

# Welcome to today's Webcast...

The webcast will begin momentarily....

Embrace the new world of healthcare

The webcast will begin momentarily...

## Who We Are

**ALIGN YOURSELF with an Allscripts favorite.**

Galen Healthcare Solutions is a certified Platinum Plus Allscripts partner for EHR adoption — and for good reason. Our company has been involved in hundreds of successful EHR implementations, from 6 physician specialty practices to 7,000 physician networks. Imagine the insights and expertise that Galen would bring to your EHR program.

**EXPERIENCE success at every level.**

Whatever EHR stage you're in, Galen has the tools and resources to help you succeed. Our seasoned team of experts is skilled in all areas of EHR and can help you with everything from database building to project management and application development to HITECH completion.

# Solutions For You

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## **TECHNICAL Services**

### **Interface Services**

Exchanging data with third party vendors will increase the amount of valuable data available to the physician at the point-of-care. Galen can provide your organization with the ability to develop, optimize, or identify new opportunities to interface data using the following services:

- Interface Design and Development
- Interface Optimization
- Training / Mentoring
- Device Integration

### **EHR Reporting**

Galen Healthcare Solutions has extensive knowledge of the Allscripts Enterprise EHR™ database architecture and significant experience providing clients with various reporting solutions. Whether you'd like to outsource your reporting needs or raise your team's own ability, Galen can assist by providing services focused in the following areas:

- Custom Crystal Report Writing
- Data Warehousing
- Enterprise EHR ETL Assistance
- Enterprise EHR Analytics Report Building
- Report Training Services

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### **TECHNICAL Services (Cont.)**

#### **Remote Technician**

Galen's Allscripts certified EHR technicians will assist your organization with various technical needs from remote monitoring to the creation and maintenance of EHR system environments.

- Hardware / Software Migrations
- Mentoring / Training
- Monitoring

#### **Application Development**

As your organization becomes more advanced with the Enterprise EHR application, you will identify opportunities for tools that would help enhance your offering. Galen has the expertise to help with any aspect of custom development including project management, design, development, or implementation. These services will help ensure that you can meet the needs of your clinical users and EHR support staff.

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**VitalCenter™**

**Your Anytime Business Continuity Solution**

VitalCenter is a client-server application that delivers patient charts to the point-of-care to ensure business continuity. This Patent Pending technology enables physicians to access electronic copies of patient charts when the EHR is not available. From hardware failures to network outages and even scheduled maintenance, VitalCenter helps health care groups handle any downtime event. And, by offering instant access to records, VitalCenter can significantly increase efficiency during normal business circumstances as well. That's why multiple medical groups around the country rely on VitalCenter to keep them up and running with maximum efficiency.

For more information, visit [vitalcenter.galenhealthcare.com](http://vitalcenter.galenhealthcare.com)

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### **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.

- Evaluate Current State
- Review Organizational Goals
- Create Road Map to Success

#### **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 Management
- Resource Management
- Project Plan Design and Execution
- Site Preparation

#### **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 webcast will begin momentarily...

### **Application Deployment**

Galen has extensive experience customizing and testing the EHR to suit your organization's needs. Providing your users with a system built to meet their needs and the proper tools to complete their daily tasks will help increase success and utilization.

- EHR Development
  - Process and Workflow Design
  - User Population, Security, and Design
  - Application Configuration and Build
  - System Upgrades
- Application Testing
  - Workflow and Design Testing
  - Regression Testing
  - Data Integrity Testing

### **Training Services**

Galen can provide education services ranging from documentation to actual onsite training of your end users. Allowing our staff to work with yours will ensure that your training department is well equipped to handle future EHR training needs.

### **Meaningful Use**

Is your organization ready for meaningful use? The HITECH act is reshaping the EHR landscape and Galen can help. We want to make sure your organization is ready to recoup the unprecedented funding available to U.S. physicians. Whether you're at the beginning stages of adoption, or live on an electronic health record, Galen has the expertise to help guide you through the regulations with:

- Workflow Re-design
- Integration and Connectivity
- Gap Analysis and Benchmarking

The webcast will begin momentarily...

## Now Hear This

### **LISTEN to what others think about our work.**

A full 100% of our clients said they would recommend us.

Here's what just a few of them had to say:

"Galen Healthcare Solutions' unique blend of experience, expertise, and customer-centric mindset has proven invaluable to many of our clients. They are an excellent client advocate and Allscripts is pleased to partner with them."

— Laurie McGraw - President of Strategic Accounts, Allscripts

"Galen's technical services have allowed us to utilize TouchWorks™ Enterprise in ways that we never imagined were possible."

— Tom Goodwin - Director of Clinical Information Systems, MIT Medical

"Galen Healthcare offers a unique balance of technical expertise and strategic direction that enhanced our EHR implementation and helped strengthen our internal resources."

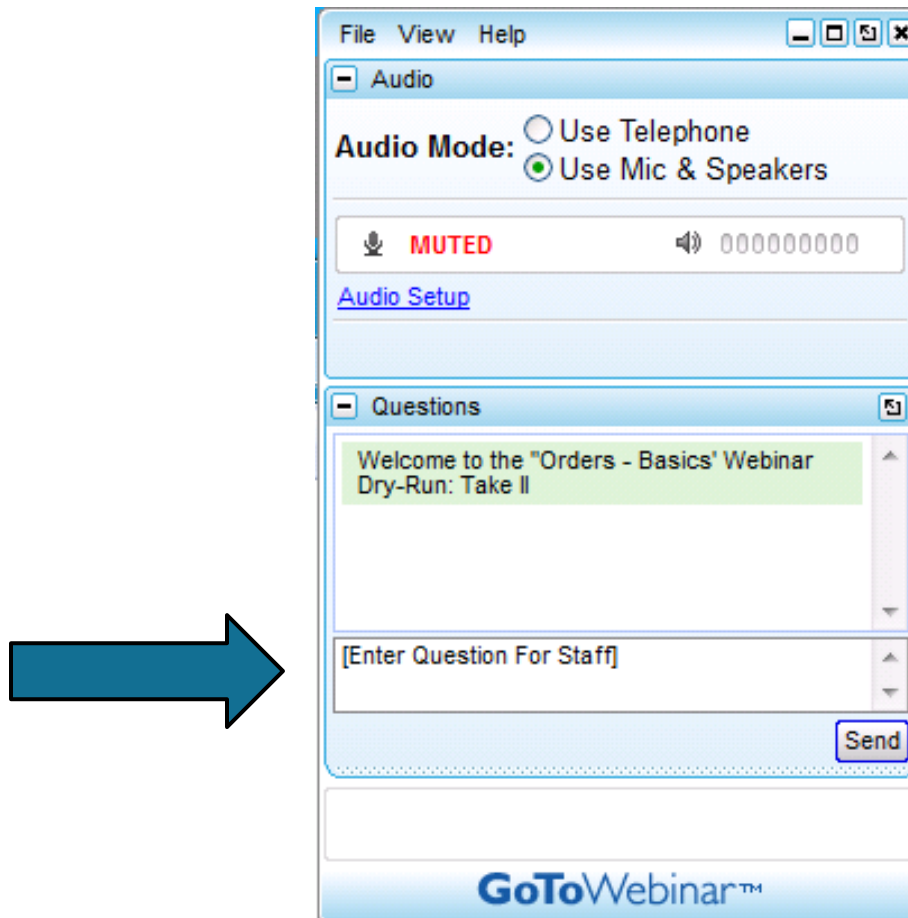
— Kevin Manemann - VP Ambulatory Solutions and Strategy, St. Joseph Health System



# V11 EHR Webcast Series – Orders

Part 5 – Advanced Order related SSMT

# Submit questions during the webinar



## Today's Presenter:

### Steve Stahr



- **EHR Consultant**

- Serves on Galen's Professional Services team, managing and consulting on implementation and upgrade projects

- Presents from the Galen office in Chicago, IL

# Education Path for Orders

- **Building Orders - Basics**
- **Dictionaries Related to OID**
- **Advanced Order Features and Preferences**
- **Fundamental SSMT for Orders**
- **Advanced SSMT for Orders**
- **Orderable Item Synchronization**

# The Version & Release seen in today's Webinar

## 11.1.7 Hot Fix #9

Remember... you can submit questions at any point during the webcast by typing the question into the gotowebinar panel and sending it.

# Objectives

- 1. Review a few SSMT basics**
- 2. Identify some key OID-related SSMT categories**
- 3. Walk-through an exercise that demonstrates some valuable default functionality**

# **CAUTION      CAUTION      CAUTION**

- **ALWAYS extract and save a “clean” backup prior to Loading new/modified data**

**The extract offers a quick recovery option**

**For large amounts of information, have the dba pull a backup just prior to executing a load**

- **SSMT is very quick, creating high volumes of data in seconds**
- **Information loaded incorrectly can result in**

**Seemingly minor irritations**

**OR**

**Major Enterprise wide system lock outs, Workflow breakdown or inserting “corrupt” data**

Address  http://localhost/touchworks/jmps/ssmt/ssmt.asp

## Starter Set Migration Tool™

  
Allscripts

Clinical DB Server:

Clinical DB:

Clinical DB User:

Clinical DB Password:

FW DB Server:

FW DB:

FW DB User:

FW DB Password:

Note the bottom of login screen:

- Born on date (ie SSMT version)
- Added features
- Resolved issues

The information provided by this system is intended to supplement the knowledge of physicians and other healthcare professionals. This information is advisory only and is not intended to replace sound clinical judgement in the delivery of healthcare services. You are advised to review the definitions, functionality, and limitations of the system. Allscripts, LLC and its supplies and licensors disclaim all warranties, whether expressed or implied, including any warranty as to the quality, accuracy, and suitability of the information provided by the system for any purpose.

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Born on November 5, 2009

- Added Column to Vital Sign Views
- Added Specimen Type category
- removed Vital Sign Picklist (use PickList category)
- Added fields & filters to Printing Defaults category
- Decode & recode enterprise view conditions, added task view setup
- Added Delete to several Order Defaults categories
- Added Picklists

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# A few SSMT basics

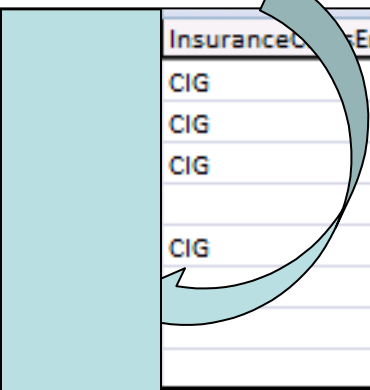
1. **Format the whole spreadsheet to Text before pasting in extract**
2. **EVERYTIME data is going to be changed, extract and save a copy of the SSMT Categories involved**
3. **NEVER manipulate/edit/add/delete data directly within the SSMT window**
4. **Always double check that you are logged into the correct environment's database before clicking the „Load“ button**
5. **Verify the data pasted into SSMT that will be loaded was pasted into the first position of the top row**

# Categories to have in your toolkit (Lab/Rad) p.1/3

## 1. **OID – Order Defaults – Insurance/Patient Location/Site**

Default ReqPerfLoc, RPL picklist, & RPL Override Flag

Note the Automated Sequencing values



*HROrder	Orderable Item	Insurance	EntryCode	Patient Location	Site Location	Def Re
1000200	Amylase	CIG		Cast Rm	Location One Site 1	Fletch
1000200	Amylase	CIG			Location One Site 1	Quest
1000200	Amylase	CIG		Cast Rm		Fletch
1000200	Amylase			Cast Rm	Location One Site 1	Fletch
1000200	Amylase	CIG				Quest
1000200	Amylase				Location One Site 1	Refere
1000200	Amylase			Cast Rm		Fletch
1000200	Amylase					Labora

## 2. **OID – Order Defaults – Requested Performing Location**

Overdue Intervals, Schedule Flag, Item Modifiers, Order Auth, Source/Label detail, Communication Method

# Categories to have in your toolkit (Lab/Rad) p.2/3

## 3. **OID – Order Defaults – Request Performing Location/Site**

When To Charge, Charge Codes, Order & Patient Instructions, HoldsForReason & NeedsInfoReason

## 4. **OID – Insurance**

Financial Auth, Duplicate Checking

# Categories to have in your toolkit (Lab/Rad) p.3/3

## 5. **OID – Additional Information Questions**

Assign Additional Info Questions specific to the RPL

## 6. **Picklists**

Analyze picklists from all TWAdmin dictionaries, create & modify picklists and content

Case #1: Based on the Site the MRIs are being ordered from, the default RPL will be different.

\* The orders also require different behavior when directed to either RPL.

- **The MRI orders needs to be set to default the RPL by Site**

Elm Street Internal Medicine MRIs → 'Urban Imaging'

North Side Family Practice MRIs → 'Dynamic Radiology'

- **„Dynamic Radiology“ RPL orders get „held for scheduling“**
- **„Urban Imaging“ requisitions should include scheduling instructions for the patient to follow**
- **If not otherwise specified, all Sites send MRI to „Radiology“**

## Case #1: MRI default RPL by Site

- **How do we default RPL by Site?**

OID – Order Default – Insurance/Patient Loc/Site

- **Can we set „To Be Scheduled“ for an RPL?**

OID – Order Default – Requested Performing Location

- “ScheduleAppoINTmentFlag”

- **What about the Patient Instructions that only apply to the Radiology RPL?**

OID – Order Default – Requested Performing Location/Site

- ‘PatientInstructionsID’ → ID?
- Enter the text into Patient Instructions on an Inactive orderable item, extract, and identify the code created

## Questions

**At this time, we will review the questions submitted prior to and during the webinar.**

## Next webinar

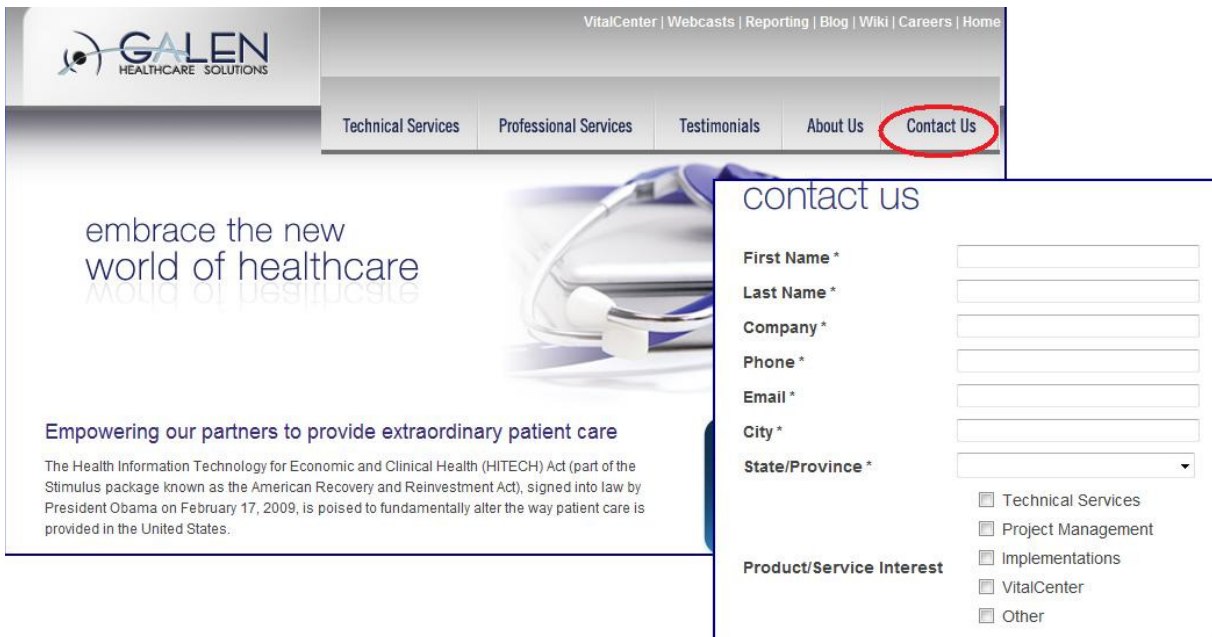
**Orders webinar Part 6**  
**OID – Orderable syncing**  
**Friday, March 18- 2:00 et**

- For more information on future Galen webcasts, visit <http://www.galenhealthcare.com/calendar/>
- We will post responses to all related questions submitted during the webcast on the Galen wiki: <http://wiki.galenhealthcare.com/webcasts/>



Thank you for joining us today, for additional assistance....

You can contact us through our website at  
[www.galenhealthcare.com](http://www.galenhealthcare.com)



The screenshot shows the Galen Healthcare Solutions website. The top navigation bar includes links for VitalCenter, Webcasts, Reporting, Blog, Wiki, Careers, and Home. Below this is a secondary navigation bar with links for Technical Services, Professional Services, Testimonials, About Us, and Contact Us. The 'Contact Us' link is circled in red. The main content area features the tagline 'embrace the new world of healthcare' and a section titled 'Empowering our partners to provide extraordinary patient care' which mentions the HITECH Act. A 'contact us' form is overlaid on the right side of the page. The form includes fields for First Name, Last Name, Company, Phone, Email, City, and State/Province. Below these fields is a section for 'Product/Service Interest' with checkboxes for Technical Services, Project Management, Implementations, VitalCenter, and Other.

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embrace the new world of healthcare

**Empowering our partners to provide extraordinary patient care**

The Health Information Technology for Economic and Clinical Health (HITECH) Act (part of the Stimulus package known as the American Recovery and Reinvestment Act), signed into law by President Obama on February 17, 2009, is poised to fundamentally alter the way patient care is provided in the United States.

**contact us**

First Name \*  
Last Name \*  
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☐ Other