

The Delta Process and eRx

November 9, 2012

Embrace the new world of healthcare

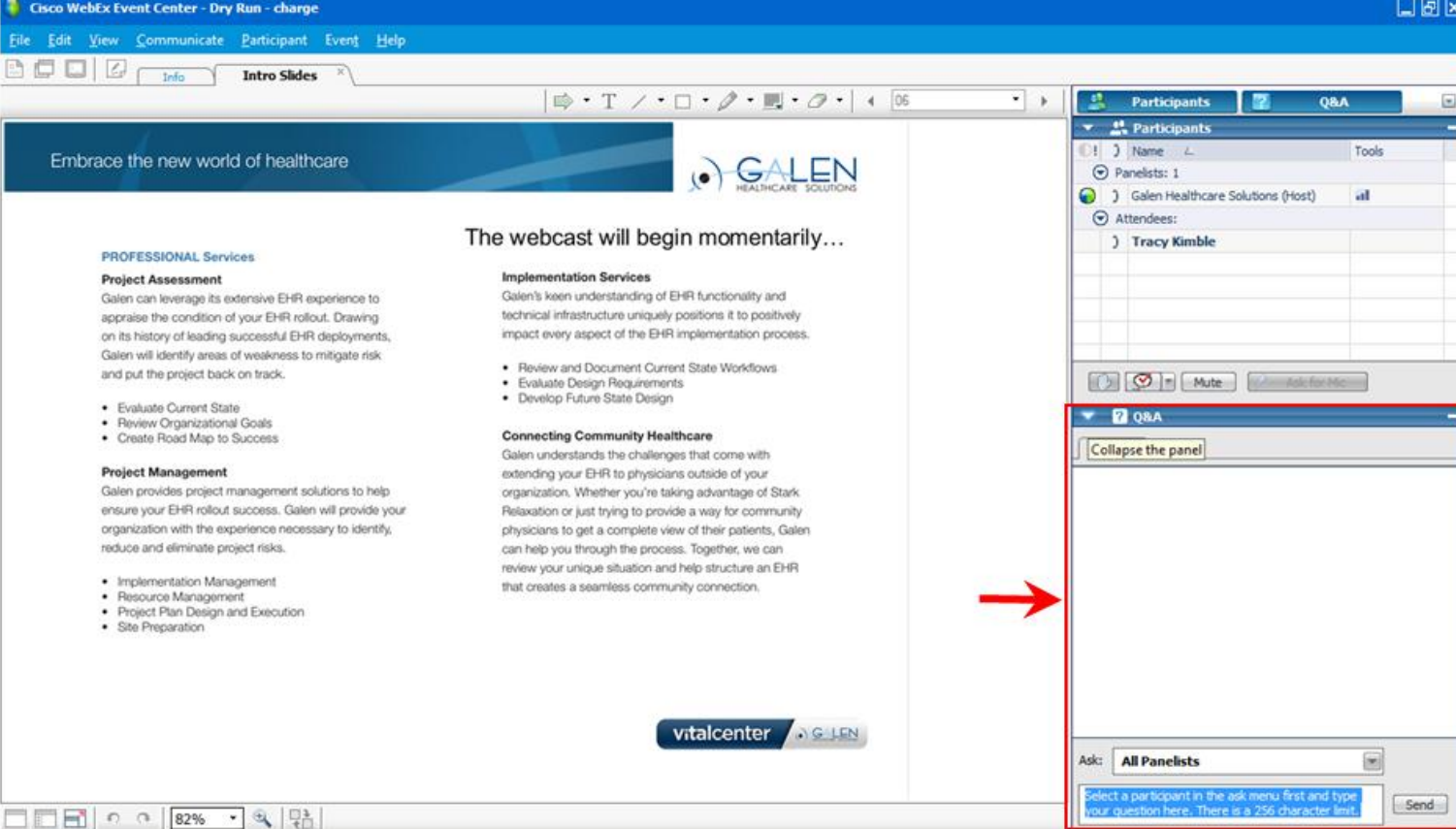
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Your phone has been automatically muted. Please use the Q&A panel to ask questions during the presentation!



The screenshot shows a Cisco WebEx Event Center window titled "Cisco WebEx Event Center - Dry Run - charge". The main presentation area displays a slide with the title "Embrace the new world of healthcare" and the Galen Healthcare Solutions logo. The slide content is divided into three sections: "PROFESSIONAL Services", "Implementation Services", and "Connecting Community Healthcare".

PROFESSIONAL Services

- Project Assessment**
Galen can leverage its extensive EHR experience to appraise the condition of your EHR rollout. Drawing on its history of leading successful EHR deployments, Galen will identify areas of weakness to mitigate risk and put the project back on track.
- Project Management**
Galen provides project management solutions to help ensure your EHR rollout success. Galen will provide your organization with the experience necessary to identify, reduce and eliminate project risks.

Implementation Services

Galen's keen understanding of EHR functionality and technical infrastructure uniquely positions it to positively impact every aspect of the EHR implementation process.

- Review and Document Current State Workflows
- Evaluate Design Requirements
- Develop Future State Design

Connecting Community Healthcare

Galen understands the challenges that come with extending your EHR to physicians outside of your organization. Whether you're taking advantage of Stark Relaxation or just trying to provide a way for community physicians to get a complete view of their patients, Galen can help you through the process. Together, we can review your unique situation and help structure an EHR that creates a seamless community connection.

The bottom of the slide features the "vitalcenter" and "GALEN" logos.

On the right side of the window, there is a "Participants" panel and a "Q&A" panel. The "Q&A" panel is highlighted with a red border and a red arrow pointing to it. It contains a "Collapse the panel" button, a dropdown menu set to "All Panelists", a text input field with placeholder text "Select a participant in the ask menu first and type your question here. There is a 256 character limit.", and a "Send" button.

Agenda

- **Provide a high-level description of the current Delta Process**
- **Summarize the tasks that are used during the Delta Process**
- **Identify tables within the Enterprise databases that are utilized during the Delta Process**
- **Provide a high-level overview of the ePrescribe (Rx+) module**
- **Review prerequisites and general setup of the Rx+ module**
- **Controlled medications**
- **Pharmacy & Setup**
- **Eligibility Checking and Medication Hx Importing**

Poll Question

- **How familiar are you with the Delta Process?**

Delta Process Definition

- **The Delta Process is a service intended to:**
 - Reduce the effort and time it takes to deliver key clinical data updates to AE-EHR users
 - To assist in increase of utilization by identifying (per-specialty) areas of the system are 'used' and 'under-used'

Clinical Data Updates

- **Meds (weekly)**
- **Formulary (monthly)**
- **DUR (quarterly)**
- **Pocket Library Titles (quarterly)**
- **Other clinical support data (configurable)**

Deltas

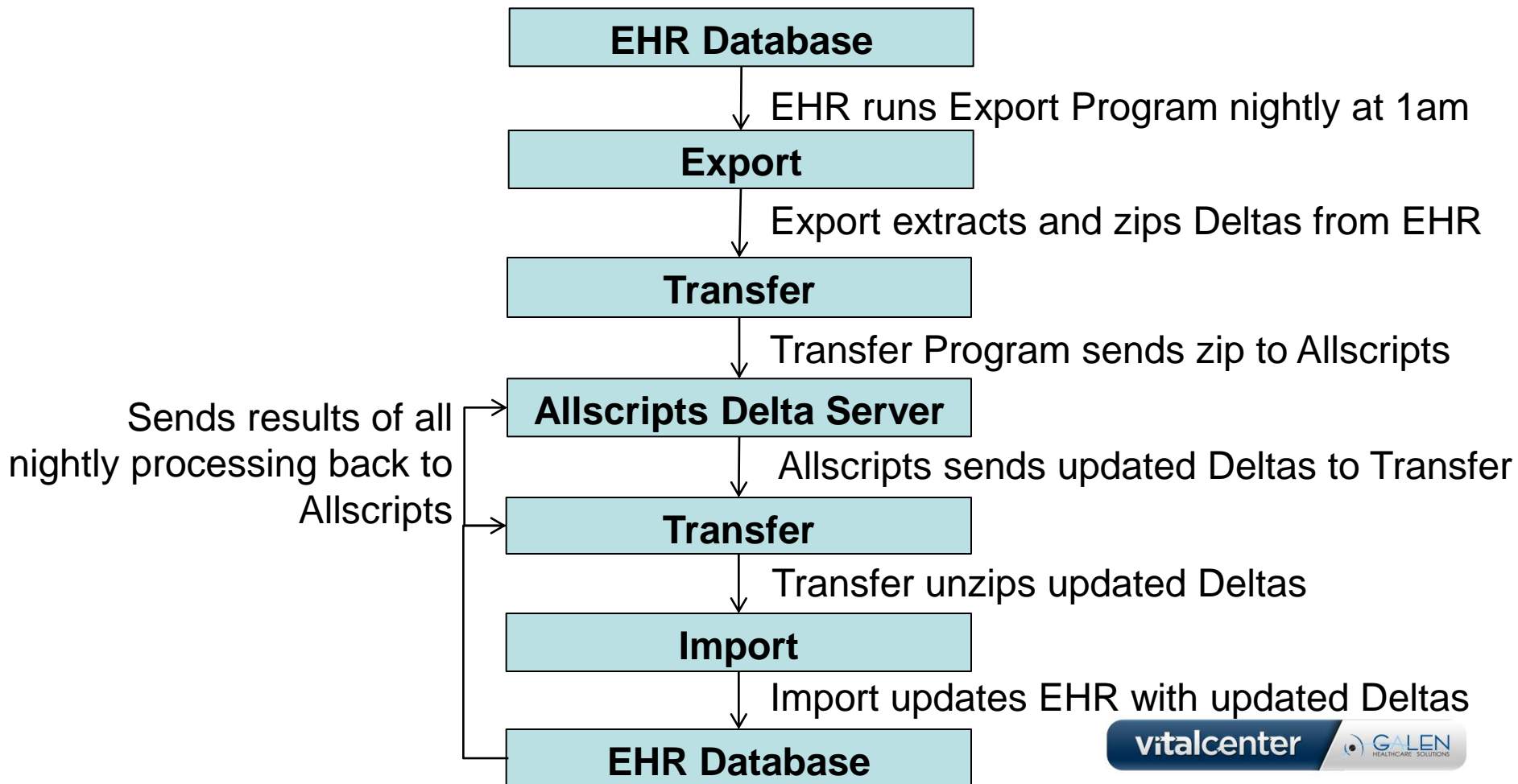
- **Deltas are pieces of data that can be exported from the EHR databases or imported to the EHR databases from Allscripts through the Delta Process**

Delta Process Tasks

- **Export**
- **Transfer**
- **Import**

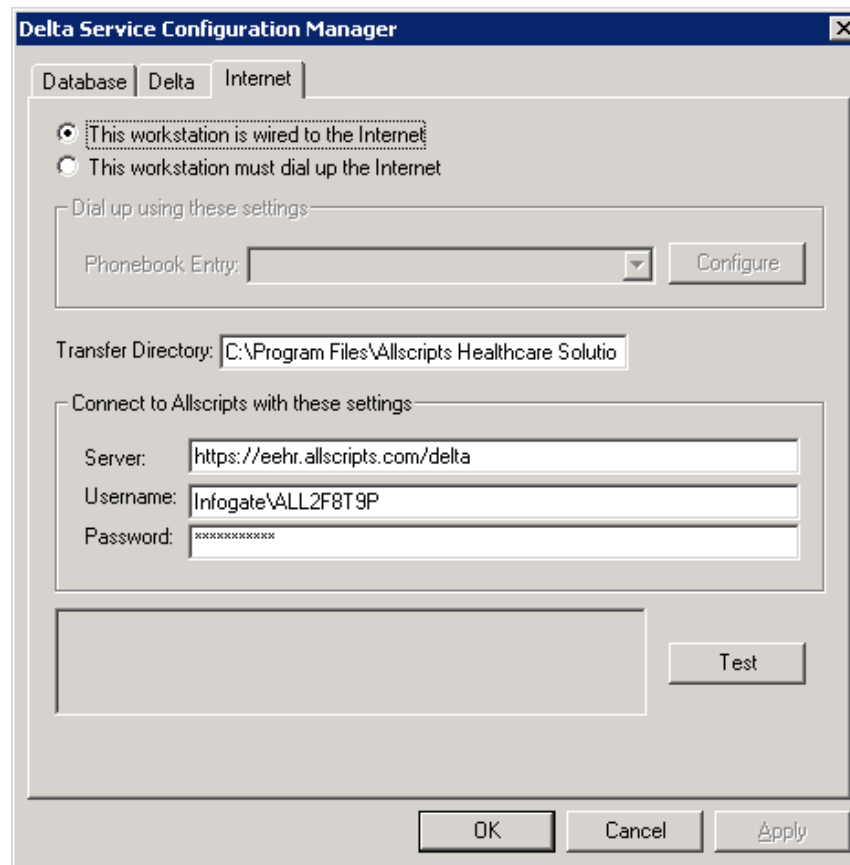
- **Day Close**

Nightly Process Workflow



Protocol/Security

- HTTPS**



The image shows a screenshot of the 'Delta Service Configuration Manager' dialog box. It has three tabs: 'Database', 'Delta', and 'Internet'. The 'Internet' tab is selected. Inside the 'Internet' tab, there are two radio buttons: 'This workstation is wired to the Internet' (which is selected) and 'This workstation must dial up the Internet'. Below these is a section titled 'Dial up using these settings' with a 'Phonebook Entry' dropdown menu and a 'Configure' button. Further down is a 'Transfer Directory' field with the path 'C:\Program Files\Allscripts Healthcare Solutio'. Below that is a section titled 'Connect to Allscripts with these settings' containing three text boxes: 'Server' with 'https://eehr.allscripts.com/delta', 'Username' with 'Infogate\ALL2F8T9P', and 'Password' with 'XXXXXXXXXX'. At the bottom right of this section is a 'Test' button. At the very bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

Delta URL's

- <https://www.allscripts.com/delta>
- <https://eehr.allscripts.com/delta>

The Delta Machine

- **The computer on which the Delta Process is installed**

The “Delta” Service

- **The Enterprise Delta setup program that adds a new service to the delta machine upon installation**

Updated Databases and Fields

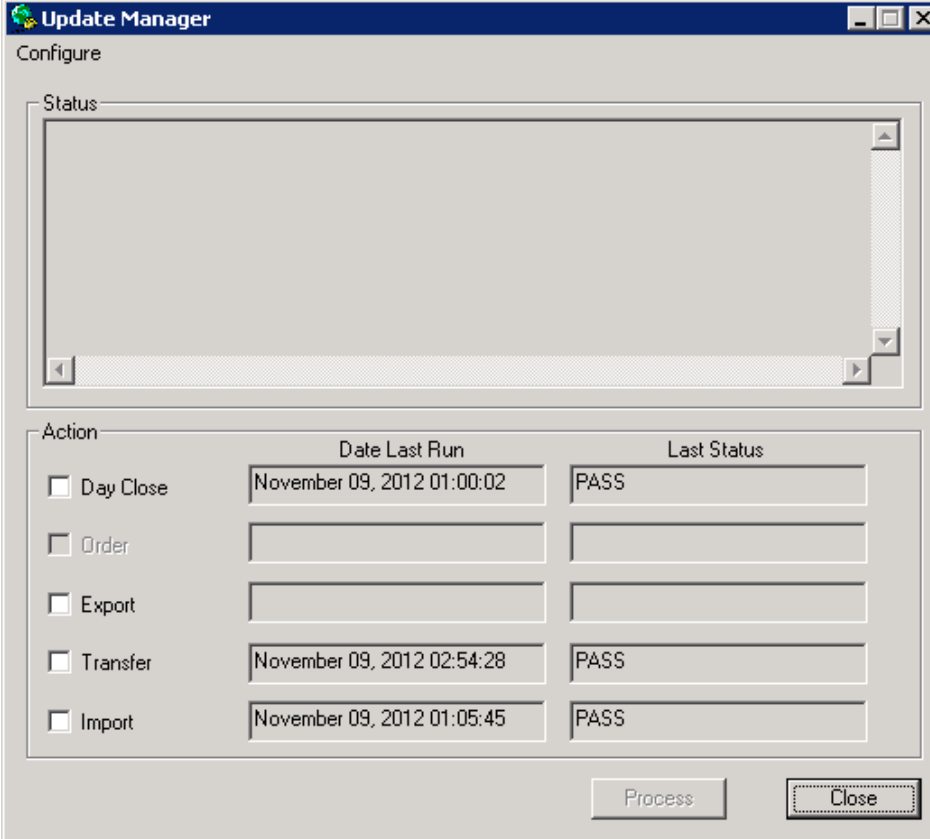
- **Export**
 - Allscripts Clinical Database (Works)
 - Patient Information
 - Pharmacy Information
 - Site Information

Updated Databases and Fields (cont.)

- **Import**

- Library – GPI & Drug Reference Database (AHSLibrary)
- Clinical Message Database (AHSMMessage)
- Formularies Database (chinfoSCAN)
- Drug Utilization Reviews Database (chMediSpan)
- Allscripts Clinical Database (Works)

Delta Monitoring



The image shows a Windows-style dialog box titled "Update Manager" with a "Configure" subtitle. It features a large "Status" text area at the top, which is currently empty. Below this is a table with three columns: "Action", "Date Last Run", and "Last Status". The table contains five rows of data, each with a checkbox in the "Action" column. The "Date Last Run" and "Last Status" columns contain text values. At the bottom right of the dialog are two buttons: "Process" and "Close".

Action	Date Last Run	Last Status
<input type="checkbox"/> Day Close	November 09, 2012 01:00:02	PASS
<input type="checkbox"/> Order		
<input type="checkbox"/> Export		
<input type="checkbox"/> Transfer	November 09, 2012 02:54:28	PASS
<input type="checkbox"/> Import	November 09, 2012 01:05:45	PASS

Rx+ Module- ePrescribe, Eligibility, and Medication Hx Import

1. Rx+ and ePrescribing prerequisites
2. Registering for EDI Services: Enrollment Blaster
3. Controlled Medications
4. Participating Pharmacies and Setup
5. Eligibility Checking
6. Medication Hx Importing (including Fill Hx)

What is the Rx+ Module

- **The Rx+ module within Allscripts EEHR gives the application the ability to participate in Electronix Data Interchange (EDI) services.**
 - Communication with pharmacies, insurance companies, pharmacy benefit managers (PBM), and payers.
 - Allows for electronic prescriptions

Rx+ & ePrescribing Prerequisites

- **Application needs to be configured for EDI services**
- **Providers need to be registered with pharmacy network vendors, Surescripts, and eRxNetwork.**
- **To ePrescribe, providers must:**
 - Be registered for EDI
 - Select “Send to retail” or “Send to Mail Order” action type
 - Prescribe a non-controlled medication
 - Select a script enabled pharmacy from the dictionary

Registering for EDI Services: Enrollment Blaster

- **Download “Enrollment Blaster” from AHS KB 4711**
- **Application can be installed on any system that has the following criteria:**
 - Access to LIVE EEHR Database
 - Access to the internet
 - .NET 2.0 installed
- **Providers need to have the following information in their EHR profiles:**
 - Valid Last Name
 - Valid NPI number
 - Site & Site Address (Address 1 needs to be a street address, Address 2 can be a P.O.)
 - Valid site phone #
 - Valid DEA #
 - Valid Fax number (will be manually entered during Enrollment Blaster and does not pull from EHR)

Enrollment Blaster (Continued)

- **Information can be verified in Enrollment Blaster by double-clicking on any user listed to bring up the detail screen.**
 - Information that needs to be updated needs to be done in EHR.
- **Never run EB in a test environment, only in production environments**
- **Regularly check KB 4711 for updated software.**
- **Unregister users before inactivating them in EHR**
- **Batch loads of providers can be done only if they share the same Fax #.**
- **Once a provider is registered, instant ability to order.**
- **Surescripts will inactivate provider's eRx account if no electronic orders within 180 day span.**
- **If registration fails, check the error log for details and log a support ticket.**

Selecting an Electronic Method

Medication Details

TEST, DAVID 51 YO M DOB: 15Jun1961

Order Entry

Amoxicillin 500 MG Oral Tablet

⌵ **Co-Pay and Coverage Detail**

⌵ **Sig** Active;

Wt : 68.04 Kg 17 Sep 2012 Ht : 167.64 cm 17 Sep 2012 BSA : 1.77

SIG : ☒ Personal ☐ New Structured ☐ New Free Text

ALL	<input type="checkbox"/> TAKE 1 TABLET 3 TIMES DAILY UNTIL GONE.
TID	<input checked="" type="checkbox"/> TAKE 1 TABLET 3 TIMES DAILY.
Q12H	<input type="checkbox"/> TAKE 1 TABLET EVERY 12 HOURS DAILY.
Q8H	<input type="checkbox"/> TAKE 1 TABLET EVERY 12 HOURS UNTIL GONE.
BID	<input type="checkbox"/> TAKE 1 TABLET EVERY 8 HOURS DAILY.

Day: Qty: Tablet Refill: Evaluate ☐ DAW

☒ Save as default for selected SIG

Send To Retail RxBenefit: ☐ Split Rx

⌵ **Additional Details**

Note: Controlled Medications

- **Controlled medications are not currently allowed to be ePrescribed.**
 - Controlled medications are defaulted to Print or Fax (depending on enterprise preference settings)
- **State laws differ state-to-state and change frequently regarding faxing Schedule III-V.**
- **Faxing Schedule III-V medications is not advised.**
- **** Allscripts is reviewing the DEA's Interim Final Ruling (IFR) for prescribing controlled medications electronically . Allscripts will communicate any updates/planned changes.**

Electronic Prescription of Controlled Substances

- **Electronic Prescription of Controlled Substances (EPCS) calls for many safe guards to be in place industry wide:**
 - ID Proofing
 - Authorization Management
 - Digital Signature
 - Report & Audit Logs
- **Significance & Benefits**
 - Creates efficiencies for providers and pharmacies
 - Reduce cost
 - Improves safety & efficiencies

EPCS (Continued)

- **Primary Components of the DEA include:**
 - ID Proofing
 - Two Factor Authentication
 - Access Control
 - Display & Signing
 - Transmission Standards
 - Reporting & Audit Logs
- **EPCS requires full industry compliance & alignment**
- **EPCS participants include: Rite-Aid, Supervalu, Walgreens, Cerner Etherby**

EPCS- Related Links and Resources

- **Clinician Guide to ePrescribing:**
<http://www.mgma.com/WorkArea/DownloadAsset.aspx?id=1248619>
- **DEA EPCS IFR:** <http://www.gpo.gov/fdsys/pkg/FR-2010-03-31/pdf/2010-6687.pdf>
- **EPCS information at Surescripts.com:**
<http://www.surescripts.com/about-e-prescribing/e-prescribing-of-controlled-substances.aspx>
- **Client Connect Thread:**
<https://clientconnect.allscripts.com/docs/DOC-6338>

Script Enabled Pharmacies

- Pharmacies are defaulted to either Script or Fax when loaded into the Enterprise application. **For ePrescriptions, the pharmacy must be set to SCRIPT.**
- Pharmacies must contain it's NCPDP Provider ID # (Formerly known as National Association of Boards of Pharmacy or NABP)

⌄ Detail 2

Contact 1	
Contact 2	
Contact 3	
NCPDP#	4201771
<input checked="" type="radio"/> Retail <input type="radio"/> Mail Order	

****A list of pharmacies can be found at www.surescripts.com**

Script Enabled Pharmacies (Continued)

- **ePrescribe & The Delta Process: The Delta Process does the following:**
 - Updates pharmacy entries listed as Fax to Script
 - Updates pharmacy entries listed as Script to Fax
 - Adds new participating pharmacies
 - Inactivates and enforces pharmacy entries that are out-of-business
- ****Note:** Pharmacy information such as name, address, phone & fax numbers are not updated by the Delta Process and is the client's responsibility to update. Pharmacies should never be altered into a different pharmacy with different NCPDP numbers.
- **The Delta Process runs against the Pharmacy Dictionary twice a week.**
- **Retail entries are updated Monday's and Mail Orders on Tuesday.**

Adding Pharmacies Manually

- **Manually added pharmacies will list as Fax until the Delta Process runs and converts to script.**
 - If an immediate eRx is needed, first check surescripts to ensure the intended pharmacy is participating, and open a ticket with support force.
- **All manually added pharmacies need:**
 - A NCPDP number
 - Fax number
 - Two-letter state abbreviation (i.e. VT for Vermont)
 - 5 or 9 digit zip with no punctuation

Eligibility Checking & Medication Hx Importing

- **What is Eligibility Checking?**

- Eligibility Checking is an automated process that sends patient's demographic information to PBM/Payer Networks in search of a match. Once a match is found, the benefits are imported into the patient profile in EEHR.
 - Including identifying Mail Order Service Benefits (if they exist for the patient or not)

- **Eligibility Checking is triggered by:**

- Appointment scheduled within EEHR with an active Rx Provider.
- Add-on appointment scheduled with an active Rx Provider.
- Manually triggered within PBM section of the patient profile.

Medication Hx Importing

- **Needs to be turned on; Verify that the switch is on.**
- **Verify preferences are set correctly.**
- **Patient consent needs to be set for 11.1.6 & higher.**
 - The system sets patient consent to “unknown” by default.
 - Needs to be set to confirmed to include the patient in the service.
 - Yellow Triangle Exclamation icon in the patient banner denotes “unknown” status.
 - SQL script can set the patient status to granted.

Medication Hx Importing (Continued)

- Imports patient's medication history within the last 180 days directly into current meds, listed as unverified.
- Flagged as the source being "Imported Med Hx"
- Medications already on the chart will not duplicate.
- Medication Hx queries both Payer/PBM networks and connected pharmacies.
- If there are any discrepancies between EHR, PBM, or pharmacies, a match may not be made or partial med lists might be returned.
- If multiple benefits are returned, the system will create drop down and the proper plan needs to be selected.
- Note* Medication Hx will not update the patient's preferred pharmacy.

Fill History Reporting

- **Medication Hx Importing will also update fill Hx for meds on the patients med list.**
- **This can be checked by:**
 - Selecting a patient med from the clinical desktop
 - Open Medication Viewer
 - Select “Fill History”

Questions and Answers

