



HEALTHCO
INFORMATION SYSTEMS®

Your Partner In Practice.



Auditing tools for Centricity Practice Solutions
– a Health Check

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HealthCo - Our Story

- Value Added Reseller
- Over 400 clinics
- 2013 and 2014 GE Channel Partner of the Year

Presenter: Kelly McAvoy, Implementation Consultant

Co-Presenter: Kellie Armijo, Implementation Consultant

Agenda

- Practice Management service points
- Chart Component tune up
- Bonus check points

Practice Management / Financial



Closing Date

- Is your Closing Date set and set regularly?
 - *Impacts reporting*
 - *Controls financial reporting*
 - *Monthly or more often is recommended*

Administration>Batches> Closing Date

The screenshot shows the HealthCO Administration application interface. The top navigation bar includes 'Administration', 'File', 'Home', and 'Options'. Below this is a 'Main Application Functions' section with icons for 'Application Users', 'Security by Permission', 'Providers and Resources', 'Activity Log', 'Facilities', 'Appointment Types', 'Insurance', 'Companies', and 'Reg Maintenance'. A 'Batches' menu is open, showing options: 'Batch Closing', 'Batch Closing Override', 'Closing Date' (highlighted), and 'Default Batch'. The background shows a 'Document Views' section with a search field containing 'McAvoy, Kelly'.

The 'Closing Date' dialog box is shown in the foreground. It has a title bar with a close button (X). The dialog contains two text input fields: 'Current closing date' with the value '09/15/1999' and 'New closing date' with the value '03/31/2015'. At the bottom right, there are 'OK' and 'Cancel' buttons.

Visit Status Maintenance

- Have you Reviewed the state of Visit Statuses recently?
 - *New - older than a month*
 - *In Progress – older than last month*
 - *Approve Failed – all dates*
 - *Filed Rejected – all dates*
 - *Batched – older than a week*
 - *Sent – sent more than 2 days ago*
 - *Approved – older than a week or no last filing date*
 - *Hold – should they be on Hold?*
 - *Refile – are there any?!*
 - *Overpaid or Refund – these need to be worked*

Billing Criteria Window

Billing Criteria

Patient (all)

Guarantor (all)

Ticket #

Status (all)

Claim Status (all)

Financial Class (Not Paid)

Resp. Provider New

Resource In Progress

Facility Hold

Company Approve Failed

Owner Approved

Minimum Visit Balance Refined

Minimum Visit Insurance Filed

Minimum Visit Patient Batched

Minimum Visit Department Sent

Minimum Visit Department Filed Rejected

Minimum Visit Department Filed Succeeded

Minimum Visit Department Balance Forward

Minimum Visit Department Waiting Patient Payment

Minimum Visit Department Paid

Minimum Visit Department Collection

Minimum Visit Department Overpaid

Minimum Visit Department Refund

Minimum Visit Department Bad Debt

Minimum Visit Department Retrieval Error

Date
From 04/02/2015 To 04/02/2015
 Visit Entered Last Filed All

Filing Method
 All Paper
 None Electronic
Method (all)

Current Carrier
 All Secondary
 Primary Other
Insurance Carrier (all)

Insurance Group (all)

Show hidden new visits
 Include only visits awaiting unretrieved charges

Reset OK Cancel

Billing Criteria

Patient (all)

Guarantor (all)

Ticket #

Status **In Progress**

Claim Status (all)

Financial Class (all)

Resp. Provider (all)

Resource (all)

Facility (all)

Company (all)

Owner (all)

Minimum Visit Balance

Minimum Visit Insurance Balance

Minimum Visit Patient Balance

Minimum Visit Deposit

Date

From 04/02/2015 To 04/02/2015

Visit
 Entered
 Last Filed
 All

Filing Method

All
 Paper

None
 Electronic

Method (all)

Current Carrier

All
 Secondary

Primary
 Other

Insurance Carrier (all)

Insurance Group (all)

Show hidden new visits
 Include only visits awaiting unretrieved charges

Visit Insurance	Visit Patient	Current	Primary	Last Filed	Filing
0.00	544.00	Universal Life	Universal Life		CMS1500/P
40.00	0.00	United Health Care	zales	11/30/2003	CMS1500/E
0.00	2000.00	United Health Care	United Health Care		CMS1500/P
488.00	0.00	zales	zales	07/27/2004	CMS1500/P
72.00	0.00	Aetna Life and Cas	Aetna Life and Cas	01/24/2004	CMS1500/P
62.00	18.00	Medicare NE	Medicare NE	07/27/2004	CMS1500/P
56.00	0.00	Aetna Life and Cas	Aetna Life and Cas	01/24/2004	CMS1500/E
135.00	0.00	Aetna USHC -CAP	Aetna USHC -CAP	11/30/2003	CMS1500/P
490.00	10.00	Acordia	Acordia	11/22/2003	CMS1500/P
270.00	5.00	Milldigm PPO	Milldigm PPO		CMS1500/P
500.33	0.00	Mass Mutual Life In	Mass Mutual Life In		No Filing
288.80	72.20	Employer's Trust Fi	Employer's Trust Fi		CMS1500/E
570.00	20.00	Blue Cross Blue SH	Blue Cross Blue SH		No Filing
325.00	0.00	Stateline TPA, Inc	Stateline TPA, Inc	01/24/2004	CMS1500/P
210.00	15.00	Pacificare of Ohio	Pacificare of Ohio	01/24/2004	CMS1500/P
359.20	89.80	Employer's Trust Fi	Employer's Trust Fi	01/24/2004	CMS1500/P
105.00	0.00	BSSI Benefit Syste	BSSI Benefit Syste	07/27/2004	CMS1500/P
140.00	20.00	Blue Cross Blue SH	Blue Cross Blue SH	07/27/2004	CMS1500/P
100.00	100.00	American Commun	American Commun		CMS1500/P
115.00	0.00	American Medical	American Medical		CMS1500/P
315.00	10.00	New Hartford Life I	New Hartford Life I		CMS1500/P
580.00	10.00	Universal Life	Universal Life		CMS1500/P
104.00	26.00	Administar Federal	Administar Federal		CMS1500/P
14.40	3.60	Anthem Insurance	Anthem Insurance		CMS1500/P
185.00	20.00	United Healthcare	United Healthcare		CMS1500/P
93.00	10.00	GE Medical Claim	GE Medical Claim		CMS1500/P
185.00	15.00	John Alden Life Ins	John Alden Life Ins	07/27/2004	CMS1500/P
100.00	15.00	Employer's Health	Employer's Health		CMS1500/P
176.00	44.00	Employer's Trust Fi	Employer's Trust Fi	11/30/2003	CMS1500/P
632.00	158.00	Pacificare OH	Pacificare OH		CMS1500/P
324.00	81.00	Medicare NE	Medicare NE		CMS1500/P
25.00	5.00	Corporate Health A	Corporate Health A	02/01/2004	CMS1500/P
100.00	10.00	United Health Care	United Health Care	02/01/2004	CMS1500/P

	Total	Insurance	Patient	Deposit
Visit Balances	103195.26	93243.92	9951.34	0.00

Paid Visit Status Review

- Are there any visits in a Status of Paid with a balance?
 - *Why important?*
- Billing>Status- Paid> Minimum Balance field criteria

Billing Criteria

Patient (all) [icon]

Guarantor (all) [icon]

Ticket #

Status Paid

Claim Status (all)

Financial Class (all) [icon]

Resp. Provider (all) [icon]

Resource (all) [icon]

Facility (all) [icon]

Company (all) [icon]

Owner (all) [icon]

Minimum Visit Balance 0.01

Minimum Visit Insurance Balance

Minimum Visit Patient Balance

Minimum Visit Deposit

Date

From 04/01/2015 To 04/01/2015

Visit Entered Last Filed All

Filing Method

All Paper

None Electronic

Method (all)

Current Carrier

All Secondary

Primary Other

Insurance Carrier (all) [icon]

Insurance Group (all) [icon]

Show hidden new visits

Include only visits awaiting unretrieved charges

Reset OK Cancel

Patient Statements

- Are there patients with a balance who have not received a Statement?
- Bill Code
- Criteria review

- Bill Code in Registration

Patient	Guarantor	Additional	Insurance	Contacts	Appointments	Financial	Payment															
Balance:		Total: 2,059.00	Insurance: 1,999.00	Patient: 60.00	Deposit: 0.00	<p>Changes to any of the guarantor settings below will update these settings for all patients associated to the guarantor.</p>																
Aging <input type="button" value="Calculate"/> <table border="1"> <tr> <td>0-30</td> <td>31-60</td> <td>61-90</td> <td>91-120</td> <td>120+</td> </tr> <tr> <td>Patient:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Insurance:</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>				0-30	31-60	61-90	91-120	120+	Patient:					Insurance:					Guarantor Statement Information ID: 308 <input type="button" value="Statement Dates..."/> First Visit: 11/26/2003 Budget: 0.00 Bill Code: <input type="text" value="Statement"/> Statement Note Printing <input checked="" type="radio"/> Always Print <input type="radio"/> Print Once (none) Statement No Statement Payment Plan Statement Notes:			
0-30	31-60	61-90	91-120	120+																		
Patient:																						
Insurance:																						
Billing Notes <input type="button" value="+"/> <input type="button" value="✎"/> <input type="button" value="✕"/> <input type="button" value="↶"/> <input type="checkbox"/> Display inactive billing notes <input type="checkbox"/>																						
Date	Note Subject	Note Text	Created By																			

- Value Pack Bill Code Report

Bill Code Report

All Facilities
All Doctors
No Statement

Patient Id	GuarantorName	Description	Total Ins Bal	Total Pat. Bal
AETNA	CapPlanOffs etAccount Aetna	No Statement	\$0.00	\$0.00
339	David Shaw	No Statement	\$0.00	\$0.00

Statement Criteria

- Review Minimum Patient Balance amount and other fields to make sure everything is included

Modify Criteria

Criteria Messages

Name Last Run Date

Range

Alphabetic To Number of Guarantors

Day of First Visit To

Minimum Patient Balance Minimum Total Balance

Responsible Provider

Facility

Company

Financial Class

Workers Compensation

Sort Order

Statement Type

Clearinghouse

Interval (days) Minimum days between statements

Suppress Guarantors in Collection

Accounts Receivables Review

- What is in your +120 day AR?
 - *Can you identify a trend? A carrier that doesn't pay?*

Billing> Minimum Balance
> last filed date

Billing Criteria

Patient (all) [icon]

Guarantor (all) [icon]

Ticket #

Status (Not Paid)

Claim Status (all)

Financial Class (all) [icon]

Resp. Provider (all) [icon]

Resource (all) [icon]

Facility (all) [icon]

Company (all) [icon]

Owner (all) [icon]

Minimum Visit Balance

Minimum Visit Insurance Balance

Minimum Visit Patient Balance

Minimum Visit Deposit

Date
From 01/01/01 To 02/01/2015
 Visit Entered Last Filed All

Filing Method
 All Paper
 None Electronic
Method (all)

Current Carrier
 All Secondary
 Primary Other
Insurance Carrier (all) [icon]
Insurance Group (all) [icon]

Show hidden new visits
 Include only visits awaiting unretrieved charges

Reset OK Cancel

Aging by Financial Class

	Deposits	0 to 30	31 to 60	61 to 90	91 to 120	120+	Totals
Patient							
Insurance							
Totals							

- *See how your aging looks overall*
- *Then look at the top 3 highest AR balances by Financial Class*
 - *Run by Date of Entry from the “beginning of time” through the previous month*

Other Financial Reports

- Monthly Financial Summary
- Adjustments
 - *Compare year to date and previous year to date*

Guarantors

- Are there Duplicate Guarantors in your database?
- Reports>Value Pack > Admin> Duplicate Guarantors

No Guarantor selected
 Guarantor is other.
 Guarantor same as patient.

Title: First: Robert Middle: Last: Benson Suffix:

Addresses
 Primary Alternate
 Address: 4590 Winston Blvd

 City/State: Carrollton TX ZipCode: 75006
 County:
 Country:

SSN: 379-00-1472
 Patient's Relationship to Guarantor: Other
 Birth Date: 03/19/1964
 Sex: Male

Duplicate Guarantor

Duplicate First and Last Names

Guarantor 1		Guarantor 2	
Name	SSN	Name	SSN
Olson,Bradley	555-23-2123	Olson,Bradley	555-23-2123
Olson,Bradley	555-23-2123	Olson,Bradley	555-23-2123

Patients without Guarantors

- Reports > Value Pack > Admin >

Patients without Guarantors

PatientId	Last	First	SSN	DOB	Date Created
775	TREADWAY	ADAM		09/01/2001	03/31/2015

EDI

- Do you have the latest EDI Plug In?
 - *Have you reviewed the Release Notes for the plug-in?*
- Product Updates page
 - *Must be installed on all computers that create and send Claim files, process Remit files, and/or create and process Eligibility files*
 - *If you have a custom plug-in, contact your VAR or GE Support Services*

[Back to the Product Installer page](#)

Client Application

Items in this section are part of the Centricity Practice Solution 12 client install package.

Product Name	Local Server	GE Server	Status	Support Document
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Plug-ins

Items in this section are part of the Centricity Practice Solution 12 plug-in install package. To download and install a plug-in:

1. Under Status, select the Download Update or New Download link for the desired plug-in. The File Download page displays.
2. Select the Back to Product Product Update page link, when the download is complete.
3. Under Support Documents, select the support document link for the desired plug-in. The support document contains plug-in installation instructions and setup information.
4. Save the document to your hard drive.
5. Select the Back to Product Installer page link, when you have downloaded all desired plug-ins and documents.
6. Open the support document and follow the plug-in installation and setup instructions.

Product Name	Local Server	GE Server	Status	Support Document
Availity	Not Found	12.0.0.42	New Download	5010 support document
Centricity	Not Found	12.0.0.44	New Download	5010 support document
CentricityRT	Not Found	12.0.0.38	New Download	5010 support document

Codes Check

- Are your CPT & ICD Codes up to date?
 - engage.gehealthcare.com
 - *Contact your VAR or GE Support Services*

Recalls

- Are there unresolved Recalls in your system?
- Reports > Patients > Recalls

Collections Settings

- Are you using the Guarantor Based Collection Letter option?
 - *Copy notes and Collection Status from one Visit to many*

Update correspondence/collections information

Additional ticket(s) to update

No additional tickets

Update all tickets

Update selected tickets

Next contact date:

Collection status:

Show paid tickets

Save as default

Items to save

Contact date

Collection status

Correspondence notes

	Ticket numl	Patient name	Visit date	Visit status	Collection status	Patient ba
<input type="checkbox"/>	000240	Chamberlain, Lisa	12/13/2005	In Progress		10.00
<input type="checkbox"/>	000230	Chamberlain, Lisa	01/10/2006	In Progress		129.00
<input checked="" type="checkbox"/>	000066	Chamberlain, Lisa	11/21/2005	Collection	Payment Plan Delinquency	90.00

Administration

File Home Options

Application Users Security by Permission Providers and Resources

- Activity Log
- Appointment Types
- Companies
- Facilities
- Insurance
- Reg Maintenance

Batches Charge Maintenance

Main Application Functions Financi

Administration

- Claims
- Reports
- Codes
- System
 - Access On Demand
 - Advanced Features
 - Alerts/Flags
 - Application
 - Attachment Name
 - Auditing (Clinical)
 - Export Clinical Kits
 - Faxcom
 - Faxing (Clinical)
 - Idle Timeout and Passw
 - Import Clinical Kits
 - Instrumentation
 - Load Insurance Carrier
 - Phone Tune

Global Approval Plug-In

Global Master Patient Index Plug-In

Collections

- Automatically move visits to collections if patient balance is greater than 0.00 and is at least 0 days old
- Automatically move visits to collections if insurance balance is greater than 0.00 and is at least 0 days old
- Automatically move visits to collections if total balance is greater than 0.00 and is at least 0 days old
- Guarantor-based collection letter
Move visits, new to Collections, to a status of Most recent visit in Collections
- Move visits to Collections even if the guarantor has an active payment plan

- Administration>
System>
Application>
Guarantor Based
Collection Letter

Task Management

- Are your staff regularly managing their queue(s)?

Task Management



My Tasks (0 tasks)

▲ Queues

TEST 90 days (82 tasks)

Completed Tasks

▲ Queue Administration

Build Queues

Task Management Reports

- Queue Volume
 - *Summary queue information*
 - *Number of tasks*
 - *Average number of days assigned*
 - *Total visit balance*

Financial Health Check Points

- Is your Closing Date set and set regularly?
- Have you Reviewed the state of Visit Statuses recently?
- Are there any Paid visits with a balance?
- Are there patients with a balance who have not received a Statement in the last 45 days?
- What is in your +120 day AR?
- What are your top 3 highest balances by Financial Class?

Financial Health Check Points

- Do you have the latest EDI Plug In?
- Are your CPT & ICD Codes up to date?
- Are there unresolved Recalls?
- Are there Duplicate Guarantors in your database?
- Are you using the Guarantor Based Collection Letter option?
- Are your staff managing their Task Management queues?

Chart Component Tune Up



Un-coded Items

- Are there Un-coded Problems on your Custom Lists?
- Prep for ICD-10
 - *Do you have ICD-9 codes that don't have a corresponding ICD-10 code?*

Chart > Quality > Reports >
MedicaLogic > Un-coded

The screenshot displays the 'Chart Reports' application window. The top navigation bar includes 'File', 'Home', and 'Options' tabs. Below this is a ribbon with several groups of icons: 'Find Patient Search', 'Reports' (with 'Customize' and 'Preview' icons), 'Print Report', 'Alerts / Flags' (with 'New Alert/Flag' and 'View Alerts/Flags' icons), and 'Custom Commands' (with 'Set Up Commands' icon).

The main content area is divided into two panes. The left pane, titled 'Chart Reports', contains a sidebar with 'Inquiries', 'Reports', and 'Quality' sections. The 'Reports' section is active, and a 'Set Up Links' button with a gear icon is visible below it. The right pane, titled 'Reports', shows a tree view of report categories. Under the 'Reports' folder, the 'MedicaLogic' folder is highlighted with a red rectangle. Below the tree view, there are two columns: 'Print Topics' and 'Print Items'. The 'Print Items' column lists various report types, with 'Uncoded Diagnosis Codes on Custom Lists' highlighted in blue.

Print Topics

- Reports
 - MedicaLogic
 - Audit Reports
 - Compliance Reports
 - Non-Compliance Rep

Print Items

- Mailing Labels
- Non-Formulary, by Drug
- Non-Formulary, by Formulary
- Non-Formulary, by Provider
- Observation Terms, by Abbreviation
- Observation Terms, by Category
- Observation Terms, by Description
- Orders Status
- Orders to Complete, Locked
- Patient Alerts/Flags by Recipient
- Patient Chart Count, by Location of Care
- Patient Roster, sorted
- Release of Information
- Signed Docs Awaiting Final Signature, by User
- Super Bill
- Uncoded Diagnosis Codes on Custom Lists
- Uncoded Medication Custom List Entries Report
- Uncoded Medications Report
- Uncoded Miscellaneous Codes on Custom Lists
- Uncoded Procedure Codes on Custom Lists
- Unsigned Documents, by User
- User Accessibility to Locations of Care

Orders Management

- Maintain Custom Lists

Update Orders - Don C. Bassett 60 Years Old Male, (DOB: 05/09/1954)

Orders: This update Open All Primary Coverage: **Best Health Insurance Company**

!	Date	Description	Status	Diagnoses
	11/12/2014	Office Consult, Level III	Unsigned	EFFUSION, PLEURAL (ICD-511.9) (ICD-511.9)

Potential Diagnoses:
Anasarca
Malignant melanoma of skin
Blood in stool
Screening for malignant neoplas
CONGESTIVE HEART FAILURE
Sx of HOARSE VOICE QUALITY
EFFUSION, PLEURAL
EDEMA

Custom List Categories Search Order Details

Use custom list: **Infectious Disease-CCC**

Labs			
<input checked="" type="checkbox"/> Office Consult, Level III	<input type="checkbox"/> Basic Metabolic Panel	<input type="checkbox"/> Ferritin Level	<input type="checkbox"/> Lipid Profile
<input type="checkbox"/> Office Consult, Level IV	<input type="checkbox"/> BUN	<input type="checkbox"/> Folate Level	<input type="checkbox"/> Magnesium Level
<input type="checkbox"/> Office Consult, Level V	<input type="checkbox"/> Calcium	<input type="checkbox"/> GGT	<input type="checkbox"/> Myoglobin
<input type="checkbox"/> Ofc Vst, New Level III	<input type="checkbox"/> CBC with Differential	<input type="checkbox"/> Hemoglobin	<input type="checkbox"/> Phosphorus
<input type="checkbox"/> Ofc Vst, New Level IV	<input type="checkbox"/> CBC w/o Differential	<input type="checkbox"/> Hematocrit	<input type="checkbox"/> Potassium
<input type="checkbox"/> Ofc Vst, New Level V	<input type="checkbox"/> Complete Metabolic Panel	<input type="checkbox"/> Hemocult	<input type="checkbox"/> Protein-Total
<input type="checkbox"/> Ofc Vst, Est Level III	<input type="checkbox"/> CPK	<input type="checkbox"/> Hepatic Panel	<input type="checkbox"/> Prothrombin Time (PT)
<input type="checkbox"/> Ofc Vst, Est Level IV	<input type="checkbox"/> Creatinine	<input type="checkbox"/> HGBA1C	<input type="checkbox"/> PTT-Partial Thromboplastin Time
<input type="checkbox"/> Ofc Vst, Est Level V	<input type="checkbox"/> Electrolyte Panel	<input type="checkbox"/> HIV Antibody (HTLVIII)	<input type="checkbox"/> PTH-Intact
		<input type="checkbox"/> Pulmonary Function Studies	<input type="checkbox"/> Troponin I
			<input type="checkbox"/> TSH

Orders Management

- How are Orders managed?
 - *What is In Process or on Admin Hold?*
- Chart>Reports & Quality> Inquiry
 - *Find Orders based on Status, Type, Date*

The screenshot shows a web interface titled "Inquiries". Below the title is a sub-section "Inquiry" with several search fields:

- "Find" dropdown menu containing "Orders".
- "Where" dropdown menu containing "Status".
- A text input field containing "is".
- A dropdown menu containing "In Process".

Below the search fields are three buttons: "Add", "Delete", and "Replace".

Underneath the buttons is a "Combine With" section with two radio buttons: "AND" (which is selected) and "OR".

To the right of the "Combine With" section is a checkbox labeled "Match case when searching mixed case text", which is currently unchecked.

Updates from GE

- Are the Knowledgebase, OBS Terms and Service Pack updates regularly installed?
 - *MediSpan Updates*
 - *Updates to medications and codes (ICD and CPT)*
 - *Most current OBS terms for form development*
 - *Done while users out for a short time*
 - *Typically Monthly and Quarterly*
 - *You may do these yourself or you may have an arrangement with your Value Added Reseller or GE Support Services.*

LinkLogic

- Do you have an identified LinkLogic Manager?
- Do they regularly check LinkLogic Errors and Jobs?

• Accessing LinkLogic from the chart component

Links

- Jobs
- Activity Log
- Errors
- DTS Monitor

The screenshot displays the LinkLogic interface with the 'Errors' tab selected. The left sidebar shows navigation options: Jobs, Activity Log, Errors (highlighted), and DTS Monitor. The main area features a toolbar with icons for Select, Remove, Resolve, Refresh, and Organize. Below the toolbar, a table lists 'Pending Errors' with columns for Station, Type, Description, File, and Date/Time Queued. The selected error is highlighted in blue. Below the table, the details for the selected error are shown, including the Type (Failed), Date/Time Queued (07/10/2012 3:12:31 PM), File path, and Description. At the bottom, an 'Activity Log' table shows recent events with columns for Station, Date/Time, Severity, Task, and Message Code.

Station	Type	Description	File	Date/Time Queued
DTS10	Failed	Exception file created	WCPS2\LOGIC\ERROR\LL003581.HT	07/09/2012 12:52:31 PM
DTS10	Failed	Exception file created	WCPS2\LOGIC\ERROR\LL003582.HT	07/10/2012 12:50:31 PM
DTS10	Failed	Exception file created	WCPS2\LOGIC\ERROR\LL003583.HR	07/10/2012 3:12:31 PM
DTS10	Failed	Exception file created	WCPS2\LOGIC\ERROR\LL003584.HR	07/11/2012 1:54:22 PM
DTS10	Failed	Exception file created	WCPS2\LOGIC\ERROR\LL003585.HR	07/11/2012 1:54:22 PM

Type: **Failed** Date/Time Queued: **07/10/2012 3:12:31 PM**
File: **WCPS2\LOGIC\ERROR\LL003583.HR**
Description: **Exception file created**

Station	Date/Time	Severity	Task	Message Code
DTS10	07/10/2012 3:12:31 PM	Error	LLink Import eScriptMessenger	4109
DTS10	07/10/2012 3:12:31 PM	Note	LLink Import eScriptMessenger	7

Document Management

- Does your scanning and indexing solution Document Types match your current EMR Document Types?
- Administration > Chart Documents > Clinical Document Types

eScripts Messenger

- When did you last check eSM failures in the eSM Console?
- eSM Console > Tracking > Error Messages
 - *Failed Refills*
 - *Message queue*
- Are your eSM Manager and Delegates current staff?
- eSM console > Prescribers > Delegates

eScripts Messenger

eScriptMessenger™

User: healthco | Database: DefaultCentricity | Logout

Clinic Name: [Redacted] Version 3.5.0.6702

- Home
- Pharmacies
- Providers
- Tracking
- Failed Refills
- Testing
- Settings
- Users



Pharmacies

Match the pharmacies in Centricity EMR to those on the ePrescribing network, remove matches, and add pharmacies to Centricity EMR.



Testing

Verify communication between eScriptMessenger, Centricity EMR, and eScriptMessenger Central. Identify test patients to be used in system testing and training.



Prescribers

Activate prescribers, set service levels and assign delegates.



Settings

Manage the configuration of eScriptMessenger.



Tracking

View prescription status, transaction details and error notifications.



Users

Manage the users of eScriptMessenger.



Failed Refills

View failed refill requests in the HL7 Queue.

Powered by Kryptiq

CQR Dashboard

- Is your data being Ingested?
- Do you have patients on your unmet list that shouldn't be?

Data Ingestion status for: [Healthco Information Systems](#)

Last received data: 2014-10-22 11:02:53.193 (0 days)

Total patient count: 134

Toggle zoom

Error

Show 10 entries Search:

URL	Timestamp	System	Functional	Log
/ccds//20141022/1...-09fc963dc0bc.xml	2014-10-22		3	log
/ccds//20141018/1...-7d7675573851.xml	2014-10-18		20	log
/ccds//20141018/1...-f2efd8eac82.xml	2014-10-18		1	log
/ccds//20141017/1...-7a7fd2c21539.xml	2014-10-17		2	log
/ccds//20141018/1...-114c317911a3.xml	2014-10-18		20	log
/ccds//20141018/1...-9337def22f4e.xml	2014-10-18		13	log

Showing 1 to 10 of 114 entries Previous Next

Unprocessed (Started but did not finish)

Show 10 entries Search:

No data available in table

Showing 0 to 0 of 0 entries Previous Next

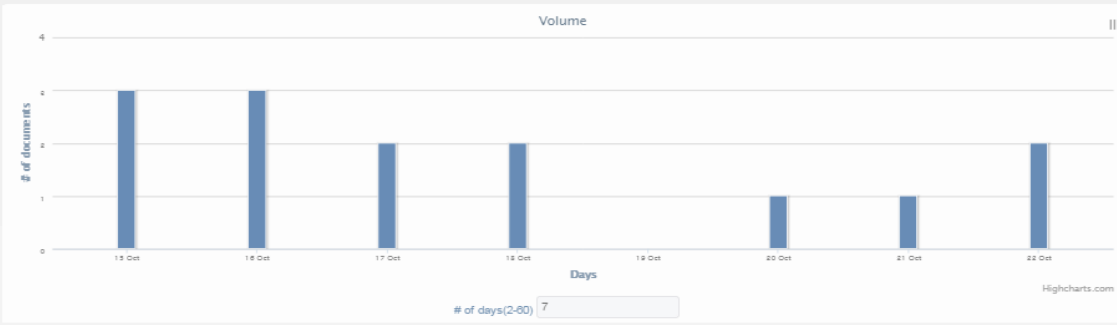


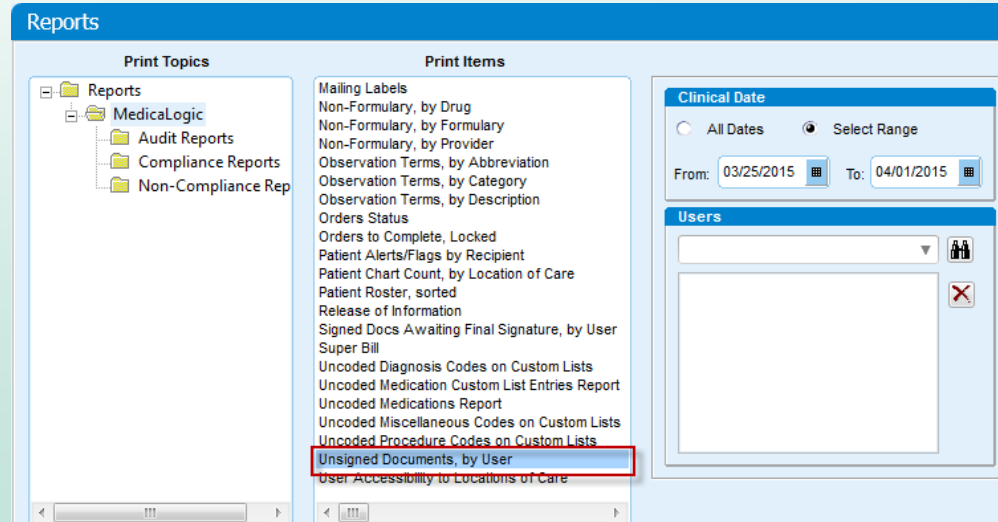
Chart Check Up Review

- Coding – Problem List ICD Codes
- Orders Procedure Codes
- Link Logic Management
- eSM Management
- CQR

Bonus Points for your Check up

- When did you last do a Security Review?
 - *Are Active Directory Users accounts current, and is Centrality Security used?*
- Are you taking advantage of the training opportunities available to you?
 - <http://centricityportal.gen21.com/knav/nav>

- Have you checked your Unsigned Documents count?
 - *Performance impact*
 - *Meaningful use reporting*





Keep Centricity tuned and running smoothly



What do you do to
keep Centricity tuned?



Questions?



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