EMR, IMH, and Kiosks... Oh My!

Some sites awaiting EMR implementation have been wondering – what is IMH and what are kiosks? Well, they actually work together in the EMR process.

Instant Medical History (IMH) is an electronic application HealthPoint uses to obtain a patient’s medical history prior to their visit.

For sites going live on EMR, IMH will replace the manual process of the 4-page Patient Health Questionnaire. By utilizing IMH, the same information can now be completed electronically. This will save time for everyone and eliminate misinterpretation of hand writing.

As each of our sites convert to EMR their patients are able to complete their IMH from home through a link on our website. If they prefer, they can complete it at their doctor’s office by arriving early and using a computer workstation dedicated to this purpose. This workstation is called a kiosk.

The first screen of the IMH questionnaire will only recognize patients with appointments scheduled in IDX within 30 days prior to their appointment or one day after their appointment. In addition, the patient’s home phone number must match the one in IDX and the patient must have a valid medical record number. If this criteria is not met, the patient will not be able to continue filling out their IMH and will receive a message asking them to contact their physician’s office.

If the patient moves past the first validation screen, they will be asked a series of questions about their medical history. As they progress through the questions, the IMH software will intuitively know which follow-up questions to ask based on what the patient has already answered. When the patient is finished, their data will automatically transfer into their Electronic Medical Record.

There are currently almost 600 electronic IMH records in our EMR system. We are presently obtaining electronic IMH on new patients and patients with upcoming appointments for EMR converted sites only, with the intent of having all patients complete it in the future.

New Uploads to EMR Website

The below items have recently been added to the EMR website located at http://EMR.HealthPointMedicalGroup.com/

- New Training Manuals for Version 9.5.2
- PowerPoint Presentation: “Navigating Your EMR Implementation” (originally shown at September QMT Meeting)
- PowerPoint Presentation: “EMR Project Introduction”
- “Practice Partner EMR Alert – Version 9.5.2 Upgrade Changes”
- Updated EMR IS Team List

Make sure you check the EMR website often for all the latest information.

http://EMR.HealthPointMedicalGroup.com/
On Friday, October 7th, HealthPoint’s EMR and Information Services teams, along with staff from McKesson, upgraded Practice Partner EMR to version 9.5.2. The conversion and testing was completed by end of day Sunday in preparation for Monday morning office hours. Although there were a few small issues, the overall upgrade went well.

Sandy Johnson, EMR Implementation Specialist, said version 9.5.2 includes enhancements to the Prescription Module and Lab Data Table. The upgrade also includes additional features to comply with Meaningful Use.

EMR Alerts are a method used by the EMR team to communicate to our user community changes that are occurring in the EMR. It is important that you pay attention to these alerts and, upon reading them, if you have any questions concerning the changes that are occurring, you should contact your site manager, your practice manager or a member of the EMR team.

Practice Partner FAQ’s

General:

Adding Pharmacies

**I have a patient that uses a pharmacy that is not in the system, how do I add it?**

Staff in the sites do not have the ability to add pharmacies into the EMR. Therefore when a patient uses a pharmacy that is not in the system, they should contact the HMG Help Desk and provide them with the pharmacies information. The Help Desk will create a ticket that will go to the EMR team who will them have the pharmacy added. If it is an immediate need, the site will need to enter the script into the EMR, print it and hand to the patient or they can fax the script to the pharmacy.

IMH

**What internet browsers work with IMH?**

Originally only Internet Explorer worked with IMH. On 9/17, changes were made that will allow patients using Foxfire and Safari to access and complete the IMH questionnaire.

Scanning Errors

**What should I do if I scan a document into the wrong patients chart or an incorrect chart tab?**

You should notify your site manager of the error. Site managers have access to remove a document that has been scanned to the incorrect chart or chart tab.