



Virginia Center for Data, Analytics and Quality (CDAQ)

CDAQ eClinicalWorks Best Practice Webinars System Build Best Practices

September 27th 2024

Introductions

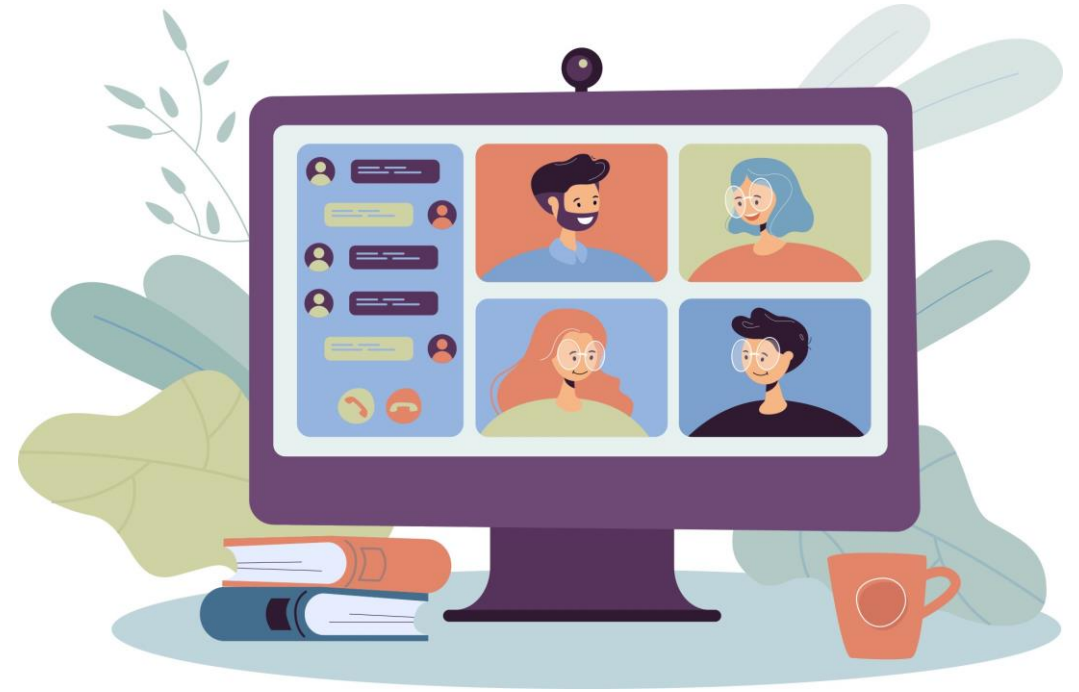


Monica Graham

eCW Subject Matter Expert for CDAQ
20 Years of experience with eCW

Webinar Housekeeping

- **Chat & QA:** We highly encourage you to use the chat function and/or unmuting your line to ask. Please feel free to ask your questions throughout the presentations and anything we are unable to cover in the moment, will be tabled until the end of the presentation.
- **Webinar Recording:** This webinar is being recorded and will be shared with attendees following this webinar.
- **Muting When Not Speaking:** Please ensure that your Zoom line is muted when not in speaking to minimize distractions for other attendees.
- **Webinar Audio/Video:** We highly encourage all participants to join via audio AND video to improve engagement during our webinars.
- **Time Management:** We will be tracking our time to ensure that we are able to cover all webinar topics in our agenda.
- **Follow-ups:** Please direct all remaining questions, follow-ups, etc. from this webinar to kajmera@vcha.org.



Webinar Objectives

During this webinar, we will discuss key components of eCW System Build Best Practices.

1

Understand eCW setup for new Providers and staff

2

Explore what's in MySettings and associated recommendations

3

Review critical Front Office, Clinical, and Back Office configuration and build items

NEW PROVIDERS & STAFF

ECLINICALWORKS SETUP

New Staff – eClinicalWorks Setup

Mandatory:

- First & Last Name
- Username
- Password
- Primary Care Facility
- User Role

Recommended:

- Resource or not
- Licensed or Credential Clinician
- Copy Visit Type
- Copy MySettings

New Providers – eClinicalWorks Setup

Mandatory:

- First & Last Name
- Username
- Password
- User Role
- Working Hours
- ED Structure if applicable

Recommended:

- Specialty
- Primary Service Location
- Address
- Phone/Fax/Email
- Provider Initials
- DEA
- NPI
- Degree/Credentials
- License Active/Term Date
- Copy Settings/Visit Type Duration
- Provider Data Fields

Optional Items:

- Resident
- Provider Signature/Print Name
- Accepting New Patients
- Gender
- Surescripts (subscribe Meds)
- EPCS Token
- Labs
- Customize Categories

MYSETTINGS

REVIEW & RECOMMENDATIONS

MySettings – All Users

Provider Tab

- Default Appointment Facility
- My Providers

User Settings

- Display style for Progress Notes
- Home Screen
- Default Right Panel

Defaults

- Default Style in progress notes
- Default Progress Notes Templates

My Resources

- Resources per clinic

Print/Fax/Lock Settings

- Choose ONE Default Style
- Hide Remaining
- Choose exact same settings on each Tab
- All users should have the same settings

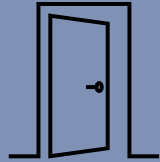


CONFIGURATION & BUILD

KEY CONSIDERATIONS – FRONT OFFICE, CLINICAL, BACK OFFICE

Configuration & Build - Key Considerations

FRONT OFFICE



- Proper security/role for schedules
- Understand the different Schedules when booking appointments
- Home Screen Resource Schedule

BACK OFFICE



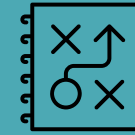
- Proper security/role
- Security to lock notes
- Resource Schedule(s)
- Home Screen Office Visits
- Designated person(s) for vaccine inventory

PROVIDERS



- Provider Role
- Understand difference between Resource Schedule & Office Visit screens
- Home Screen Provider Schedule

MANAGERS

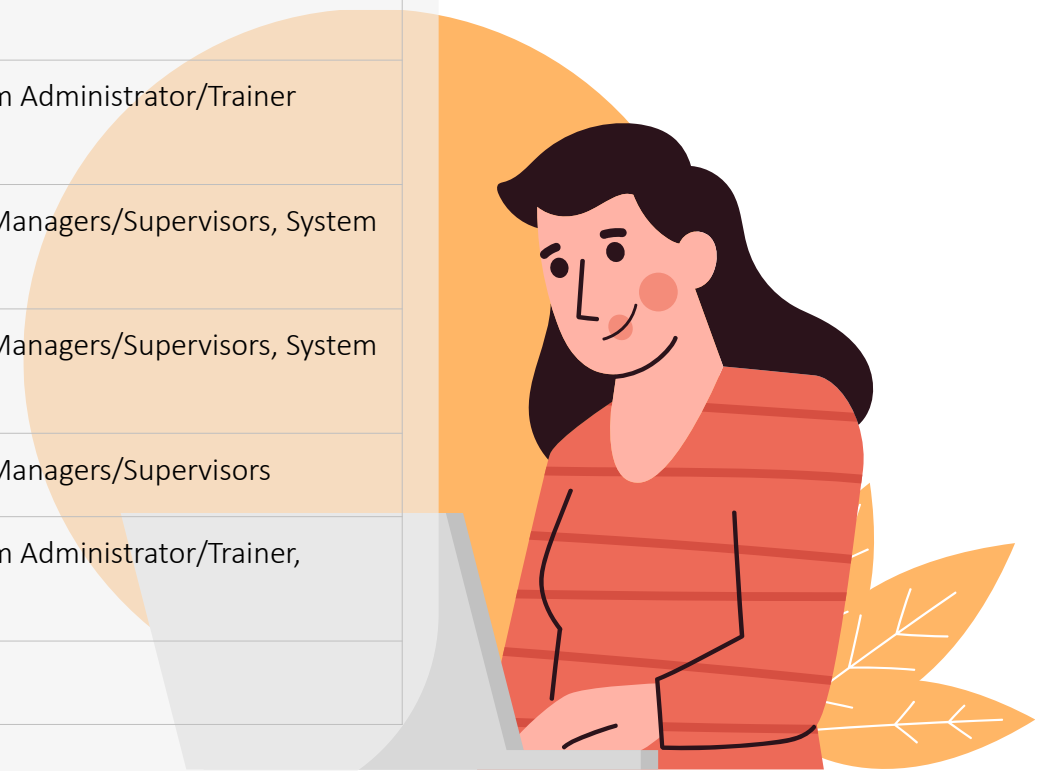


- Ability to lock notes
- Access to lab reconciliation
- Access to Working Hours
- Highest security level under the administrators

eClinicalWorks Best Practice Webinars

Patient Engagement Webinar Series *All webinars 12 – 1pm EST.*

Date	Topic	Intended Audience
September 27 th , 2024	System Build Best Practices	System Administrator / Trainer
October 18 th , 2024	Lab Workflows	Providers & Clinical Support Staff, System Administrator/Trainer, Practice Managers/Supervisors
November 22 nd , 2024	Reducing Provider Burden Part I	Providers & Clinical Support Staff, System Administrator/Trainer
December 13 th , 2024	Self-service Reporting	Data Analytics & Quality Staff, Practice Managers/Supervisors, System Administrator/Trainer
January 17 th , 2025	UDS/UDS+	Data Analytics & Quality Staff, Practice Managers/Supervisors, System Administrator/Trainer
January 31 st , 2025	Healow	System Administrator/Trainer, Practice Managers/Supervisors
February 21 st , 2025	Artificial Intelligence & Automation	Providers & Clinical Support Staff, System Administrator/Trainer, Practice Managers/Supervisors
March – July 2025	To Be Announced	To Be Announced



CDAQ eClinicalWorks Open Hours



- **Best Practice Sharing:** Facilitate forum where clinics can share successful strategies and innovative approaches to using eCW, fostering a community of continuous learning and improvement.
- **Follow-up One-on-One Health Center Meetings:** Conduct individualized meetings with each health center to review specific concerns and items, providing tailored advice and support to optimize eCW usage.
- **Review of Common Challenges and Solutions:** Identify and discuss common challenges faced by clinics, sharing effective solutions and strategies to overcome these obstacles, enhancing overall system efficiency.
- **Documentation of Key Takeaways and Follow-ups:** Document important insights and action items from each session, ensuring accountability and follow-through on discussed improvements and solutions.
- **Engagement with eClinicalWorks for Resolutions:** Collaborate directly with eClinicalWorks to review specific items and issues raised by clinics, working together to develop and implement effective resolutions.

Questions?



Thank You!

Please complete the post webinar survey to tell us how we did! We value your feedback and would welcome any of suggestions on how we can improve on these best practice webinar presentations.

The electronic survey will be sent to your email following this webinar.

Thank
you

