



Benefits for Physicians Who Use Computerized Provider Order Entry:

- Review charts, write and co-sign orders anytime, anywhere
- Access the record simultaneously with multiple providers
- Eliminate misinterpretation of handwriting

Overall Benefits of Electronic Medical Records:

- Improved patient care
- Shorter length of stay for patients
- Fewer ambiguous orders
- Orders entered can be activated immediately
- Reduced adverse drug events and medication errors
- Facilitates pay for performance and reporting
- Improved quality measures (AMI, CAP)
- Improved regulatory compliance
- Improved physician communication
- Ready access to decision support
- Other provider notes available to view immediately
- Ambulatory records available to view if provider has Epic

Questions? Please Contact:

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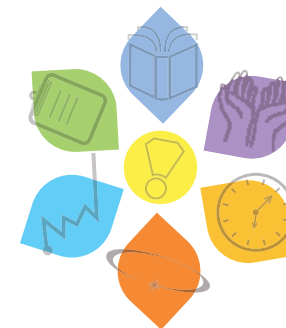
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ConnectCare Physician Training

(804) 289-5141

24/7 Physician Support Line

(804) 287-3555



ConnectCare

Pocket Guide for Bon Secours
St. Francis Medical Center Physicians



BON SECOURS HEALTH SYSTEM

Good Help to Those in Need®

Frequently Asked Questions

How do I register for ConnectCare training?

You should speak with a ConnectCare training registration expert by calling **(804) 289-5141** or e-mailing connectcaretr@bshsi.org. The ConnectCare team will be happy to assist you.

What about CME credits?

ConnectCare classes and online learning have been approved for CME credits. You may be eligible for **up to 15 CME Category 1 credits**.

Can I access ConnectCare from my office or home?

Yes. All you need is a computer with a high-speed internet connection. You may already use the Bon Secours Citrix web page to access other Bon Secours programs, but if you do not, instructions will be provided during your instructor-led training session. After attending a training class, you will be able to access the ConnectCare Sandbox for practice purposes before Go-Live. After the Go-Live date, you will be able to access the Production system to review patient records and to place orders.

Please note that Mac users will need to use the Firefox web browser, and PC users can use either Internet Explorer or Firefox. There is also a small Citrix client installation that is less than 15MB. For any questions on configuring your equipment for remote access prior to the Go-Live date, **please call the 24/7 Physician Support Line at (804) 287-3555**.

Can I use my own laptop?

You can access ConnectCare 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.

Will I be able to dictate my notes?

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

When you require dictation, your documents will be transcribed and automatically sent to ConnectCare, where they can be reviewed in the Chart Review activity. They will be sent to your "In-Basket", where they can be reviewed, corrected and signed electronically.

What happens to the old (paper) charts?

Medical records for events prior to Go-Live will be stored according to current retention policies and procedures. They can be retrieved by the Health Information Management department or through accessing SoftMed Chartview as is the current practice for completing records. A link inside ConnectCare is also being planned to facilitate the launching of SoftMed.

How do I make/get consults?

1. Making 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.
3. Covering physicians will be able to see your consults list and/or add it to theirs for purposes of making rounds (for weekend calls, etc.).

Visit www.connectcarebsv.com
for the latest news, FAQs, videos, tips and more.