



To: All WRS Users
From: WRS Support Team
Date: 01/10/09
Re: System Update to Waiting Room Solutions

The WRS Development Team completed a software update to the Waiting Room Solutions System on January 10, 2009. The updated version of the system includes the following enhancements and added functionality. These have been designed to improve overall system functionality, security and usability. This update includes the following:

Resource Restrictions Enhanced Functionality

The system now provides the ability limit a user's access by time designation, location, note designation and specific patient charts.

- 1) A new Tab has been added to **Administration>Resource Management>Resource Setup>Edit Resource Information**. This tab is called **Resource Restrictions**. It offers the ability for practices to restrict a user's access by Patient, Location, and Time. Note that these restrictions must be individually enabled/disabled for each user desired:
 - a. **Patient** – Allows the practice to limit a user's access to individually-selected patient charts. To add patients, click the **Add Patient** link and search for the desired patient. Any patients listed will not be able to be accessed by that User ID:
 - i. Disables right click menu for that patient for that user.
 - ii. Patient Search with Quick Search or Manage Patients>Patient Search will filter out that patient.
 - iii. Blocks View Note/View All Notes for that user for that patient.
 - b. **Location** – Currently has limited functionality but soon it will allow a practice to limit a user's access to a practice location. Currently, when a location is restricted, it will eliminate that practice location as a selection from login location box that user will see when logging-in to WRS.
 - c. **Time** - Allows the practice to limit a staff member's access to the practice during specified hours and days of the week. When hours are restricted, the system will

prevent the user from logging into the WRS practice during the time/day specified.

- i. Time of day Restriction - will block the user from logging in during the restricted time of day (e.g. after 5pm).
- ii. Day of Week Restriction - will block the user from logging in on the restricted days (e.g. Saturday and/or Sunday).

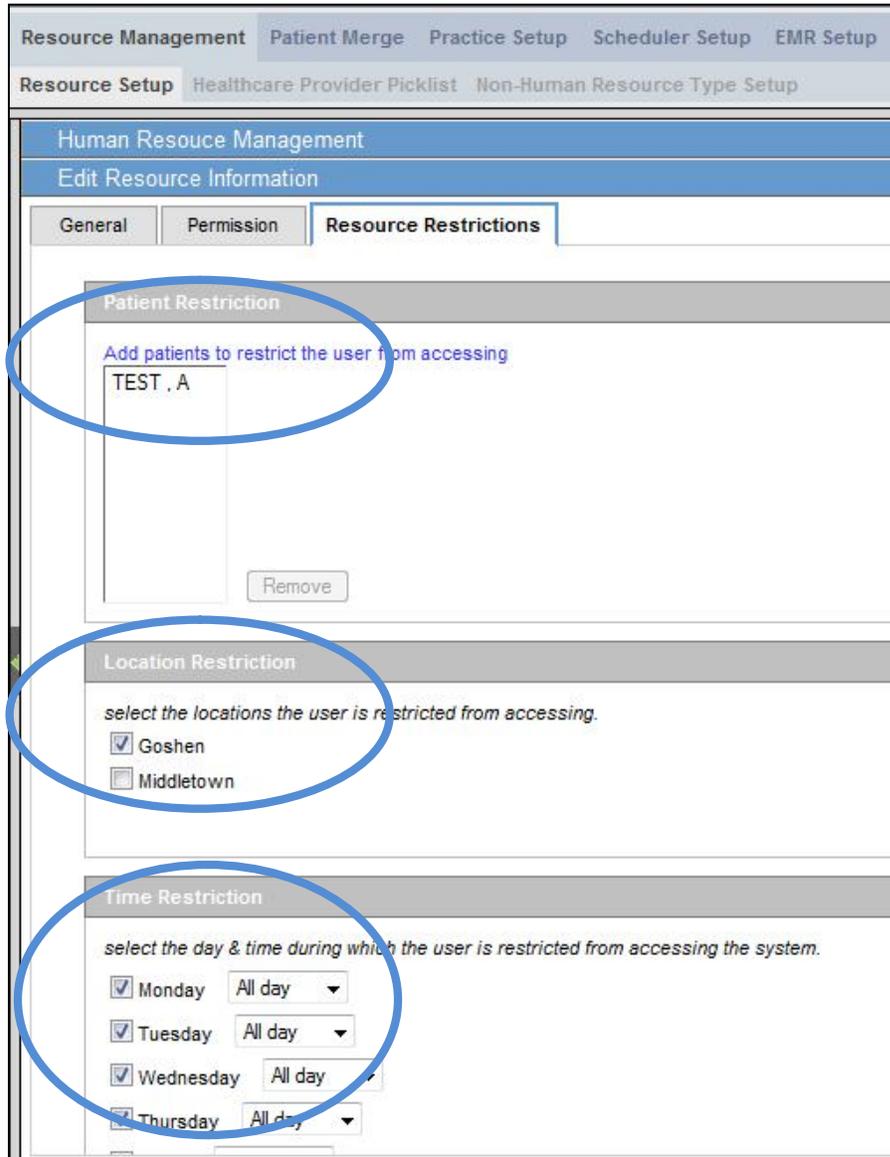


Figure 1: Resource Restrictions Tab

- d. **Emergency Search – EMR Chart Room, EMR Current Charts, Patient Search with Quick Search or Manage Patients>Patient Search** will filter out all restricted patients for that user. A message will be presented to the user when trying to access a restricted patient: "Some search results have restricted access. [Click here](#) for Emergency Search with no restrictions." In the care of an emergency that requires access, the user can enter a "Reason for Access" and temporarily disable the restriction. Emergency access logs can

be viewed at **Administration>Logs->Emergency Access.**

The screenshot shows a web interface with a navigation bar at the top containing 'Patient Registration' and 'Patient Search'. Below the navigation bar is a blue header for 'Patient Search Results'. A table lists patient information with columns: Patient Name, Birthday, SSN, Email, Phone, and Created. Three rows are visible: TEST, BOBBY; TEST, JOANNE; and TEST, NORA. Below the table, a message states: 'Some search results have restricted access. [Click here](#) for Emergency Search with no restrictions.' A blue oval highlights this message and a 'Get Emergency Access' button. Below the button is a 'Reason for Access:' text box. A 'Search Again' button is located at the bottom right.

Patient Name	Birthday	SSN	Email	Phone	Created
TEST, BOBBY	2009-01-01	999-99-9999	nomail@waitingroomsolutions.com	Home: (281) 606-3355	2009-06-22
TEST, JOANNE	2009-01-01	999-99-9999	nomail@waitingroomsolutions.com	Home: (888) 888-8888	2009-12-01
TEST, NORA	2009-01-22	999-99-9999	nomail@waitingroomsolutions.com	Cell: (383) 838-3838	2009-11-13

Figure 2: Emergency Access Results

The screenshot shows a web interface with a navigation bar at the top containing 'Resource Management', 'Patient Merge', 'Practice Setup', 'Scheduler Setup', 'EMR Setup', 'Billing Setup', 'Order Tracking Setup', 'System Settings', and 'Logs'. Below the navigation bar is a blue header for 'Emergency Access'. A table lists emergency access events with columns: Date, Resource, Access Reason, and IP Address. Two rows are visible: 01/10/2010 10:42:35, WRS Admin, Patient called with emergency., 67.82.151.7; and 01/08/2010 17:51:34, WRS Admin, 67.82.151.7. A blue oval highlights the 'Emergency Access' header and the table.

Date	Resource	Access Reason	IP Address
01/10/2010 10:42:35	WRS Admin	Patient called with emergency.	67.82.151.7
01/08/2010 17:51:34	WRS Admin		67.82.151.7

Figure 3: Emergency Access Log

- 2) **EMR Shared Note/Private Note Permissions** – This restriction should only be set if there is a strong practice-related need, otherwise it may hinder your standard workflow. Notes in the practice have a standard “shared” designation so that they are freely available to users with the correct permissions. A permission has been added to allow a practice to limit a user’s access to all practice notes designated as either **Shared** and or **Private**. Under **Administration>Resource Management>Resource Setup>[USER NAME]> Permissions**, a new user permission has been added. It is labeled **EMR Note Access**. Two check boxes are available **Shared Notes** and **Private Notes**. Checking, or un-checking, these boxes will enable, or disable, the selected user from viewing Shared and Private Notes for all patients. Note that when this control is checked, a warning message will be displayed “Checking this setting will severely restrict access to chart notes only to users who were assigned that note. This will require workflow management within the practice to administer.” Extreme care should be exercised when selecting this option to restrict user access to note formats.

[Resource Management](#)
[Patient Merge](#)
[Practice Setup](#)
[Scheduler Setup](#)
[EMR Setup](#)
[Billing Setup](#)
[Order Tracking Setup](#)
[System Setup](#)

[Resource Setup](#)
[Healthcare Provider Picklist](#)
[Non-Human Resource Type Setup](#)

Human Resource Management

Edit Resource Information

[General](#)
[Permission](#)
[Resource Restrictions](#)

Deposit Batch Admin	Check for Yes <input checked="" type="checkbox"/>
Payment Batch	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Payment Batch Admin	Check for Yes <input checked="" type="checkbox"/>
Code Lookups	<input checked="" type="checkbox"/>
Billing System Options Admin	Check for Yes <input checked="" type="checkbox"/>
Apply Any Payment	Check for Yes <input checked="" type="checkbox"/>
Creating New Insurance Admin	Check for Yes <input checked="" type="checkbox"/>

EMR	Allowed
Note Access	Shared notes <input checked="" type="checkbox"/> Private notes <input type="checkbox"/>
Note Signing	Check for Yes <input checked="" type="checkbox"/>
Practice Note Deactivation	Check for Yes <input checked="" type="checkbox"/>
Self Note Deactivation	Check for Yes <input checked="" type="checkbox"/>

Figure 4: Permissions Tab – Shared Note/Private Note Access