Search by Panel Name

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:

EMR

- Cardio Exam section has been added and a Cardiology Note III has been created

- General Allergy section of notes has been updated, where applicable

- Immunotherapy and Allergy Testing note formats have been added

- Open Test filter now includes outgoing referrals based on date of query under Orders/Procedures

- EMR fields have been further optimized for Dragon Medical dictation

- Fax Prescription function has been adjusted to send out up to 5 Rx on one fax connection

- Added Resolution Date for Problems on the Continuity of Care Record

Patient Management

- UDS Reporting Race/Ethnicity box has been expanded to allow additional characters

- Mandatory fields have been removed for emergency contacts

- Description of Functional Status has been added under Directives

- Ability to update insurance employer/school, group number to blank has been added

Website and Messaging

- Issues with Website 2.0 items appearing incorrectly and/or not being saved have been addressed

- Outgoing patient messages have been adjusted to display provider title

- Issues with links and images in Welcome Emails have been addressed

- Description of Functional Status has been added to the patient portal under Directives