WRSHealth

To:	All WRS Users
From:	WRS Development Team
Date:	03/30/2020
Re:	Release of Review of Systems (ROS) Via Check-In Module

WRS previously announced the release of Telehealth functionality to assist providers in conducting remote patient encounters during the COVID-19 Pandemic.

Please complete the Telemedicine Signup Form to enable functionality for your practice immediately, or review previous Release Notes HERE to learn more.

We are pleased to now also offer functionality that allows your patient to indicate their Review of Systems (ROS) directly as part of their check-in process, by using the WRS Health Check-In module.

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Review of Systems (ROS) Check-In Module

WRS Health is implementing functionality that allows your patient to indicate their Review of Systems (ROS) directly as part of their check-in process and using the WRS Health Check-In module. The ROS bullet-points will be associated based on your specialty, and once the patient has indicated positive/negative responses, those responses will reflect in your note. This allows you to spend less time on documentation, and more time focusing on the needs of your patients.

This functionality is very pertinent to the current needs of Telehealth Medicine concepts, and can be continued in your workflow, once you get back to the everyday patient-facing encounters.

From the check-in module, patients will be presented with a series of specialty specific ROS:

They can select "No To All" per segment, and as applicable:

Eyes   No To All

Blurring of vision	Yes **No**
Impaired vision	Yes **No**
Itching of eye	Yes **No**
Double vision	Yes **No**
Eye pain or discomfort	Yes **No**
Excess tears	Yes **No**
Dry eye	Yes **No**
Eye discharge	Yes **No**
Light intolerance	Yes **No**

They can select each response individually and per bullet-point:

Please scroll to the bottom and complete all questions.

Ear, Nose, Mouth, Throat   No To All

Decreased hearing	**Yes** No
Ringing in ear	**Yes** No
Ear pain	Yes **No**
Wax in ear	Yes **No**
Ear discharge	Yes **No**
Nasal congestion	**Yes** No
Runny nose	**Yes** No
Sneezing	**Yes** No

Specialty Specific Note Types

Specialty specific notes have been created and are now available in your note-type libraries. Each offers the "New ROS" page where those responses from the check-in module will auto-load into the ROS page and indicators. Providers and their staff that work in the note documentation process are advised to add this note to their "easy access" dropdown, available in all note types. Use the "CUSTOMIZE" option to open the library:

Select the note type that is specified by the "X" identifier. This note will have the appropriate ROS page that connects with the check-in module. This functionality will not work in any other ROS area:

ROS Patient Entry

The ROS bullet-points indicated by your patient, through the check-in module will auto-load into the appropriate systems:

You still have the ability to add/modify/delete those responses within the body of the ROS template:

ROS ▼

[Normal Review of Systems] [Clear All Fields]

Constitutional Symptoms **N**	denies fever; denies fatigue; denies weight loss; denies weight gain; denies sleep disorder;

Eyes **N**	denies blurring of vision; denies impaired vision; denies itching of eye; denies double vision; denies eye pain or discomfort; denies excess tears; denies dry eye; denies eye discharge; denies light intolerance;

Ear, Nose, Mouth, Throat **N**	+ decreased hearing; + ringing in ear; denies ear pain; denies wax in ear; denies ear discharge; + nasal congestion; + runny nose; + sneezing;

Cardiovascular **N**	denies chest pain; denies palpitations; denies fainting; denies edema or swelling of extremities; denies shortness of breath on exertion; denies shortness of breath when lying;

	Yes	No	Frequent	Infrequent	Current	Past	Comments
Chest pain	☐	☑	☐	☐	☐	☐	
Palpitations	☐	☑	☐	☐	☐	☐	
Fainting	☐	☑	☐	☐	☐	☐	
Edema or swelling of							

ROS Settings

For those "established" and follow-up appointments, which are based on your ROS SETTINGS (ADMINISTRATION>EMR SETUP>ROS SETUP), during the check-in process, your patients will be presented with a review of their ROS and as indicated in the last encounter.
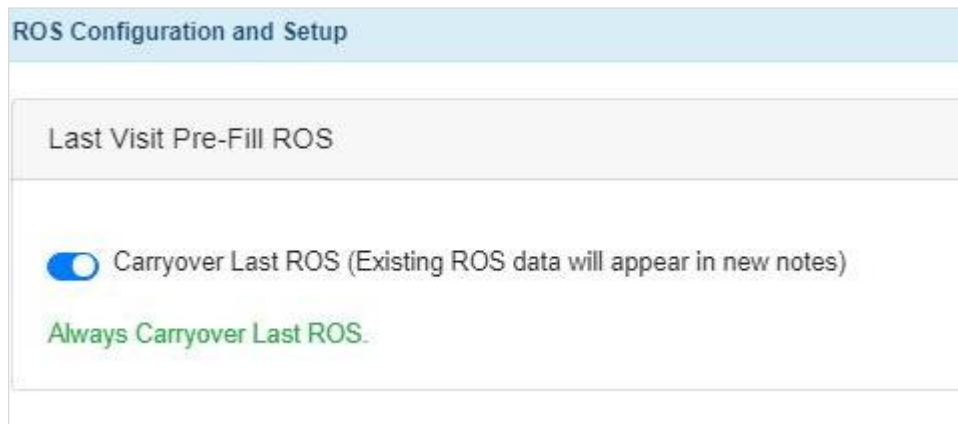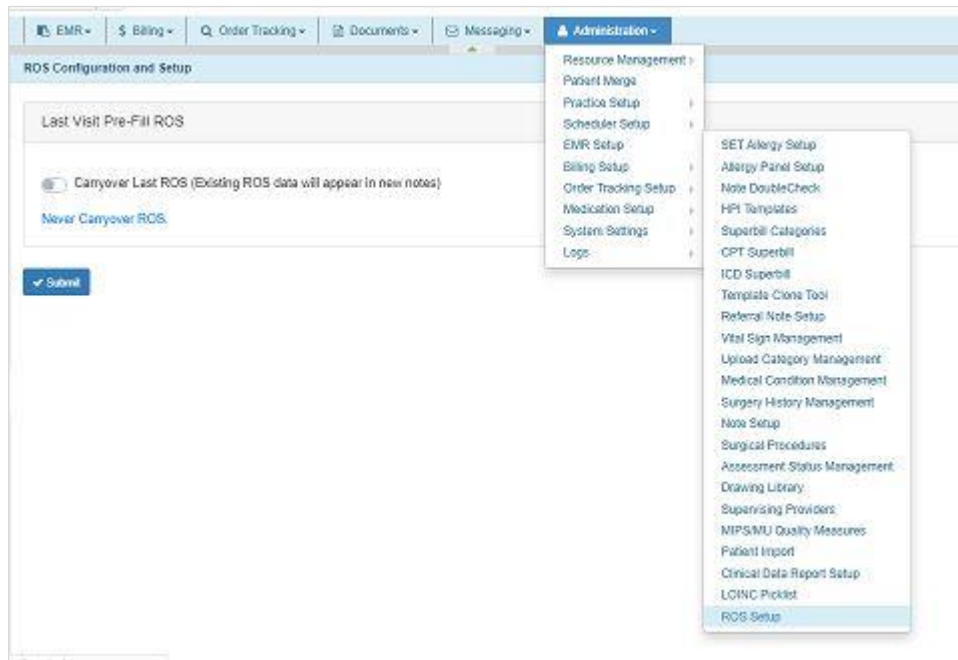
The patients then have the ability to address those ROS as "Resolved", "Improved", "Unchanged" or "Worse".

The updated ROS status will appear in your note and as indicated.

			Resolved	Improved	Unchanged	Worse	Comments
Eyes	**N**	denies blurring of vision; denies impaired vision; denies itching of eye; denies double vision; denies eye pain or discomfort; denies excess tears; denies dry eye; denies eye discharge; denies light intolerance;					
Ear, Nose, Mouth, Throat **N**		previously reported decreased hearing on 03/25/2020 is now unchanged; previously reported ringing in ear on 03/25/2020 is now worse; previously reported ear pain on 03/25/2020 is now improved; previously reported nasal congestion on 03/25/2020 is now unchanged; previously reported runny					
		Decreased hearing	☐	☐	☑	☐	
		Ringing in ear	☐	☐	☐	☑	
		Ear pain	☐	☑	☐	☐	
		Nasal congestion	☐	☐	☑	☐	
		Runny nose	☑	☐	☐	☐	
		Sneezing	☐	☑	☐	☐	
		Postnasal drip	☑	☐	☐	☐	
		Sore throat	☐	☑	☐	☐	
			Yes	No	Frequent	Infrequent	Current	Past	Comments

The library of "CI" (check-in) note types have very defined pages (HPI, New ROS, History/Habits, Exam, etc.). These notes cannot be modified or new "practice specific" notes created, at this time. However, the practices/providers can continue to use their current default note types with both Telehealth and the Check-In Modules, understanding those notes may be in a different format and may have additional pages or exam points. The ROS from the check-in module will not populate these notes, but you can continue to use them for your best documentation needs.

Doc Test
10:00 am po [1] Test, Khorrie

TEST DOCTOR
7:00 am tel [2] Adam, Test
7:00 am tel [1] Address, Test

📁 View Appointment Detail | → Check In | ↪ Move To Exam Room | ⊘ Check Out

Appt. Details: Telehealth Appointment with TEST DOCTOR at WRS HEALTH TRAINING, Check In

Adam, Test ▣ Launch Telehealth   Checked in: 10:58 AM

Patient Management
View Health Record

Chart ID:
WRS ID: 002-28-6115
SSN: 999-99-999
DOB: 03/04/1976
Age: 44 year old

Primary Ins: Medicare B, Policy #: TEST, Group #:

ADDRES LINE 1
BIRMINGHAM , AL 35203
(800) 670-7480

Secondary Ins: BCBS-CT:ANTHEM BLUE CROSS BLUE SHIELD (PPO) , Policy #: 1213321312, Group #:

EMR:	Scheduling:	Billing:	Miscellaneous:
EMR All Notes	Make Appointment	Patient Account	Print Patient Forms
Create New Note	Appointment Recall	Most Recent Claim	Print Label
View Most Recent Note	Appointment Search	Patient Statement	
View Test Results		Create New Claim	
Continuity of Care Record		View Patient Claims	
Patient Health Maintenance			
Diet Calculator			

HISTORY OF PRESENT ILLNESS AND REVIEW OF SYSTEM

Adam, Test
44 year old male,
DOB: Mar 4, 1976
Tel: (800) 670-7480

📅 **CLINICAL DATE**
MAR 25, 2020 TO MAR 25, 2020

View Note | Instructions
View All Notes | Templates

Visit Note II ▼

ALL NOTES
CURRENT NOTE
HPI & ROS
Histories & Habits
Physical Exam
Medications
Assessment & Plan
Orders & Procedures

Drawing Tool | Voice Recorder
Note Sign off
☑ Private Visit
☑ Patient Portal Access
Sign Note

HPI HISTORY ▼
CURRENT NOTE HPI ▲

                                              ✚ Add New HPI

Chief Complaint: [   ]

HPI Template: [No template   ▼]

[44 year old male
                                                ]

For E&M Advisor Use: ○ Brief (1-3 elements)   ● Extended (4 or more elements)

HPI Elements include: location, quality, severity, duration, timing, context, modifying factors and associated signs/symptoms.

💾 Save & Edit   💾 Save & Next

REVIEW OF SYSTEM ▲

                                    N | Normal Review of Systems | Clear All Fields

General: N	[ ]
Eyes: N	[ ]
Ears / Nose / Throat: N	[ ]
Cardiovascular: N	[ ]

If you will not be using the "New-ROS" functionality, to ensure that the ROS is not included in the check-in process, you can disable this area and continue to use your current workflow and note types. This can be done by going to *administration>system settings>practice settings>disable: patient checkin module-review of systems*

For practices/providers that will continue to use the "CI" notes, as is, and the ROS application to that note; there is not an option to customize any content in the "New ROS" page, as it will not be captured into the Check-In module.

Optional Setup Steps

There are settings that allow practices to further customize how the New-ROS carry-over is applied to their patients and based on visit type and interval of time between visits. Once the ROS CARRYOVER has been enabled, it will open the settings for "New ROS RESET Conditions". These settings, once applied, will reset that New ROS carryover, and the Check-In module will show the patient the entire ROS with no prior indication. If enabled, the settings will apply to all appointments scheduled as NEW (regardless of the time since the last encounter), OR any other scheduled appointment types, based on parameters you can select as weeks or months.

Once enabled, the page will show the settings, which are applicable at practice level.