



To: All WRS Users
From: WRS Development Team
Date: 07/29/2011
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 July 29, 2011. This release will include the following:

Today's Appointments - Next Patient Display

The ability to indicate the next patient to be seen has been added. A "N" (red) status is now shown displayed in Today's Appointments, next to the **Step 3: Move to Exam Room**. This "N" indicates the next patient to be seen. "Next" status is automatically assigned to the patient who has been in the **Step 3: Move to Exam Room** for the second longest period of time. Note that the "N" will only display when there are multiple patients in **Step 3: Move to Exam Room** for that provider.

Time	Name
NP Test	
9:00 am con ³	TEST,B
9:45 am new ^{3N}	TEST,C
10:30 am new ²	TEST,S
11:15 am est ¹	TEST2,K
Doctor Test	
8:00 am est ³	TEST,B
9:00 am new ⁴	TEST,C
9:45 am con ^{3N}	TEST2,K
11:00 am new ²	TEST,B

Figure 1: Today's Appointments - Next Patient Display

Manual Next Patient Assignment

User can override any automatic "N" assignment by right clicking on the patient name and selecting "Next Patient."

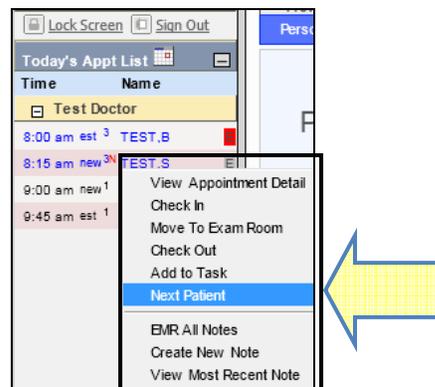


Figure 2: Today's Appointments Right Click Menu – Next Patient

Patient Information Box – Timestamp

A timestamp has been added to the Patient Information Box. The time of **Step 2: Check- In** and **Step 3: Move to Exam Room** are now displayed.



Figure 3: Patient Information Box
Time of Check In



Figure 4: Patient Information Box
Time of Move to Exam Room

Today's Appointments - Exam Room Assignment

Functionality has been added to assign patients to a specific exam room. When a patient is moved from **Step 2: Check In** to **Step 3: Move to Exam Room** a pop up a window for "Exam Room Assignment" is now displayed. This allows the user to enter and assign a room number to that patient.

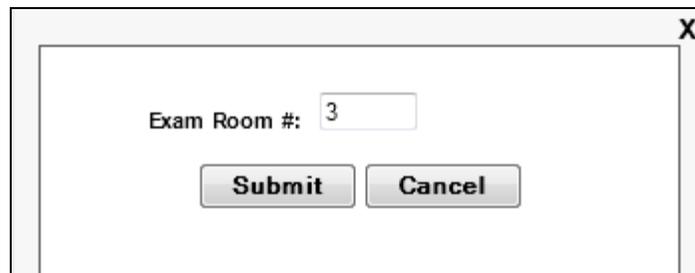


Figure 5: Exam Room Assignment
(opens after Move to Exam Room Is Selected)

The room number is then displayed on Today's Appointments to the right of the patient name.

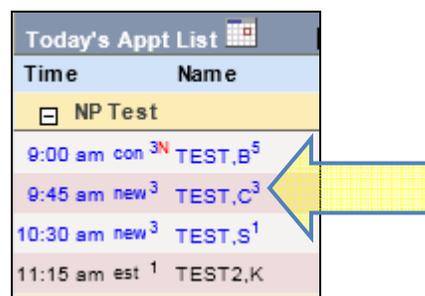


Figure 6: Today's Appointments –
Exam Room Assignment Display

Patient Information Box

Patient Information Box now appears in a fixed position (mid page) to eliminate reported issues with information being cutoff on top or bottom of the screen. In addition, information contained in this box will now refresh each time the box is moused over.

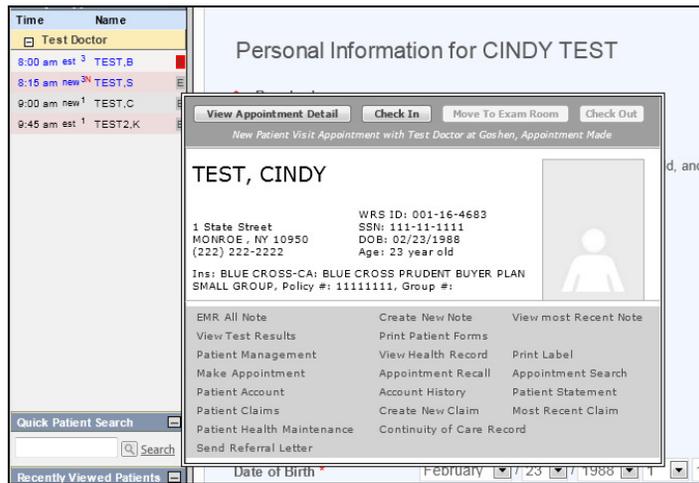


Figure 7: Patient Information Box (mouse over)

Patient Management – Patient Name

Patient name now appears on all pages/tabs of the Patient Management Module.

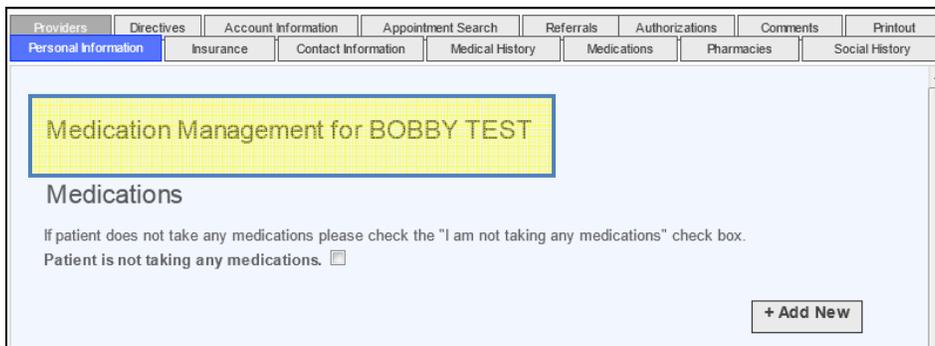


Figure 8: Patient Management– Patient Name Displayed on All Tabs

Patient Management – Authorizations

A Comments Box has been added to the Authorizations Tab in the Patient Management Module.

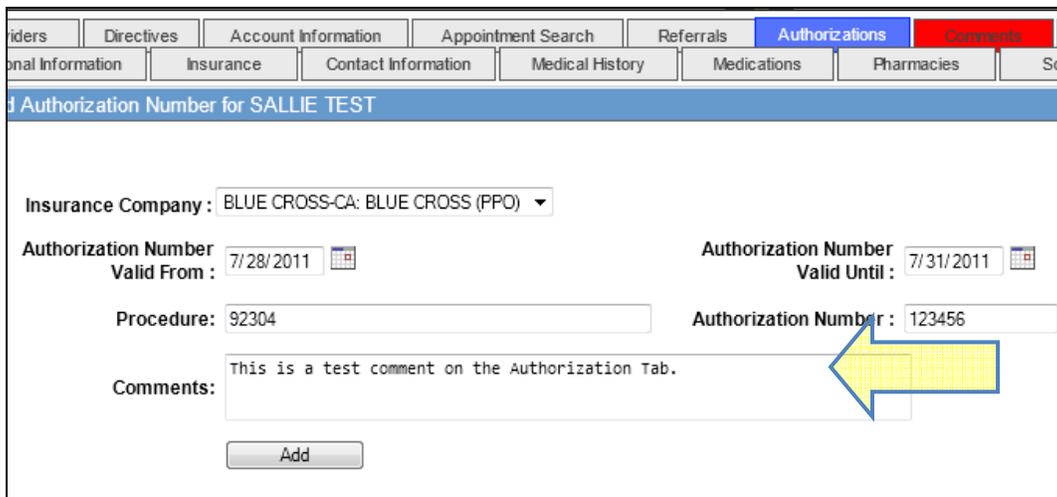


Figure 9: Manage Patients>Authorizations>Comments

Patient Management – Social History

A Comments Box has been added to the Social History Tab in Patient Management. It has also been added to the Social History section of all EMR Note Formats.

never smoker
 smoker, current status unknown
 unknown if ever smoked

Number of Packs Per Day
 Number Of Years
 Date Patient Quit /
 Number of Packs Per Day Before Patient Quit

Does Patient Drink Alcohol * Yes No
 Type of Alcohol
 Number Of Drinks

Drugs Use * Yes No
 Drugs Type
 Other Habits

Comments

Figure 10: Patient Management >Social History>Comments

Patient Management – Insurance

Functionality has been added to refresh/uploaded information on Insurance Cards.

Insurance Record for SALLIE TEST

[Show all insurances](#)

Insurance Plan & Address	Insured Name	Primary		Upload	
BLUE CROSS-CA: BLUE CROSS (PPO) [] PO BOX 4089 Woodland Hills, CA 91365	Sallie Test	<input type="radio"/>	Details E	View Change	Delete

Figure 11: Manage Patients>Insurance (Refresh)

EMR – Orders & Procedures

Provider DEA numbers will no longer display on printed/faxed orders.

TEST, ALLERGY
 Sex: Male
 SSN: 999999999

RESULTS

10 Observation Dates						
Test	Code	Value	Units	Reference Range	Flag	Comments
RAST for Kentucky Bluegrass, Johnson Grass, Bermuda Grass, M...	86003	<.35 for all		<.35	Normal	advised to have skin testing done
BMP	80048					

open test with normal results
 open test with abnormal results
 closed test with normal results
 closed test with abnormal results

Figure 14: [Patient Name]>Right Click>View Results

Order Tracking>Health Maintenance

All Health Maintenance Rules have been defaulted to "Excluded from reminder" setting. This eliminates issues with unwanted emails being sent to patients. Practices should go to **Administration>Order Tracking>Health Maintenance** to re-enable any all/rules, as needed.

Recall Reminder Text

Excluded from Recall Reminder

This is the text that is used to describe the service that the patient is due to receive. The terminology should easily understandable by patients.

Figure 15: Administration>Order Tracking>Health Maintenance>Rule> Exclude from Recall Reminder

EMR – View Note

Signature information now includes the provider’s title (i.e. MD, NP, PA) on all note formats.

SIGNATURE

This note has been electronically signed by **Doctor Test, MD** on 2:43 PM Jul 28 2011.

If required, you can [add an addendum](#) to it.
 If required, you can [add a patient annotation](#) to it.

Figure 16: EMR>View Note (provider title)

PATIENT EMAILS

Practice location has been added to all patient emails (appointment reminders, patient registrations, etc.) on bottom right of message. In addition, the "you have mail" notification email is now sent to the patient's external email account.

Thursday, July 28, 2011

[wrsolutions.com/live/patient_v2/index.php?id=983266](https://www.wrsolutions.com/live/patient_v2/index.php?id=983266)

Password Recovery page.

TEST Specialty Care
30 Matthews St #107
Goshen, NY 10924

Figure 17: Patient Email Template with Practice Name and Logo

Website 1.0 to Website 2.0

In an effort to enhance the overall functionality and design of the patient portal, WRS has migrated all patient portal websites from **Website 1.0** to **Website 2.0**. Please note that this migration should not affect practice functionality (EMR, scheduler, Manage Patients, Billing, and Employee Logins) in any way. Updated functionality is limited to patient portal websites only.

Theme Migration

All **Website 1.0** themes have now been redirected to equivalent **Website 2.0** themes. Please note that if your practice has previously contacted WRS to optionally move to **Website 2.0**, this migration will not affect your current theme.



Figure 18: (Previous) Website (Patient Portal) 1.0

Website 2.0 Functionality

The new portal adds enhanced functionality and information in an improved manor to aid with patient navigation and usage. You may select your new theme by navigating to **Administration >Practice Setup >Edit Website Style**.

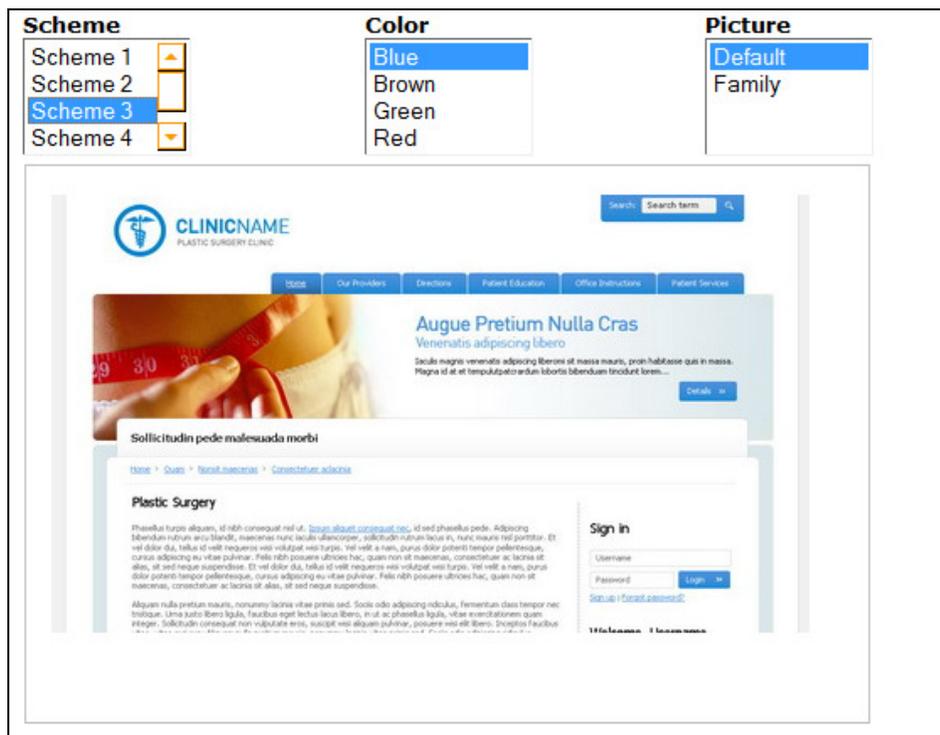


Figure 19: Administration>Practice Setup>Edit Website Style

Instruction Forms - Upload any PDF, Word, or Excel document under **Administration > Practice Setup > Practice Forms**. The forms will appear under the **Instruction Forms** on your website. Forms can then be opened and printed by patients on their home computers.

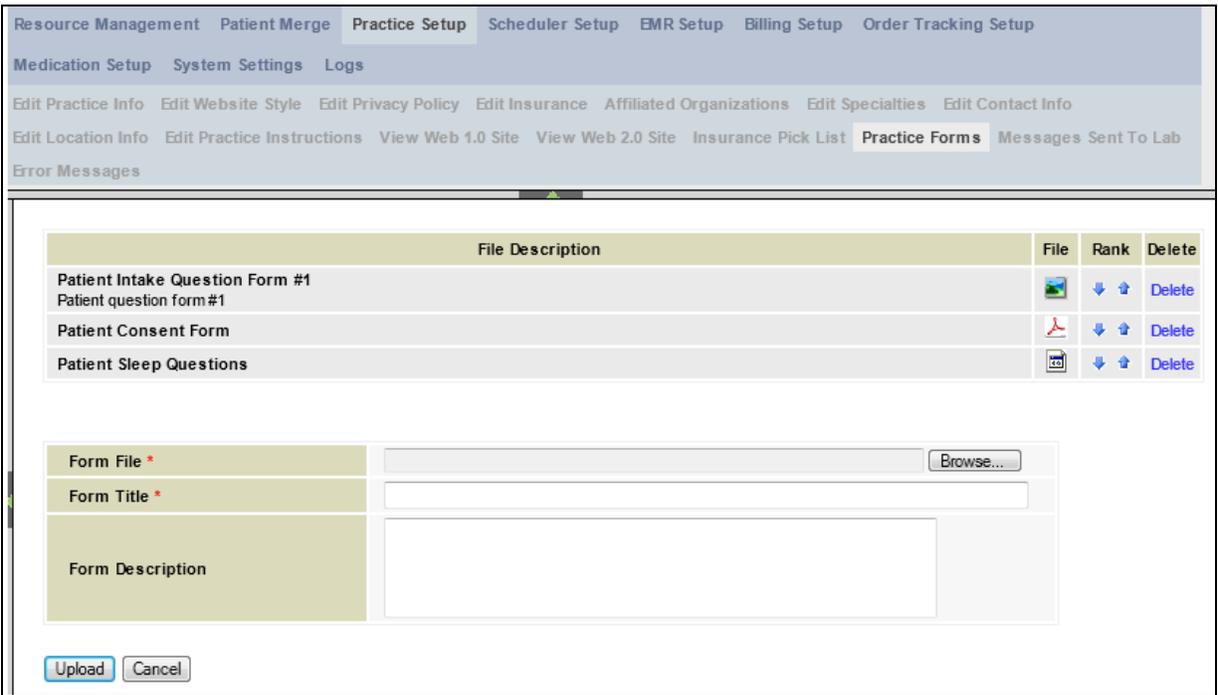


Figure 20: Administration>Practice Setup>Practice Forms

Test Results - At the practice's discretion, patients can login and view their test results in the comfort and privacy of their home. Patients navigate to **My Health Record > My Test Results**. Note that this functionality is disabled for your practice by default. Contact support@waitingroomsolutions.com if you would like this functionality enabled.



Figure 21: Practice Portal Website> My Health Record>My Test Results

Enhanced Portal Website Navigation - Patients will experience simpler navigation when exploring their Patient Health Record. This information can be accessed from anywhere within the portal.



Figure 22: Practice Portal Website> My Health Record>Menu(Navigation)

Cross Browser Compatible - All new Patient Portal themes are compatible with most popular web browsers (Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, and Google Chrome). Patients are not limited to view the portal website in Internet Explorer only.

Please note, however, that the practice side of WRS (scheduler, billing, EMR, reports) still requires that you run it with Internet Explorer only.

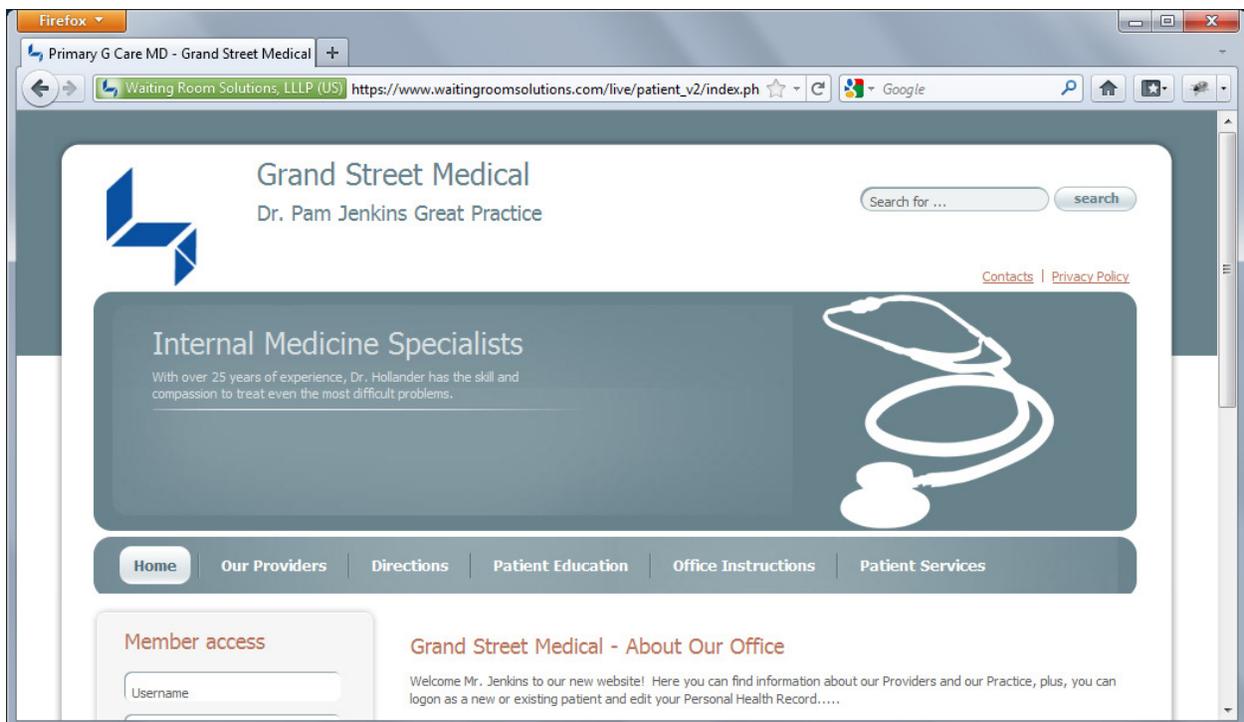


Figure 23: Patient Portal 2.0 rendered within FireFox

Search Engine Optimization - WRS Patient Portal 2.0 automatically handles specific web site data that helps your practice get found by prospective patients and crawled by search engines. The website pulls the information about your practice and updates these key SEO fields. When patients, or potential patients, search for a practice using search tools like Google and Yahoo, they will have a better chance of finding you.

Domain Name - If you have a domain name and wish to take advantage of the patient portal, please email the URL (i.e. www.practicename.com) and your practice name to setup@waitingroomsolutions.com.

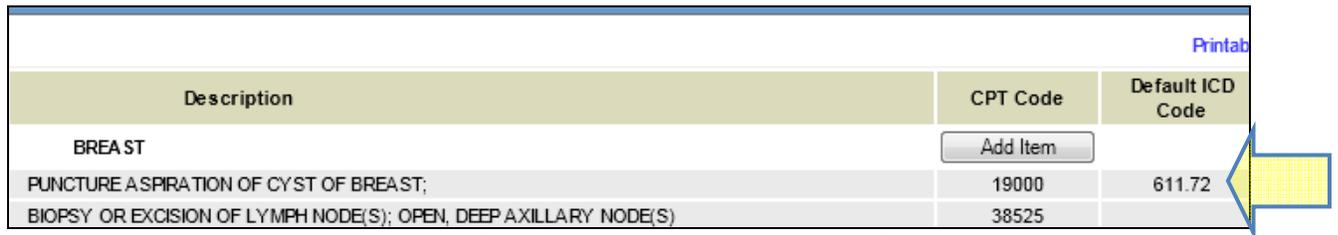
CPT - ICD Associations & Diagnosis Pointers

Association of CPT (Procedure & Order Codes) with ICD-9 (Diagnosis Codes)

Functionality has been added to associate frequently paired CPT Codes with ICD Diagnosis Codes. Default CPT-ICD Associations can be setup on a practice level. This information will automatically populate the Assessment & Plan Page of the Note and the CMS 1500 Claim Form.

CPT-ICD Association – Administration - Practice Superbill

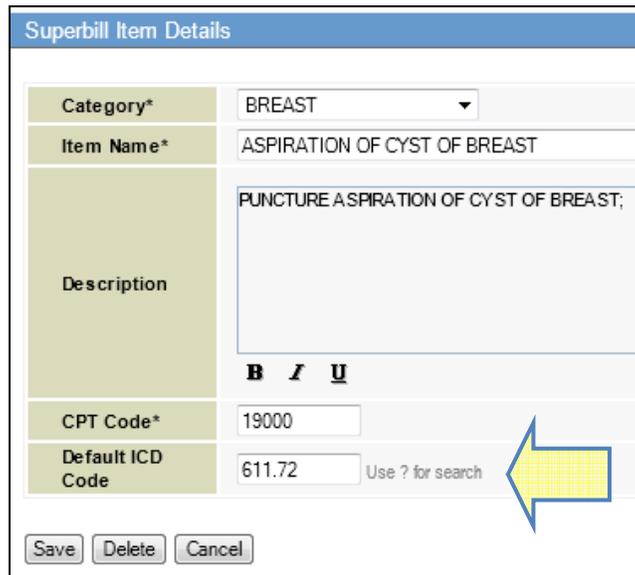
Default CPT-ICD Associations can be setup under **Administration>EMR Setup>CPT Superbill**. To create an association, click on a CPT code.



Description	CPT Code	Default ICD Code
BREAST	<input type="button" value="Add Item"/>	
PUNCTURE ASPIRATION OF CYST OF BREAST;	19000	611.72
BIOPSY OR EXCISION OF LYMPH NODE(S); OPEN, DEEP AXILLARY NODE(S)	38525	

Figure 24: Administration>EMR Setup>CPT Superbill

Scroll to the bottom of the page to enter/associate a specified ICD code with that CPT Code and Save:



Superbill Item Details

Category* BREAST

Item Name* ASPIRATION OF CYST OF BREAST

Description PUNCTURE ASPIRATION OF CYST OF BREAST;

CPT Code* 19000

Default ICD Code 611.72 Use ? for search

Figure 25: Administration>EMR Setup>CPT Superbill> Superbill Item Details

CPT-ICD Association - Orders & Procedures

When a CPT Code that has an ICD Association is added on the Orders & Procedures Page, the associated ICD code and

descriptor will automatically be shown under the Diagnosis Column. Note that users can manually remove the associated code, and/or add additional codes, as needed. In addition, reordering of ICD Codes in the Diagnosis Column of the Orders and Procedures Page will automatically populate the CMS 1500 in the specified order.

CURRENT NOTE ORDERS & PROCEDURES					
Procedure	Code	Comments	Diagnosis	Ordered on	Action
ASPIRATION OF CYST OF BREAST	19000		[611.72] Lump or mass in breast X Type ICD Code / Problem to search	07/08/2011	
OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATION AND MANAGEMEN ...	99212		[705.83] hidradenitis X [611.72] lump or mass in breast X Type ICD Code / Problem to search	07/08/2011	

No orders found.

Figure 26: EMR>Orders & Procedures>Current Note Orders & Procedures>Diagnosis Column

CPT-ICD Association – Assessment & Plan

When an associated CPT code is entered on the Orders and Procedures Page, the corresponding ICD code will be added to the Assessment & Plan Page of the note:

CURRENT NOTE ASSESSMENT S					
<input type="checkbox"/>	Code	Problem	Status	Plan	Order
<input checked="" type="checkbox"/>	611.72	LUMP OR MASS IN BREAST	new	[19000] ASPIRATION OF CYST OF BREAST	1
<input checked="" type="checkbox"/>	705.83	Hidradenitis	unchanged		2

Figure 27: EMR>Assessment & Plan>Current Note Assessments

CPT-ICD Association - CMS 1500

CPT-ICD associated codes will populate the CMS 1500 Claim Form and include the appropriate Diagnosis Pointer Code populated in Box 24E. Note that the order of ICD Codes (Diagnosis Column of the Orders and Procedures Page) will automatically populate the CMS 1500 in the specified order.

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Relate Items 1, 2, 3 or 4 to Item 24E by Line)											22. MEDICAID R CODE			
1. 611.72											23. PRIOR AUTH			
2. 705.83														
24. A. DATE(S) OF SERVICE											E. DIAGNOSIS POINTER			
From To											F. \$ CHARGES			
MM DD YY MM DD YY														
B. PLACE OF SERVICE														
C. EMG														
D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances)														
CPT/HCPCS														
MODIFIER														
1														
07 08 2011 07 08 2011 11											19000		1 114.55	
2														
07 08 2011 07 08 2011 11											99212		21 100.00	

Figure 28: Billing>Create Claim>CMS 1500>Boxes 21, 24D, 24E