

Optimize Settings:

- Confirm with eCW that you have the latest version of the plug-in.
- Turn off printer settings once you have configured your printer settings in eCW
- Clean out Chrome Cache daily before starting and then as needed. Block and Briggs (super DUPER superusers had their IT specialist create an automation that will clear the cache upon computer start up. **It's essential to shut your computer down each night after use.
- Client Side Cache - within eCW - can clean this out as needed if not using the daily cleaner function/automation
- F5 Function Key will reload a frozen page
- Adjust size of your data entry window by going to personal settings → Views → Progress Notes Responsive Screen → increase the size to desired percentage. *You'll have to log out and back in to see the change.
- Customize your right chart panel → click on the settings wheel and arrange your categories and select your default tab as desired.
- Use SMART SEARCH for diagnoses. It's MUCH better than the generic diagnostic coding available through eCW.

PRISMA:

- Within the PRISMA documents, you are able to either highlight a section of the note reviewed and copy/paste text into a chart or merge entire documents, labs, etc.
- PRISMA will also show up in labs/documents and other places in the chart where there are potentially pertinent pages to be found.

External Document Viewer:

- In Patient documents, when opening a document for review, if it won't load well or is jumbled, you can click the link on the bottom of the window that says: "If content is not visible properly, please click here to view in external viewer."
- A separate window will promptly load showing the document more clearly.

Sort Problem Lists:

- Within the problem list, click on the header to organize alphabetically by diagnosis, by ICD code or by date modified
- Add outside diagnoses with PRISMA link in the upper right corner

Sort Medication Lists:

- Drag and drop medications to whatever order you'd like.
- Cluster medications together by condition treated
- Organize by Rx vs OTC

Telephone Encounter Templates:

- Option to update existing templates is now available after template has been applied
- There will be an option at the very top of the encounter next to the template name

Use the @ shortcut:

- In the notes section of a telephone encounter, document, lab, procedure, etc., type @ followed by the first letters of a staff member and it will auto populate that person. You can then click on that person's name and it will automatically put them in the "assigned to" field.

Hot Keys:

- Press and hold ALT (Windows Systems) or Option (Mac Systems) and it will show you the hot keys for the window you're in.

Rx:

- Under Practice Defaults —> select the option to allow ability to add rx multiple times in the same assessment.
- From here you can split your prescribing options so you may prescribe either a different dose or a different quantity of the same prescription.

Capturing Incentives:

- Use the Clinical Rules Engine - free once Item Key is turned on through eCW Support
- You can use this Clinical Rules Engine to help you automatically add appropriate diagnostic codes and quality reporting codes
- Helps boost Quality and HCC coding for incentive programs
- Examples —> use vitals to trigger codes for BMI and BP and/or use labs ordered/resulted to report DM control.
- Use AI registry searches to identify active patients who have specific medical conditions —> DM, HTN, Chronic Pain, Depression, etc.

Copy and Paste from Documents:

- In patient's document, right click on a document, then click on OCR Scanner.
- This opens another view of the document that will allow for sections to be copied and pasted in the Progress Note.

Out of Office Feature:

- Go to Menu —> Use the search feature to find "set out"
- This should open up "set out of office" option
- You may then set the date and time you'll be out of the office and may delegate your messages to another, if desired.