

October 2009

SyMed, LLC is wholly-owned by the North Idaho Health Network

Avoiding Duplicate Patient Records

The SyMed staff would like to thank all of you who continue reporting duplicate patient records. During the month of September 174 were reported.

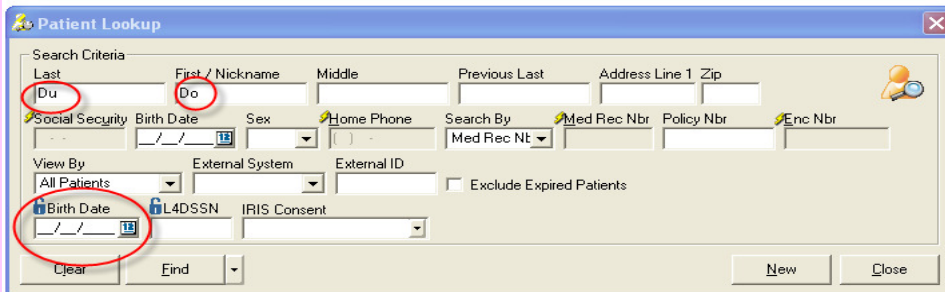
The process to merge duplicate records is very time consuming and takes away from the valuable time SyMed staff could be using for customer service and support.

The staff at SyMed has identified offices responsible for creating duplicates. During the next few weeks SyMed staff will be contacting these offices to help train the staff on the correct way to look up patient records.

SyMed hopes by working with the offices to ensure the staff is properly trained on looking up patient records the number of duplicates will drastically drop.

If there continues to be a high number of duplicates being created SyMed will unfortunately have to start charging those responsible for creating them.

When looking up a patient make sure to use the lock box with the date of birth and only partial last and first names. If you use the non-locked box for the date of birth, the system will only pull patients from your practice not the enterprise resulting in duplicate charts for the patient.



Breast Cancer Awareness Month

In honor of October being National Breast Cancer Awareness month this issue of the Download is dedicated to the 182,460 women who will hear their doctors say "You have breast Cancer," this year.

Security a Top Priority When Working Wireless

By: Morgan Anderson



Many companies are making the leap to wireless networks in the office for both financial savings in overall equipment and the sheer convenience for their employees. Some offices provide mobile PCs with wireless capabilities to their employees so they can be productive anytime and anywhere, ultimately enhancing the company's bottom-line.

Caution should be used when working with wireless. When working wirelessly from hotspots and public places, you under HIPPA you are responsible for ensuring the security of your files and your mobile PC.

To make network access easier for users, public hotspots typically leave all security turned off. This means that any information you send from a hotspot is most likely unencrypted and anyone within range of the wireless LAN whether at the next table over or in the parking lot can access and use your internet connection and look at your unprotected information.

For more information on wireless and how to properly secure your information contact SyMed staff at 208-666-2180.

Call for a **FREE SyMed IT Solutions consultation at 208-666-2180.**
www.SyMedsolutions.com email: support@SyMedsolutions.com

Mark Your Calendar: Superuser Meeting

In order to allow those using EPM and EHR to give input on changes and products that will affect them SyMed will be holding one Superuser Meeting per quarter. Superusers are required to attend at least two meetings per year. If your office has more than one Superuser they may rotate attending the meetings. SyMed would like to encourage all Superusers to attend all of the meetings if possible.

If you work at an office in an outlying area and are unable to attend in person you will be able to participate through interactive video.

October 22, 2009
11:30 a.m. to 1:00 p.m.
Kootenai Medical Center Room 3

At this meeting Superusers will vote on changes to the enterprise system, discuss upcoming events, learn about changes being made to data libraries, and have an opportunity to get their questions answered.

Please RSVP by October 15th by calling 208-666-2180 or emailing support@symedsolutions.com.

Taking Advantage of TeleVox



Implementation of the bi-directional interface for TeleVox HouseCalls is almost completed.

TeleVox HouseCalls is an automated messaging system. HouseCalls works seamlessly with your scheduling system. HouseCalls will help your office reduce communication costs, increase visits and reduce the number of no-shows.

If you are interested in joining a webinar to learn more about this automated messaging system and special introductory pricing for North Idaho Health Network members, contact SyMed at 208-666-2180

EPM Superuser Class

SyMed will be offering an EPM Superuser class on November 18th, 2009 from 8:30-2:30 in the SyMed Training Lab located at 1250 Ironwood Drive Suite 310. The cost is \$100 for existing clients and free for new clients. This class is required in order to gain access to the practice areas on File Maintenance.

Please contact Ginger Grass at 208-666-2180 or ggrass@kmc.org to register.

KBM Upgrade

SyMed is currently testing the KBM 7.8 upgrade. This upgrade applies to EHR templates only and should fix several issues being reported with the current templates.

Included in this upgrade:

- Re-write of the Adult Office Visits template, with a more streamlined toolbar
- A new Orders Management template that allows users to save a series of orders based on diagnosis code
- Additional quick visits
- Additional HPI templates
- A Tobacco Cessation template
- Enhanced PPD management templates
- Ability to carry forward physical exam documentation from one encounter to another

SyMed plans to implement the KBM 7.8 upgrade at the end of November. SyMed will be holding open lab hours where users can come and see the new templates and ask questions prior to implementations.

OPEN LAB HOURS

- **Monday, Nov. 16th 11:00-6:00**
- **Tuesday, Nov. 17th 9:00-4:00**
- **Thursday, Nov. 19th 9:00-4:00**
- **Friday, Nov. 20th 9:00-5:00**

Please contact Ginger Grass at 208-666-2180 or ggrass@kmc.org to schedule a time to come in.

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