eCW User's Group 11.10.23

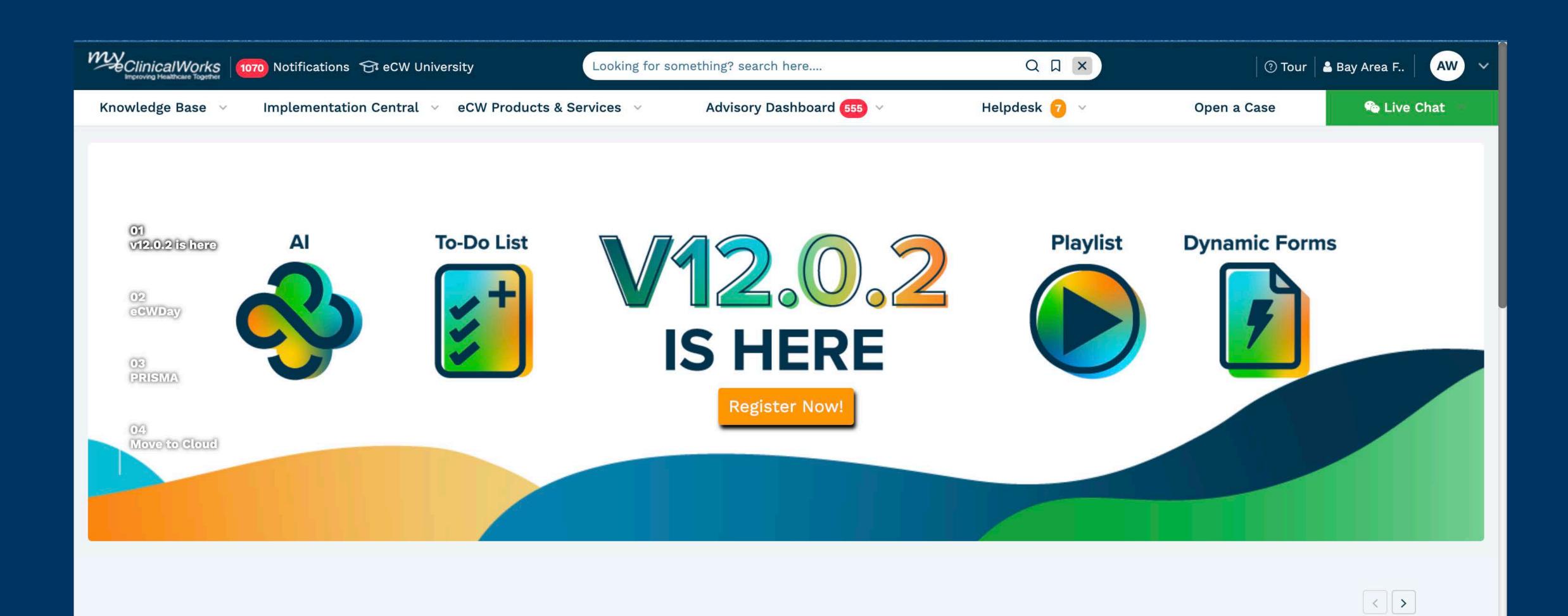
Facilitated by: Abby Wilson, M.D.

Highlights from National User's Conference 2023

- Upgrade to Version 12.0 or 12.0.2
- eCW University Integrated
- Artificial Intelligence (AI)
- Improvements to Office Flow
- Provider Tips and Tricks

Use Updated Versions

- The desktop/installed software version of eCW is obsolete.
- eClinical Works will no longer be prioritizing tickets with failed processes in the software version. **They are also no longer fixing software glitches.
- eCW STRONGLY encourages upgrading to the web version 12.0 is available now and 12.0.2 will be available soon (if not already).
- Web version 12.0.2 has MOST of the slick updates from the conference





Scheduled EHR Upgrades

eClinicalWorks has introduced the ability to receive scheduled upgrades when a new version of eClinicalWorks is available.

Report System Down/Performance Issues



Uncoded Allergy Initiative

Identify uncoded allergies and convert to coded allergies in patient records. Please click here.

Upgrade EHR Allergy Bulk Update Tool is available. To



Information Blocking

Click here for the latest resources on the information blocking regulation.



Error-Prone Abbreviations

Avoid Using Error-Prone Abbreviations
Directions.

Click here to check out the latest upda

Al: Artificial Intelligence

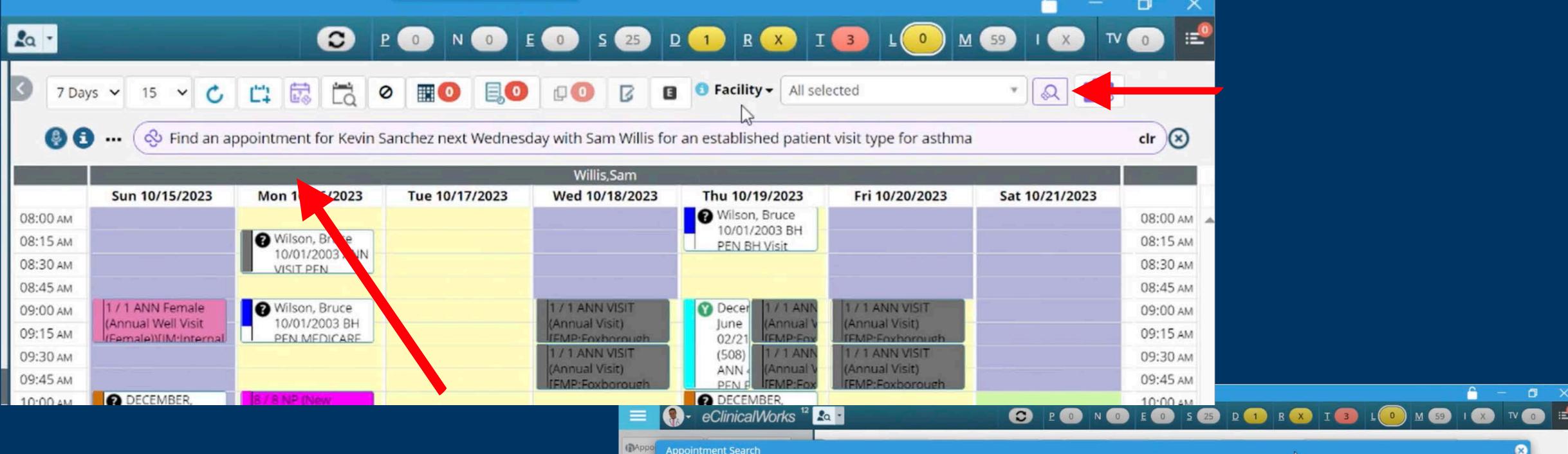
- Siri, Google Assistant, Alexa these are all AI assistants who complete quick, time-saving tasks on personal devices
- EVA is an AI already available in eCW
- Coming soon will be MANY upgraded AI features to streamline work flow for everyone in the office
 - Talk to your eCW rep about available upgrade dates for your practice
 - Once 12.0.2 is your operating system, you will need to activate the AI
 module and select the options you want for your practice

Front Office Al

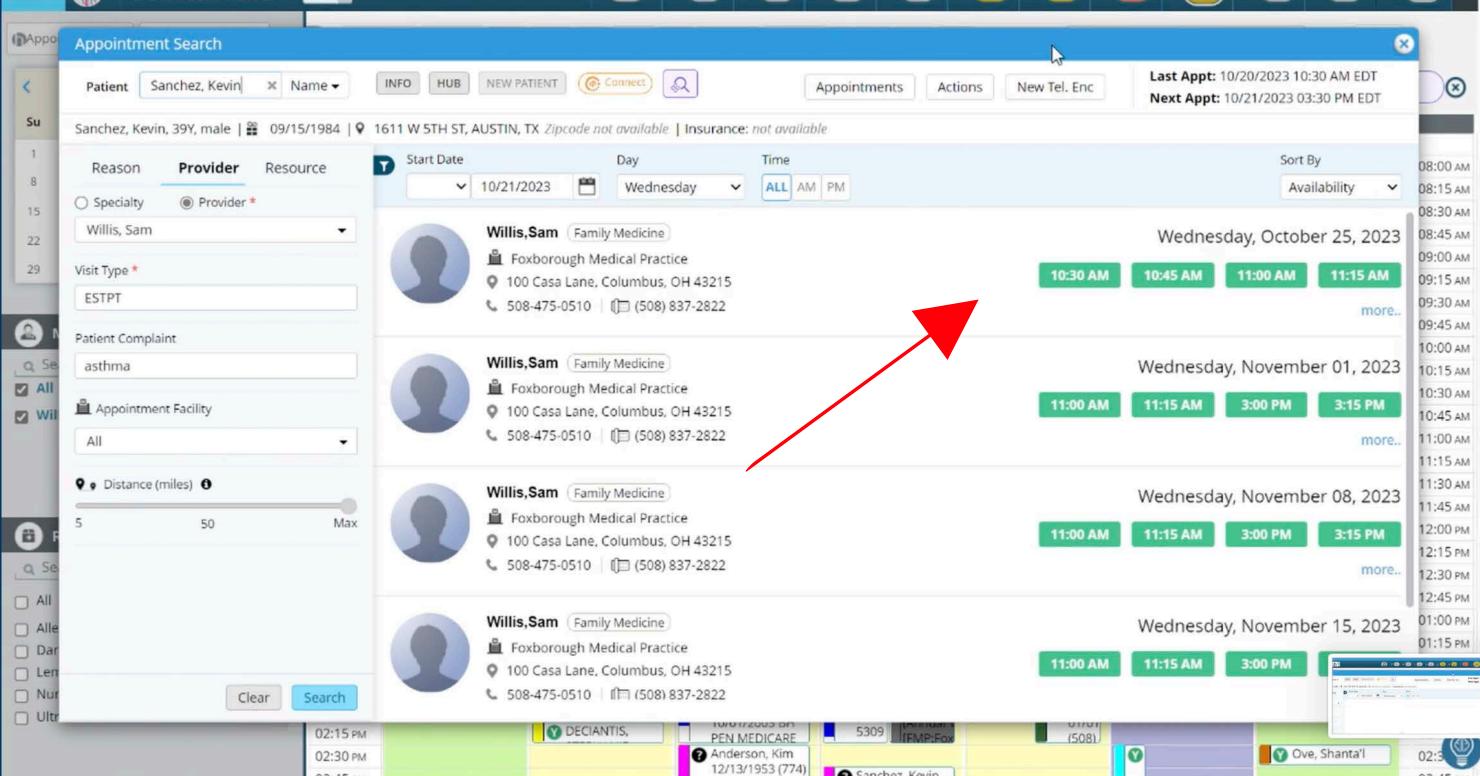
- Front Office Assistant allowing easy "find appointment", "block schedule"
- Insurance Assistant allowing for quick insurance verification and insurance code uploads
- Visit Summary Assistant conversion of visit summary in one language to another language (for now Spanish other languages coming soon)

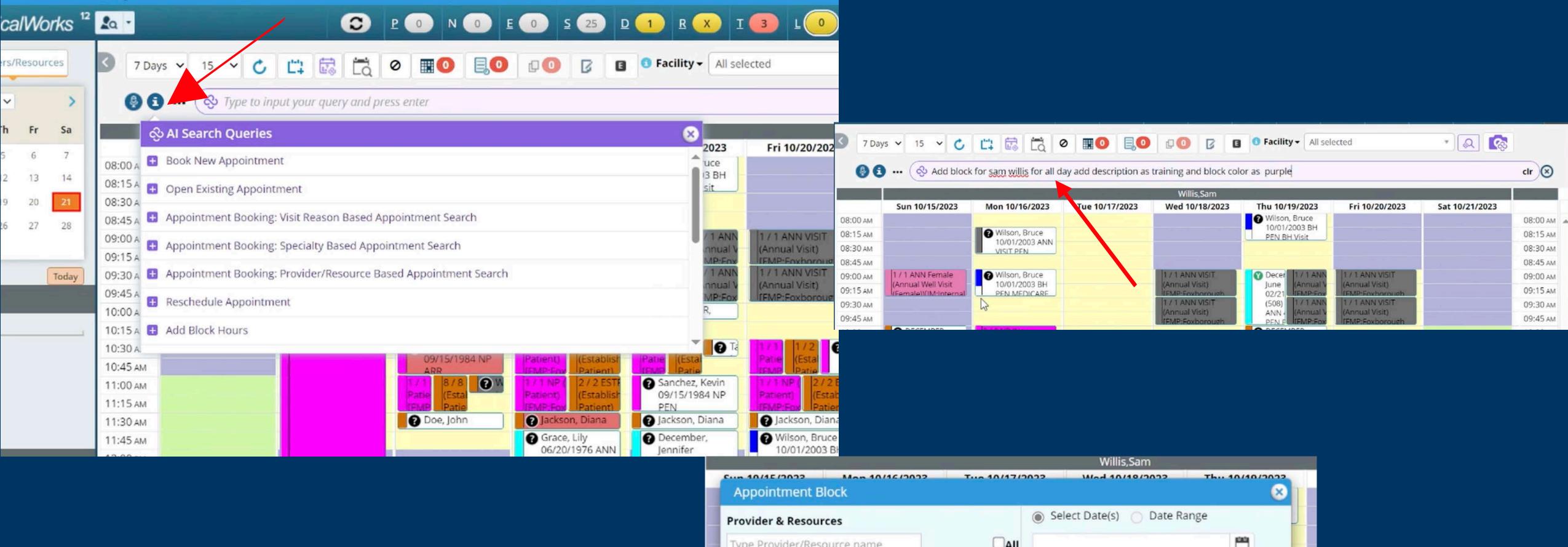
Front Office Al Video from NUC 2023

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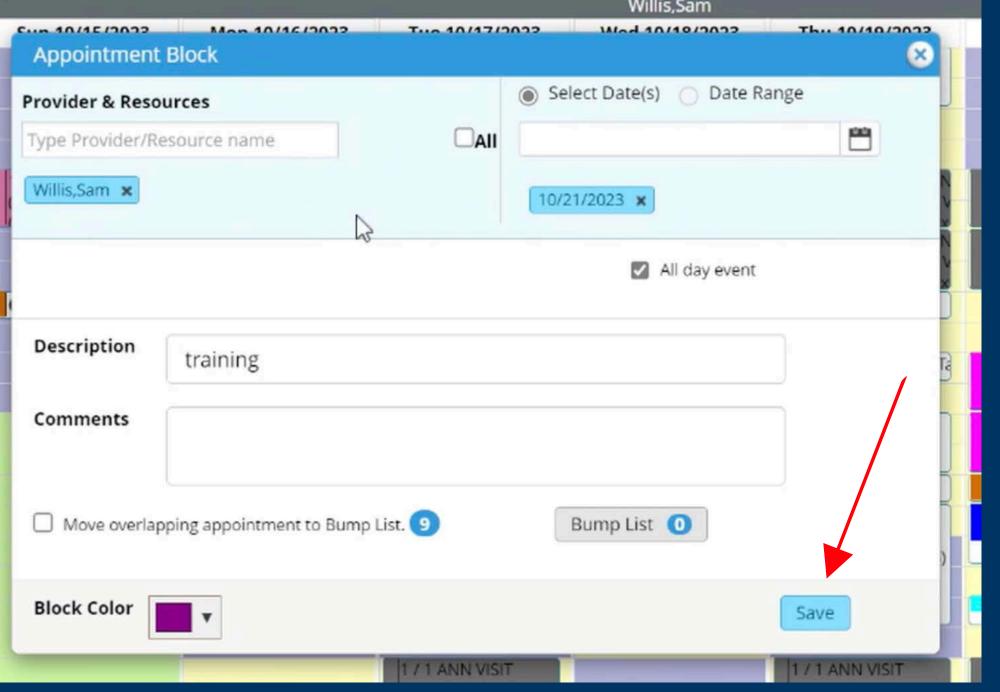


Appointment Assistant





Block Assistant





Insurance Assistant

Cancel

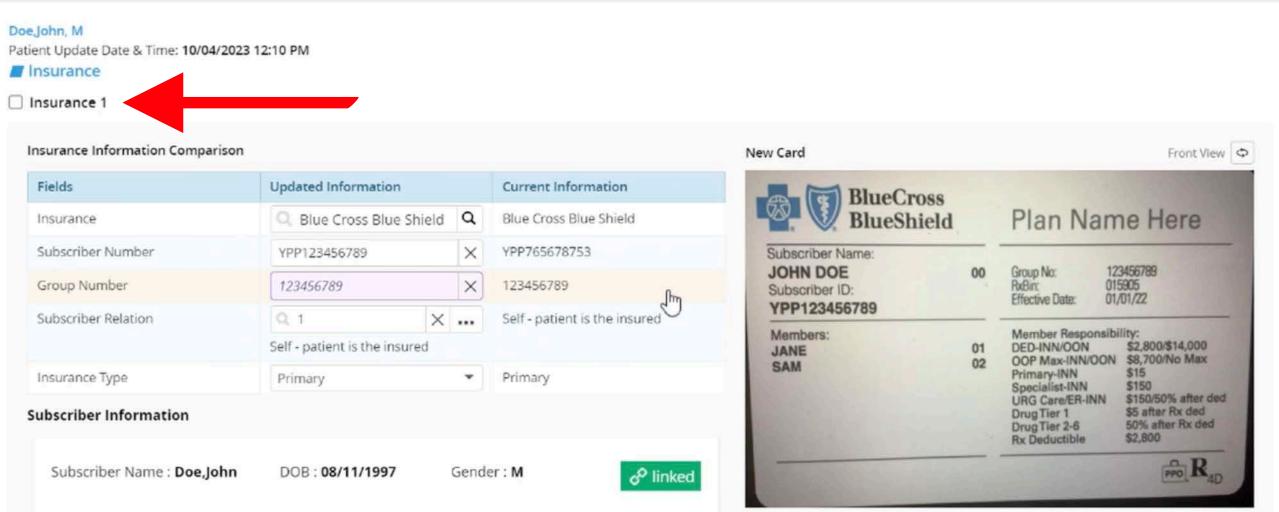
Please examine the image and retake it if it is incorrect.

Retake

Please examine the image and retake it if it

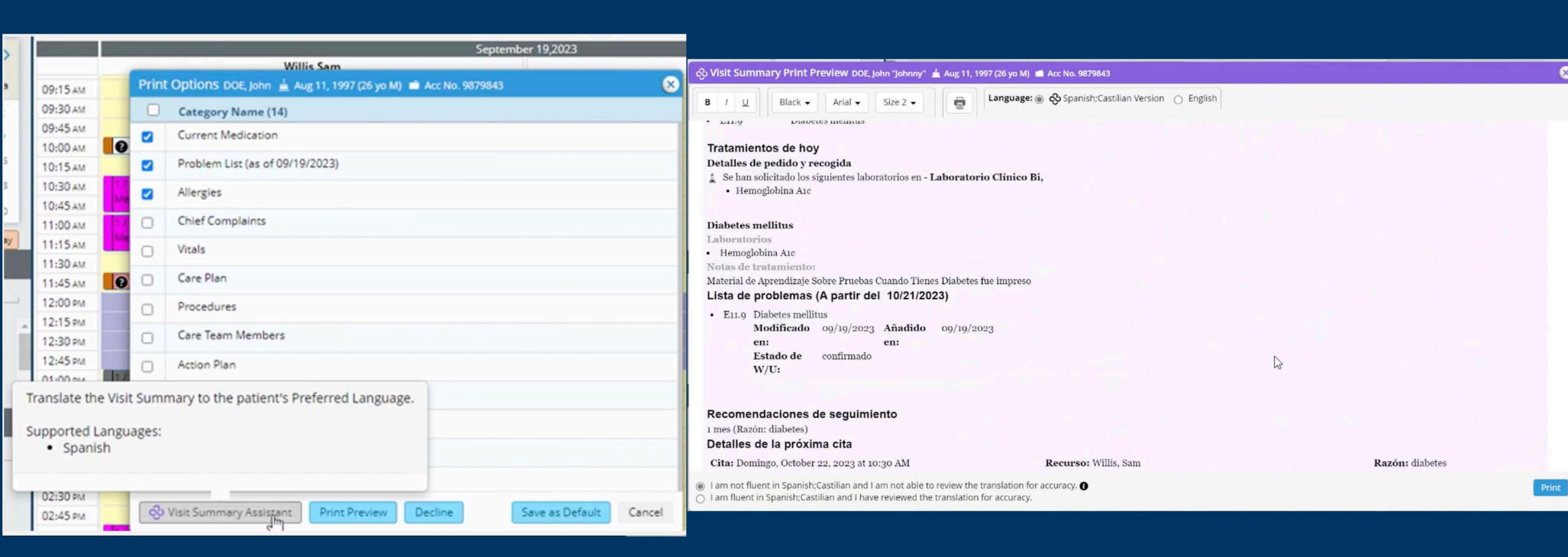
is incorrect.

Retake





Visit Summary Assistant



Mid-Office

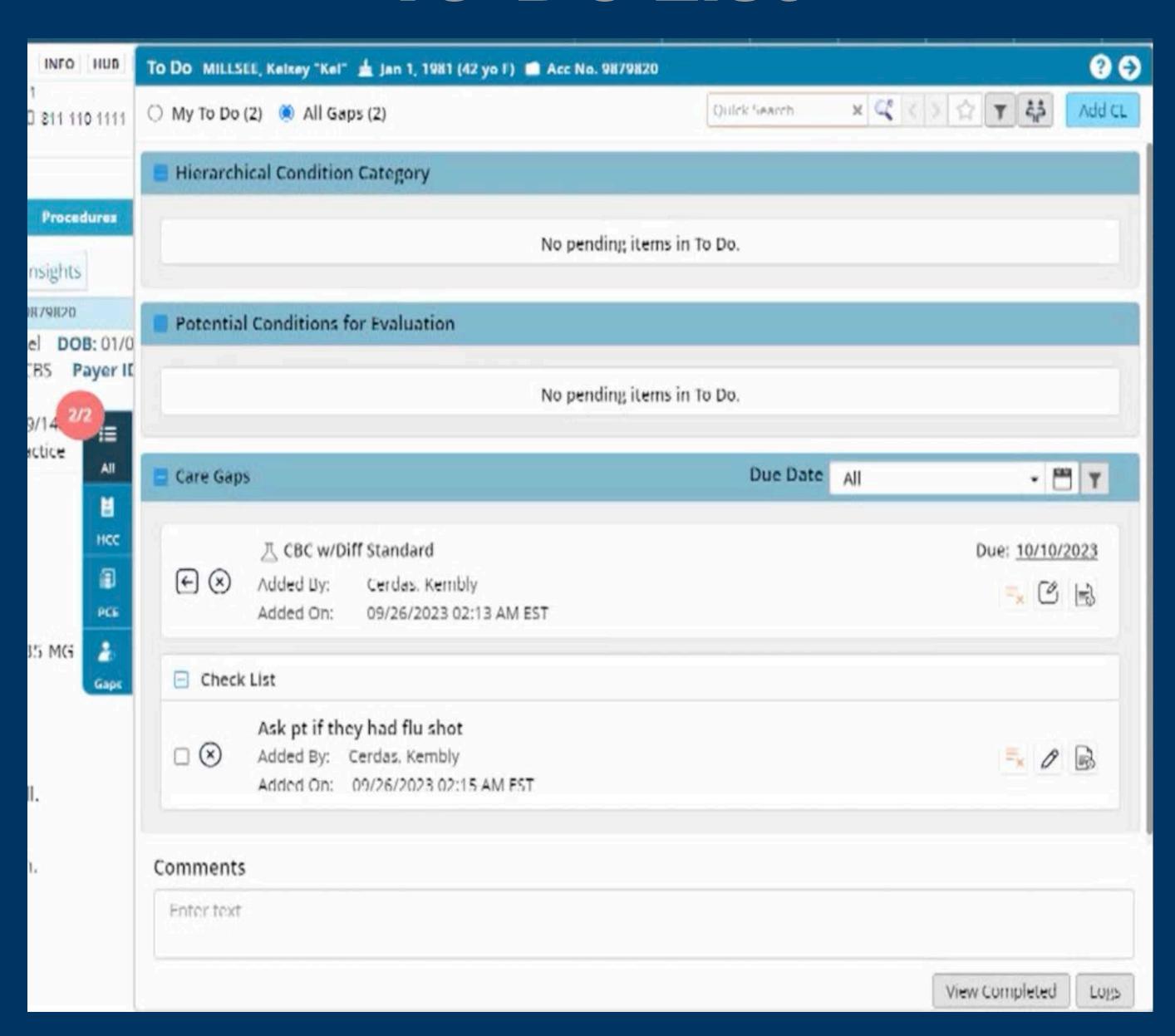
- To-Do List
- Documentation Assistant
- Referral Automated Settings
- Verify All Histories
- Fax Inbox Assistant
- Automated Registry
- EVA Revised

Mid-Office Video NUC 2023

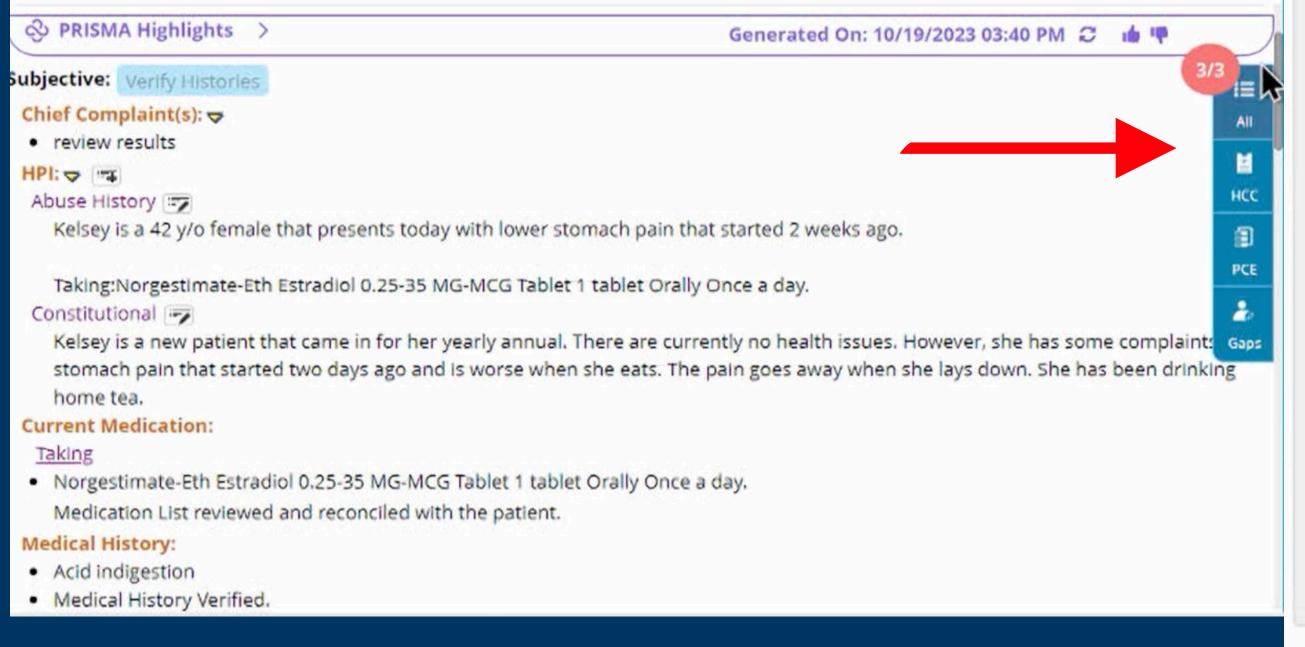
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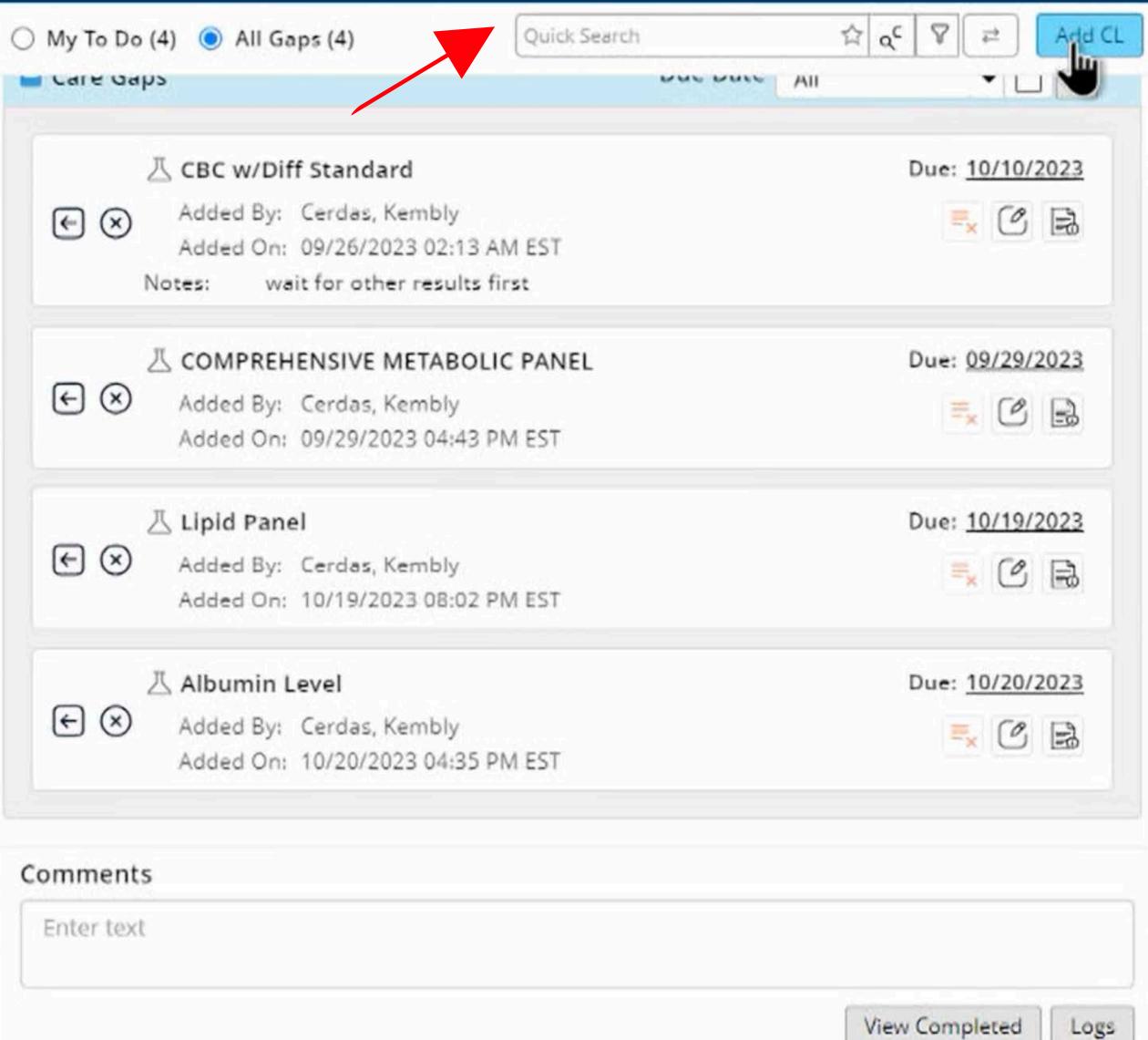
To-Do List

- Comments
- Check list
- Care Gaps
- Item key code 3740



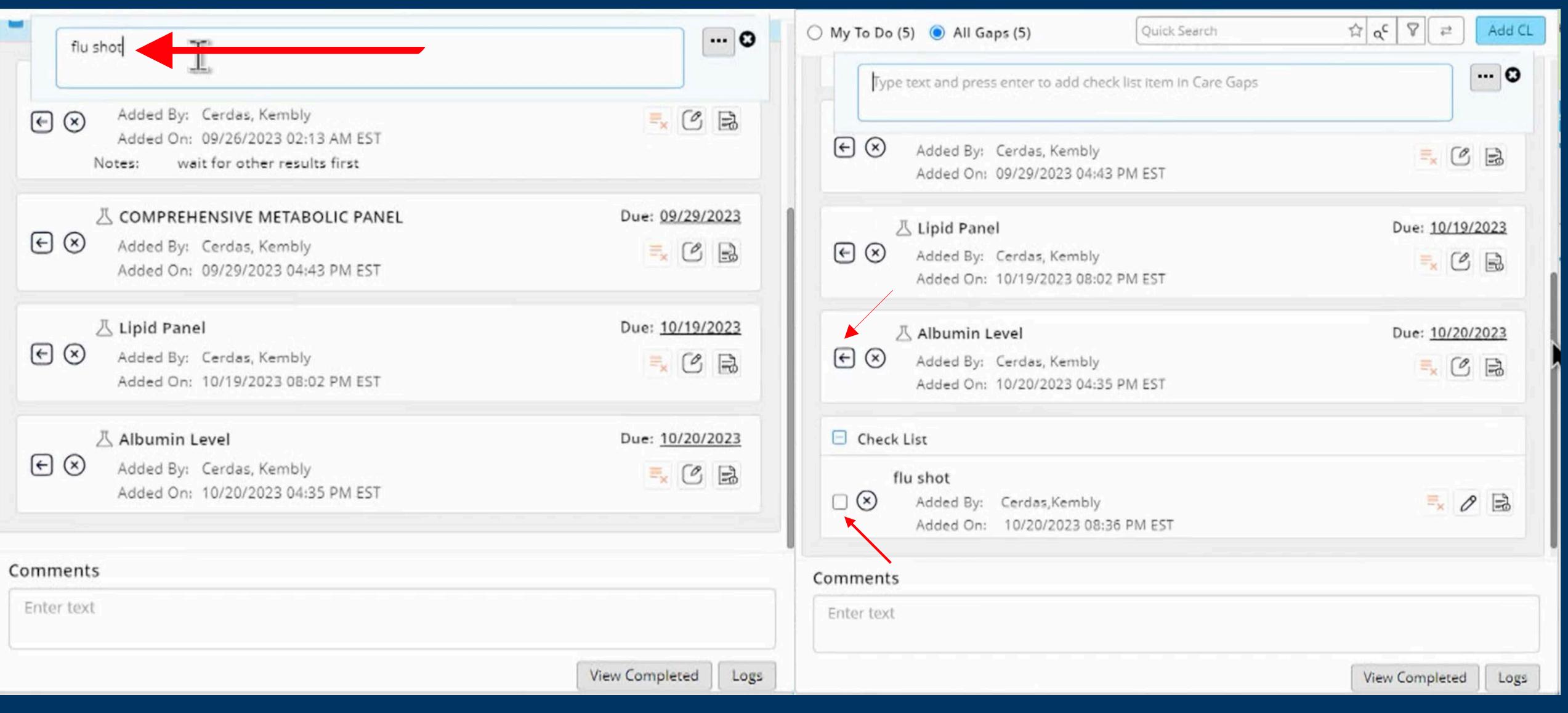
Accessing To-Do List



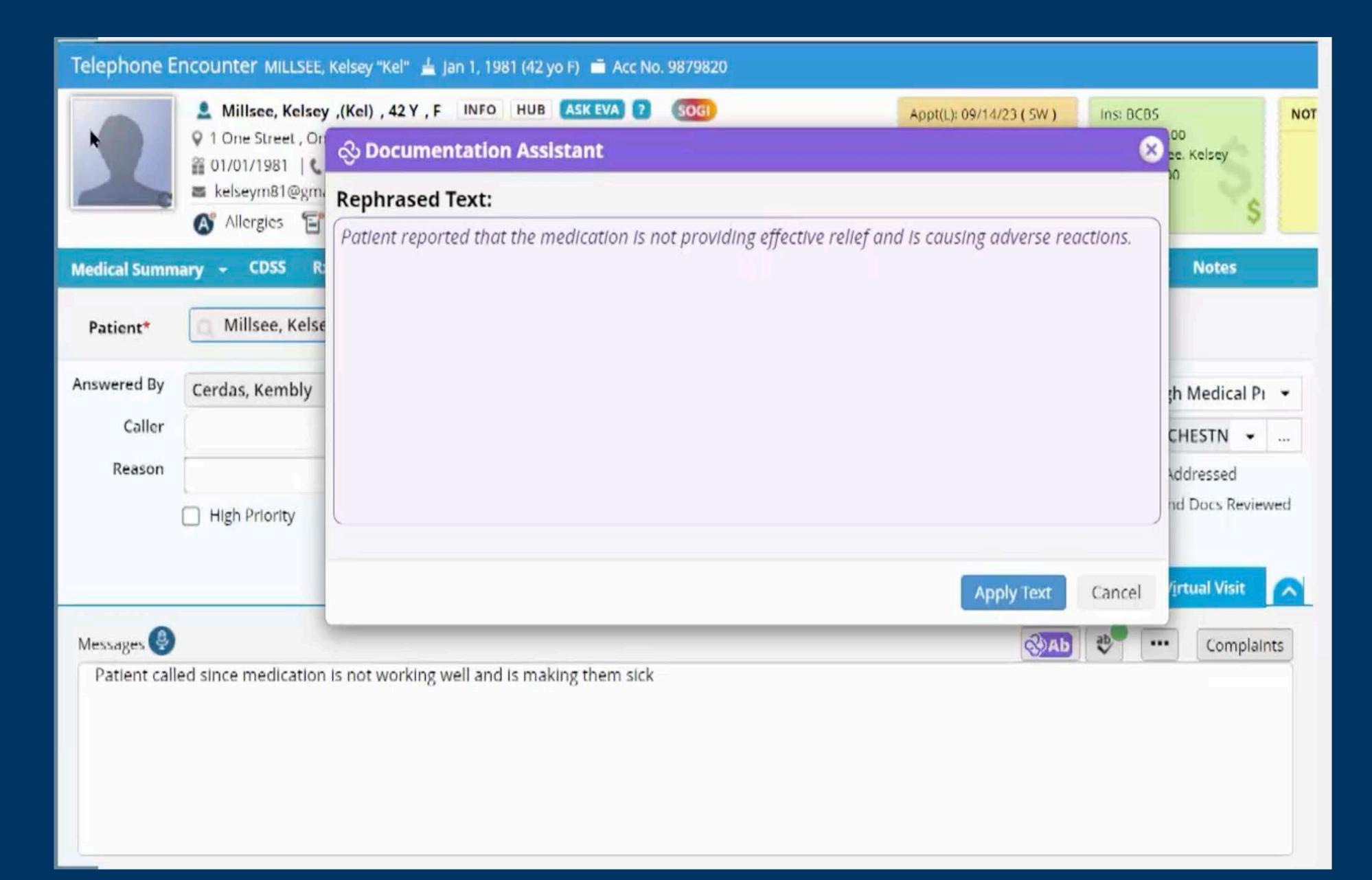


Check List

Completion



Documentation Assistant

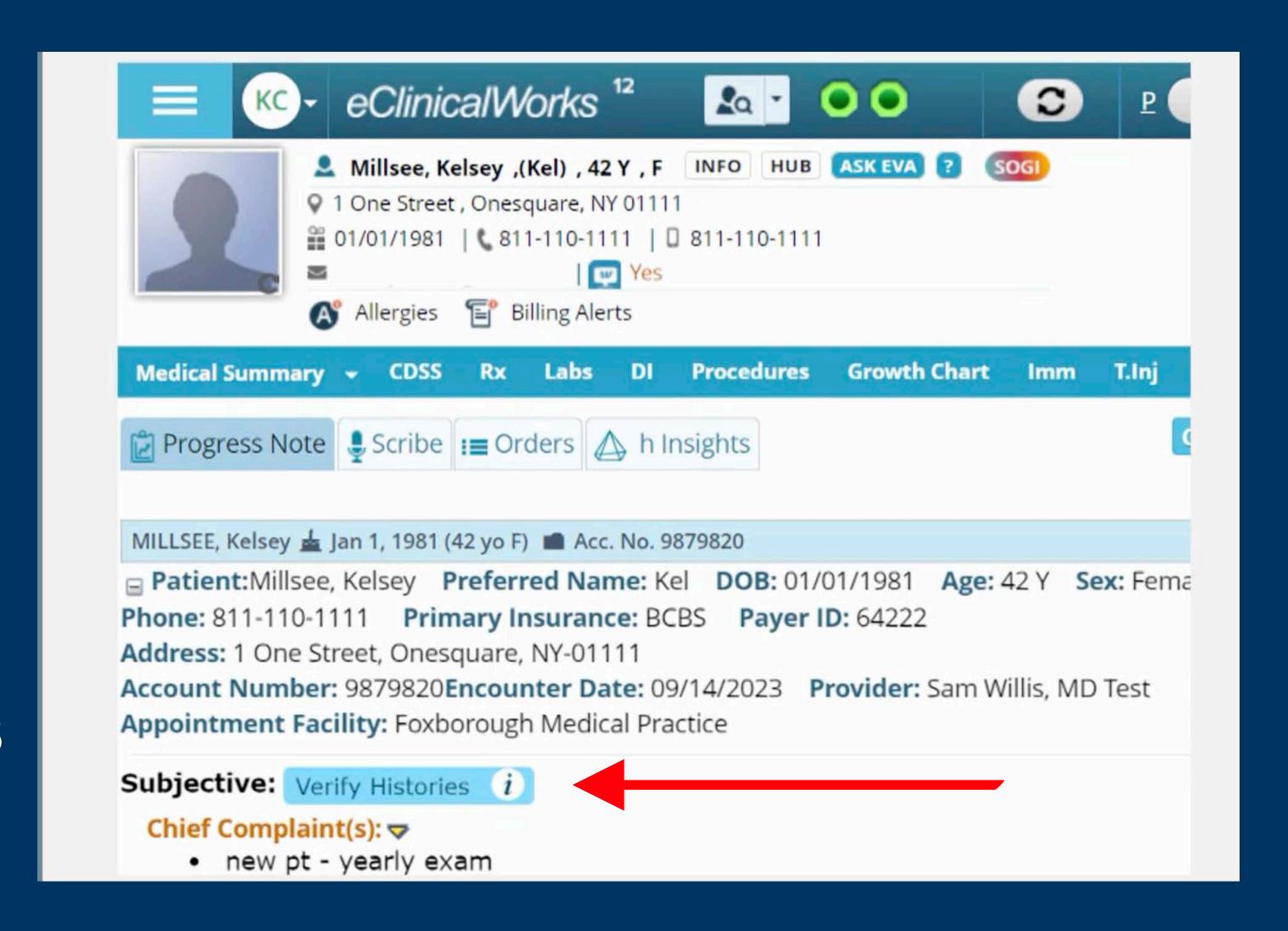


Automatic Referral Settings

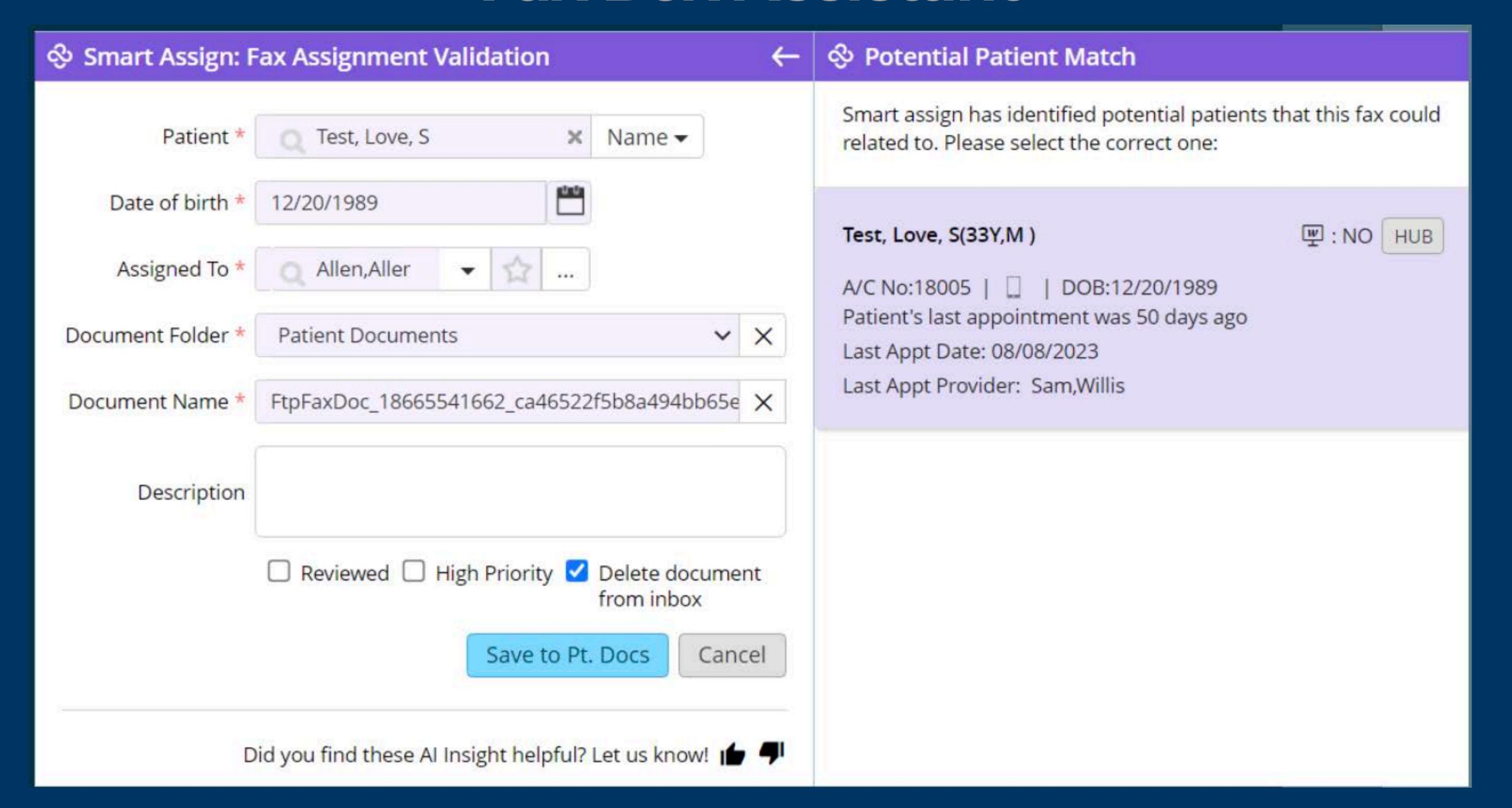
- If sending referrals to a specialist for a patients with insurance that requires referral authorization, you can set up a feature in eCW that will allow you to place the referral in an "Insurance Auth Pending" status automatically
- Video How-To:
 - https://my.eclinicalworks.com/eCRM/portal/modules/commons/ vimeoDecrypt.jsp?
 vlink=aHROcHM6Ly92aW1lby5jb2OvZWNsaW5pY2Fsd29ya3MvcmV2aWV3Lzcw NDYONzExOS9kZTEwNmFjOTcO

Verify Histories At Once

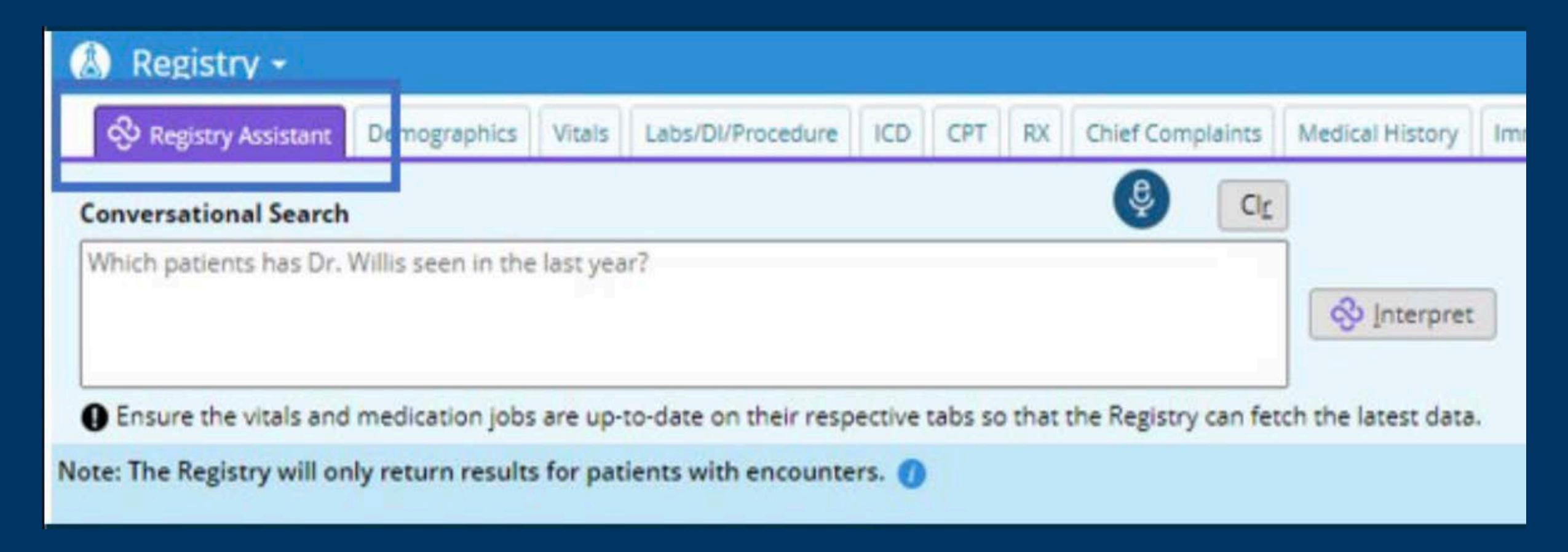
- Current Meds
- Allergies
- Medical Hx
- Social Hx
- Family Hx
- Hospital Hx
- Item Key 4003



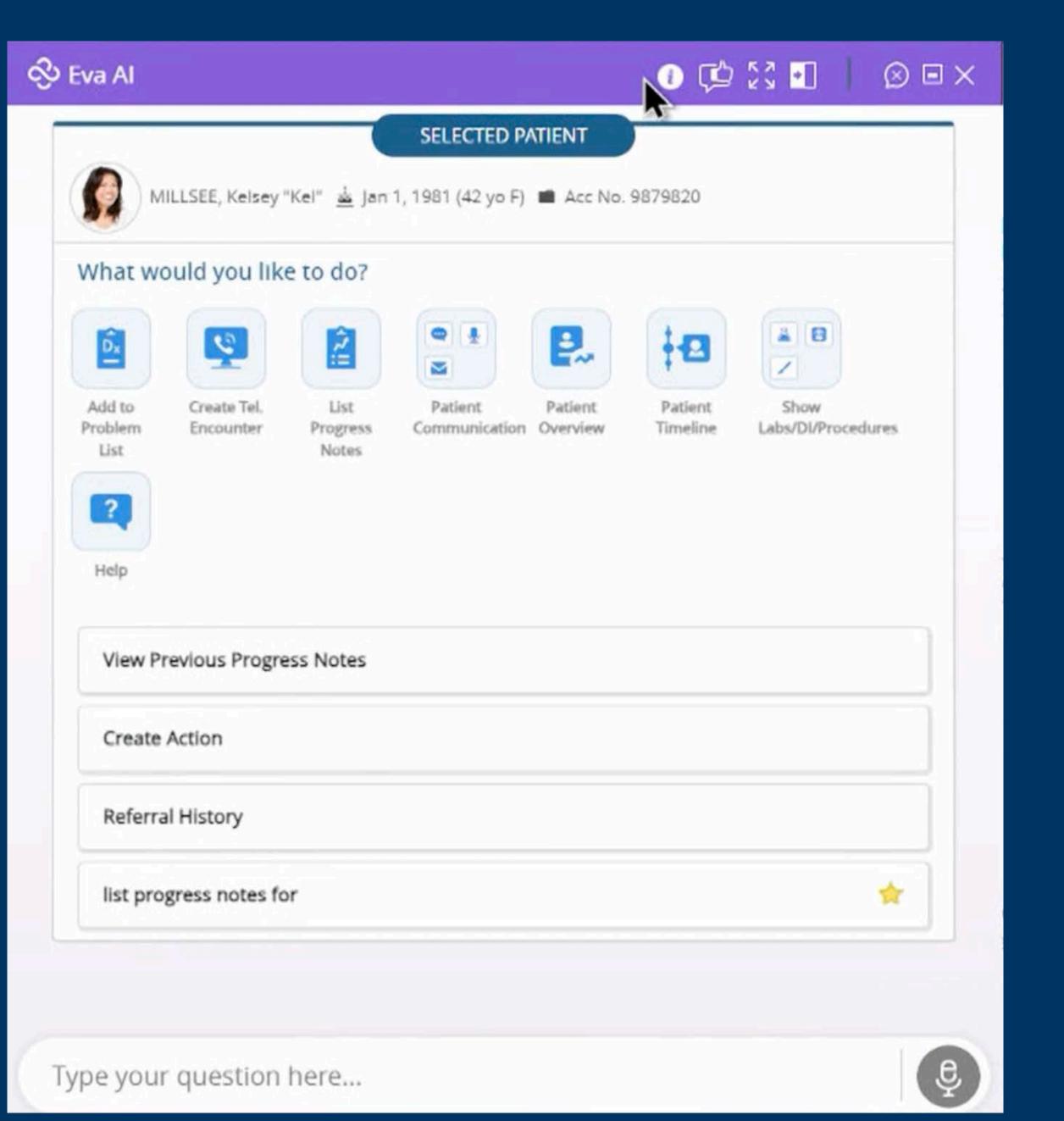
Fax Box Assistant

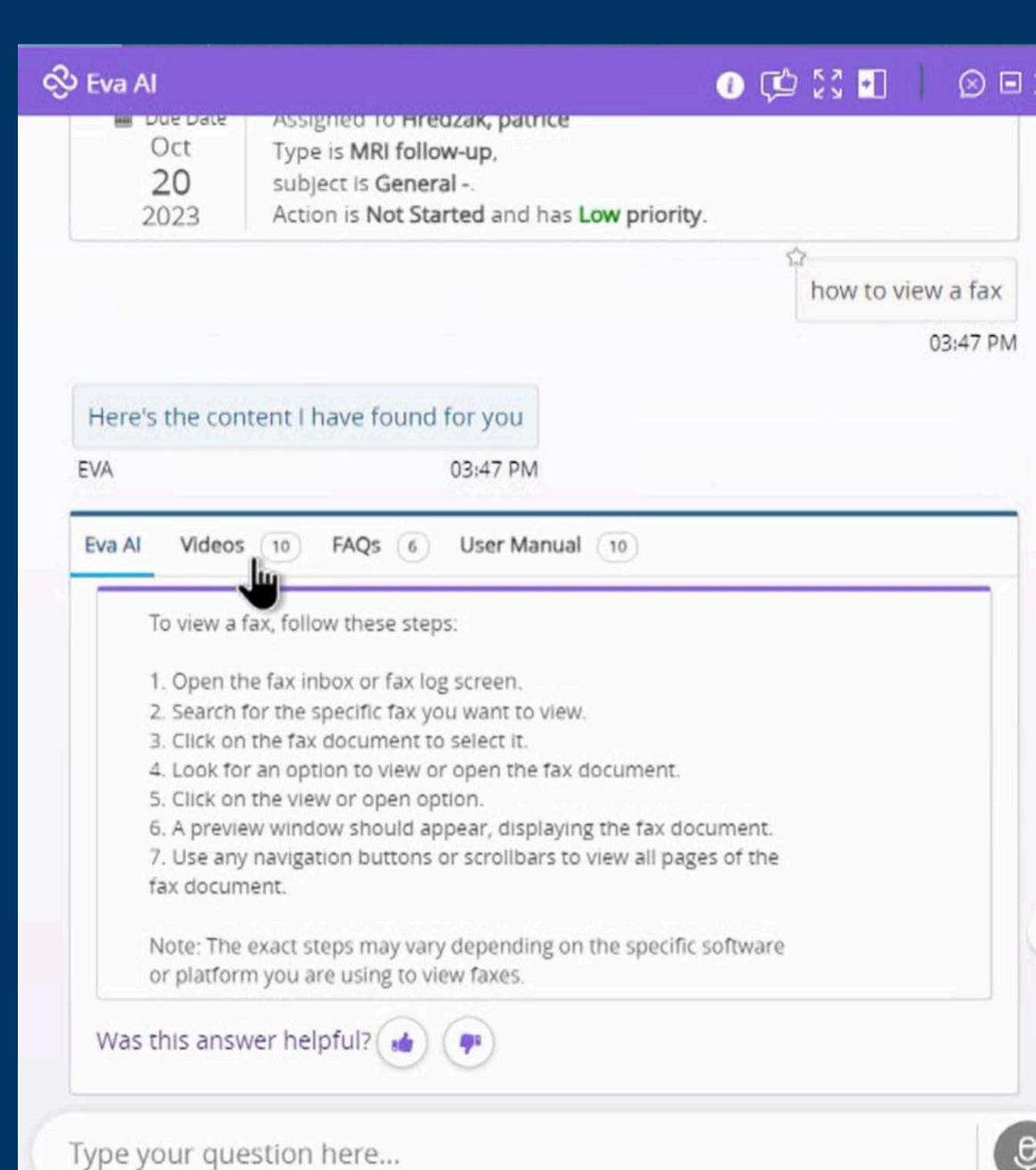


Automated Registry



EVA Revised





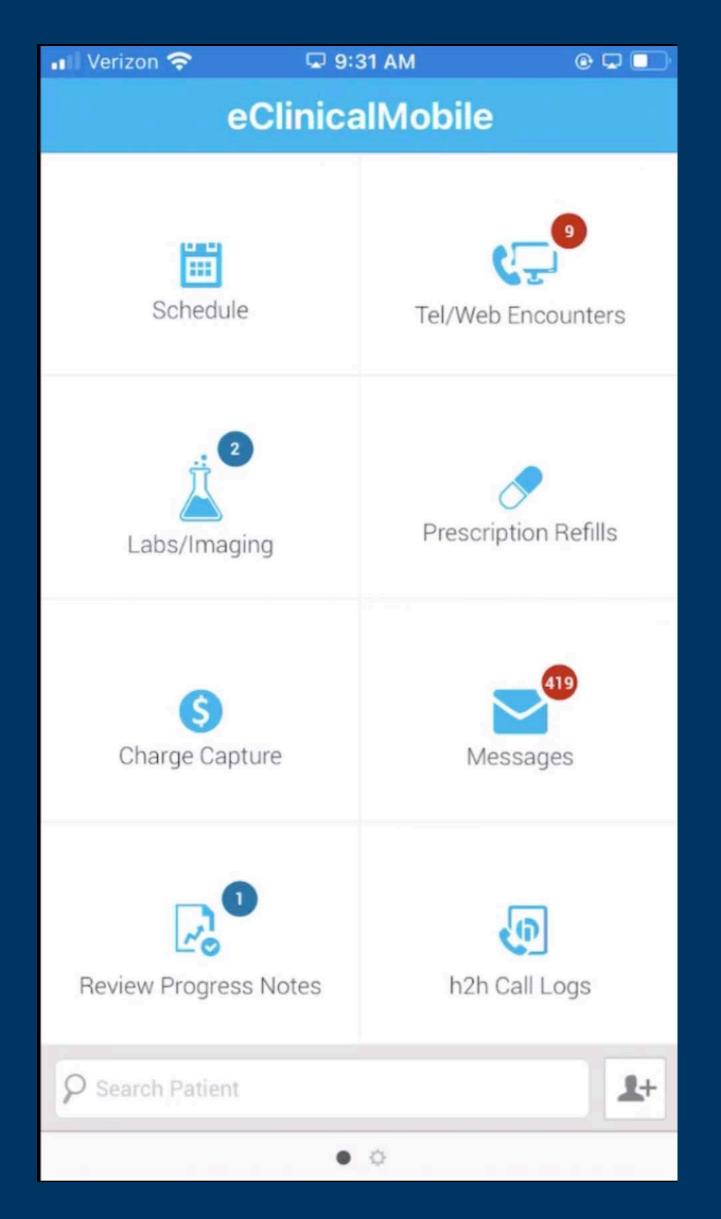
Provider Updates

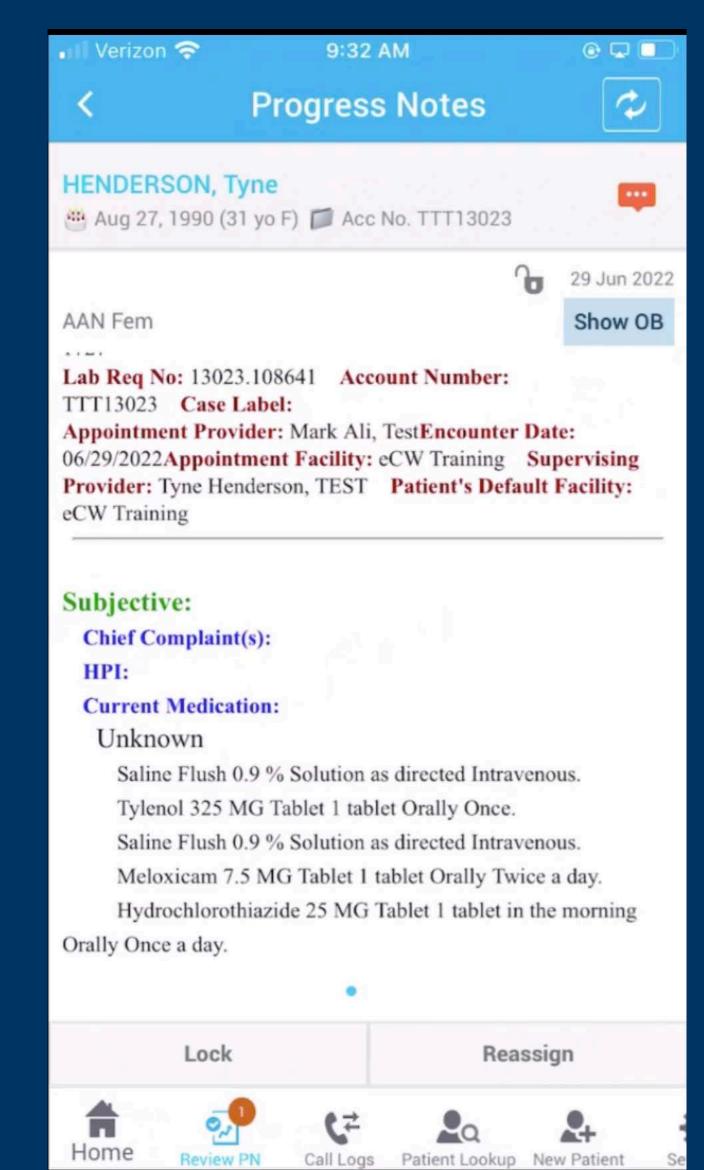
- Dreamy Dictation Upgrades
- Mobile Technology
- Search Settings
- PRISMA
- Sunoh.ai

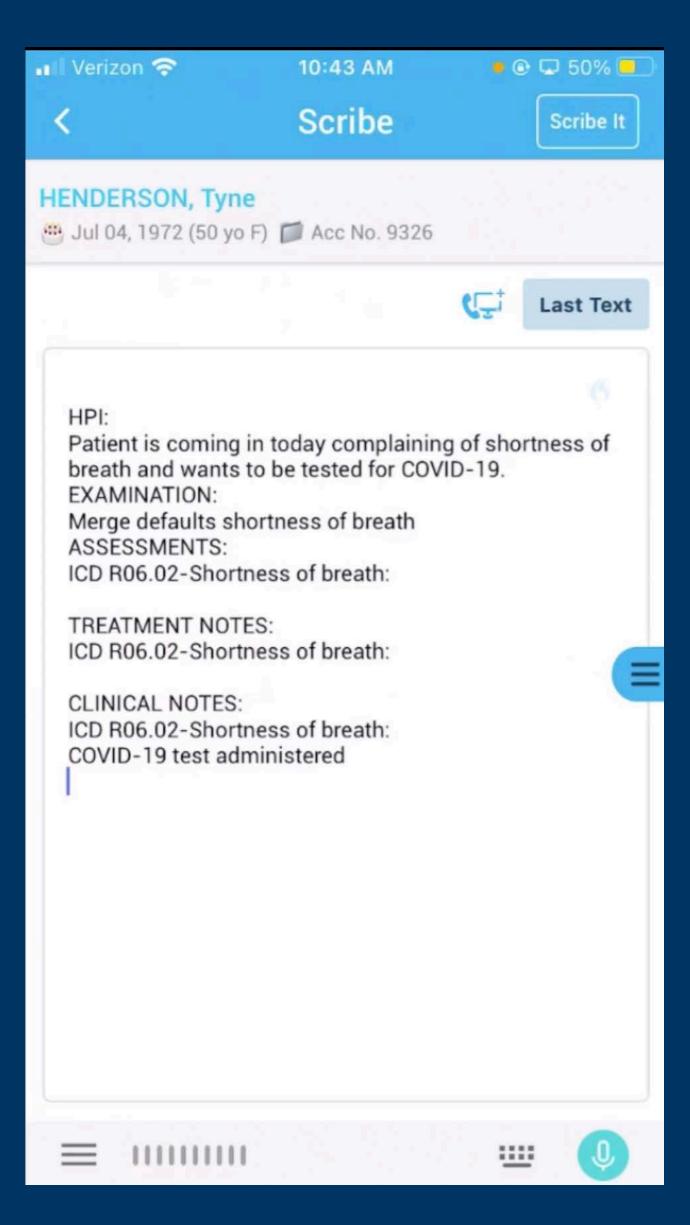
Dictation Dreams

- Dragon Dictation
 - No longer requires training
 - Works on all devices
 - Smart upgrades
- Built-In Dictation
 - Microsoft
 - Apple
- M-Modal

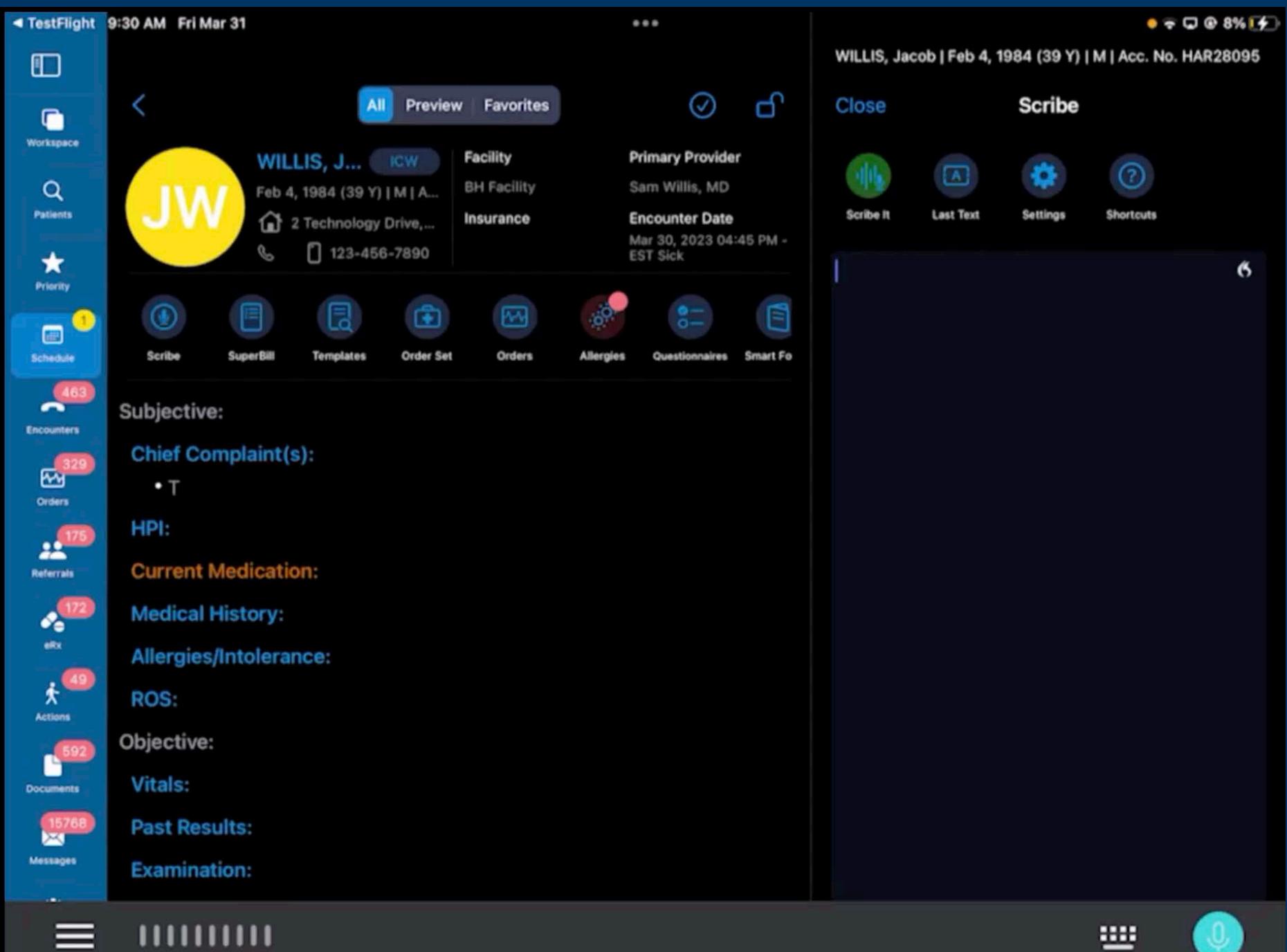
eClinicalMobile







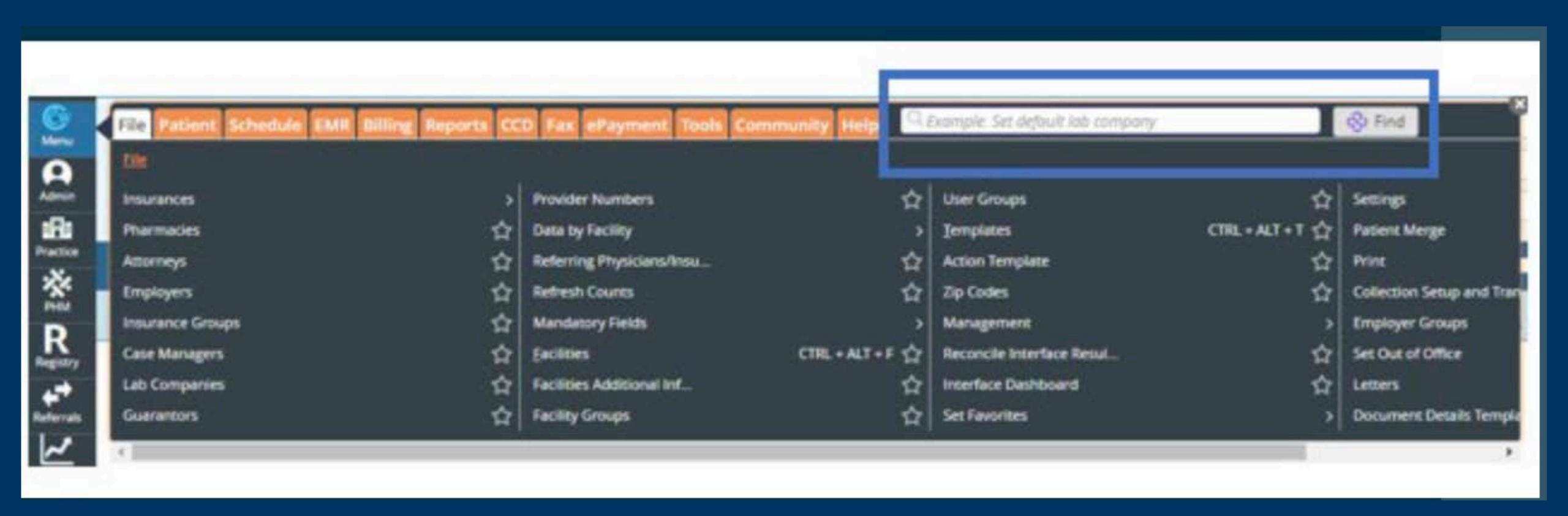
eClinicalTouch 4

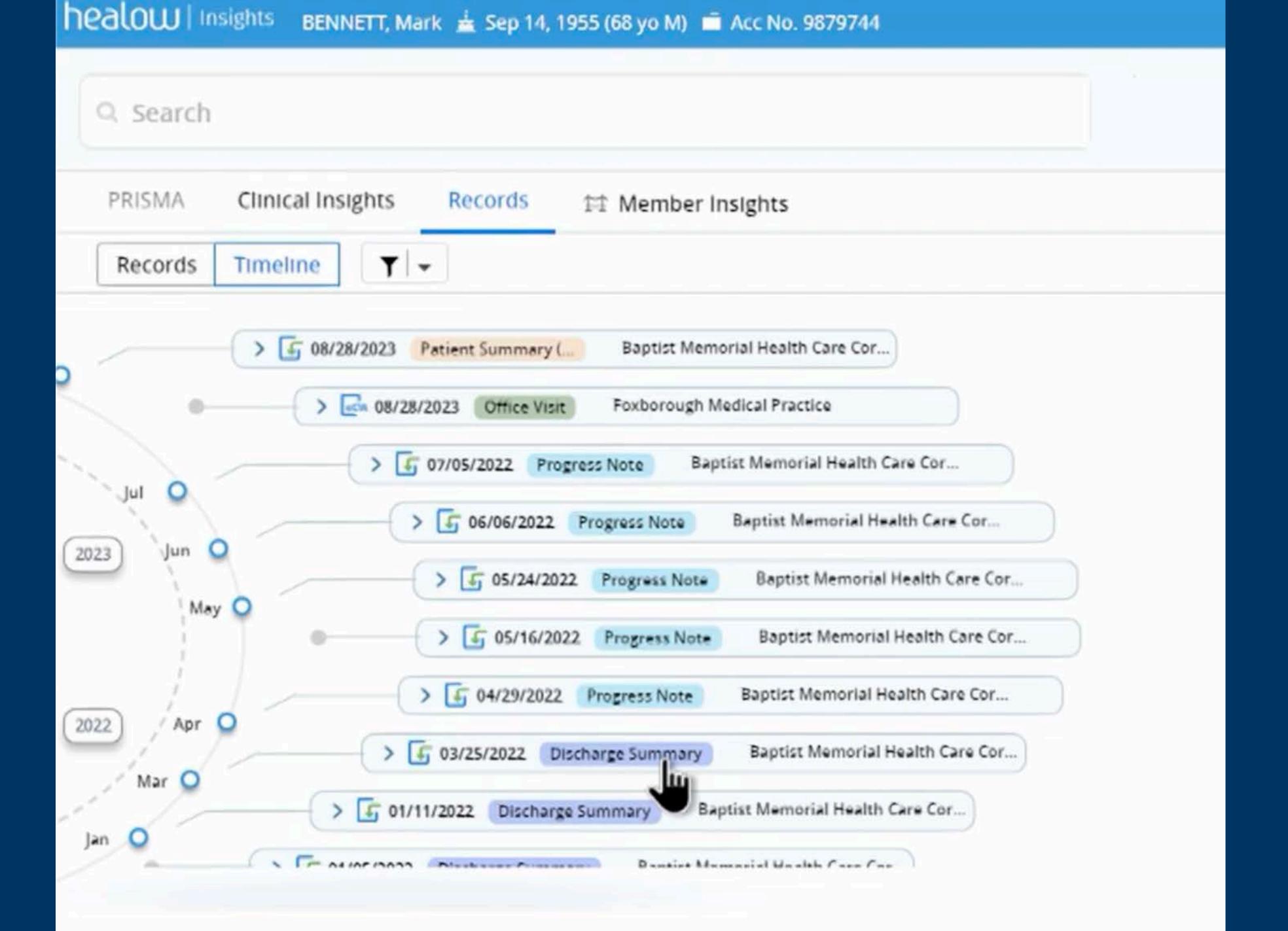






Search Settings





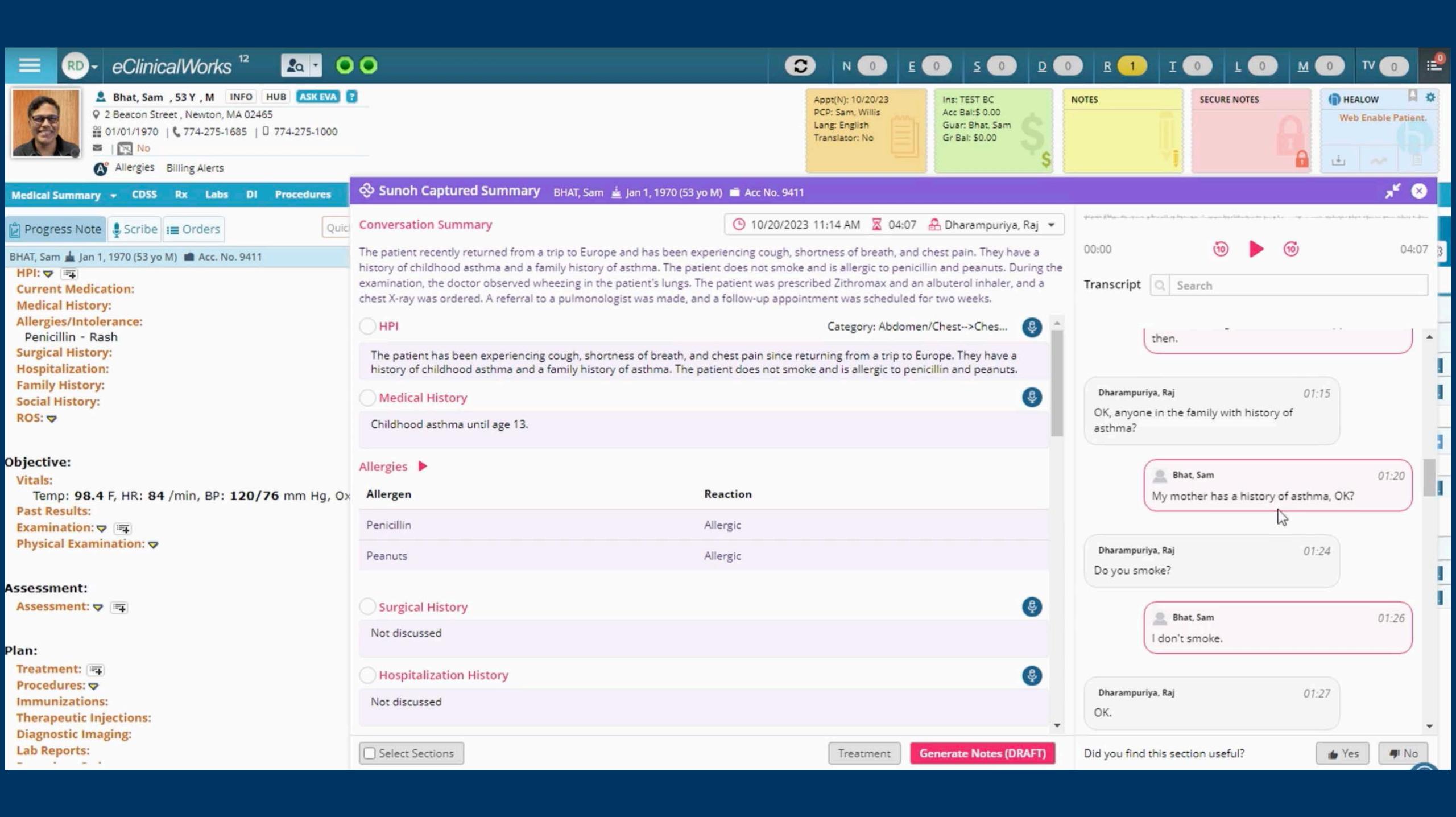
PRISMA

Sunoh.ai

The Future of Office Visits



- Automatically generates Progress Note after listening passively to visit between provider and patient
- AI Technology uses the conversation between provider and patient to provide key information for the note. HPI, medical history, exam, assessment, treatment (including labs/imaging, medications and referrals), follow up visit and reason for follow up.
- Leaves out superfluous conversation details "We caught a HUGE fish"
- Transcript will be saved to Patient Docs
- Available in Healow Televisit Module as well



eCW Demo