

Sawtooth Mountain Clinic

EMR Support Structure

EMR Team

One representative from each department

- Front desk
- Billing
- Medical Records
- Nursing
- Provider
- CEO
- Satellite clinic rep.

Meetings are held monthly

- *minutes are reviewed and updated*
- *New issues are brought to the meeting for discussion*
- *Each department representative is responsible for informing their co-workers of updates.*

EMR Support Structure

- EMR manager: Patty
 - Manages the task/issues list
 - Sets the EMR team meeting agenda
 - Communicates with network staff
 - Submits network requests
 - QI reporting lead
 - Trains new staff
- We use a team approach
 - Practice Management: Jeanine (billing)
 - Clinical: Diane and Patty (nurses) with Dr Terrill as a consultant.

Daily Support:

- We have a “computer go to person” scheduled for each day. Their name is written on a white board at the nurses station. Urgent issues are brought to this persons attention immediately for resolution
- Satellite clinics EMR team member calls into Sawtooth computer support when there are issues that can't be resolved

Computer Error Workflow

- We have a workflow to be followed when computer issues arise. This workflow includes:
 1. Taking a screen shot if there is an error message or “weird” screen. These screen shots are saved to a network drive so that they can be emailed to SISU support if needed.
 2. Filling out a computer error form that includes a description of the error, user ID, server number, and local computer name.
- The screen shot is printed and stapled to the computer error form. Notes are made on the form regarding the fix/workaround and filed in a folder for future reference.
- Fixes or workarounds are communicated verbally or by flag

Computer Error Form

EMR Computer Issues

(please complete this form and put it in Patty's office in box on the file cabinet)

Date: _____ Time: _____

User name /ID (ie:patty pmde00): _____

Computer name (ie: examlaptop1) _____

Citrix session (**important**, see cheat sheet): _____

Server number (**important**, see cheat sheet): _____

(there may be some redundancy in the above information)

Nature of problem:

<input type="checkbox"/> Log in		<input type="checkbox"/> Pharmacy/Prescription
<input type="checkbox"/> Connectivity	<input type="checkbox"/>	<input type="checkbox"/> Billing
<input type="checkbox"/> Form		<input type="checkbox"/> Scheduling
<input type="checkbox"/> Printer		<input type="checkbox"/> Registration
<input type="checkbox"/> Locked		<input type="checkbox"/> Weirdness
<input type="checkbox"/> Faxing		
<input type="checkbox"/> Other _____		

Screen shot taken

Summary of problem: (Important)

Action taken:

<input type="checkbox"/> Rebooted and resolved	<input type="checkbox"/> Ticket filed with GP IT: Case# _____
<input type="checkbox"/> CPS clean-up and resolved	<input type="checkbox"/> Ticket filed with SISU: Case# _____
<input type="checkbox"/> SMC computer help notified	<input type="checkbox"/> Ticket filed with GE: Case# _____
<input type="checkbox"/> Jack notified	

Summary of outcome/resolution: (use back side if you need more room)

Communication

- The EMR team uses flags as the main means of communicating with the entire staff (updates, system changes, downtime)
- The staff also uses flags to communicate with the EMR team (requests and minor issues)
- Each department has monthly meetings where updates and information is communicated. This is also the time that training is done.
- We keep all the meeting agendas and minutes on a network drive that everyone has access to

Training New Providers

- Training is done initially by the EMR manager
- We have a training checklist for new providers that we use to make sure we cover all the bases
 - Initial session is 2-3 hours long
 - Follow-up 30-60 minute mini sessions are scheduled on a daily basis mid day to answer questions and go through the checklist
 - One on one time is scheduled with Dr Terrill to review visit specific process and documentation