Greenway SuccessEHS / Version 8.10

SuccessEHS Release Notes 8.10

Confidential

For more information about Greenway, please contact us on the Web at

www.greenwayhealth.com

To provide feedback or request changes to a document, send an e-mail to *documentationfeedback@greenwayhealth.com*. In your message, be sure to include the title and date of the document (listed above).

121 Greenway Blvd.

Carrollton, GA 30117

866-242-3805

www.greenwayhealth.com

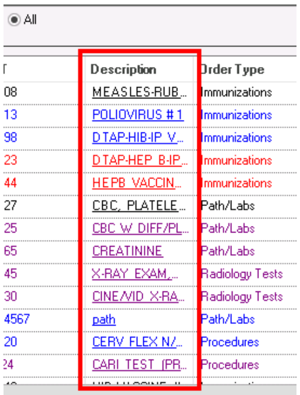
Chart

Orders, New Order Result Preview

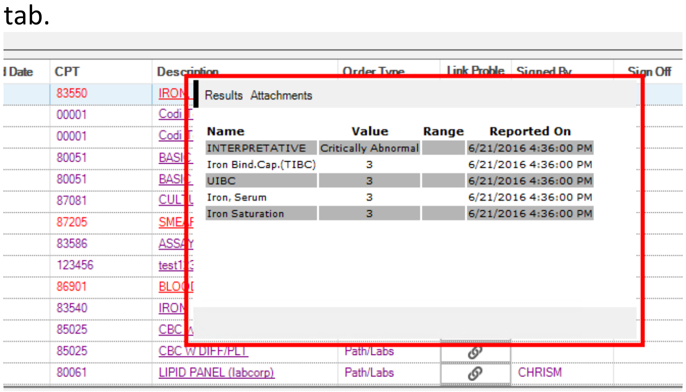
Project #V810-301

Users may now preview order results/attachments directly on the **Orders** tab in **Chart** without accessing the **Order Detail** window.

The data in the **Description** column now displays as hyperlinks to order results.



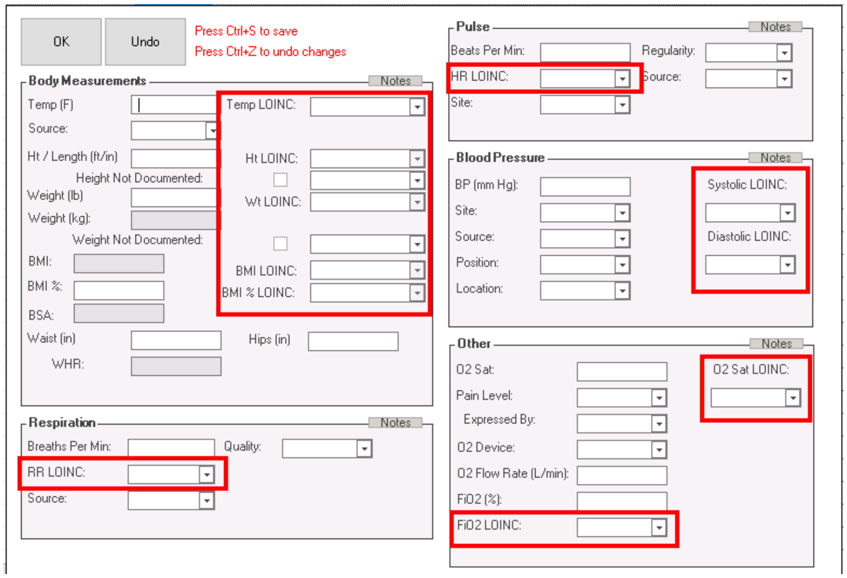
Users may click or hover the cursor over the appropriate description text to preview the results in a pop-up window. Text results will display on the **Results** tab; attachments (e.g., images) will display on the **Attachments** tab.



Vitals, LOINC Code Selections Added

Project #V810-25

LOINC code fields have been added to several vital measurements on the **Detailed** vital signs dialog box.



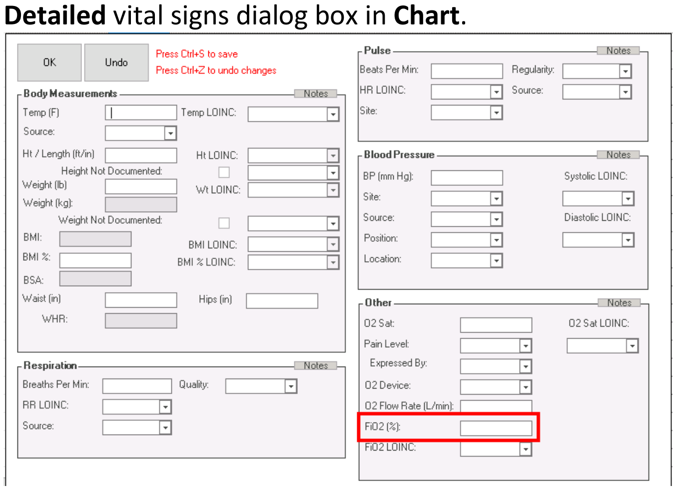
Default LOINC codes will populate the appropriate fields as users enter vital signs for the patient. Users may select other LOINC options depending on the patient's specific condition at the time of measurement.

If the user deletes a vitals measurement, the **LOINC** field will display as blank.

Vitals, New FiO2 Measurement

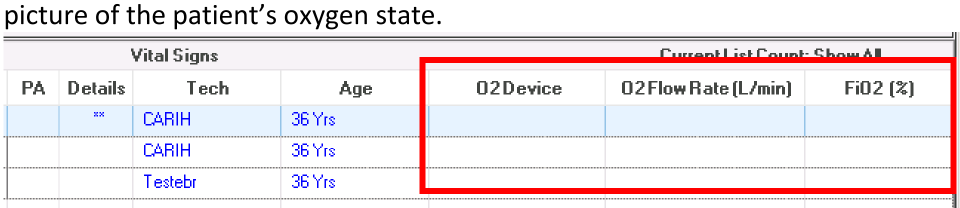
Project #V810-90, V810-108

Inhaled oxygen concentration (FiO2) has been added as a new measurement in the **Other** section on the **Detailed** vital signs dialog box in **Chart**.

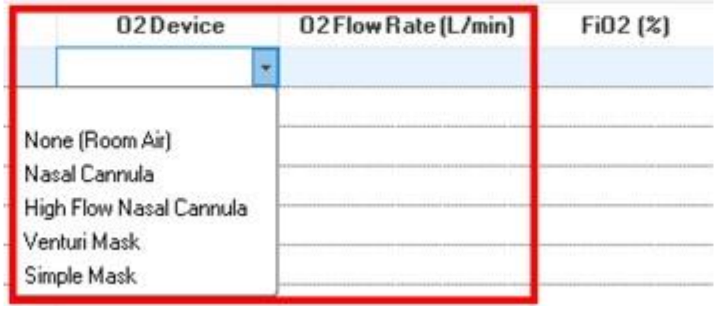


This measurement tracks whether a patient is on oxygen in order to accurately assess the patient's oxygen levels.

O2 Device, O2 Flow Rate, and **FiO2 (%)** columns have been added to the main **Vitals** grid to provide a complete picture of the patient's oxygen state.



Users may select the patient's appropriate **O2 Device** and enter the **O2 Flow Rate** from the main grid or on the **Detailed** dialog box. The **FiO2(%)** will populate automatically based on the flow rate.



O2 Device, O2 Flow Rate, and **FiO2 (%)** measurements will display in the following places in the system as per the standard rules for vitals measurements:

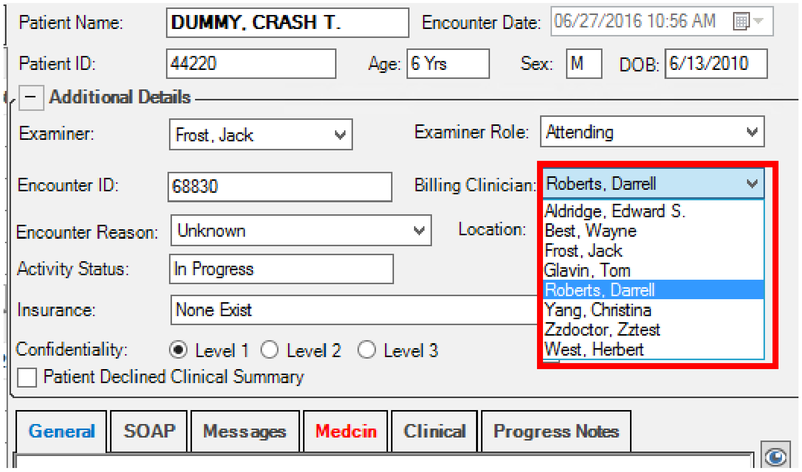
- **Specified View** – Measurements will display in separate columns in the **Vital Signs** section if recorded.
- **Care Plan** – Measurements will display as separate selectable rows in the **Vital Signs** section for both Encounter and Custom views.
- **Medcin** – The **FiO2** measurement will display in the **Vitals** section (Medcin ID **223128**)
- **Patient Correspondence/PNG merge fields** – Measurements will display via the following merge fields for all templates except Medication/Rx templates:
  - **VitalsO2Device** (displays the O2 device if documented for the selected encounter)
  - **VitalsO2FlowRate** (displays the flow rate if documented for the selected encounter)
  - **VitalsFiO2** (displays the FiO2 rate if documented or auto-populated for the selected encounter)
- **PNG** formatted data widget – Measurements will display in separate columns in the **Vital Signs** section if recorded.
- **CEM** – Measurements will display when rules are run if the (new) **O2 Device** and **FiO2** selections in the **Vital Signs** section are configured to pull.
- **Encounter Detail** – Measurements will display in separate columns on the **Vitals** tab if recorded.
- **Reports –** The **FiO2** measurement will display if recorded on the **Vital Signs Summary** and all **Encounter Summaries** reports.

Clinical Console

Encounter Detail, Billing Clinician Editable

Project #V810-302

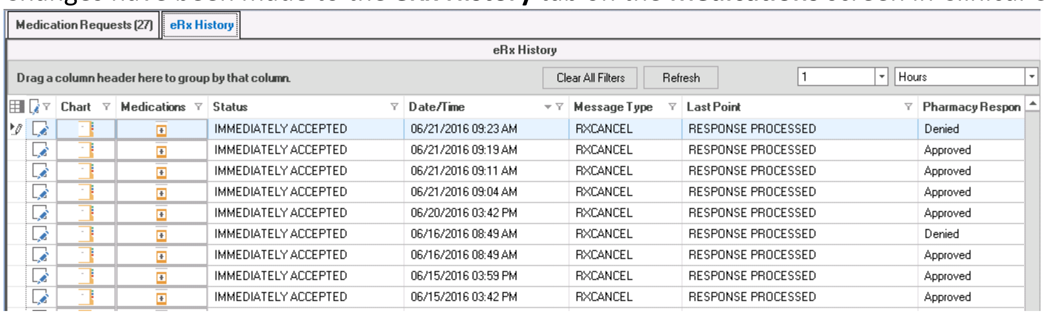
The **Billing Clinician** field on the **Encounter Detail** window in Clinical Console and **Chart** has been changed to a drop-down list that enables users to change the billing clinician for the encounter in order to match it to the examining provider.



Medications, Changes to eRx History Tab

Project #V810-112

Changes have been made to the **eRx History** tab on the **Medications** screen in Clinical Console.



1. The following columns have been added to the main table:
    - **Chart** – Clicking the **Chart** button for a record will open **Chart** for the appropriate patient.
    - **Medications** – Clicking the **Medications** button will open the **Medications** module for the appropriate patient.
    - **Pharmacy Response** – Displays the appropriate response from the pharmacy regarding the prescription as follows:
        - Initial request – **Approved** or **Denied**
        - Change request or Cancel request – **Dispensed, Not Dispensed,** or **Partially Dispensed**
    - **Pharmacy Notes** – Displays any notes entered by pharmacy personnel relating to the prescription.
2. The **Date** field has been renamed to **Date/Time** and now displays the date/time of the eRx transmission.
3. The **Status** column now displays any change requests or cancel requests for prescriptions with a **CANRX** indicator. If a cancel request has not received a response from the pharmacy after 24 hours, the row will display in **red text**. Once a response is received, the row will revert to black text.

Medication Requests, Changes to Medication Mapping

Project #V810-208

The following changes to the mapping of medications on the **Medication Requests** screen in order to match the medication requests to the medications in **Chart**:

- The mapping function will match medication requests based on the following criteria, in descending order of importance:
  - the Message ID
  - the Prescriber Order Number
  - the NDC number for the medication

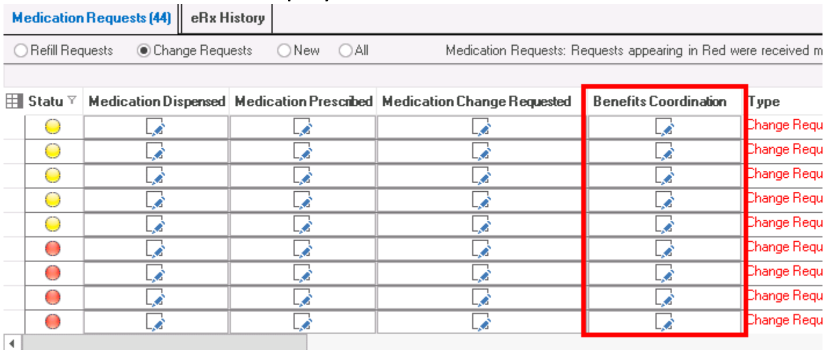
  If a match is found for at least one of the three, the **Accept** function will be enabled for the medication request.

If the Accept function is enabled, and…	The system will do this…
The NDC numbers match	The renew/refill process will function as normal.
The NDC numbers do not match, **and** the refill amount, prescriber or pharmacy is different than the original Rx	Renew the medication with changes
The NDC numbers do not match, **and** the refill amount, prescriber or pharmacy match the original RX	Renew the medication as is

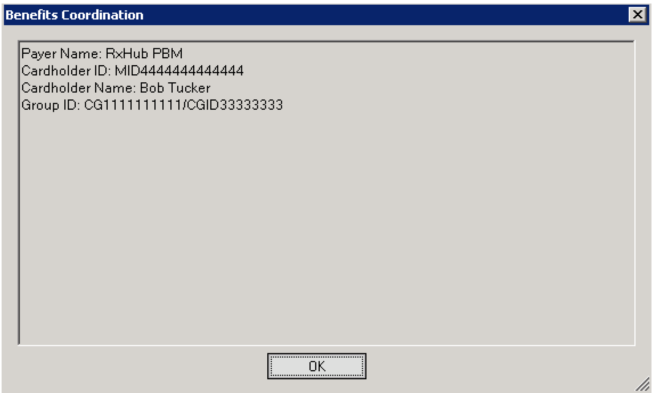
Medication Requests, New Benefits Coordination Column

Project #V810-216

A **Benefits Coordination** column has been added to the **Medication Requests** tab on the **Medications** screen in Clinical Console that displays coordination of benefits information for a patient.



Users may click the detail icon to display benefit information for the patient.



Medication Requests, New Confidentiality Rules

Project #V810-226

Confidentiality rules on the Medication Requests screen have been updated as follows.

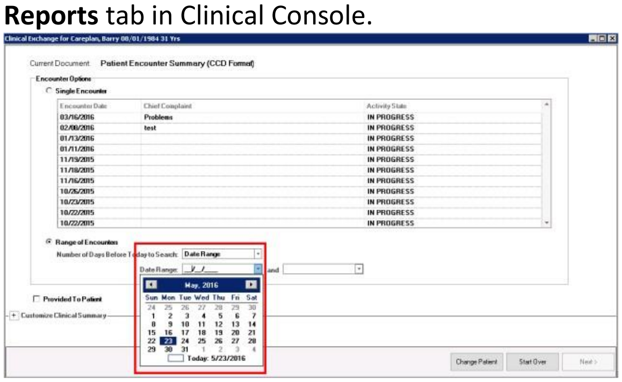
If the confidentiality level of a medication is higher than the level of the current user, the following will be in effect:

- The **Name, NDC, SIG, Pharmacy Notes,** and **Phone Call Reason** fields will all display a **"Confidential"** label.
- The **Medication Dispensed, Accept, Deny,** and **Find Medication** buttons will be disabled.
- The **Details** section will be disabled.

Reports, Date Range Option Added for CCDA Documents

Project #V810-219

A **Date Range** option has been added when creating CCDA documents via the **Clinical Exchange** option on the **Reports** tab in Clinical Console.

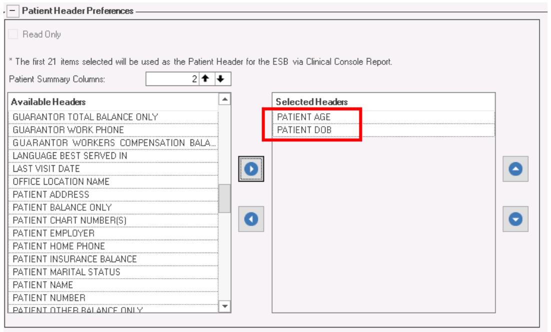


Date Range has been added as a selection in the **Number of Days Before Today to Search** drop-down list on the **Clinical Exchange** window. When this option is selected, the **Date Range** drop-down calendars will be enabled. Users may select the date range to search from the calendars (or enter the dates manually in each field).

User Preferences, Patient Age/DOB Selectable in Patient Header

Project #V810-308

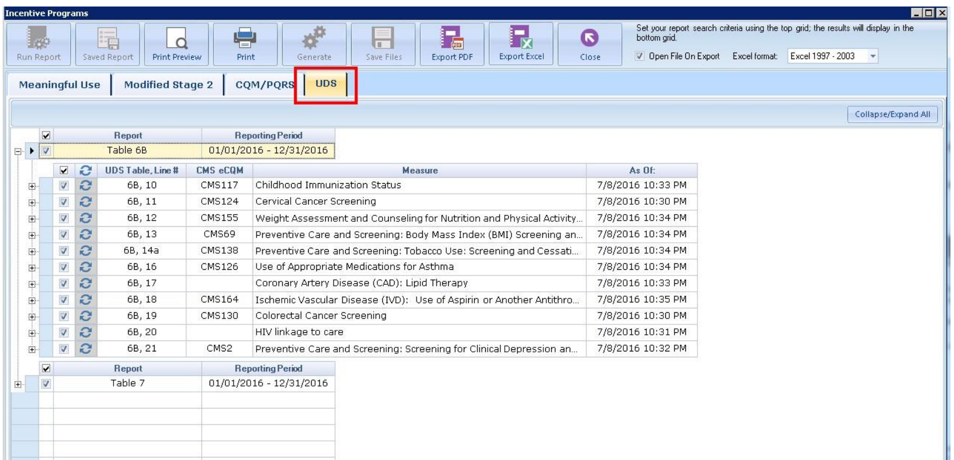
Patient Age and **Patient DOB** may both be selected to display in the patient header at the same time in the **Patient Header User Preferences** section of **User Preferences** in Clinical Console (previously, only one or the other were selectable).



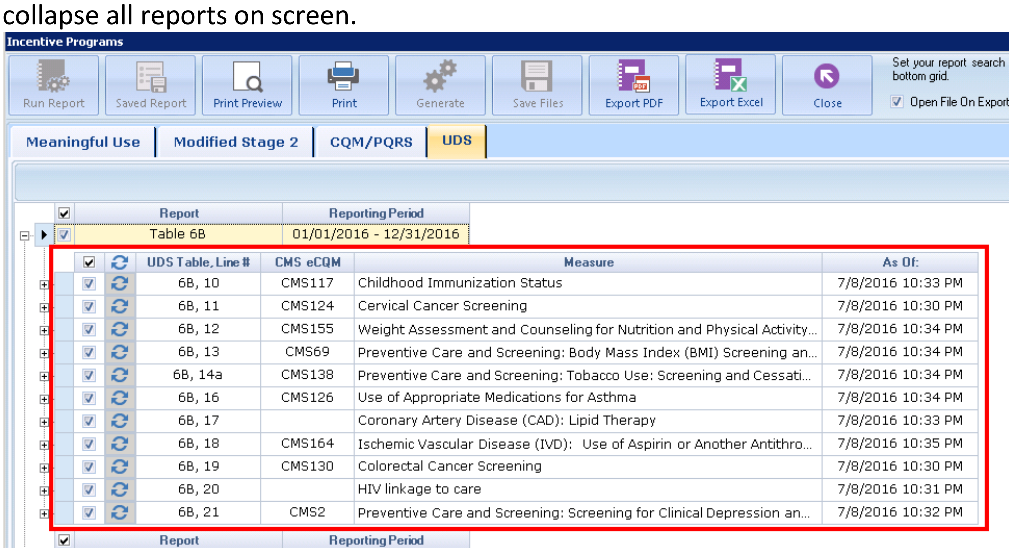
Incentive Programs, New UDS Tab

Project #V810-221

A **UDS** tab has been added to the **Incentive Programs** window in Clinical Console that displays information on all UDS clinical measures that align with the respective CQM measures on the **CQM** tab.



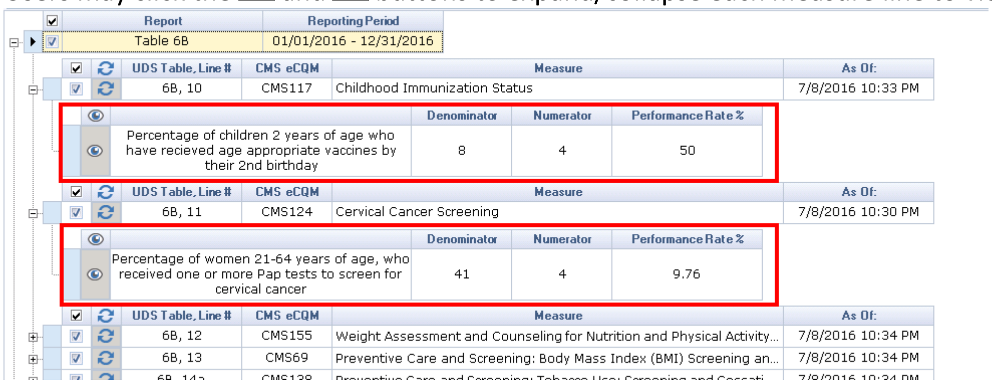
The **UDS** tab displays the specific query tables that govern UDS clinical quality measures. Users may click the and buttons to expand/collapse the UDs reports, or click the **Collapse/Expand All** button to expand or collapse all reports on screen.



The following information is available for viewing:

- **UDS Table, Line #** – Displays the specific place in the UDS table where the clinical information resides.
- **CMS eCQM** – Displays the CQM measure associated to the UDS clinical measure. (Note: Not all UDS measures will have a corresponding CQM measure.)
- **Measure** – Displays the measure title.
- **As Of** – Displays the date/time the clinical measurements were last calculated.

Users may click the ⊞ and ⊟ buttons to expand/collapse each measure line to view the calculations.



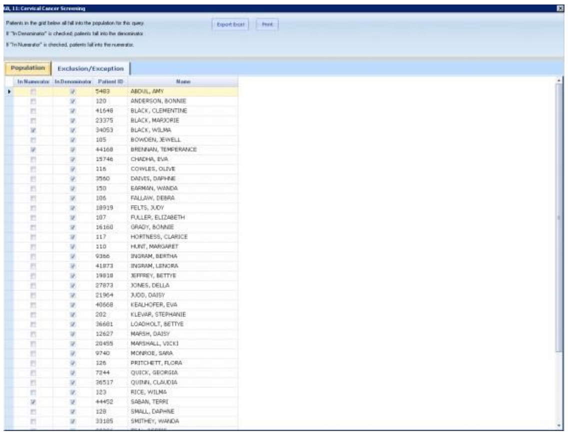
Calculations include the measure description, **Denominator** and **Numerator** totals, and the **Performance Rate %** for the measure.

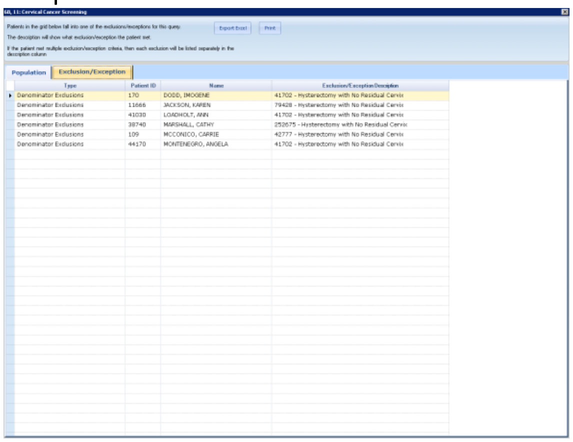
Users may click the manual refresh button ( ) by each measure to re-run the individual calculations.

Note - Please note the following:

If the database has the UDS flag selected, the query will run nightly for all clinical measures.

Users may click the information icon ( ) to view a detail dialog box with the specific patients used for the measure calculation. The **Population** tab displays all patients in the measure and whether they are included in the denominator and/or numerator. The **Exclusion/Exception** tab displays all patients excluded/excepted from the calculation and the reason for the exclusion/exception.





Medcin

Sexual Orientation Findings Map to Patient Administration

Project #V810-166

Medcin findings documented for sexual orientation will populate in the appropriate fields on the **Demographics** tab in **Patient Administration**.

The following Medcin findings will map on a 1:1 basis:

Orientation	Medcin Finding	Maps to Patient Administration as…
Heterosexual	115275	STRAIGHT OR HETEROSEXUAL
Same Sex	1313	LESBIAN, GAY or HOMOSEXUAL
Bisexual	115276	BISEXUAL
Other	1005860	OTHER, PLEASE SPECIFY
Refused to Report	1005862	REFUSED TO REPORT
Unknown	1005861	UNKNOWN

- The above findings will map to **Patient Administration** only if a **Y** (positive) selection for the finding is made in Medcin. Sexual orientation entered in Medcin will always overwrite any information entered in Patient Administration.
- For **Other** findings, any free text entered in Medcin will populate in the corresponding **Other** field on the **Demographics** tab in **Patient Administration**.
- Updates to sexual orientation made in Medcin are auditable events and will be recorded on the Demographics Audit Report.

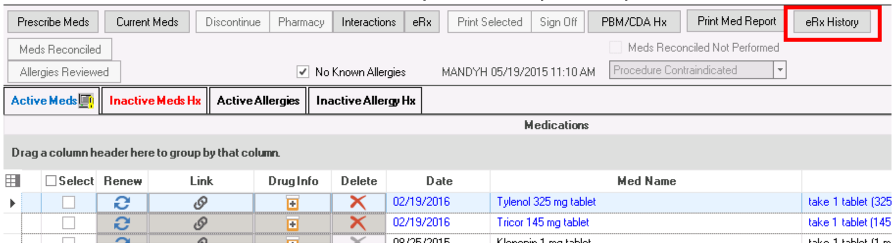
Note - **Please note: Sexual orientation findings will only map to Patient Administration if you enter the information in Medcin. Sexual orientation selections entered in Patient Administration will not be recorded/mapped in the Medcin note.**

Medications

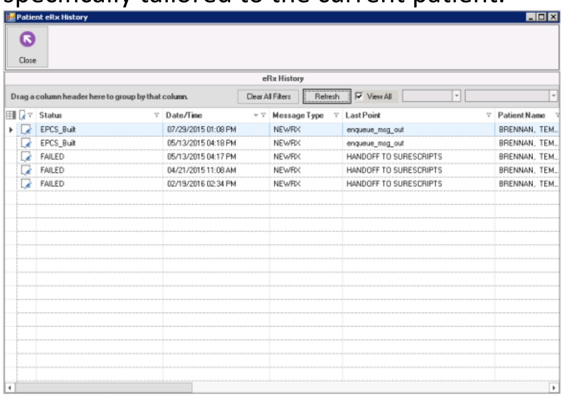
Medications Summary, New eRx History Button

Project #V810-92

An **eRx History** button has been added to the **Medications Summary** tab on the main **Medications** window that enables users to view all eRx history for the specific patient.



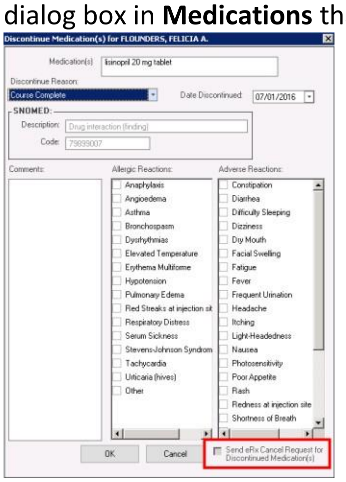
Click the eRx History button to display the **eRx History** window. This window displays the same information as the main **eRx History** screen accessible from the **Medications** node under **My Tasks** in Clinical Console, specifically tailored to the current patient.



New eRx Cancel Option for Discontinued Medications

Project #V810-97

A **Send eRx Cancel Request for Discontinued Medication** option has been added to the **Discontinue Medication** dialog box in **Medications** that enables users to send a cancel request to the original pharmacy.



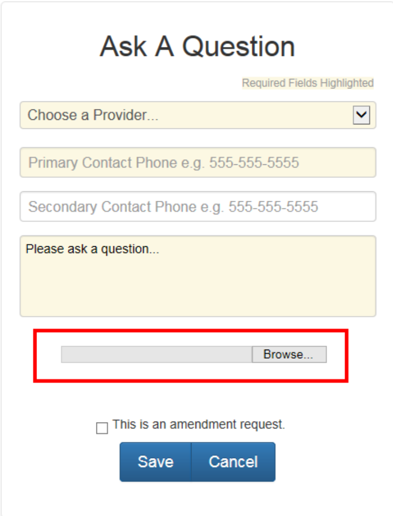
When this option is enabled (checked), the system will send a cancel request to the pharmacy the original medication was sent to via eRx stating that the prescription has been discontinued.

Patient Portal

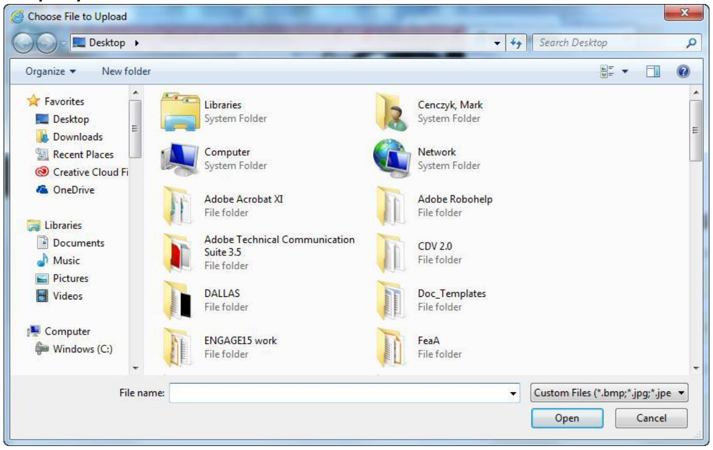
Ask A Question, New Attachment Function

Project #V810-190

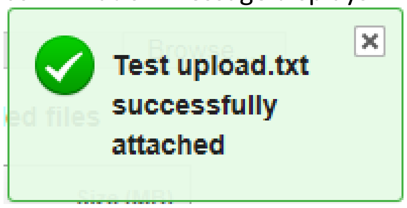
Portal users may now attach files when creating messages on the **Ask a Question** page in the **Patient Portal**.



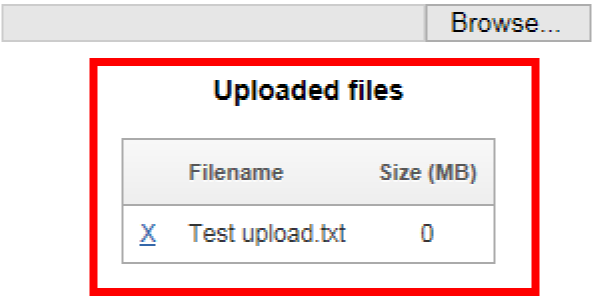
When entering data on the **Ask a Question** page, portal users may click the **Browse** button to access an external drive and select a file to attach to the portal message being created. A **Choose File to Upload** dialog box displays.



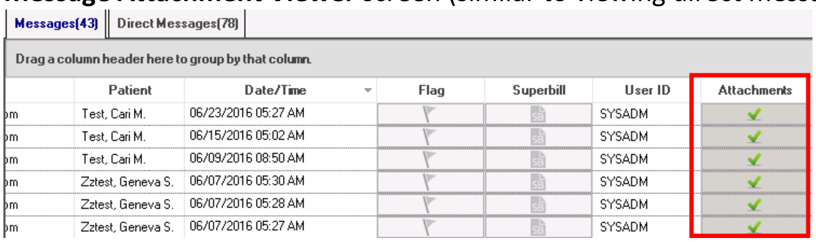
Users may select the appropriate file, enter a **File name** for reference, and click **Open** to attach the file. A confirmation message displays when the file is uploaded successfully.



All files attached to a message will display in the **Uploaded files** list. Users may click the **X** link to remove any files before sending the message.



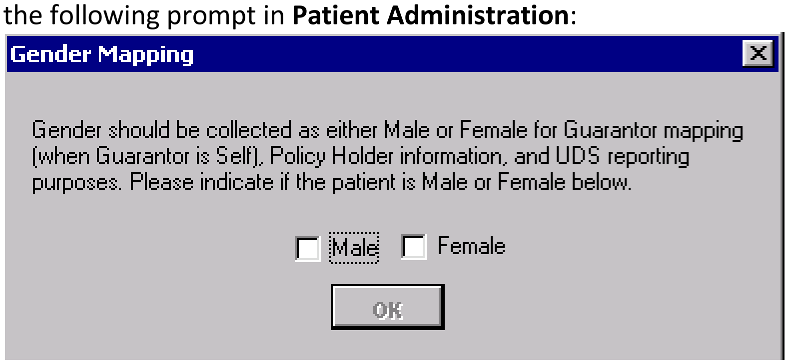
Attachments associated to portal messages will display in the **Messages** tab on the **Medical Messages** screen in Clinical Console. Users may view the attachments by clicking the appropriate **Attachments** button to launch the **Message Attachment Viewer** screen (similar to viewing direct message attachments).



Updates to Gender Mapping Prompt Text

Project #V810-211

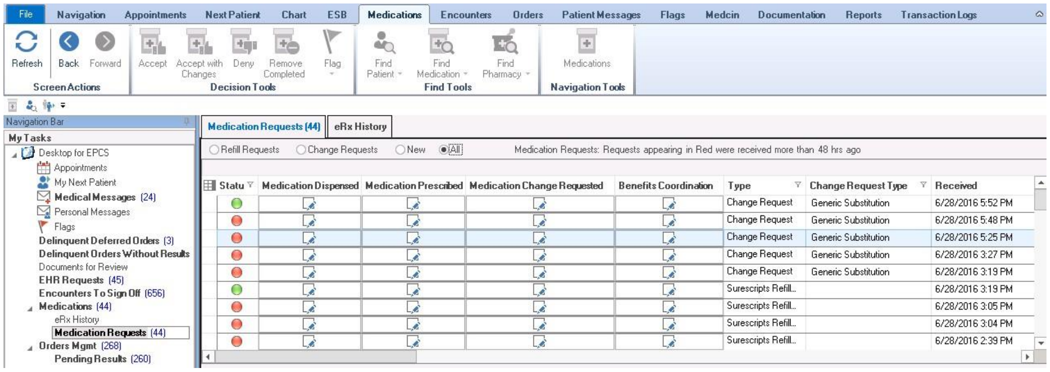
The **UDS Gender Mapping** prompt on the **Demographics** screen in **Patient Portal** has been updated to mirror the following prompt in **Patient Administration**:



The Portal prompt title has also been renamed **Gender Mapping** (identical to the above image).

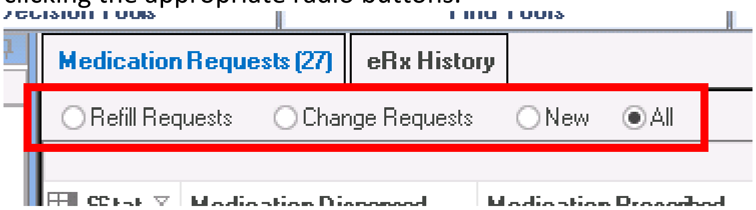
New Change Request Functionality for Medications

Users are now able to manage Surescripts pharmacy requests to change prescribed medications on the **Medication Requests** screen in Clinical Console.



Filtering the Medication Requests View

The main **Medication Requests** grid may now be filtered to view standard refill requests and change requests by clicking the appropriate radio buttons.



- Clicking **Refill Requests** displays the current refill requests.
- Clicking **Change Requests** displays requests from Surescripts pharmacies to change the prescribed medication.
- Clicking **All** displays both refill and change requests.
- Clicking **New** displays those requests made within the last 24 hours.

All medication requests older than 48 hours will display in **red text**.

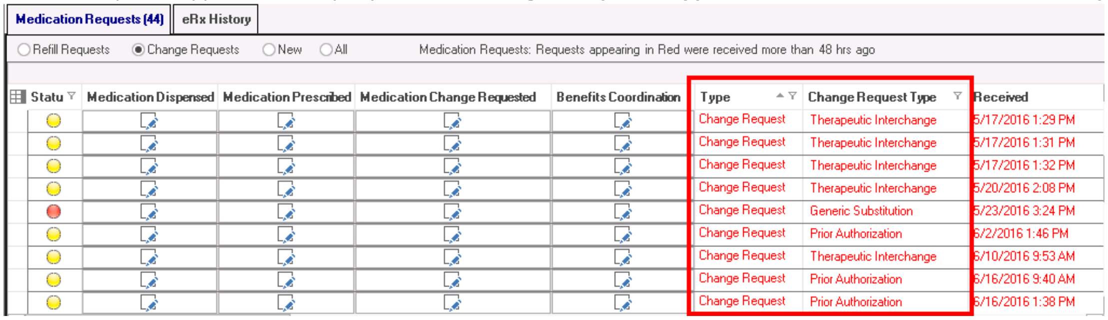
Understanding the Medication Change Request Workflow

1. Pharmacy requests a change to the medication

When a user sends a new prescription via eRx to the pharmacy, the pharmacy may identify a need to make a change to the original prescription. In this case, the pharmacy responds with one of the following change request types:

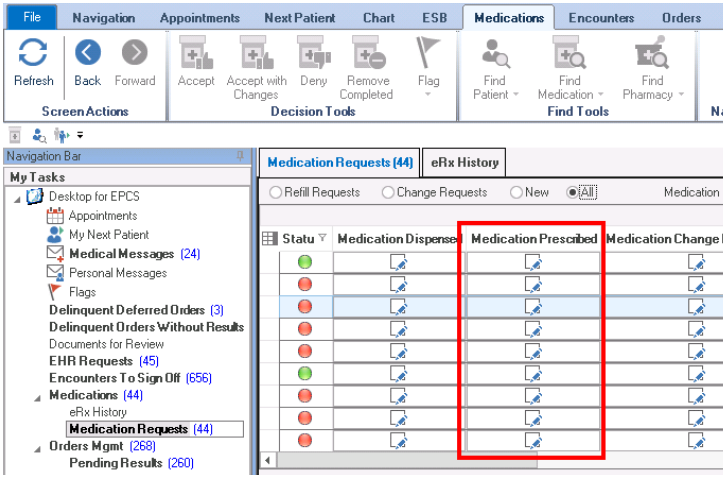
- **Therapeutic Interchange** – Used to change the original prescription to an alternative drug with fewer side effects, a lower copay, supply change, dose optimization, or script clarification.
- **Generic Substitution** – Used to change the original prescription to a generic drug in cases where the generic is available although substitution is not allowed, a new generic drug has become available, or the brand-name drug is not covered by insurance.
- **Prior Authorization** – Used to change to an alternative drug if needed where prior authorization was required for the original prescription (e.g., an EPCS prescription).

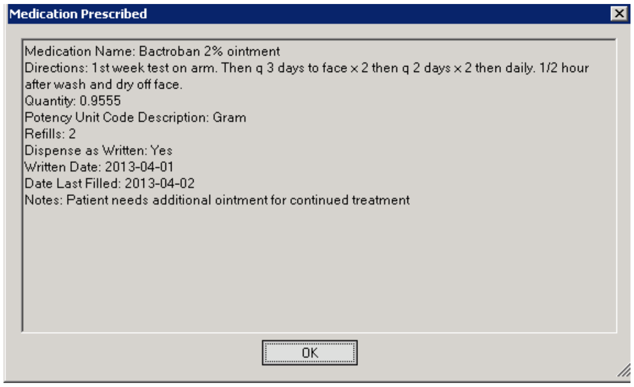
These request types will display in the **Change Request Type** column on the **Medication Requests** grid.



2. User receives the change request from the pharmacy

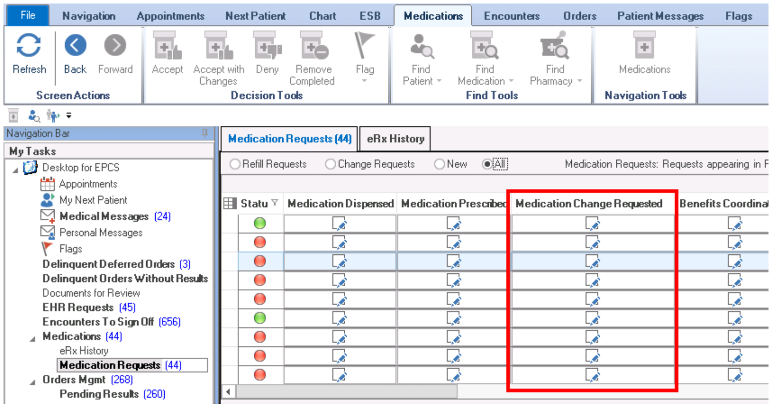
After the pharmacy sends the change request, the user may click the detail icon in the **Medication Prescribed** column to display the details of the original prescription.



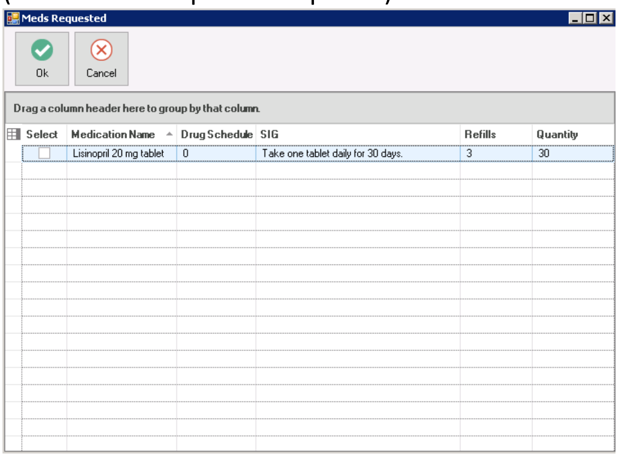


3. User processes the change request

The pharmacy sends a list of alternative medications with the change request, which are viewable via the **Medication Change Requested** column.

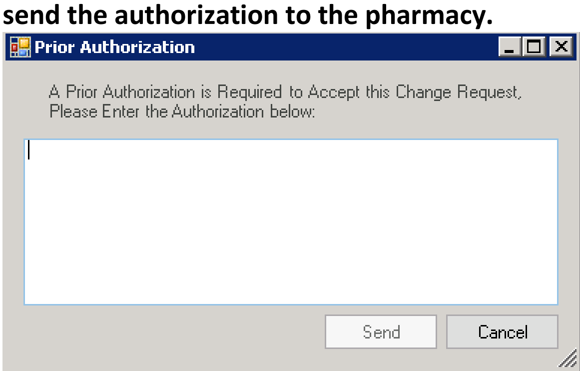


- **Accepting a Change Request**
  - Users may click the detail icon in the **Medication Change Requested** column to display a **Med Requested** dialog box with a list of the possible medication changes the pharmacy has sent (maximum of 9 possible options).

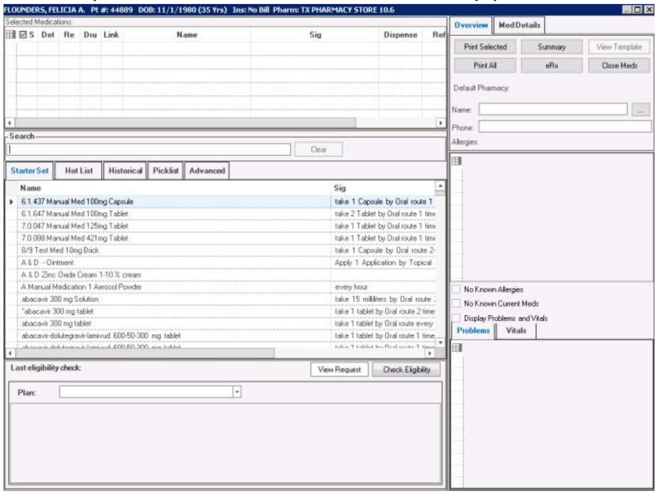


  - Users may select (check) the appropriate **Select** checkbox to select a medication option and click **OK**. The new medication will populate the selected medication details in the existing medication columns.
  - Once the alternative medication is selected, the user may click **Accept** in the **Medications** menu ribbon to accept the change. Accepting the new prescription will replace the original prescription in the pharmacy with the change.

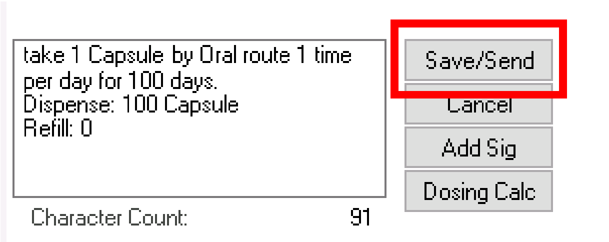
Note - **Users may accept a change request for a Prior Authorization medication that was not sent via EPCS by clicking Accept without selecting a medication from the Meds Requested dialog box. Clicking Accept displays a Prior Authorization dialog box for the user to enter an authorization for the change request and click Send to send the authorization to the pharmacy.**



- **Accepting a Change Request with Changes**
  - If the list of medications sent from the pharmacy is not acceptable, the user may click the **Accept with Changes** button in the **Medications** menu ribbon to display the **Prescribe Medications** screen for the patient. From here, the user may prescribe another medication for the change request.



  - Selecting the **Save/Send** button will add the medication to the patient's chart and send an **Approved with Changes** response with the new medication to the pharmacy.



    Selecting **Save/Send** also discontinues the existing medication in the patient's chart linked to the Change request with a **Discontinued** reason of "**Change Request**."

- **Denying a Change Request**
  - Clicking **Deny** in the Medications menu ribbon will display the **Request Denied** window.

    Users may select the appropriate **Denial Reason** from the drop-down list, enter any **Pharmacy Notes**, and click **OK** to send the denial to the pharmacy as per normal. The following denial reasons may be selected for change requests:

    - Denied with New Rx to Follow
    - Patient unknown to the prescriber
    - Patient never under provider care
    - Patient no longer under provider care

- Medication never prescribed for patient
- Patient should contact provider first
- No attempt will be made to obtain Prior Authorization
- Change not appropriate
- Request already responded to by other means (e.g. phone or fax)
- Prescriber not associated with this practice or location

Note - Change requests for medications originally sent via EPCS may only be denied.
