



To: All WRS Users
From: WRS Development Team
Date: 06/03/2011
Re: System Update to Waiting Room Solutions

The WRS Development Team will be performing a software update to the Waiting Room Solutions System on or about June 3, 2011. This release will include the following items:

INSURANCE PAYOR ID

Functionality to search by and display the patient's Insurance Payor ID has been added:

Personal Information | **Insurance** | Contact Information | Medical Histor

Is the patient the insurance policy holder?
 Yes No

Please select the option that describes your insurance plan
 Medicare (Non-managed care)
 Medicaid (Non-managed care)
 Other

Phone Number [] - [] - []

OR

Payor ID 80314 [] ←

OR

Package ID []

OR

Name []
City []
State []
Zip [] - []

Search Package

Figure 1: Patient Management>Insurance>Search Insurance>Payor ID

Results are presented for all insurances with that Payor ID:

Search Package			
Name	Payor ID	Address	
CCN-UNICARE (PPO)	80314	COMPAQ CLAIMS PO BOX 833895 Richardson, TX 75083	<input type="button" value="select"/>
GIC INDEMNITY-UNICARE	80314	COMMONWEALTH SERVICE CENTER PO BOX 9016 Andover, MA 01810	<input type="button" value="select"/>
HCVM-UNICARE	80314	100 RIVER RIDGE DRIVE Norwood, MA 02062	<input type="button" value="select"/>

Figure 2: Patient Management>Insurance>Search Package>Results

The Payor ID is displayed next to the name of the insurance Plan:

Insurance Record for BOBBY TEST					
Show all insurances					
Insurance Plan & Address	Insured Name	Primary		Upload	
CCN-UNICARE (PPO) [80314] COMPAQ CLAIMS PO BOX 833895 Richardson, TX 75083-3895	Bobby Test	<input type="radio"/>	Details E	Upload	Delete

Figure 3: Patient Management>Insurance>Payor ID

Functionality has also been added to search and display the insurance Payor ID on the Practice Insurance Picklist:

Health Insurance Search							
The following is a list of insurance plans that matched your search criteria.							
<input type="checkbox"/>	Name	Alias	Payor ID	Address	City	State	Zip
<input type="checkbox"/>	CCN-UNICARE (PPO)	CCN-UNICARE (PPO)	80314	COMPAQ CLAIMS PO BOX 833895	Richardson	TX	75083
<input type="checkbox"/>	GIC INDEMNITY-UNICARE	GIC INDEMNITY-UNICARE	80314	COMMONWEALTH SERVICE CENTER PO BOX 9016	Andover	MA	01810
<input type="checkbox"/>	HCVM-UNICARE	HCVM-UNICARE	80314	100 RIVER RIDGE DRIVE	Norwood	MA	02062
<input type="checkbox"/>	HEALTH CARE ASSOCIATES (UNICARE)	HEALTH CARE ASSOCIATES (UNICARE)	80314	2800 VETERANS BLVD 365	Metairie	LA	70002
<input type="checkbox"/>	HMC-UNICARE	HMC-UNICARE	80314	3 FOREST PARK DRIVE	Farmington	CT	06032
<input type="checkbox"/>	JOHN HANCOCK						

Figure 4: Administration>Practice Setup>Insurance Picklist>Search Results

View Web 2.0 Site Insurance Pick List Practice Forms

Insurance Pick List

ID	Alias	Payor ID	Delete
10111	AARP	87726	Delete
10444	AETNA	60054	Delete
332	BCBS-CT:ANTHEM BLUE CROSS BLUE SHIELD (PPO)	65358	Delete
3178	CCN-UNICARE (PPO)	80314	Delete
4292	JOHN HANCOCK MUTUAL LIFE-UNICARE INSURANCE COMPANY (PPO)	80314	Delete
6034	PRUDENTIAL	60054	Delete

Print Search Packages

Figure 5: Administration>Practice Setup>Insurance Picklist

Patients can also search by Payor ID on the patient portal website:

Health Insurance Search

Please enter a phone number, package ID or an address.

Phone Number: - -

OR

Payor ID:

OR

Package ID:

OR

Name:

City:

State:

Zip: -

Search

Figure 6: Patient Portal Insurance Search>Payor ID

EMR All Notes Date Order

EMR All Notes page (as well as View All Notes, View Current Practice Notes, View External Notes) will now display patient notes chronologically in descending order, with latest note on top.

EMR Note (Current Practice: 11 / Other Practices: 0)					
Date		Type of note	Signature	Assessment	Drop
Mar 15, 2011		Prescription Note	unsigned		Drop
Mar 15, 2011		Visit Note	unsigned	COUGH (786.2) 732.2 ()	Drop
Mar 04, 2011		Visit Note II	unsigned	COUGH (786.2) 732.2 ()	Drop
May 25, 2010		Visit Note	unsigned	732.2 ()	Drop
May 20, 2010		Visit Note	unsigned	732.2 ()	Drop
May 20, 2010		Visit Note	unsigned	732.2 ()	Drop
May 20, 2010		Visit Note	unsigned	732.2 ()	Drop
Apr 13, 2010		Visit Note	unsigned	732.2 ()	Drop
Nov 10, 2009		Visit Note	unsigned	732.2 ()	Drop
Oct 30, 2009		Visit Note	Resa Barbalic, RNC	abd ()	
Oct 13, 2009		Visit Note II	WRS Admin		

DOCUMENTS [Show All Documents](#) Current Practice: [View All Documents](#)

Figure 7: EMR All Notes>EMR Note>Date Order Display

Restrict Patient Access By Location

The ability to assign a patient to a specific practice location has been added.

Providers	Directives	Account Information	Appointment Search
Personal Information	Insurance	Contact Information	Medical History

Update Password

The patient does not have a valid email address.

It's highly recommended that patient provides a valid email address to rec Waiting Room Solutions.

Please click on the "Recreate Login" button to let the system auto-generat new login will appear on the next screen. It will also be sent to the patient

Recreate Login

Exempt from Reporting

Update Report Exemption Status

Patient is limited to the selected location(s) only:

Goshen

Monroe

Update Locations

Figure 8: Patient Management>Account Information>Update Locations

This location designation can then be used to restrict an employee's access to patients at a specific practice location:

Human Resource Management
Edit Resource Information

General | Permission | **Resource Restrictions**

Patient Restriction

Add patients to restrict the user from accessing

Remove

Location Restriction

select the locations the user is restricted from accessing.

Goshen

Monroe

Figure 9: Administration>Resource Management>Resource Setup>
USER NAME> Resource Restrictions

Note that if the employee has "Emergency Patient Info Access" permission enabled, this will offer the option to access the patient record in the case of an emergency.

Human Resource Management
Edit Resource Information

General | **Permission** | Resource Restrictions

Security Level for Test User: Custom Setting

General Permissions	View	Add	Edit	Delete
Practice Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Insurance Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Links (Sections / Specialites)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Affiliated Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Contact Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Location Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Instruction Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Doctor Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient Info	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient Merge Admin	Check for Yes <input checked="" type="checkbox"/>			
Emergency Patient Info Access	Check for Yes <input checked="" type="checkbox"/>			

Figure 10: Administration>Resource Management>
Resource Setup>USER NAME> Permissions