



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






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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.

#### ITEMS IN THIS RELEASE

	<a href="#">Review of Systems (ROS) Check-In Module</a>
	<a href="#">Specialty Specific Note Types</a>
	<a href="#">ROS Patient Entry</a>
	<a href="#">ROS Settings</a>
	<a href="#">Optional Setup Steps</a>

## 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:

The screenshot displays the WRS Health Check-In Module interface. On the left, a sidebar shows a progress bar with seven steps: Step 1 Log in, Step 2 Patient Profile, Step 3 Insurance, Step 4 Pharmacy, Step 5 Questions (highlighted), Step 6 Co-Pay, and Step 7 Finished. A 'Cancel' button is located below the progress bar. The main content area is titled 'Patient Intake Questions' and includes a instruction: 'Please scroll to the bottom and complete all questions.' The questions are organized into sections: 'Constitutional Symptoms' and 'Eyes'. Each section has a 'No To All' button. The 'Constitutional Symptoms' section includes questions about Fever, Fatigue, Weight loss, Weight gain, and Sleep disorder. The 'Eyes' section includes questions about Blurring of vision and Impaired vision. At the bottom, there are 'Back' and 'Next' buttons.

WRS Implementation & Training

Step 1 Log in ✓

Step 2 Patient Profile ✓

Step 3 Insurance ✓

Step 4 Pharmacy ✓

Step 5 Questions

Step 6 Co-Pay

Step 7 Finished

57%

Cancel

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### Patient Intake Questions

Please scroll to the bottom and complete all questions.

#### Constitutional Symptoms

No To All

Fever	Yes	No
Fatigue	Yes	No
Weight loss	Yes	No
Weight gain	Yes	No
Sleep disorder	Yes	No

#### Eyes

No To All

Blurring of vision	Yes	No
Impaired vision	Yes	No

Back

Next

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:

The screenshot displays a medical software interface for a patient named Christina Test. The patient's information includes age (28), gender (female), date of birth (Jan 4, 1992), and telephone number (999-999-9999). The clinical date is set for March 24, 2020. A dropdown menu for 'Customize' is open, showing a list of note types: Post-Op Note, Prescription Note, Prescription Note II, Prescription Note III, Prescription Phone Note, Prescription Phone Note II, Procedure Note, Questionnaire, Radiologic Review I, Review Note I, Review Note II, Review Note III, Transcription Note, Visit Note, Visit Note CI, Visit Note D, Visit Note II, Visit Note IV, and Visit Note VR. The 'Customize' option is highlighted at the bottom of the list. To the right, the 'HPI HISTORY' and 'CURRENT NOTE HPI' sections are visible, with the 'Chief Complaint' field containing the text '28 year old female'. Below this, the 'For E&M Advisor Use:' section is present. The 'REVIEW OF SYSTEM' section is also visible, showing a list of system categories: General, Ear, Nose, and Throat.

**Test, Christina**  
28 year old female,  
DOB: Jan 4, 1992  
Tel: (999) 999-9999

**CLINICAL DATE**  
MAR 24, 2020 TO MAR 24, 2020

**View Note** **Instructions**  
**View All Notes** **Templates**

**Customize** ▼

- Post-Op Note
- Prescription Note
- Prescription Note II
- Prescription Note III
- Prescription Phone Note
- Prescription Phone Note II
- Procedure Note
- Questionnaire
- Radiologic Review I
- Review Note I
- Review Note II
- Review Note III
- Transcription Note
- Visit Note
- Visit Note CI
- Visit Note D
- Visit Note II
- Visit Note IV
- Visit Note VR
- Customize**

**Sign Note**

**HPI HISTORY**  
**CURRENT NOTE HPI**

Chief Complaint:

28 year old female

For E&M Advisor Use:

**REVIEW OF SYSTEM**

- Gener
- Ea
- Nos
- Thro

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:

The screenshot shows a web interface for customizing user note formats. The URL is `ehr.wrshealth.com/EMR/CustomizeUserNoteFormats.php`. It features a list of note types, each with a checkbox and a radio button. The 'ENT X' option is selected, highlighted in green, and has its radio button checked. Other options include ENT Sleep/Sinus, ENT VR Note, ENT VR Note II, Immunotherapy, Internal Medicine Note, Neurology Note, New Referral Note, New Visit Note, Note, Operative Note, Operative Note II, Operative Report, Operative Report II, Operative Report III, Pediatric ENT Note, Pediatric Note III, Phone Message, Phone Note II, Phone Note III, Post Op Note II, Post Op Note III, Post-Op Note, Prescription Note, Prescription Note II, Prescription Note III, and Prescription Phone Note. At the bottom are 'SAVE' and 'CLOSE WINDOW' buttons.

## ROS Patient Entry

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

The screenshot displays the 'NEW REVIEW OF SYSTEM FORMS' interface. On the left, patient information for 'Test, Ajax' (64-year-old female, DOB: Mar 1, 1956) is shown, along with a 'HAND SANITIZER' image. Below this are buttons for 'View Note', 'Instructions', 'View All Notes', and 'Templates'. A dropdown menu shows 'ENT X' selected. The main section is titled 'ENT ROS' and includes a 'Normal Review of Systems' button and a 'Clear All Fields' button. The 'ENT ROS' section contains several input fields for different body systems, each with a green 'N' icon and a list of symptoms to deny:
 

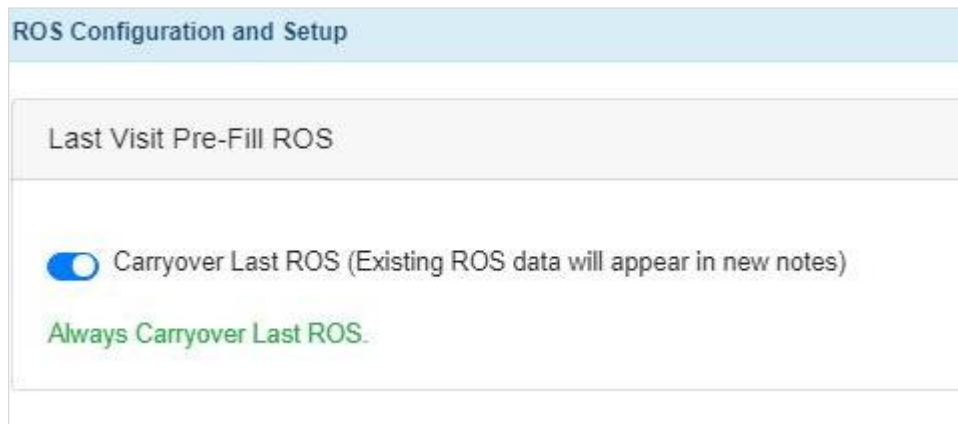
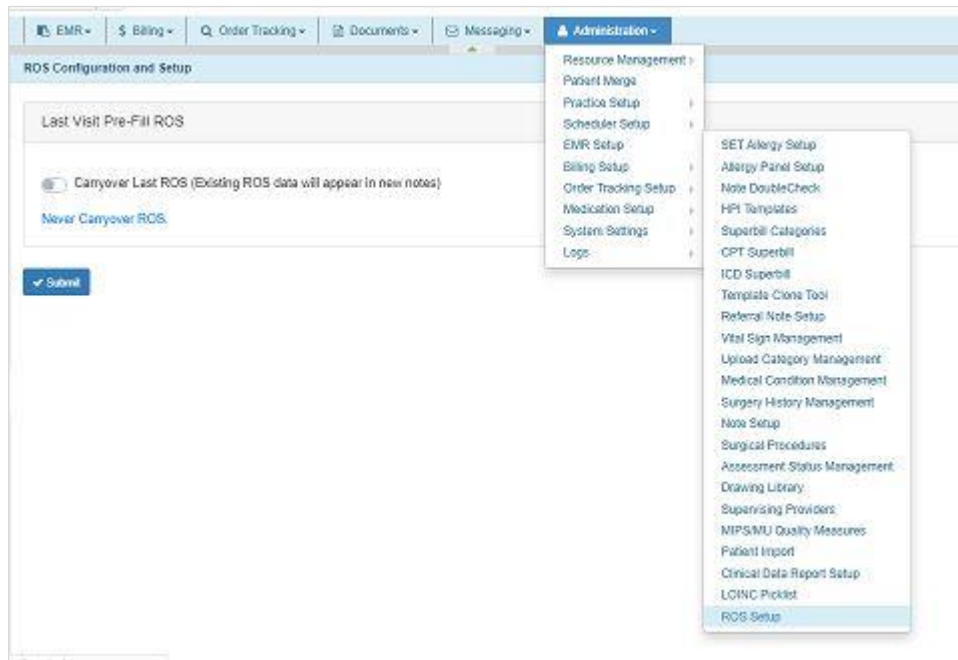
- Constitutional Symptoms:** denies fatigue; denies weight loss; denies weight gain; denies fever; denies sleep disorder;
- Ear:** denies hearing loss; denies ringing in ear; denies wax in ear; denies ear pain; denies ear discharge; denies ear pressure or fullness; denies dizziness;
- Nose:** denies nasal congestion; denies nasal obstruction; denies postnasal drip; denies runny nose; denies facial pain; denies cough; denies headache; denies nosebleed; denies sneezing; denies allergies; denies abnormal sense of smell;
- Throat:** denies throat pain or discomfort; denies difficulty swallowing; denies voice problem; denies foreign body sensation of throat; denies snoring; denies heartburn; denies bad breath;
- Neck:** denies mass of neck; denies thyroid nodule or swelling; denies hyperthyroid overactive thyroid function(finding); denies hypothyroid underactive thyroid function; denies neck pain;
- Respiratory:** denies wheezing; denies cough; denies shortness of breath; denies blood in sputum;
- Allergic/Immunologic:** denies allergic disorder; denies food allergy; denies immune system problem; denies reaction to anesthetic or anesthesia;

 The left sidebar also includes a 'New ROS Form' section with links for 'Histories & Habits', 'ENT/Head/Neck', 'Medications', 'Orders & Procedures', and 'Assessment & Plan'. At the bottom of the sidebar are buttons for 'Drawing Tool', 'Voice Recorder', 'Note Sign off', 'Private Visit', 'Patient Portal Access', and 'Sign Note'.




## 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”.



WRS Implementation & Training 1

Step 1 Log in ✓

Step 2 Patient Profile ✓

Step 3 Insurance ✓

Step 4 Pharmacy ✓

Step 5 Questions


Step 6 Co-Pay

Step 7 Finished

57%

Cancel

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## Patient Intake Questions

Please give an update on issues reported during your last visit:

Decreased hearing	Resolved	Improved	Unchanged	Worse
Ring in ear	Resolved	Improved	Unchanged	Worse
Ear pain	Resolved	Improved	Unchanged	Worse
Nasal congestion	Resolved	Improved	Unchanged	Worse
Runny nose	Resolved	Improved	Unchanged	Worse
Sneezing	Resolved	Improved	Unchanged	Worse

BackNext



WRS Implementation & Training 1

Step 1 Log in ✓

Step 2 Patient Profile ✓

Step 3 Insurance ✓

Step 4 Pharmacy ✓

Step 5 Questions


Step 6 Co-Pay

Step 7 Finished

57%

Cancel

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## Patient Intake Questions

Please give an update on issues reported during your last visit:

Decreased hearing	Resolved	Improved	Unchanged	Worse
Ring in ear	Resolved	Improved	Unchanged	Worse
Ear pain	Resolved	Improved	Unchanged	Worse
Nasal congestion	Resolved	Improved	Unchanged	Worse
Runny nose	Resolved	Improved	Unchanged	Worse
Sneezing	Resolved	Improved	Unchanged	Worse

BackNext

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

<b>Eyes</b> <span style="background-color: #90EE90; padding: 2px;">CI</span>		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;					
<b>Ear, Nose, Mouth, Throat</b> <span style="background-color: #ADD8E6; padding: 2px;">CI</span>		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 nose on 03/25/2020 is now improved; previously reported sneezing on 03/25/2020 is now improved; previously reported postnasal drip on 03/25/2020 is now improved; previously reported sore throat on 03/25/2020 is now improved;					
		Resolved	Improved	Unchanged	Worse	Comments	
	Decreased hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	
	Ringing in ear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>	
	Ear pain	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	
	Nasal congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	
	Runny nose	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	
	Sneezing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	
	Postnasal drip	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	
	Sore throat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	
		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 <sup>1</sup> Test, Khorrie

TEST DOCTOR

7:00 am tel <sup>2</sup> Adam, Test

7:00 am tel <sup>1</sup> 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 #:

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

ADDRESS LINE 1

BIRMINGHAM, AL 35203

(800) 670-7480

EMR:

EMR All Notes

Create New Note

View Most Recent Note

View Test Results

Continuity of Care Record

Patient Health Maintenance

Diet Calculator

Scheduling:

Make Appointment

Appointment Recall

Appointment Search

Billing:

Patient Account

Most Recent Claim

Patient Statement

Create New Claim

View Patient Claims

Miscellaneous:

Print Patient Forms

Print Label

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

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**

The screenshot shows the 'Administration' menu with the following sub-items: Resource Management, Patient Merge, Practice Setup, Scheduler Setup, EMR Setup, Billing Setup, Order Tracking Setup, Medication Setup, System Settings, and Logs. The 'Practice Settings' sub-menu is open, showing: Practice Settings, Support Settings, Patient Email Templates, and Direct Setup. In the main settings list, the 'PRACTICE CHECKIN MODULE - REVIEW OF SYSTEMS' option is highlighted with a green arrow.

PRACTICE WEBSITE:	<input checked="" type="radio"/> ENABLED	<input type="radio"/> DISABLED
PATIENT ACCESS TO TEST RESULTS ON PATIENT PORTAL:	<input checked="" type="radio"/> ENABLED	<input type="radio"/> DISABLED
PATIENT ACCESS TO APPOINTMENT & REQUEST HISTORY ON PATIENT PORTAL:	<input checked="" type="radio"/> ENABLED	<input type="radio"/> DISABLED
PATIENT ACCESS TO VIEW SUMMARY ON APPOINTMENT HISTORY ON PATIENT PORTAL:	<input type="radio"/> ENABLED	<input checked="" type="radio"/> DISABLED
DO NOT ALLOW PATIENTS TO EDIT PHR AFTER ANY NOTE CREATION:	<input type="radio"/> ENABLED	<input checked="" type="radio"/> DISABLED
DO NOT ALLOW PATIENTS TO REGISTER VIA PATIENT PORTAL:	<input checked="" type="radio"/> ENABLED	<input type="radio"/> DISABLED
1-CLICK/MULTIPLE CLAIM SUBMISSION	<input checked="" type="radio"/> ENABLED	<input type="radio"/> DISABLED
CPT SUPERBILL LEVEL	<input checked="" type="radio"/> PRACTICE LEVEL SUPERBILL <input type="radio"/> USER CUSTOMIZED SUPERBILL	
SPECIMEN COLLECTED AT	<input type="checkbox"/> DRAW STATION <input type="checkbox"/> PRACTICE	
PATIENT REGISTRATION	<input checked="" type="radio"/> COMPLETE (?) <input type="radio"/> PORTAL-COMPLIANT (?) <input type="radio"/> QUICK (?)	
INCLUDE PRACTICE LOCATION & ROOM NUMBER ON PATIENT REGISTRATION	<input checked="" type="radio"/> ENABLED	<input type="radio"/> DISABLED
PRACTICE LOCATION IS MANDATORY ON PATIENT REGISTRATION	<input type="radio"/> ENABLED	<input checked="" type="radio"/> DISABLED
INCLUDE PRACTICE LOCATION ON PATIENT SEARCH	<input type="radio"/> ENABLED	<input checked="" type="radio"/> DISABLED
PATIENT CHECKIN MODULE - INSURANCE	<input checked="" type="radio"/> ENABLED	<input type="radio"/> DISABLED
PATIENT CHECKIN MODULE - REVIEW OF SYSTEMS	<input checked="" type="radio"/> ENABLED	<input type="radio"/> DISABLED
CLINICAL DECISION SUPPORT ALERT	<input type="radio"/> ENABLED	<input checked="" type="radio"/> DISABLED

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.

Normal Review of Systems

Constitutional Symptoms		Yes	No	Frequent	Infrequent	Current	Past	Comments
Fever		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fatigue		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Weight loss		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Weight gain		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sleep disorder		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="button" value="Save All"/> <input type="button" value="Reset"/>						

## 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.

New ROS Configuration and Setup

Last Visit Pre-Fill "New ROS"

☒ Carry over Last "New ROS" (Existing "New ROS" data will appear in subsequent notes)

Always Carry over Last "New ROS" data.

"New ROS" Reset Conditions

☐ If Appointment Type is "New" OR time since last visit is greater than

6

months

months

weeks

✔ Submit

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

New ROS Configuration and Setup

Last Visit Pre-Fill "New ROS"

☒ Carry over Last "New ROS" (Existing "New ROS" data will appear in subsequent notes)

Carry over Last "New ROS" Except For:  
"New ROS" data Resets If Appointment Type is New OR time since last visit is greater than 6 months.

"New ROS" Reset Conditions

☒ If Appointment Type is "New" OR time since last visit is greater than

6

months

✔ Submit