

**“The Next Steps in Medicine”**

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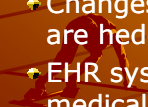
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**“The Next Steps in Medicine”**

- In the U.S. a vast amount of funds are being allocated towards the health care industry.
- Changes in Medicare and Medicaid are hedging to use of EHR.
- EHR systems can help reduce medical errors by providing healthcare workers with decision support.



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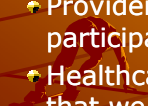
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**“The Next Steps in Medicine”**

- Use of the EHR is as much process change as it is from paper to electronic media
- Providers of care must be willing participants in the process of change
- Healthcare workers must accept fact that we are data entry personnel



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### “The Next Steps in Medicine”

Physicians tend to see short-term decreases in productivity as they implement an EHR. They spend more time entering data into an empty EHR than they used to spend updating a paper chart with a simple dictation. Such hurdles can be overcome once the software has data, and as physicians learn to use templates for data entry, and as workflow in the practice changes, but not every practice gets that far.

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### “The Next Steps in Medicine”

Provider Task List  
*Circle the activities you have performed in the last week*

- Call hospital for reports
- Call Specialist for results
- Schedule testing or consults
- Call patient with abnormal lab results
- Call patient with normal lab results
- Send patients lab results by mail
- Take chief complaint
- Review chief complaint
- Ask patients about med refills
- Medication reconciliation with patient
- Medical review of med list
- Refill medications
- Call in prescriptions to pharmacy
- Prescribe medical care for patients
- Review labs
- Schedule appointments
- Room patients
- Phlebotomy
- Administer medications
- Make copies
- Complete forms
- Educate the team
- Negotiate visit agenda
- Fax orders or prescriptions
- Conduct review of systems
- Code visits
- Return patient to front desk/checkout area
- Answer phone calls
- Respond to phone messages
- Triage patients
- Update problem lists
- Take all vital signs
- Recheck blood pressure
- Educate patients re: chronic disease
- Educate patients re: prevention
- Triage the appointment schedule
- Triage messages from receptionist
- Medically manage a complex patient
- Perform UA, strep, or other in-house labs
- Ear irrigation
- Order preventive testing
- Physical Exam
- Immunizations or injections
- Call insurance companies
- Speak to family or caregiver

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### “The Next Steps in Medicine”

- To assist practices to change to use of EHR, development of teams will be necessary.
  - Core group to plan the change
  - Working group to implement change
- Roles of current staff WILL need to change
  - Ancillary staff will be placing information into the computer to communicate with provider
    - Phone messages
    - Refill request
    - Past medical History
    - Referral information

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### "The Next Steps in Medicine"

- Roles of current staff changes.....
  - Ancillary staff will be putting information both in and pulling information out of the computer
    - In House Lab information
    - Patient instructions
    - Immunizations records
    - Pharmacy choices
    - Medication list
    - Abnormal Lab letters
    - Missed appointment letter
    - Patient excuse letter

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### "The Next Steps in Medicine"

Did you know that by implementing an EHR, organization are just steps away from NCQA recognition and a pathway to Patient Center Medical Homes

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### "The Next Steps in Medicine"

- The EHR has the capability to create letters at the touch of a button
- The EHR has the capability to aide providers on care plans or maintenance issues for our patient's.
- Everyone has to participate

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**“The Next Steps in Medicine”**

- The EHR has the capability to bill for your visit
- Data entry should occur at Point of Service
- Staff have to use the EHR as a central tool to improve efficiency by use of templates and care plans
- Everyone has to participate

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**“The Next Steps in Medicine”**

- Form your teams
- Plan your changes
- Work on job descriptions
- Get staff by in
- Design clinic flows to improve patient outcome

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**“The Next Steps in Medicine”**

- Questions?

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