To:	All WRS Users
From:	WRS Development Team
Date:	07/29/2011
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 29, 2011.   This release will include the following:

Today's Appointments - Next Patient Display
The ability to indicate the next patient to be seen has been added.   A "N" (red) status is now shown displayed in Today's Appointments, next to the **Step 3: Move to Exam Room**. This "N" indicates the next patient to be seen. "Next" status is automatically assigned to the patient who has been in the **Step 3: Move to Exam Room** for the second longest period of time. Note that the "N" will only display when there are multiple patients in **Step 3: Move to Exam Room** for that provider.
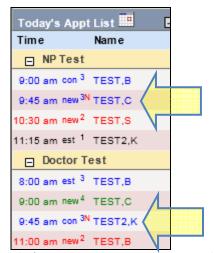

Figure 1: Today's Appointments - Next Patient Display

Manual Next Patient Assignment
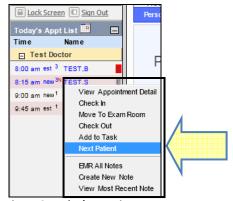User can override any automatic "N" assignment by right clicking on the patient name and selecting "Next Patient."

**Figure 2: Today's Appointments
Right Click Menu – Next Patient**

Patient Information Box – Timestamp

A timestamp has been added to the Patient Information Box. The time of **Step 2: Check- In** and **Step 3: Move to Exam Room** are now displayed.
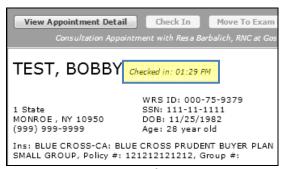

**Figure 3: Patient Information Box
Time of Check In**

**Figure 4: Patient Information Box
Time of Move to Exam Room**

Today's Appointments - Exam Room Assignment

Functionality has been added to assign patients to a specific exam room.   When a patient is moved from **Step 2: Check In** to **Step 3: Move to Exam Room** a pop up a window for "Exam Room Assignment" is now displayed. This allows the user to enter and assign a room number to that patient.

**Figure 5: Exam Room Assignment
(opens after Move to Exam Room Is Selected)**

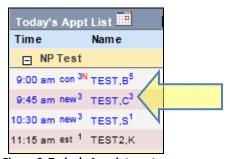The room number is then displayed on Today's Appointments to the right of the patient name.

**Figure 6: Today's Appointments –
Exam Room Assignment Display**

Patient Information Box

Patient Information Box now appears in a fixed position (mid page) to eliminate reported issues with information being cutoff on top or bottom of the screen. In addition, information contained in this box will now refresh each time the box is moused over.

Figure 7: Patient Information Box (mouse over)

Patient Management – Patient Name

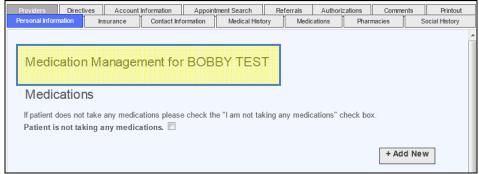Patient name now appears on all pages/tabs of the Patient Management Module.

Figure 8:   Patient Management– Patient Name Displayed on All Tabs

Patient Management – Authorizations

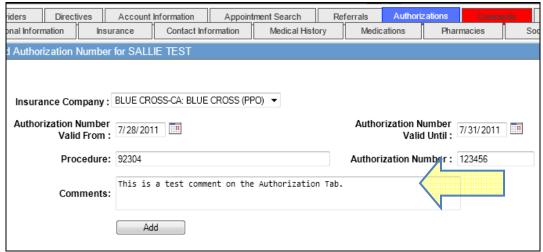A Comments Box has been added to the Authorizations Tab in the Patient Management Module.

Figure 9: Manage Patients>Authorizations>Comments

Patient Management – Social History

A Comments Box has been added to the Social History Tab in Patient Management. It has also been added to the Social History section of all EMR Note Formats.
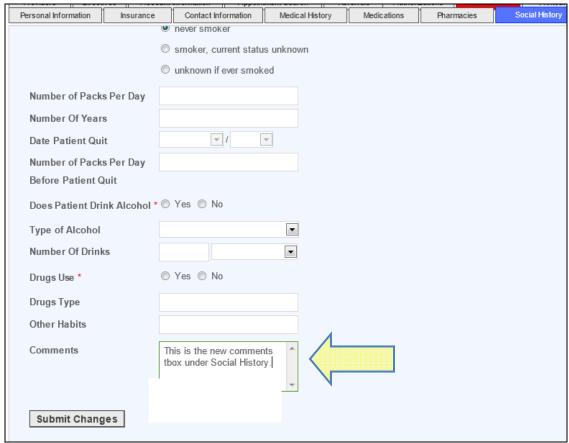
Figure 10: Patient Management >Social History>Comments

Patient Management – Insurance

Functionality has been added to refresh/uploaded information on Insurance Cards.
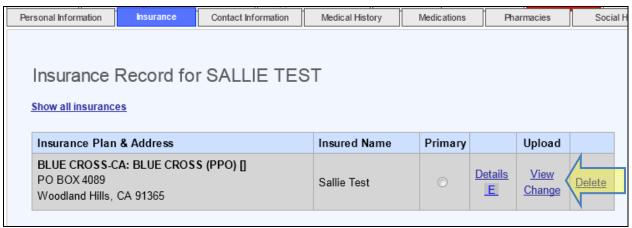

Figure 11: Manage Patients>Insurance (Refresh)

EMR – Orders & Procedures

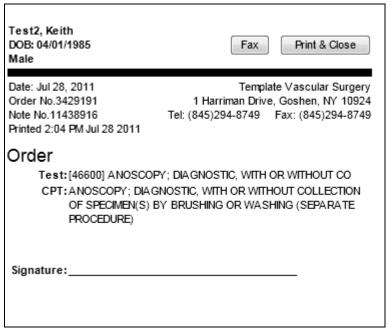Provider DEA numbers will no longer display on printed/faxed orders.

Figure 12: EMR>Orders & Procedures>Print Order (DEA Removed)

EMR – Order History

Comments that have added under **Order Tracking> Ordered Tests with Pending Results, Closed Tests, Completed Tests or Tests Requiring Action** are now displayed under **View Results** and within the Orders and Procedures section   of the patient note.
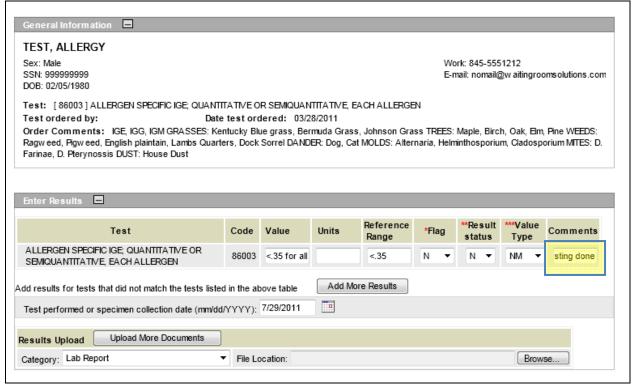

Figure 13: Order Tracking>Ordered Tests with Pending Result

Right clicking on the patient name and selecting **Viewing Results** will display comments as entered by the practice.
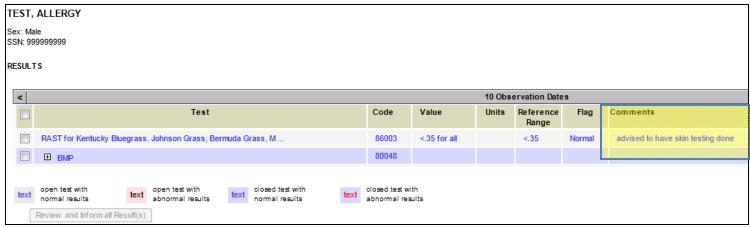
Figure 14: [Patient Name]>Right Click>View Results

Order Tracking>Health Maintenance

All Health Maintenance Rules have been defaulted to "Excluded from reminder" setting. This eliminates issues with unwanted emails being sent to patients. Practices should go to **Administration>Order Tracking>Health Maintenance** to re-enable any all/rules, as needed.
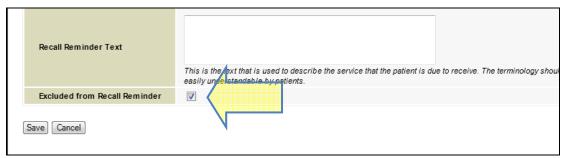

Figure 15: Administration>Order Tracking>Health Maintenance>Rule> Exclude from Recall Reminder

EMR – View Note

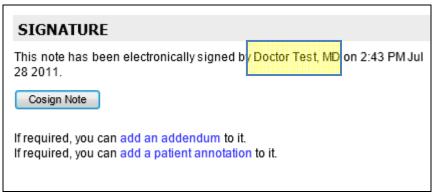Signature information now includes the provider's title (i.e. MD, NP, PA) on all note formats.

Figure 16: EMR>View Note (provider title)

PATIENT EMAILS

Practice location has been added to all patient emails (appointment reminders, patient registrations, etc.) on bottom right of message. In addition, the "you have mail" notification email is now sent to the patient's external email account.

omsolutions.com/live/patient_v2/index.php?id=983266

Password Recovery page.

Figure 17:   Patient Email Template with Practice Name and Logo

Website 1.0 to Website 2.0

In an effort to enhance the overall functionality and design of the patient portal, WRS has migrated all patient portal websites from **Website 1.0** to **Website 2.0**.   Please note that this migration should not affect practice functionality (EMR, scheduler, Manage Patients, Billing, and Employee Logins) in any way. Updated functionally is limited to patient portal websites only.

Theme Migration

All **Website 1.0** themes have now been redirected to equivalent **Website 2.0** themes. Please note that if your practice has previously contacted WRS to optionally move to **Website 2.0**, this migration will not affect your current theme.

Figure 18: (Previous) Website (Patient Portal) 1.0

Website 2.0 Functionality

The new portal adds enhanced functionality and information in an improved manor to aid with patient navigation and usage. You may select your new theme by navigating to **Administration >Practice Setup >Edit Website Style**.

Figure 19: Administration>Practice Setup>Edit Website Style

Instruction Forms **-** Upload any PDF, Word, or Excel document under **Administration > Practice Setup > Practice Forms**. The forms will appear under the **Instruction Forms** on your website. Forms can then be opened and printed by patients on their home computers.
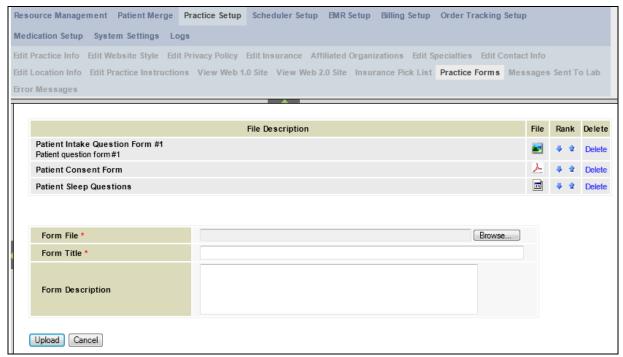

Figure 20: Administration>Practice Setup>Practice Forms

Test Results **-** At the practice's discretion, patients can login and view their test results in the comfort and privacy of their home. Patients navigate to **My Health Record > My Test Results**. Note that this functionality is disabled for your practice by default. Contact support@waitingroomsolutions.com if you would like this functionality enabled.
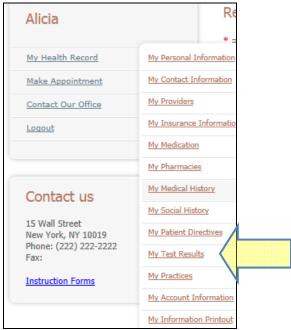

Figure 21: Practice Portal Website>
My Health Record>My Test Results

Enhanced Portal Website Navigation - Patients will experience simpler navigation when exploring their Patient Health Record. This information can be accessed from anywhere within the portal.

**Figure 22: Practice Portal Website>
My Health Record>Menu(Navigation)**

Cross Browser Compatible **-** All new Patient Portal themes are compatible with most popular web browsers (Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, and Google Chrome).   Patients are not limited to view the portal website in Internet Explorer only.

Please note, however, that the practice side of WRS (scheduler, billing, EMR, reports) still requires that you run it with Internet Explorer only.
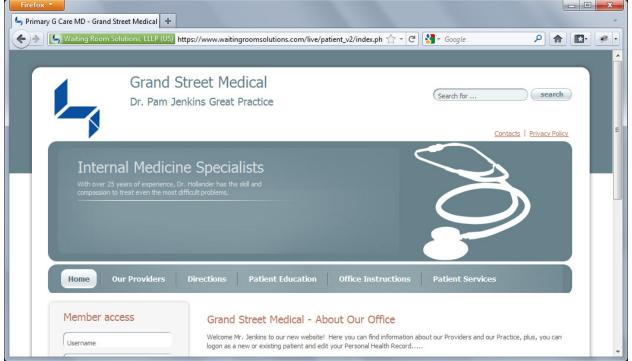

Figure 23:   Patient Portal 2.0 rendered within FireFox

Search Engine Optimization **-** WRS Patient Portal 2.0 automatically handles specific web site data that helps your practice get found by prospective patients and crawled by search engines.   The website pulls the information about your practice and updates these key SEO fields. When patients, or potential patients, search for a practice using search tools like Google and Yahoo, they will have a better chance of finding you.

Domain Name -   If you have a domain name and wish to take advantage of the patient portal, please email the URL (i.e. www.practicename.com) and your practice name to setup@waitingroomsolutions.com.

CPT - ICD Associations & Diagnosis Pointers

Association of CPT (Procedure & Order Codes) with ICD-9 (Diagnosis Codes)
Functionality has been added to associate frequently paired CPT Codes with ICD Diagnosis Codes.   Default CPT-ICD Associations can be setup on a practice level. This information will automatically populate the Assessment & Plan Page of the Note and the CMS 1500 Claim Form.

CPT-ICD Association – Administration - Practice Superbill
Default CPT-ICD Associations can be setup under **Administration>EMR Setup>CPT Superbill.** To create an association, click on a CPT code.
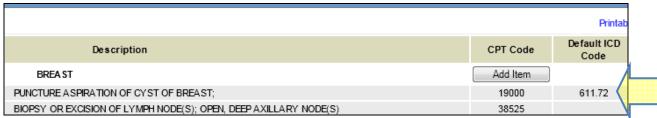

Figure 24: Administration>EMR Setup>CPT Superbill

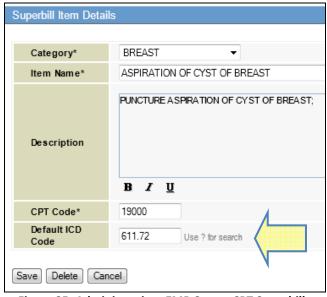Scroll to the bottom of the page to enter/associate a specified ICD code with that CPT Code and Save:

Figure 25: Administration>EMR Setup>CPT Superbill>
Superbill Item Details

CPT-ICD Association - Orders & Procedures
When a CPT Code that has an ICD Association is added on the Orders & Procedures Page, the associated ICD code and

descriptor will automatically be shown under the Diagnosis Column. Note that users can manually remove the associated code, and/or add additional codes, as needed. In addition, reordering of ICD Codes in the Diagnosis Column of the Orders and Procedures Page will automatically populate the CMS 1500 in the specified order.
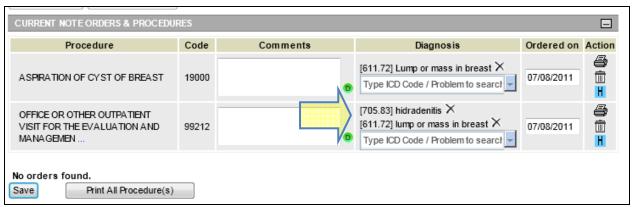

Figure 26: EMR>Orders & Procedures>Current Note Orders & Procedures>Diagnosis Column

CPT-ICD Association – Assessment & Plan
When an associated CPT code is entered on the Orders and Procedures Page, the corresponding ICD code will be added to the Assessment & Plan Page of the note:
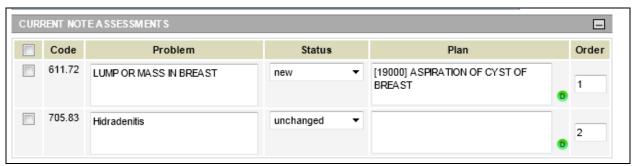

Figure 27: EMR>Assessment & Plan>Current Note Assessments

CPT-ICD Association - CMS 1500
CPT-ICD associated codes will populate the CMS 1500 Claim Form and include the appropriate Diagnosis Pointer Code populated in Box 24E. Note that the order of ICD Codes (Diagnosis Column of the Orders and Procedures Page) will automatically populate the CMS 1500 in the specified order.
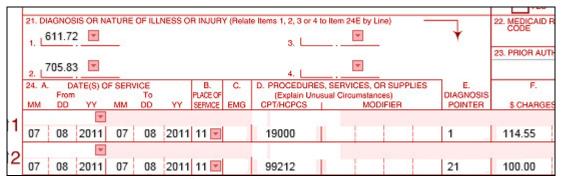

Figure 28: Billing>Create Claim>CMS 1500>Boxes 21, 24D, 24E