CONNECTCARE FAQS: FOR PHYSICIANS

Below are some questions you as a physician may have regarding ConnectCare. This document is organized alphabetically by subject matter. You also can search this document using the “Search” feature in Adobe Acrobat. The ConnectCare team will continue to add questions and answers as they arise.

For Physicians – Find the Latest Training Information

Speak with a ConnectCare training registration expert for the latest ConnectCare physician scheduling information by calling (804) 289-5141 or e–mailing connectcaretr@bshsi.org.

The ConnectCare team will be happy to assist you.

ACCESS | Devices

Can I use my own laptop or PDA?

- ConnectCare will be accessible from any device with a high-speed Internet connection. There are limitations, however, based on screen size (smaller screens require a lot of scrolling) that make some devices unusable. A PDA will not work with the current system. (10/02/2009)

ACCESS | Passwords

Will I need separate passwords for ConnectCare and PACS?

- No, you will be able to access radiology reports within ConnectCare without entering a separate password. You will then be able to view the actual images via a hyperlink. (08/11/2009)

Will multiple passwords be necessary?

- One password should suffice both inside or outside the hospital. (10/02/2009)

ACCESS | remote access

Can I access ConnectCare from home?

- Yes. All you need is a PC (or a MAC) with a high-speed Internet connection and a Citrix server. Once you have trained and have a password, you will have full remote access to the program. (09/29/2009)

Can I access ConnectCare from my office?

- Yes. All you need is a PC (or a MAC) with a high-speed Internet connection and a Citrix server. Once you have trained and have a password, you will have full remote access to the program. (09/29/2009)

Will my office need new equipment to access ConnectCare?

- No, ConnectCare is a Web-based program. All you need is a high-speed Internet connection and a Citrix server. Once you have trained on the system and have a password, you will have full remote access. Either a MAC or PC can be used.

BASIC | Development

How are physicians involved in the development of ConnectCare?

- More than 100 physicians from across Bon Secours (the majority being “non-employed”) helped develop Order Sets and other aspects of the program. Many of these physicians work directly for Bon Secours while others work for outside organizations that provide patient care at Bon Secours facilities.

- Ongoing physician input is strongly encouraged, and these efforts will be coordinated by the Physician Design Team (PDT) consisting of physicians from across the Bon Secours system. The Order Sets being used were reviewed and adopted by your local MECs.

  Development of new Order Sets and evolution of existing Order Sets occurs continually. Now that the EMR is in use periodic function updates will be implemented any significant patient-related concerns will be handled.

  Physicians continue to participate in review of new functionality and training materials. (09/29/2009)

BASIC | Implementation

What is the timeline for implementation?

- Below is the timeline for the ConnectCare rollout.

1) Greenville, SC: Go-Live - February ’09
2) MRMC and RCH: Go-Live - April 11, 2010
3) SMH: Go-Live – Oct. 31, 2010

4) SFMC: Go-Live - winter '10
End-user training will take place for four to five months prior to each Go-Live. (6/29/2010)

Why is Bon Secours implementing an EMR?

- An EMR constructed using evidence-based medicine makes patient care safer and more efficient. Data retrieval is much easier. Multiple users can access the chart at one time. Handwriting legibility will not be a problem.

  The ability to access the record from remote sites make rounding and follow-up easier. Recent federal financial initiatives favor the use of EMRs (and they will eventually be mandated).

  Local, regional and national Health Information Exchange Systems require searchable databases, and ConnectCare will provide this functionality. (09/29/2009)

DATA ENTRY | Dictation

Will I be able to dictate, and if so, what can I dictate?

- ConnectCare's templated documentation tools can help providers efficiently create complete notes without the need for transcription. Our experience has been that the system reduces the need for dictation by about half.

  However, when dictation is required, documents will be transcribed and automatically sent to ConnectCare where they can be reviewed in the Chart Review activity.

  They will be sent to the provider's in-basket where they can be reviewed, corrected and signed electronically. (09/29/2009)

DATA ENTRY | General

What will rounding look like?

- 1) Use "Activity" tabs to choose a desired activity (Rounding, Transfer, Discharge, etc.).
  2) This will open a "Navigator," a list of tabs that guide you step-by-step through the desired activity.
  3) Once you reach the bottom of the list, you're done.
  4) Notes can be added using Smart Tools, customized Templates, or free-text. (09/29/2009)

DATA ENTRY | Smart Tools

What are Smart Tools?

- Smart Tools are short-cuts to data entry. They include Smart Phrases (a few symbols that expand into a word, phrase or paragraph of text) and Smart Links (automatically enter information from the chart into a note, i.e. Name, Age, Lab Data).

  Smart Lists (drop-down lists with choices selectable by mouse-clicks) and Smart Text (templated blocks of text used to reduce documentation time and typing) are also available.

  Combinations of these can make data entry much simpler and quicker. Documentation templates have been developed for most specialties already.

  Our ConnectCare documentation specialists will work with you before go-live to help modify them for you or create new templates when necessary. (09/29/2009)

DATA RETRIEVAL | Allergies

How do I review allergies?

- Allergy information is ALWAYS at the top of every patient's chart. Allergy information is also available (and can be edited) from the "Allergy" activity or the "Allergy" tab from most of the Navigators.

  The system is designed to warn you if you try to prescribe a medication to which the patient is allergic. (09/29/2009)

DATA RETRIEVAL | ED Summary

How can I get a summary of my patient's ED visit?

- 1) Open patient's chart by double-clicking on name from Home workspace (Patient Lists).
  2) Chart will open to Patient Summary Activity
  3) Click on "ED Encounter Summary" from Report Toolbar

  Note: If the "ED Encounter Summary" report is not in the Toolbar, click the Report Selection Icon, find the "ED Encounter Summary" report, and click Accept.

  ED summaries will be sent automatically to either your fax # or in-basket. You will be able to choose your preferred communication method. (09/29/2009)

DATA RETRIEVAL | Lab Results

How do I review a recent lab result?

- 1) From the Home Workspace (Patient List), look in the "New Result Flag." column. If there are new results, double-click on the icon and the chart will open directly to the result.
  2) From within the patient's chart, open the "Results Review" activity. Accept the default choice "New Results." Review the result and click the "Time Mark" button to indicate you've reviewed the result. This clears the icon.
  3) You can also access lab results from the Chart Review activity. (09/29/2009)

How do I review old (or reviewed) lab results?

- From within the patient's chart click the "Results Review" activity. Choose a date range from the "Results Review Date Range Wizard." Review the results. If necessary, click the "Time Mark" button. (08/11/2009)

DATA RETRIEVAL | Patient Lists

Can I print out a patient list for my own patients?

- Yes. From the Home Workspace look under your "MyList" tab. Add or remove patients to update your list if necessary (admissions and discharges will be added or removed automatically). You may sort the list on any column. Print the result. (08/11/2009)

How do I access my group's patient list?

- From the Home Workspace look under System Lists for the folder "MD Groups." Expand this folder and select your group folder by clicking it once.

  This folder lists the patients for which your group has been consulted or for which a member of your group has been added as a member of the Treatment Team. You may sort on any column. Choose "PRINT."

  Note: You may drag the Group List into your "MyList" for quick access in the future. (08/11/2009)

DATA RETRIEVAL | Radiology Results

How do I review radiology results (PACS)?

- From the "Results Review" activity as well as from any of several hyperlinks throughout the program, you will have access to radiology reports. The actual images will then be available via another hyperlink without having to log into PACS separately. (08/11/2009)

MEDICAL RECORDS | Old Charts

What happens to the old (paper) charts?

- All paper medical records will be stored according to current retention policies and procedures. They can be retrieved by the HIM department as they are currently. The information on the SMS is still available. (09/29/2009)

MEDICAL RECORDS | Signing

How will I sign medical records?

- When orders are placed or notes "written" in the system, they are electronically signed as they are "Accepted." Any items that are not entered as above will appear as "deficiencies" in your in-basket where they can be reviewed and electronically "signed." (08/11/2009)

ORDER SETS | Customization

Can I have my own Order Sets?

- Each Order Set has multiple choices for each item or category (VS, diet, antibiotic choices, etc.). Each physician can make selections from any of these choices and save the result as his/her "Favorites."

  When that physician opens that same Order Set again, the pre-selected choices are checked and are ready to order. Any new selections may be substituted "on-the-fly" or may be saved as a new "Favorite."

  Additional orders can be added to the orders in the Order Set for a given patient, but they are not saved with the Order Set as are the selections in the "Favorites." "Preference Lists" can be used to simplify ordering. (08/11/2009)

How do you handle unusual therapies or diagnoses if you have standardized Order Sets?

- Additional orders can be added at any time. Also, selections from more than one Order Set can be used. For commonly used items, each user can set up a list of "Preferences," orders which can be placed from a short list with just a couple of clicks.

  Setting up "Preference Lists" is an important step recommended for all users prior to Go-Live. 08/11/2009)

ORDER SETS | General

How were Order Sets developed?

- More than 100 physicians from across Bon Secours (including Richmond) helped develop the Order Sets and identify the best evidence-based practices for ConnectCare.

  Throughout the development process, all Bon Secours physicians have been encouraged to review and comment on all Order Sets. **Physicians can call (804) 289-5141 for information on how to access online order sets through a secure Bon Secours Health System Inc. website.** (08/11/2009)

What are Order Sets?

- Order Sets are groups of orders that relate to a specific condition, symptom or diagnosis. They link to a nationally recognized medical database and represent "best practice" information related to the patient's condition. (08/11/2009)

ORDER SETS | Updating

Will Order Sets be updated?

- Order Set content will be reviewed regularly and continuously updated with guidance from the physician design team. Any user of the system may make suggestions to improve the content of the Order Sets.

  Note: If you do not share your ideas and comments, you will be using Order Sets created by your colleagues without your feedback. (08/11/2009)

ORDER SETS | Viewing

Where can I see the Order Sets now?

- The Order Sets are available electronically for viewing and/or use on paper now. There will be a website where Order Sets can be viewed. You may submit comments about the Order Sets via this electronic tool, as well.

  Alternatively, you may contact your ConnectCare representative or your local system VPMA with comments regarding the Order Sets. (08/11/2009)

ORDERING | Consults

How do I make/get consults?

- 1) Make consults: Many Order Sets have a section for consults. You can choose by Specialty, Group, or Individual just as you do now. As usual, for urgent or complex consults, a phone call to the consultant is recommended.

  2) Receiving consults: If you receive a consult and you are added to the patient's Treatment Team, his/her name will appear on your Patient List. You can add patients to your list at any time as well.

  Covering physicians will be able to see your list and/or add it to theirs for purposes of making rounds (for weekend calls, etc.). Most physicians still recommend calling MD to MD. (08/11/2009)

ORDERING | Shortcuts

What are "Preference Lists" and how are they used?

- "Preference Lists" are customized lists of orderables taken from much longer "Facility Lists" that contain all the procedures and tests available at the institution. The "Preference List" can be used to quickly find the items you order most often.

  The "Preference Lists" are constructed by the IT team for any interested user prior to Go-Live. This is HIGHLY RECOMMENDED!

  From within the "Preference List" the end-user can make a shorter list of his/her most commonly used items that can be ordered with just a couple of clicks (labs or X-rays ordered daily for rounding, etc.).

  You will have the opportunity to schedule a session to create your preference list with assistance during your ConnectCare training. (10/02/2009)

SUPPORT

What support will be available in the hospital?

- For the first several weeks after Go-Live there will be around-the-clock support in the form of "Super-Users" (persons who've learned the system in more depth). After that initial phase, support will be available as well, but on a more limited basis. (08/11/2009)

TRAINING | Methods

What training options are available?

- As with any medical device, competency is vital for safe use. All users of ConnectCare need to be proficient to protect our patients. The few hours of training prior to Go-Live will save you hundreds of hours of inefficiency later.

  Every effort will be made to optimize training, but your commitment is vital as well.

  Training
  Specialty-tailored training will be provided for physicians in advance of the Go-Live, so you will be able to familiarize yourself with ConnectCare and establish your personal Charting Tools. All physicians and mid-level providers are required to complete the training appropriate to their specialty and level of proficiency with ConnectCare. Training is a blended approach using both online courses and instructor-led courses.

  Timing & Locations
  Online courses will be available on July 27, 2010, in HealthStream, which can be accessed remotely from any computer with Internet access. The online courses are a prerequisite for the instructor-led courses. Instructions on how to access HealthStream are included in this packet.

  Instructor-Led Courses
  These courses will be held in the St. Mary's ConnectCare computer training lab located in MOB North Suite 705, which will be offered **Aug. 16 – Oct. 15, 2010**. We recognize that your days are already very full and have included course offerings Monday through Saturday during mornings, afternoons, and evenings.

  Please contact the team at (804) 289-5141 for registration.
  (6/30/2010)

Will training be ongoing?

- Yes. The majority of training will be four to five months prior to Go-Live but additional training will be provided on an ongoing basis (for new users as well as for significant updates). (10/02/2009)

How do physicians register for training?

- Speak with a ConnectCare training registration expert for the latest ConnectCare physician scheduling information by calling (804) 289-5141 or e-mailing connectcaretr@bshsi.org. A member of the ConnectCare team will be happy to assist you.