eClinicalWorks

V10 Feature Highlights

November 2013

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V10 FEATURE HIGHLIGHTS

This document highlights some of the top features selected from over 500 new enhancements in V10, and provides a high-level description of their benefits.

Meaningful Use Features (Stage 2)

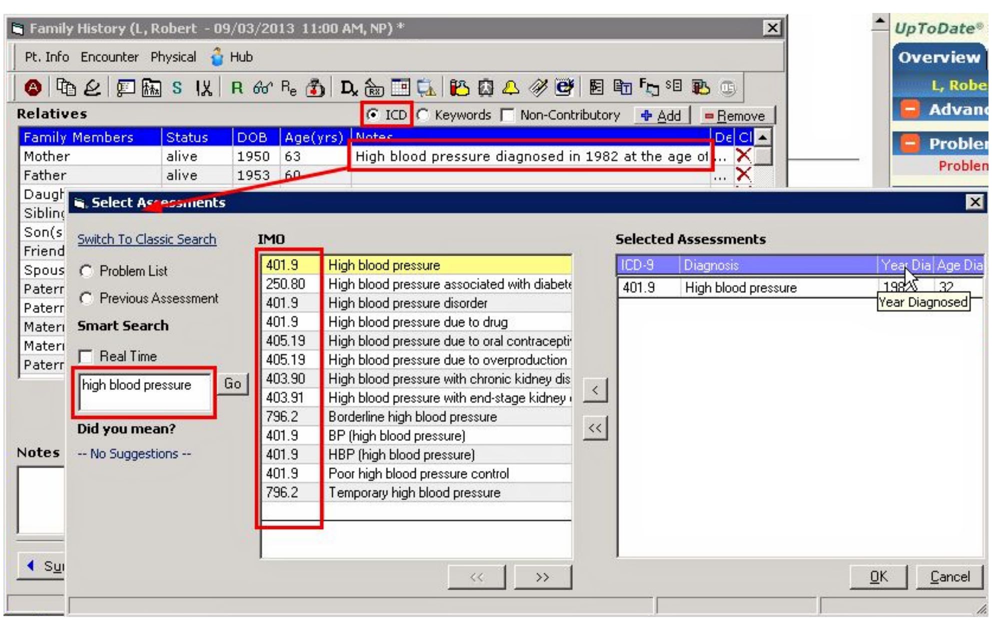
Have you completed Meaningful Use Stage 1, and are you getting ready for Stage 2? Is your practice ready for the ONC 2014 Edition of Meaningful Use? With Meaningful Use Stage 2 measure requirements beginning in 2014, the eClinicalWorks (eCW) product enhancements were created to help you streamline data collection and reporting.

eClinicalWorks V10 is compliant with the ONC 2014 Edition criteria and was certified as a Complete EHR on July 24, 2013 by the Certification Commission for Health Information Technology (CCHIT®), an ONC-ACB, in accordance with the applicable Eligible Provider certification criteria adopted by the Secretary of Health and Human Services. The ONC 2014 Edition criteria support both Stage 1 and 2 Meaningful Use measures required to qualify eligible providers and hospitals for funding under the American Recovery and Reinvestment Act (ARRA). eCW V10 holds the certification number CC-2014-955447-1.
To learn more about Meaningful Use, visit www.eclinicalworks.com/meaningfuluse.

Family History (Structured)

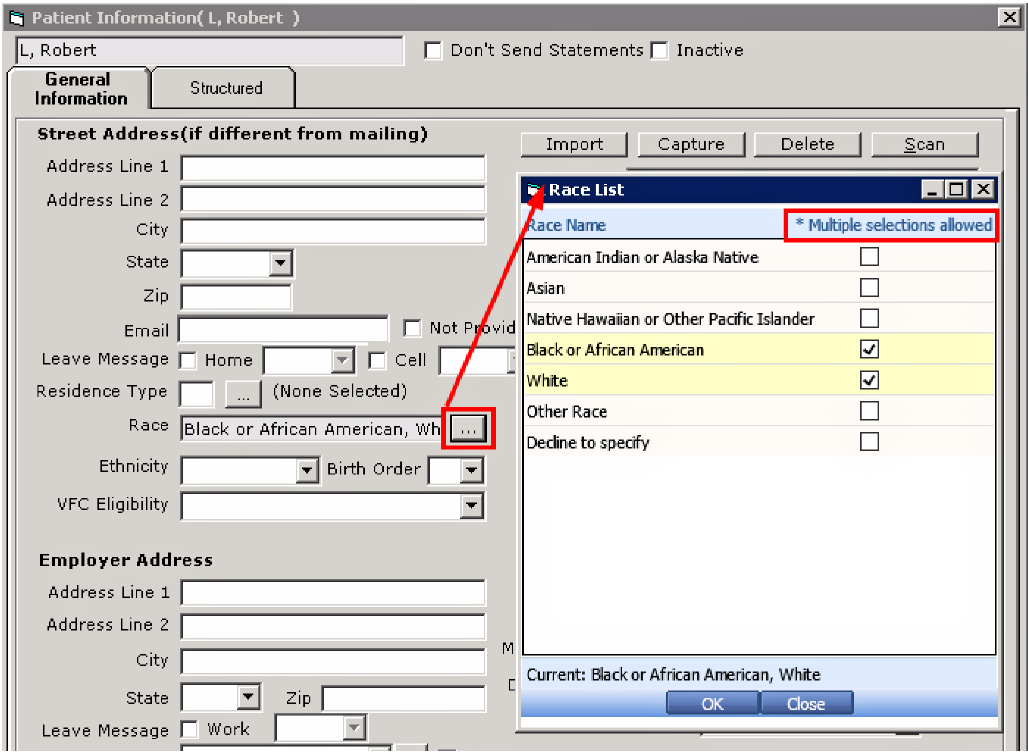
Meaningful Use Stage 2 now requires that family history be captured within the patient's chart as structured data. Don't worry, eCW V10 has it covered. In the *Family History* window, just use the *ICD* radio button to search for structured family history condition.

This feature is powered by IMO®, and it allows the user to search for a structured family history ICD-9 value, and the associated SNOMED® code is linked automatically behind the scenes:



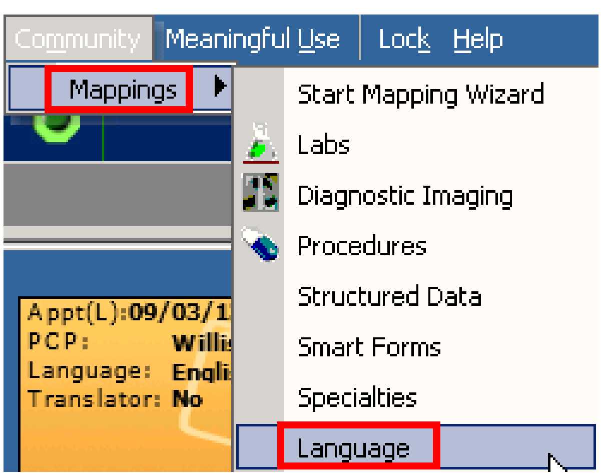
Patient Race (Multi-Select)

A small change in Meaningful Use Stage 2 now allows recording of more than one race for a patient if applicable. Within the patient's *Additional Information* window, the *ellipse* button opens the *Race List* window, and allows for the front-desk users to capture the appropriate race (or multiple races) selection:



ISO Language Mapper

Meaningful Use Stage 2 now requires that the patient's preferred language be stored according to the ISO-named standards. Under the *Community Mappings* menu option, there is new option called *Language*, which allows the administrator to map the local language to the ISO name standard. This utility will ensure that all of your available languages will comply with the interoperability standards when clinical records are exchanged:



Structured Data Enhancements

Structured data within eCW is a very powerful tool. It allows the storing of information in the database so that it can be used efficiently for reporting. Another feature of structured data is that it allows the user to provide subsequent questions based upon the answer to the original question, creating a tree-like structure of captured clinical information. Structured data within eCW has been in use for a number of years now, and the following sections outline the enhancements that were added in V10.

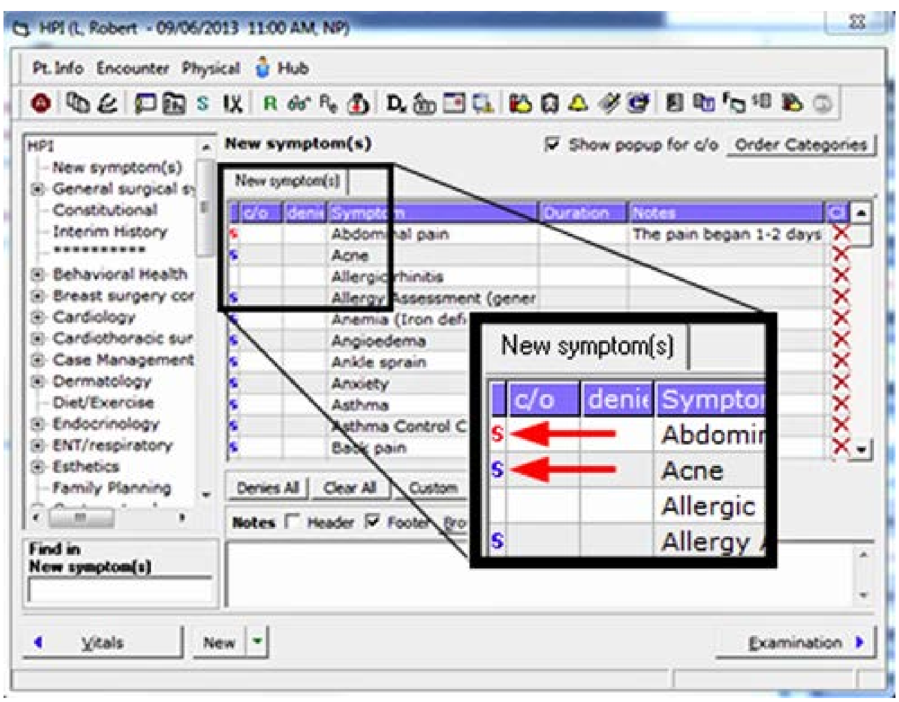
Structured Data Indicator

Have you always wanted to know if an item was flagged as structured data without having to hunt for it? Well, in V10, we've made a simple and effective enhancement to quickly show you if the clinical symptom is flagged as structured data or free text.

In the first column:

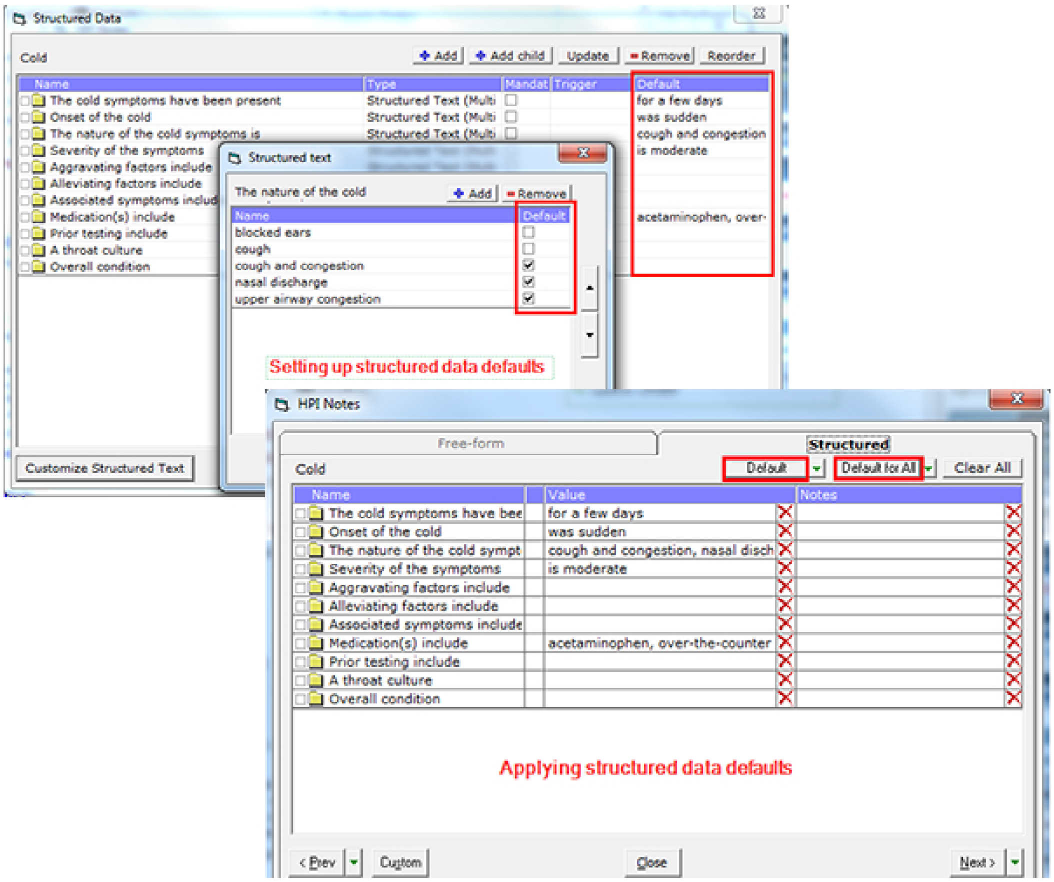
- **Structured data fields** are flagged with a **blue *S***
- **Structured data with mandatory fields** are flagged with a **red *S***
- **Free text fields** are indicated by a **blank cell** (neither a blue or red *S*)

This functionality exists on the HPI, Social History, Examination, Gyn History, OB History, Procedures, and Preventive Medicine windows:



Default Values for Structured Data

Wish you could set a default answer to a structured data question? eCW V10 has it covered. Now, you can set a default answer for any structured question (all data types: structured text, Boolean, numeric, and all date formats). This functionality will help you speed through your Progress Notes data entry for any structured data questions:

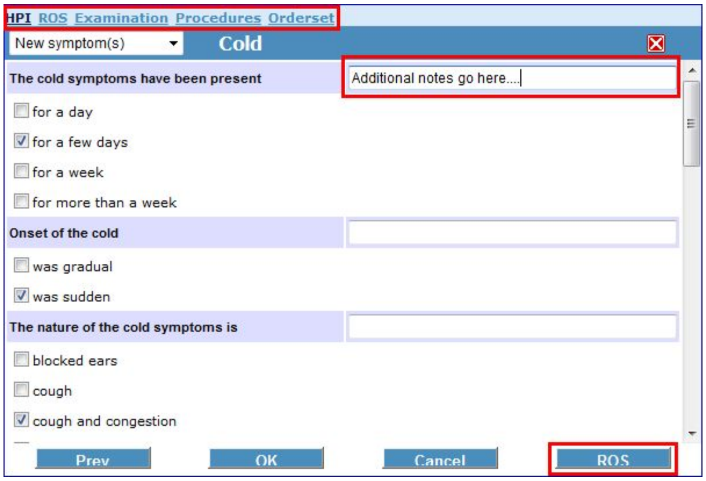


Enhanced Click-Through for Structured Data

So, you like using the click-through functionality on the Progress Notes, but you find it cumbersome to use for structured data questions. Well, we've made some great improvements on the click-through pop-up window.

- **Child-Parent Display:** If a child question is triggered from the parent question, it will automatically appear within the pop-up, making it easier to answer the questions.
- **Free-Text Notes Box:** Now you don't have to close the pop-up to enter in additional notes; you can enter notes right on the *Click-Through* window, saving time and clicks.
- **Click-Through Window:** You can now navigate quickly to other sections of the Progress Notes (HPI, ROS, Exam, Procedures, and Order Sets) to continue your clinical documentation without closing the window.

These enhancements to this functionality will help save time when entering structured data questions.



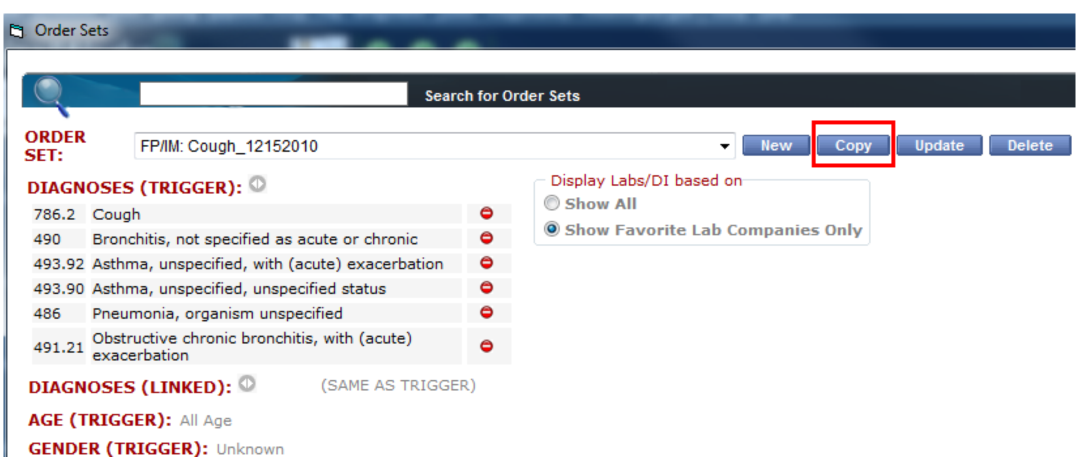
Order Set Enhancements

Order Sets are great tools within eCW. They help with managing standards of care and they streamline the tests, referrals, medications, *etc.* that you order. If you are not using Order Sets today as part of your workflow, take a moment to understand the Order Set functionality and consider incorporating it into clinical documentation.

Order Sets are customized treatment templates the system triggers based on the diagnosis of a patient. You can create Order Sets for use in an individual practice or for an entire community to share/implement. Here are some great enhancements to Order Sets in V10; check them out!

Order Sets Copy Functionality (Administrative Side)

Have an amazing Order Set and want to create another that's similar, with the exception of one or two things? Wouldn't it be great to have an Order Set *Copy* button so you don't have to reinvent the wheel? Well, V10 has one! In a matter of seconds, you can make a copy of an existing Order Set, tweak it, and then save it as a new Order Set:

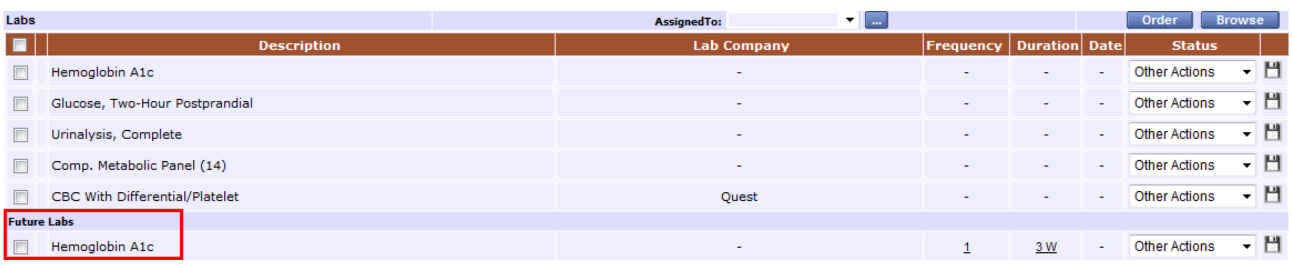


Lab/DI Company (Administrative Side)

Lab/DI companies are now part of the Order Set configuration in eCW V10. When picking a lab or DI from the Order Set administrative window, the administrator can now choose a specific lab or DI from a specific Lab/DI company. This will ensure that the nurse or provider chooses the correct lab or DI if you have multiple Lab/DI companies configured in your database. From the user ordering side, the name of the company will be visible to the user within the order:

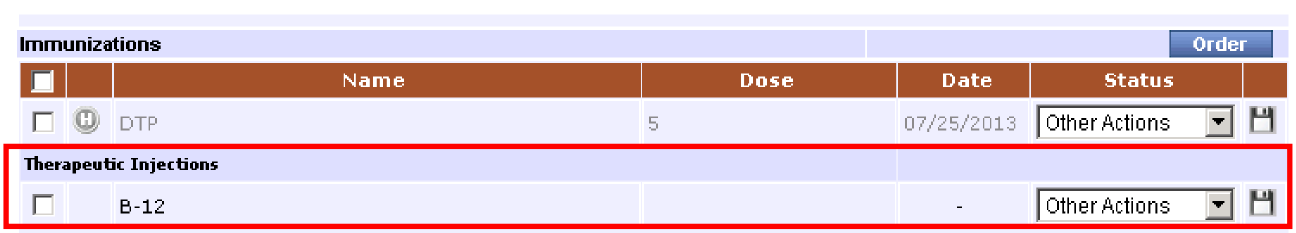
Future Labs/DIs/Procedures (User Side)

Do you order many Future Labs? Do you wish Order Sets had the ability to order Future Labs? In eCW V10, you can set up and order Future Labs/DIs/Procedures. This is a great tool for practices that frequently order labs. Check out this new feature; it will save you time and effort for those future labs:



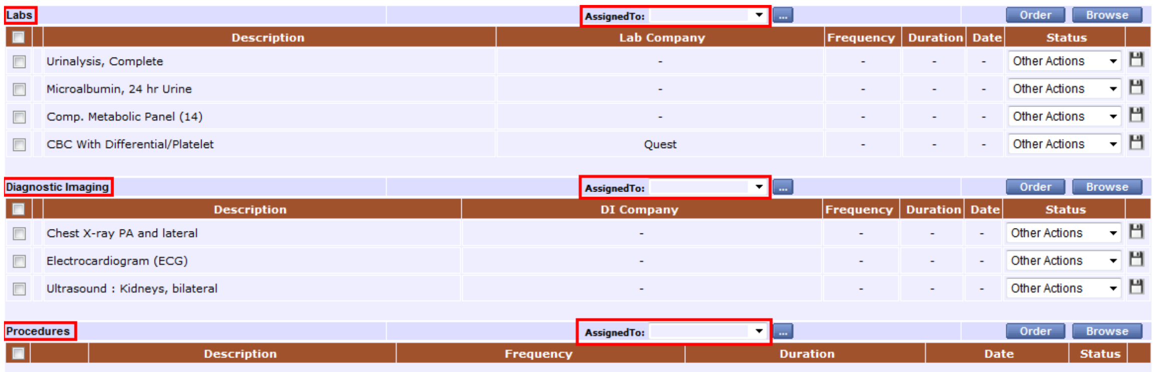
Therapeutic Injections (User Side)

Finally, Therapeutic Injections! Now in eCW V10, therapeutic injections are available within the Order Set. From a setup side, the administrator can easily set up Therapeutic Injections to appear on the Order Sets. Now the nurse or provider can quickly order Therapeutic Injections as part of their treatment plan. Be sure to check out this enhancement in V10:



Assigned To (User Side)

From the Order Set window, you can now designate the Assigned To staff member for the labs/DIs/procedures that you order. By directly assigning your orders from the Order Set window, you can be assured that your labs/DI/procedures will not fall through the cracks. Take advantage of this functionality in V10 to make sure your labs are on the right track:

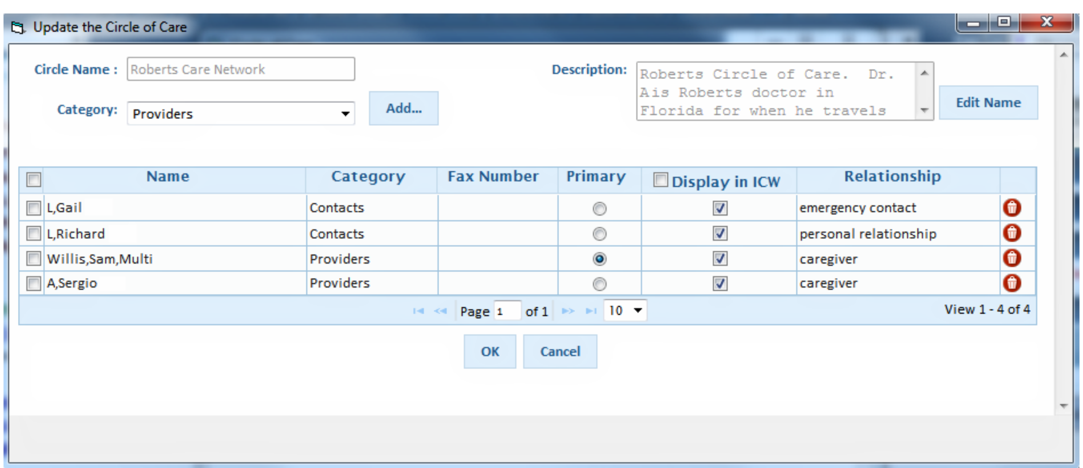


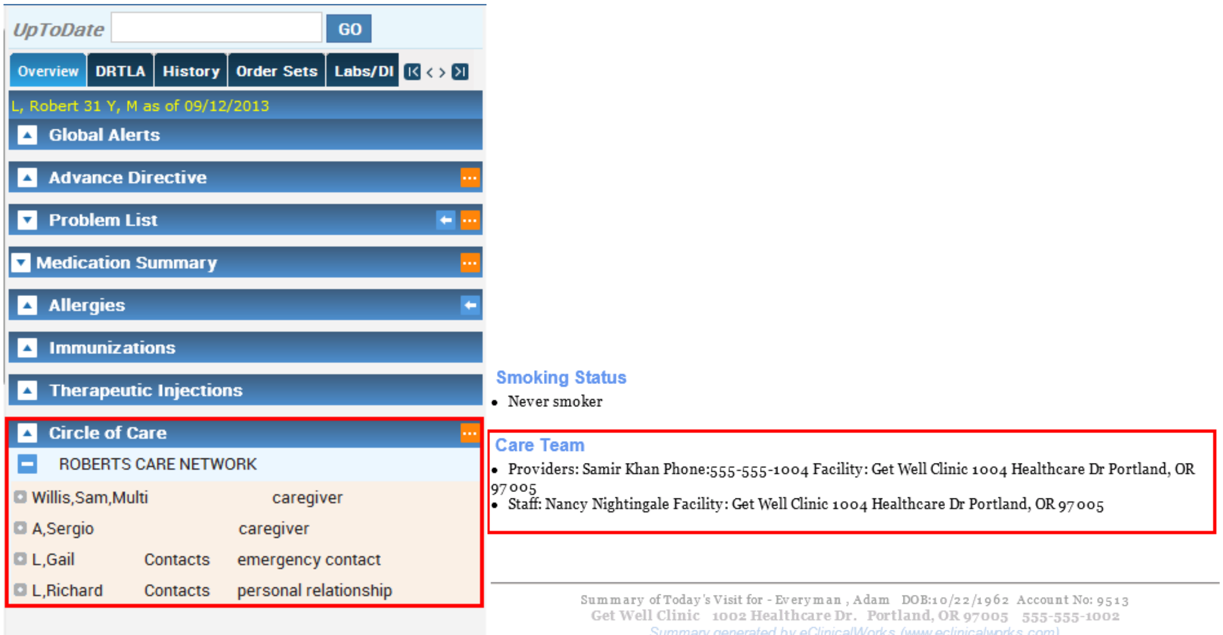
New Circle of Care Feature

Sometimes it takes a team of healthcare professionals to treat your patients. Have you ever wanted to create a list of contacts so you can manage a care team for a patient's health? eCW V10 is now introducing a new functionality called *Circle of Care*. This Circle of Care functionality will allow you to create a care team comprised of the patient's providers, medical staff, attorneys, pharmacies, contacts, case managers, and guarantors.

You can quickly share patient documents with the patient's Circle of Care as needed, creating better patient health management. Circle of Care is accessed from the Patient Demographics window and from the ICW (Right Chart Panel) on the *Progress Notes* window, *Patient HUB* window, and many other windows.

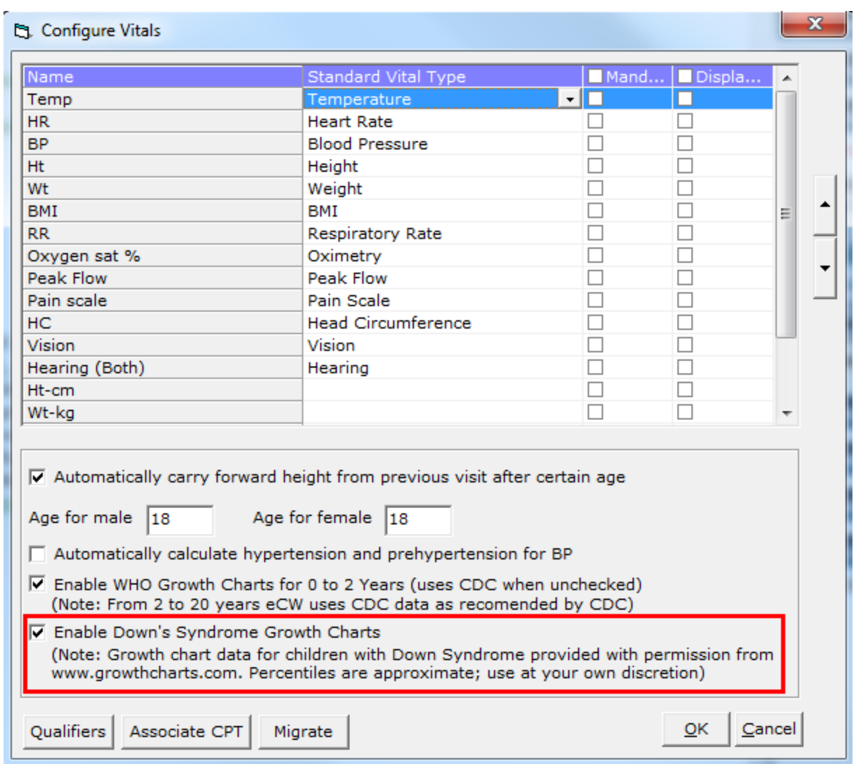
Once a Circle of Care has been created for your patient, you can fax Progress Notes or documents effortlessly to the team. The Circle of Care members appear on the Visit Summary so your patients can easily see these important contacts at every visit. Start building your Circle of Care for your patients in eCW V10 today:





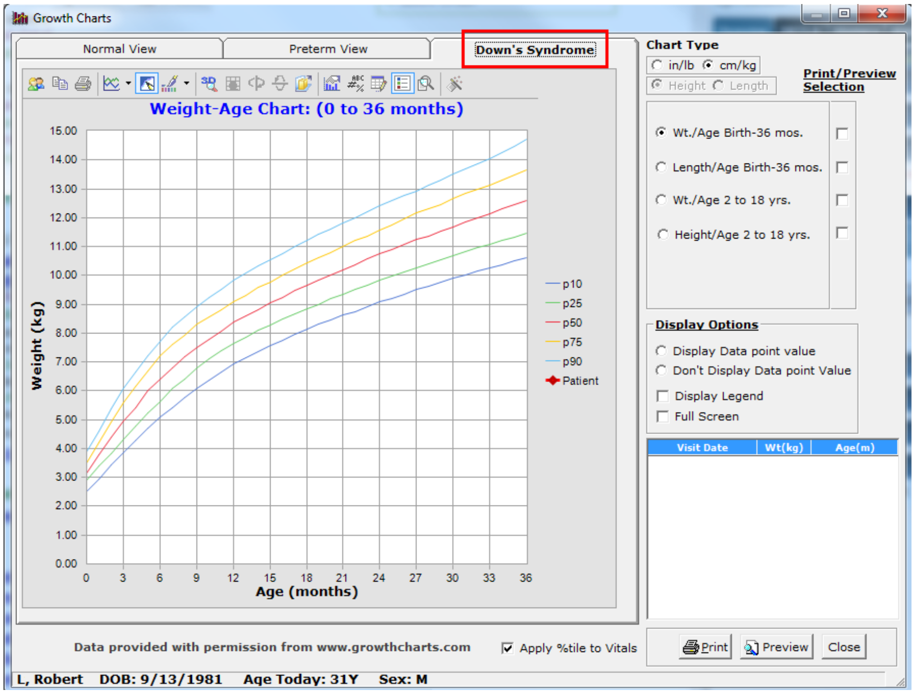
Down Syndrome Growth Charts

eCW V10 now supports Down Syndrome Growth Charts. Your administrator can enable this feature from the EMR-Vital Setup window.



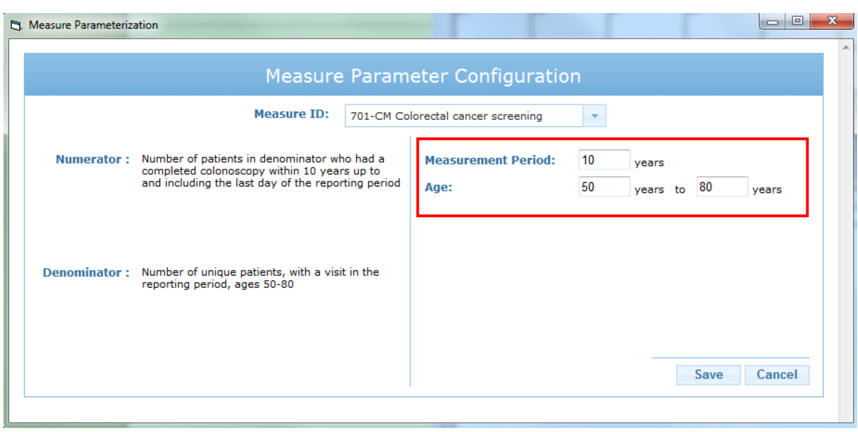
Once enabled, a third tab titled Down Syndrome displays on the Growth Charts window. From here, you can see the growth charts for ages from birth to 36 months and from age two to 18. Be sure to check out this feature if your practice utilizes these important charts.

Note: Growth chart data for children with Down Syndrome provided with permission from www.growthcharts.com. Percentiles are approximate; use your own discretion.



CDSS Parameterization

Have you ever wanted to change some of the parameters for your CDSS alerts that you may use? For example, perhaps you'd prefer to change ages 18-25 to 16-28. This customization is now possible with the CDSS Parameterization within eCW V10. From the current CDSS configuration windows, your administrator will now be able to tweak the parameters to align with your own initiatives:

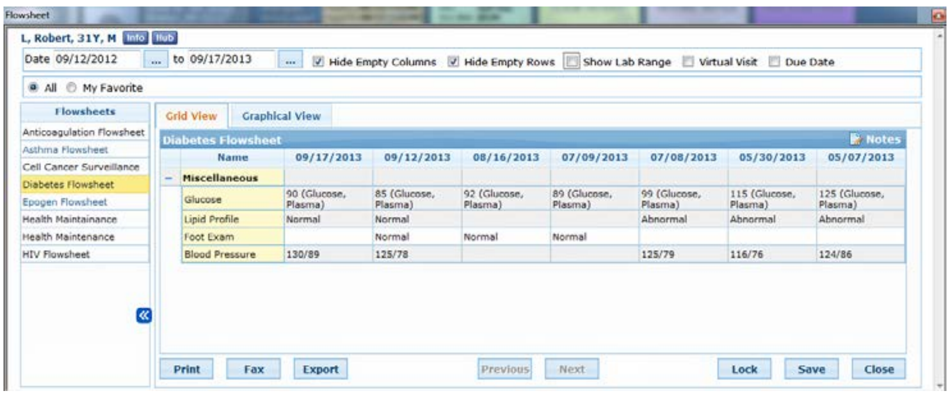


Flowsheet Enhancements

Flowsheets are a great tool to use as part of your daily workflow. Flowsheets help you keep track of those important elements that may affect the patient's health in a positive or negative way, such as vitals, medications, lab tests, and many more. Flowsheets can include numbers and/or quick narrative comments on a certain condition or area of the patient's health. Regardless of how you use flowsheets while treating your patients, we've made some great enhancements in eCW V10 making flowsheets easier to use.

New Web View of Flowsheets

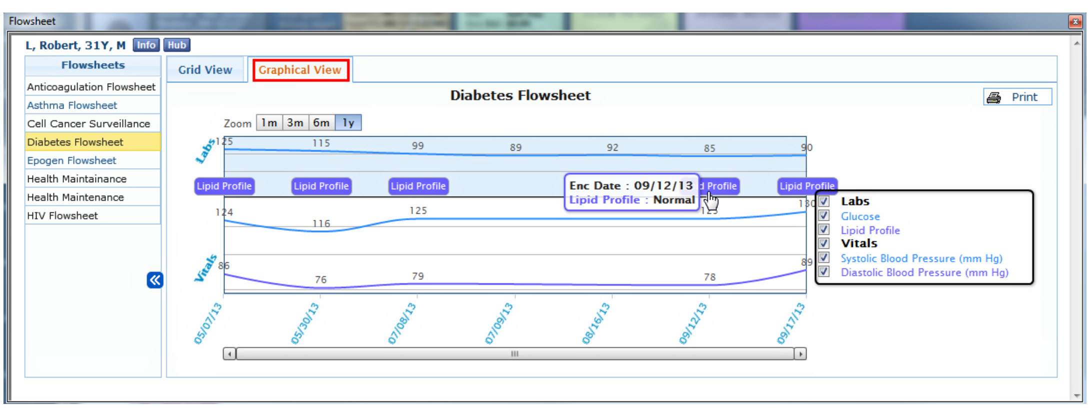
eCW V10 has introduced a new look and feel for flowsheets. This new Web view of the *Flowsheet* window has a cleaner look, allowing you to view those important pieces of data for your patient's health record. When you get V10, check out the flowsheets – it has a new facelift!



Name	09/17/2013	09/12/2013	08/16/2013	07/09/2013	07/08/2013	05/30/2013	05/07/2013
Miscellaneous							
Glucose	90 (Glucose, Plasma)	85 (Glucose, Plasma)	92 (Glucose, Plasma)	89 (Glucose, Plasma)	99 (Glucose, Plasma)	115 (Glucose, Plasma)	125 (Glucose, Plasma)
Lipid Profile	Normal	Normal			Abnormal	Abnormal	Abnormal
Foot Exam		Normal	Normal	Normal			
Blood Pressure	130/89	125/78			125/79	116/76	124/86

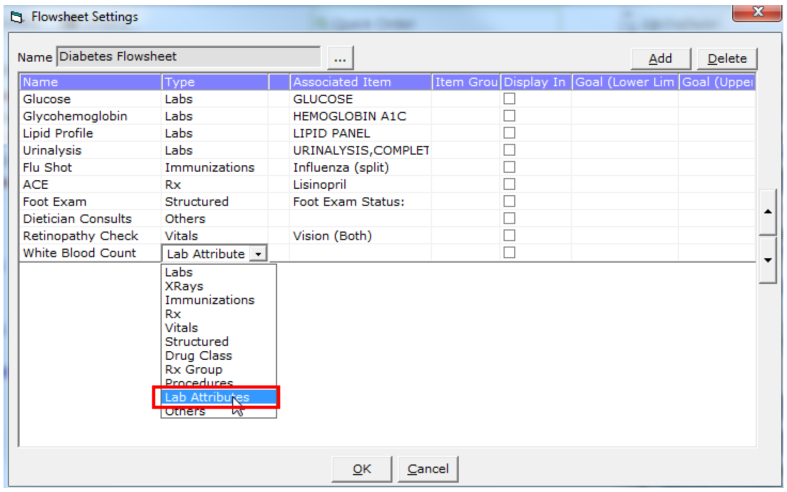
Graphical View of Flowsheets

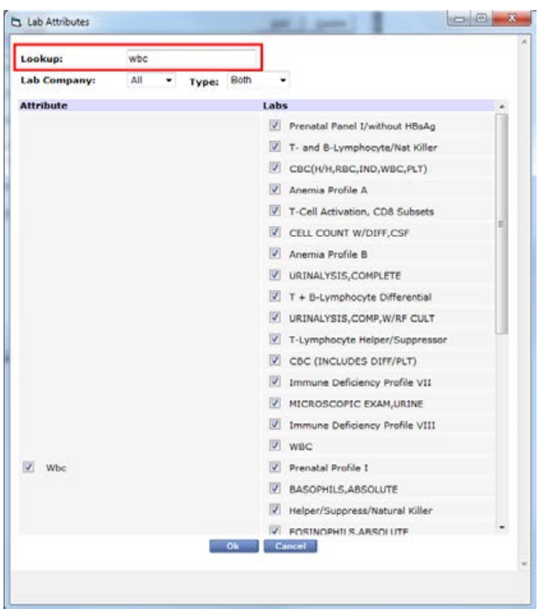
Graph my flowsheet data. Well, now it's here! In eCW V10, the new Flowsheet window has a graphical view tab, allowing the user to quickly view the grid-view data in a graphical interpretation. Here you can see the data easily and spot trends quickly. You can adjust the graph to show 1 month, 3 month, 6 month, and year views, giving you the opportunity to zoom in or out depending on how long you have been treating your patient:



Flowsheets - Group by Lab Attributes

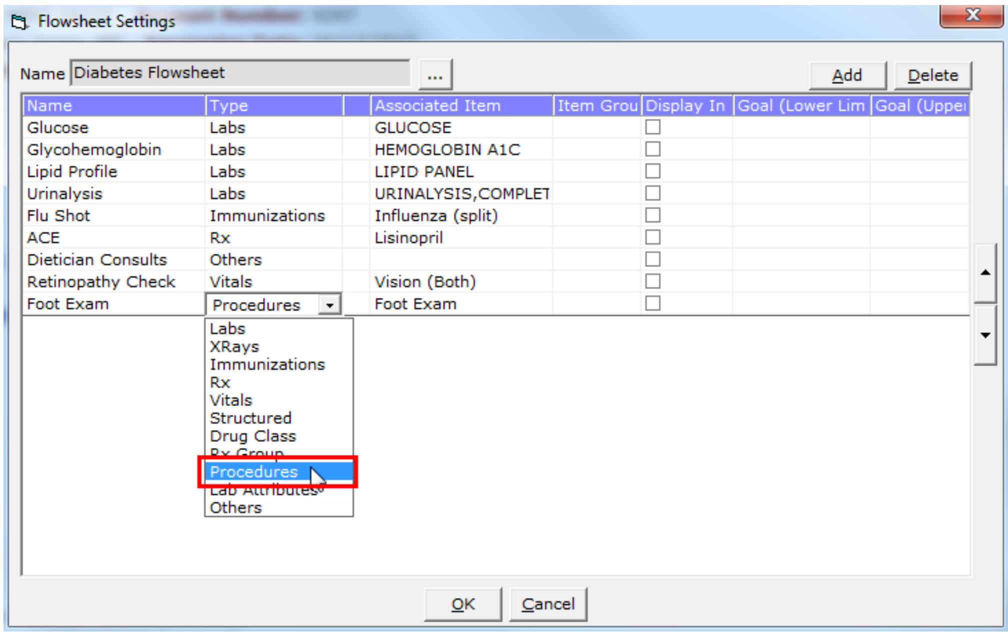
Grouping lab attributes in flowsheets is another valuable new feature in eCW V10. If you just want to monitor a certain lab attribute, this new functionality makes it very easy. For example, if you just want to keep track of WBC (White Blood Count), you can add WBC to the flowsheet and – no matter which lab you order – if WBC is an attribute within that lab, it will appear on your flowsheet. Be sure to check out this feature in V10!

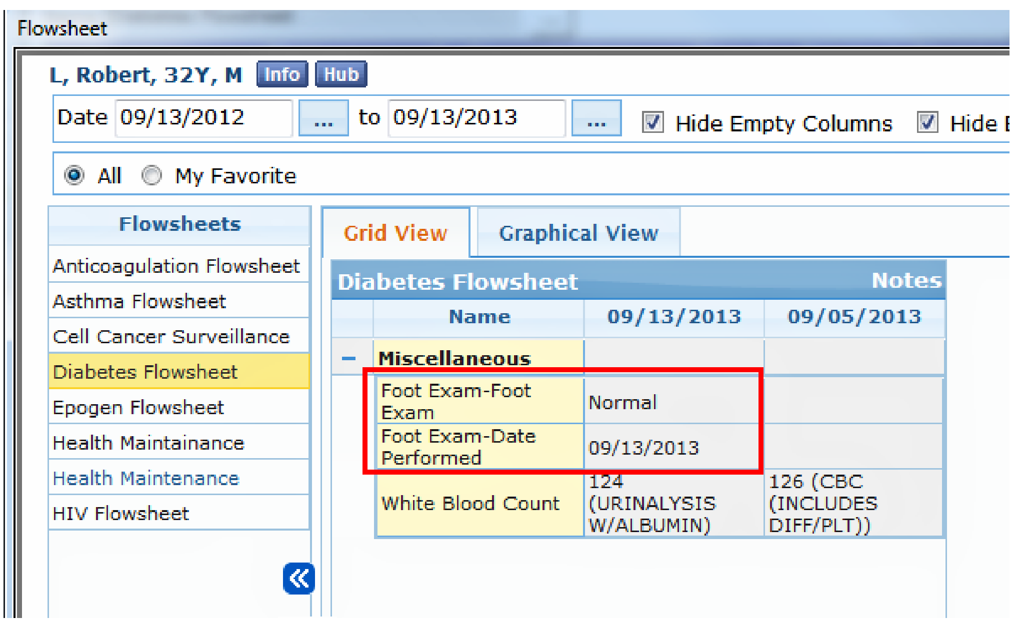




Flowsheets - Procedures

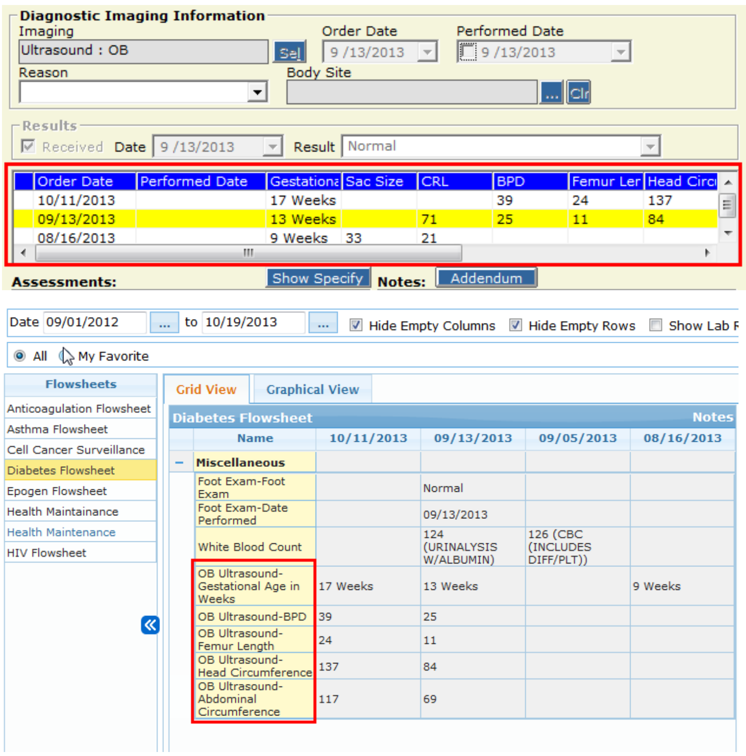
Procedures are now available in flowsheets in eCW V10. In the *Procedure* functionality, any clinical data that is captured can now be shown on the flowsheets if it is important for you to track. Don't forget, you can use the *Graphical View* tab as well to view your data:





Flowsheets - Attributes for DI/Procedures

Now that DI and Procedures allow you to capture attribute data, you can use that data to show on your Flowsheet. This is yet another powerful tool in eCW V10 to keep track of those important pieces of patient data:



Lab/DI/Procedure Order Window Enhancements

In eCW V9, we redesigned the Ordering window within the Treatment module so you can do all of your ordering on one, consolidated window. We hope you are using this new functionality in V9 for ordering your medications, labs, diagnostic images, and procedures. To activate this new window, go to *My Settings* and click the *View* tab. Make sure you have *Modern View* selected on the *Lab/DI/Procedure Order Screen* section. We've made even more enhancements to the Ordering window, making the ordering process quick, easy, and effective.

We've also introduced a New Quick Order Functionality module in V10, so be sure to check out those details as well in this document.

Search by Historical Patient Orders

Have you ordered a lab in the past for the patient, and now you want to order it again quickly without searching the entire order compendium? Search by historical patient orders is now available in eCW V10. This simple, yet effective new search is available for lab, diagnostic imaging, and procedure ordering. Using the

Patient Orders radio button on the *Search* window, you can see and search for the order, making the ordering process easy for the frequent patient orders.

View Patient Historical Orders/Results

Scenario:

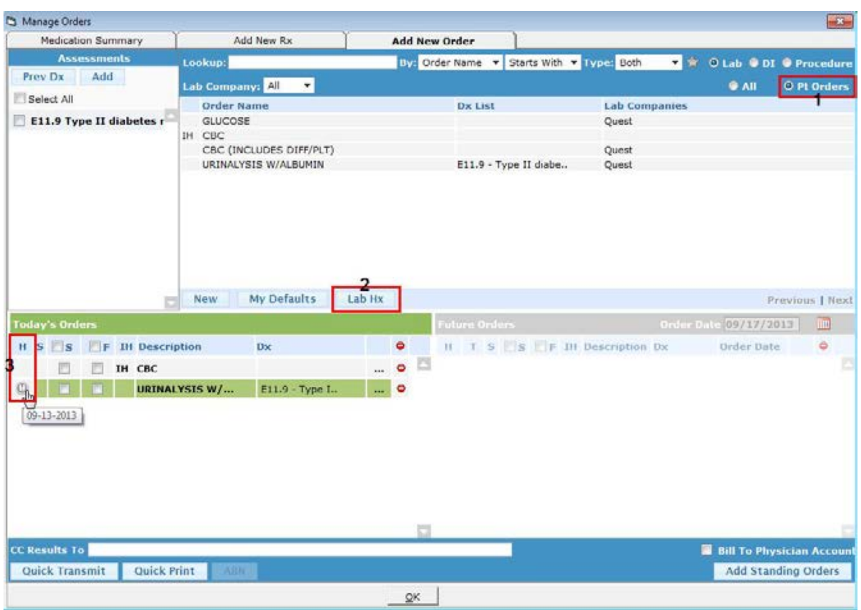
You're on the *Ordering* window, placing a lab order for your patient. Before you begin your search or place the order, you want to see the patient's historical labs. Thoughts in your head could be: *When was the last time I ordered this lab? What was the result? What do I have to do to view this information?*
In previous versions, you'd have to navigate away from the *Ordering* window to find this information. That's just not efficient.

Solution:

In the new eCW V10 *Ordering* window, you can view the patient's history lab, diagnostic imaging and procedure orders, and results with one click before placing your order. We've made it simple to view this historical data from the *Ordering* window by clicking on the *History* button. Having this information quickly available during this process will help you make decisions at point of ordering.

View Patient's Last Order Date

A new feature that we have introduced in eCW V10 is showing the last order date of a lab, diagnostic image, or procedure. Once the order is placed from the *CPOE* window, if the order has been placed in the past, you see a new *H* icon. When you mouse-over the *H* icon, it will show you the last ordering date in the tooltip. In addition, you can click on the *H* icon to view the *Results* window, making it easier to see this important data:

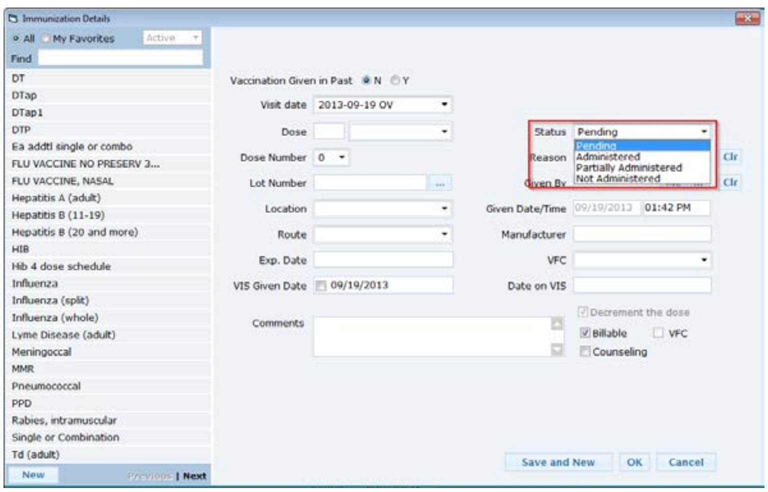


Immunization/Injection Enhancements

In eCW V9, we split the Immunization and Injection functionality into two separate modules. We've now made more enhancements to these important workflows. Be sure to activate the new Modern View of the *Immunization and Flu Schedule* window from the *Views* tab from your *My Settings* preferences.

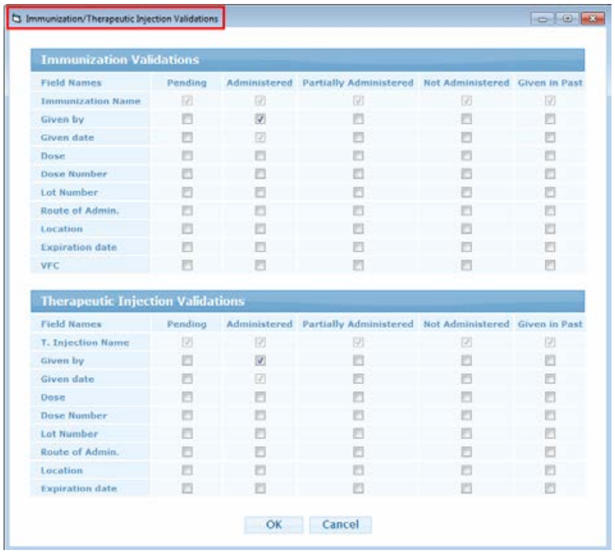
New Immunization/Injection Status Dropdown

In eCW V10, the immunization/injection module now has a *Status* drop down with options such as *Pending*, *Administered*, *Partially Administered*, and *Not Administered*. This new status will give clarity to documenting your Immunizations or Injections. For example, have you ever wanted to mark an Immunization as *Patient* or *Parent Refused*? Well, now you can capture this data by marking the immunization as *Not Administered* and then select a structured reason. Once you select the *Given By* field, the status automatically is set to *Administered,* making the immunization process quick and easy. Be sure to check out the Immunization/Injection Not Administered Workflow for details:



Mandatory Fields in Immunization/Injections

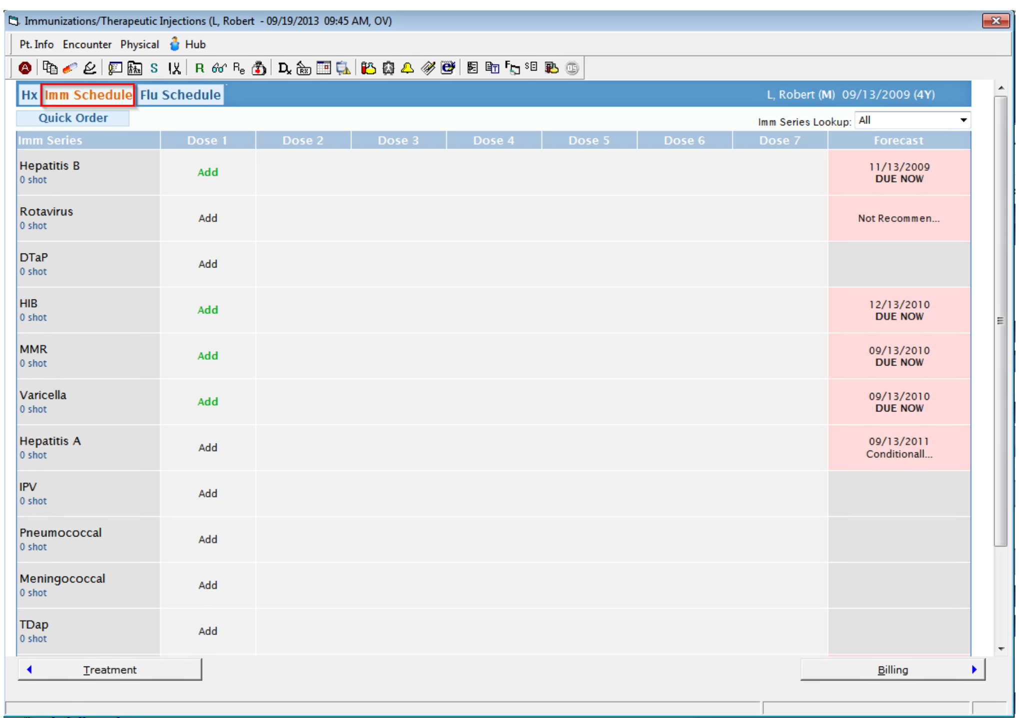
Do you sometimes forget to put one or two data elements while documenting the immunization because you're doing a million things at once? Better yet, do you want to ensure that all your staff members input in the necessary data elements for all your immunization/injections? Well, in eCW V10, you can ensure this happens by implementing mandatory fields within the Immunization/Injection window. Be sure to take advantage of this one-time set-up feature and, not to mention that this will ensure that all your necessary data fields will be successfully reported to your state registry:



New Immunization/Flu Schedule

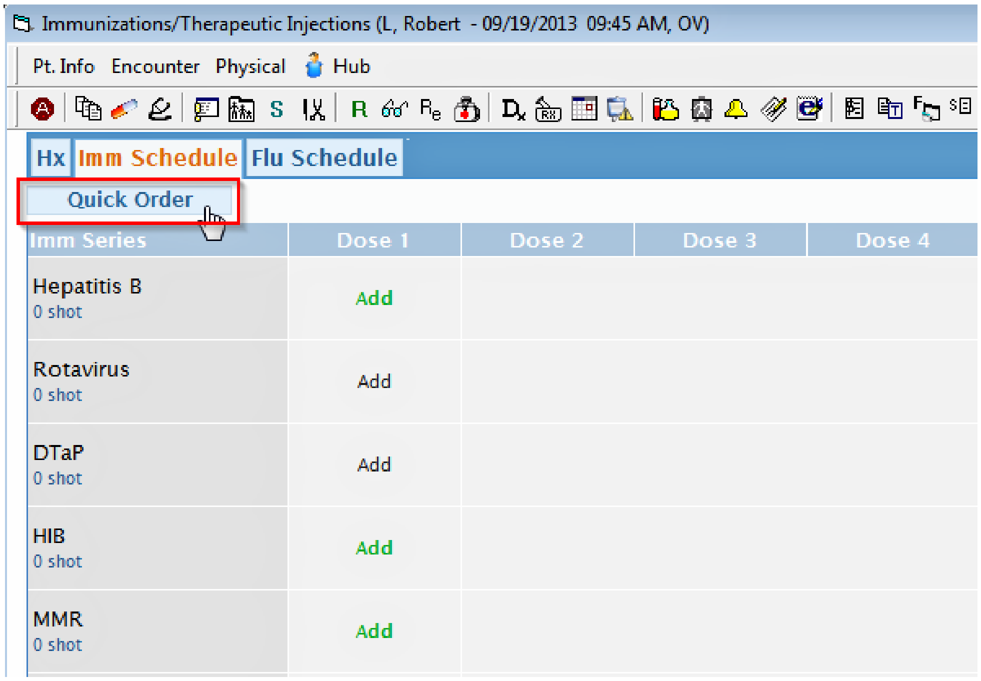
The *Immunization* and *Flu Schedule* are two new modules that have been introduced in eCW V10. The *Immunization Schedule* is a new window that has a tabular layout and provides recommendations on vaccinations based on the CDC schedule. A cloud-based engine stores all the rules, therefore as and when recommendations for additional series are available; it will be updated in the Immunization Schedule. That means you can see new recommendations in future without an upgrade.

Note: In order for the module to work properly, you need to make sure you are using the correct CVX code within your local database.



New Immunization Quick Order

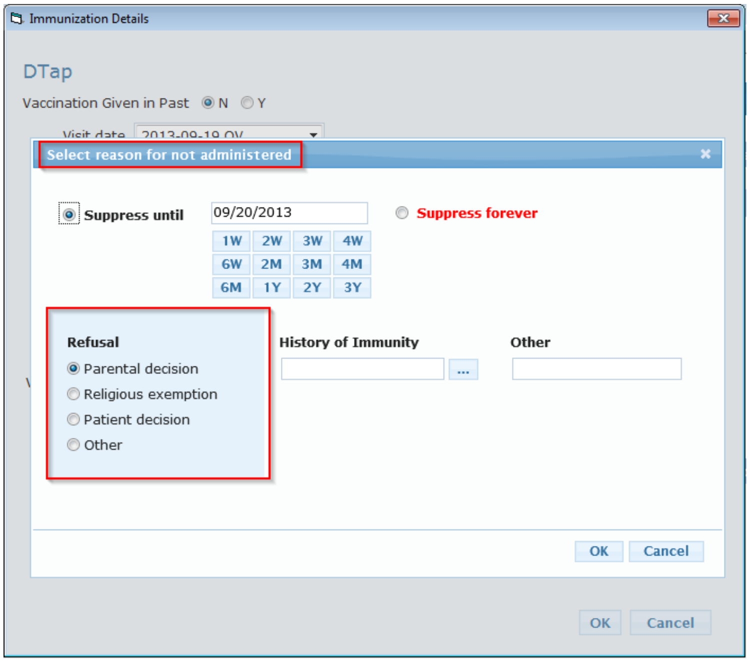
A new *Quick Order* functionality has been added to the *Immunization Schedule* window within eCW V10. If default immunizations are available for an immunization series, and the user clicks *Quick Order*, the associated immunization is added in the Immunization Schedule with a *Pending* status. The *Quick Order* button is only available on Progress Notes where there is a scheduled appointment making the process of ordering multiple immunizations fast and efficient with only one click!



Immunization/Injections Not Administered Workflow

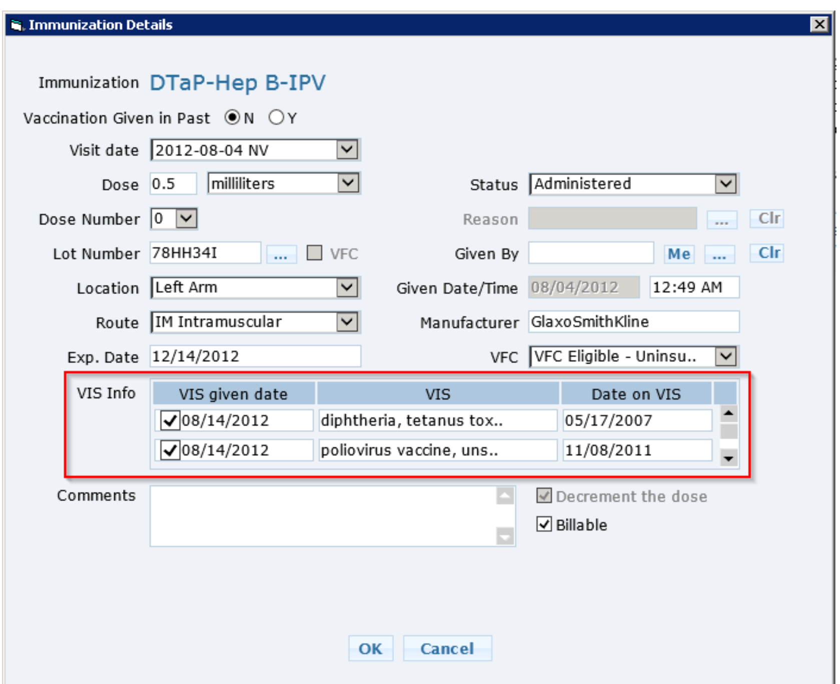
Have you always wanted to document structurally that you ordered the immunization, but the patient or parent declined/refused to take it? Well, we have that covered in eCW V10 as well. After marking status as *Not Administered*, you can now select a reason why the immunization was not administered.

For example, a refusal may be a religious, parental, or patient decision, or perhaps the patient has a history of immunity/allergy to the immunization. With this new module, you can now capture this important data successfully in a structured fashion:



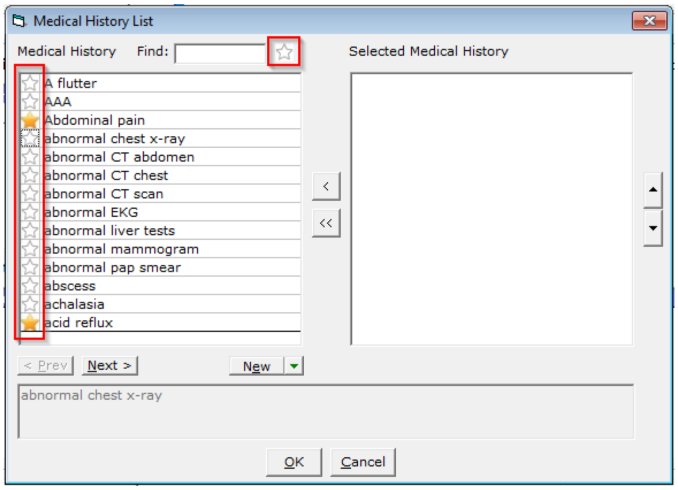
Multiple VIS Dates on a Single Immunization

eCW V10 introduces a new look and feel for Flowsheets. This new Web view of the *Flowsheet* window now has a cleaner look, allowing you to view those important pieces of data for your patient's health record. When you get V10, check out the new facelift for Flowsheets!



Favorites for CC, Med Hx, Surgical Hx, and Hos Hx

Wouldn't it be great if you could have your own favorite pick list? In V10, you can! The *Pick List* window in Chief Complaints, Medical History, Surgical History, and Hospitalization History can be customized to show your own favorites. By using the *Star* icon, you can quickly add to your favorites from this window and search by your favorites, to save you time and energy when doing your clinical documentation:



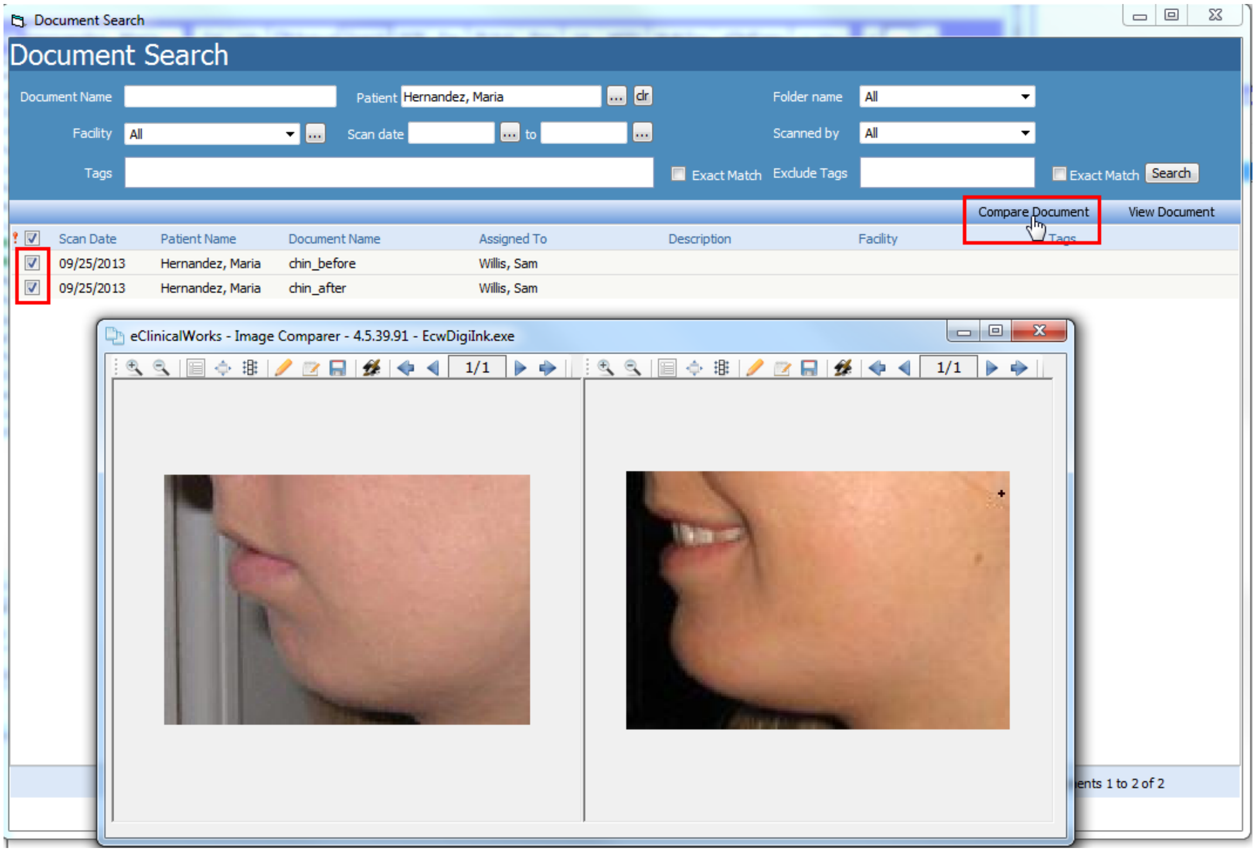
Document Enhancements

Scanned documents are part of the patient's electronic medical record. The Documents module allows your practice or organization to attach paper documents, fax documents, and images to your patient's chart. This module is very powerful and we've added some great new enhancements to this important part of the EHR.

New Document Compare Feature

Need to look at more than one document at the same time? In previous version, you had to launch multiple eCW sessions. eCW V10 takes care of this problem for you. The new *Compare Document* feature within the *Document Search* window offers you the convenience of viewing multiple documents the same time. Use this feature to compare before and after pictures, or to spot positive or negative trends.

Note: You can compare up to nine documents at the same time.

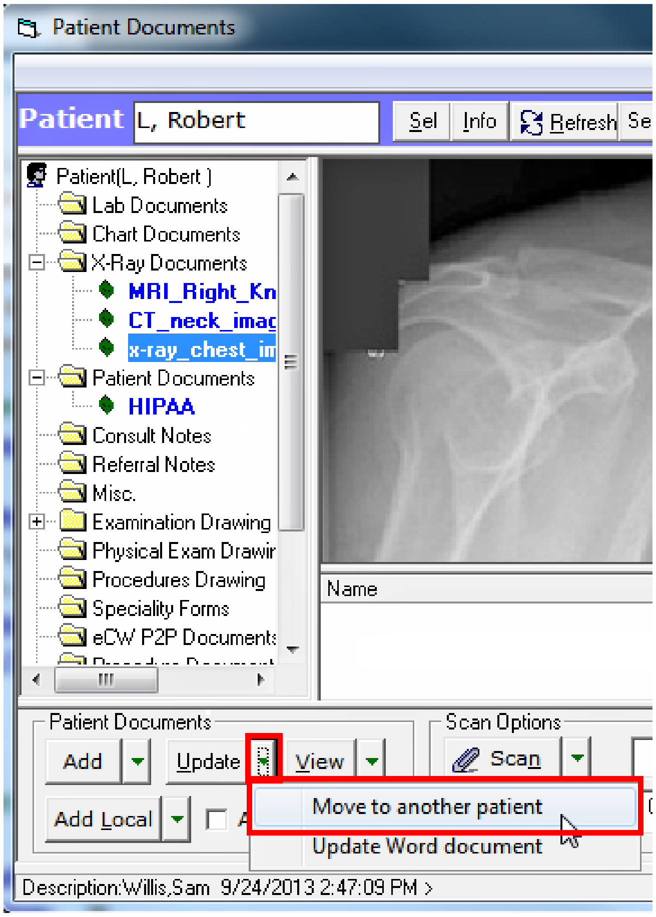


New Document Move Functionality

Have you ever scanned a document and then accidentally attached it to the wrong patient's medical chart? We understand these things can happen, and previously you would have to delete that document (*if you had security permissions to do so*), then rescan the document back into the system, find the correct patient, and attach it correctly.

Wouldn't it be nice if you could just simply and securely move that document from one patient's medical chart to another? In eCW V10, that is now possible. From the Document Details, you can click the green arrow next to Update and select the *Move to another patient* option. This action will prompt you to select the proper patient and the folder in which you want to move this document.

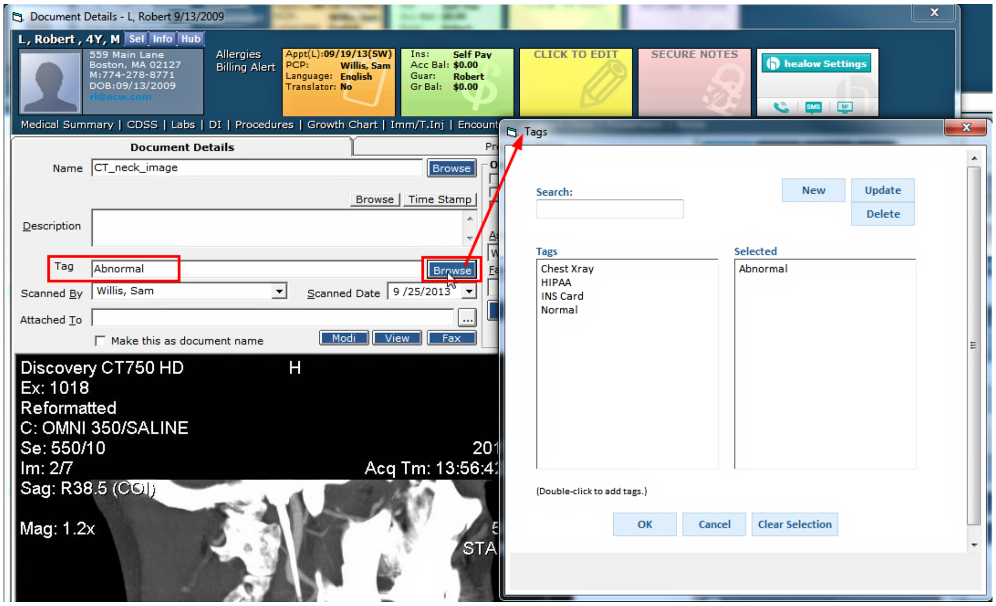
Once the document has been moved, the original document is deleted permanently from the incorrect patient's medical record. A security setting called *Allow Move and Delete the Document to Another Patient* controls this feature. So, take advantage of this feature in V10 and use it wisely!

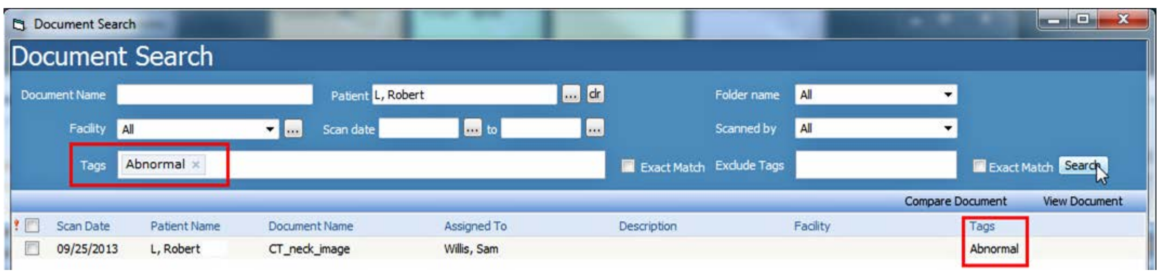


Create Document Tags and Search by Tags

Do you have some patients with dozens of patient documents in their medical record? Do you find it hard to find that one document you need?

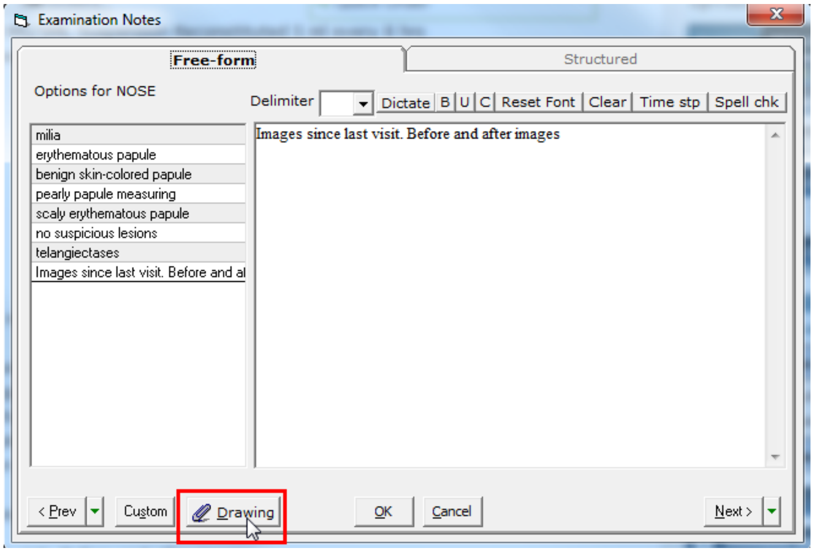
Well, now in eCW V10, you can now create customizable *Tags* and then associate one or multiple *Tags* to any given document. This feature allows you to search for a certain type of document quickly based up the *Tag* (*i.e.,* INS Card, Abnormal Test, *etc.*) Take a look at this feature in eCW V10 because it's sure to help you find that document that you're looking for much quicker:





Documents/Thumbnails in Progress Notes

Drawings/documents can now be added to the Progress Notes from the Examination and Procedures section. This new feature creates small thumbnail images on the *Progress Notes* window, and these images will be included when faxing, printing, and locking the Progress Notes. In addition, you can pull forward images from the last visit using the caret functionality and you can include images within your templates:



Objective:

Vitals:

Past Results:

Examination:

General Examination

GENERAL APPEARANCE: no acute distress, pleasant.

HEENT: unremarkable.

NECK: no lymphadenopathy, supple.

HEART: no murmurs, regular rate and rhythm.

LUNGS: clear to auscultation bilaterally, no wheezes, rales, rhonchi.

ABDOMEN: no hepatosplenomegaly, no masses palpated.

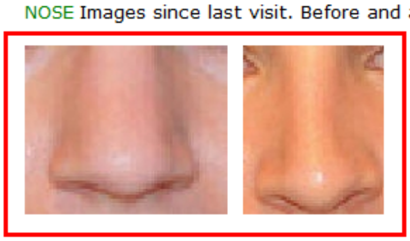
NEUROLOGIC EXAM: non-focal exam.

SKIN: normal, no rash.

EXTREMITIES: no clubbing, no edema.

Dermatology

NOSE Images since last visit. Before and after images .

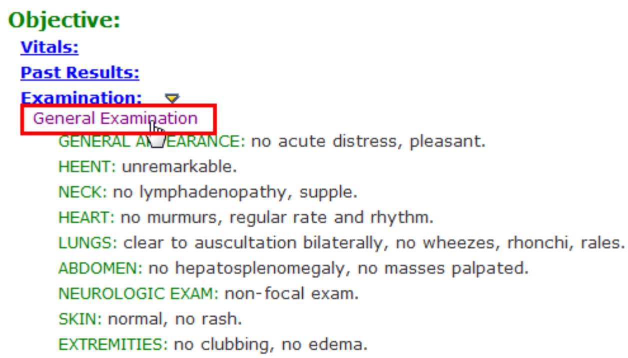


Progress Notes Enhancements

The *Progress Notes* window is one of our key windows within the application. Over many versions of eCW, we've made huge improvements along the way. We understand that physicians, nurses, and all medical providers use the *Progress Notes* window for most of their clinical documentation on a daily basis. Therefore, we are always looking for ways to add functionality yet reduce mouse clicks, all in an effort to provide superior patient care and better clinical decisions at point of care.

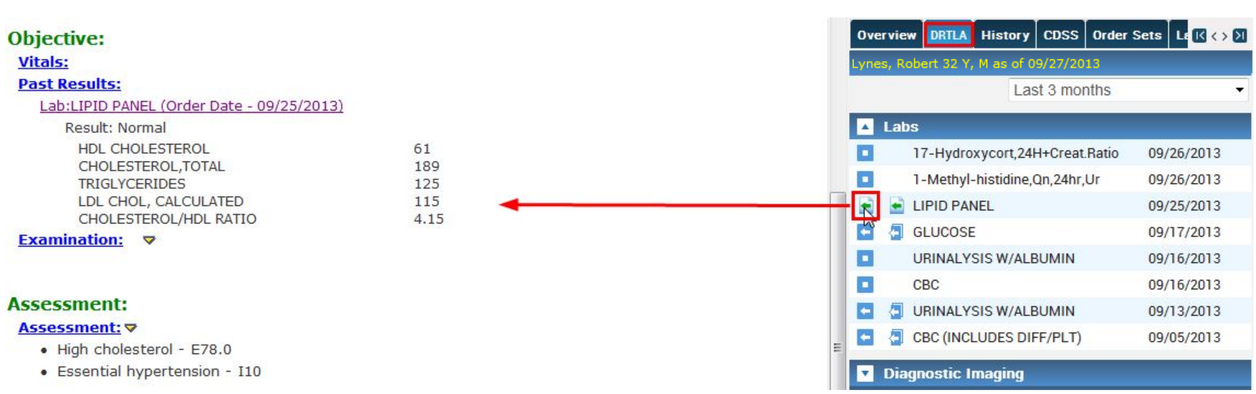
Clickable Purple Links

Finally, they're here: clickable purple links! Have you ever wondered why you can click on the blue links, the green links, and the black links, but not the purple links? Well, your days of curiosity are now over. From the *Progress Notes* window, you can now click on purple header links and they will take you directly to the documented categories. Small enhancements like this can make a big improvement in your workflow:



Display Results in Progress Notes

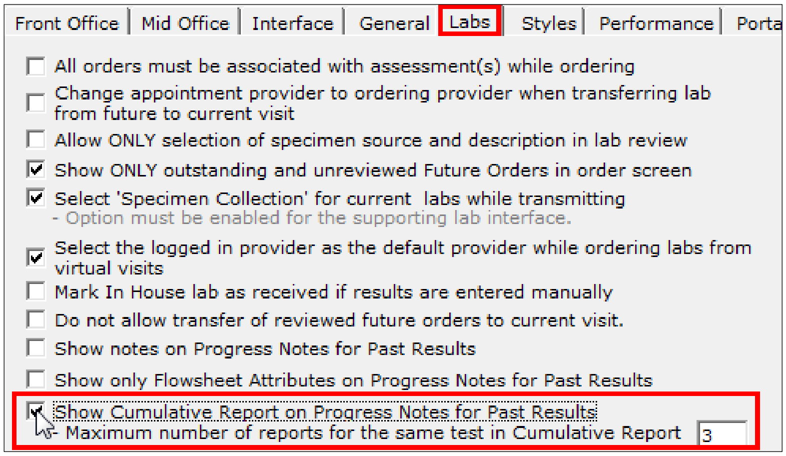
With one click of the first blue arrow on the *DRTLA* tab from the ICW (Right Chart Panel), you can import the lab results from that test onto the Progress Notes. Granted, you may already know that because that functionality already exists in eCW V9, but what you don't know is that in eCW V10, you can now import the lab results from the blue arrow on *multiple* Progress Notes. It's just not limited to one Progress Notes:

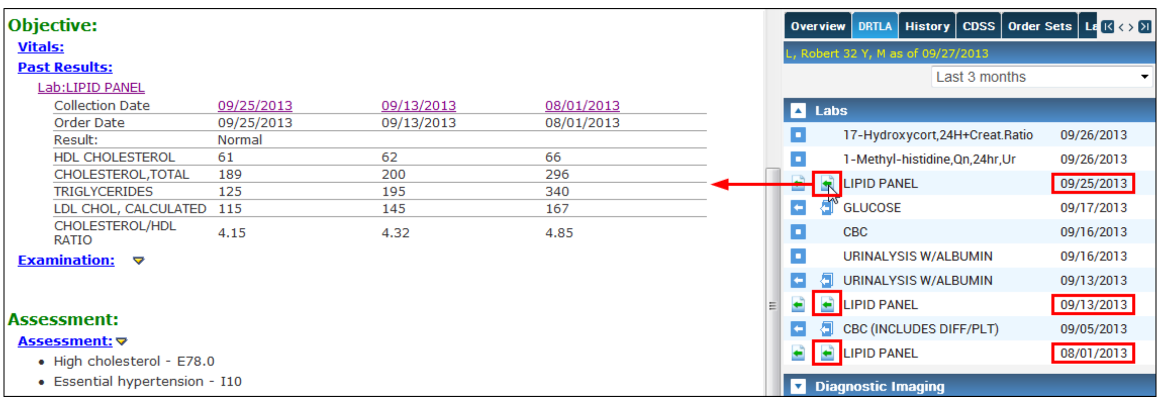


Display Cumulative Report in Progress Notes

This new feature in eCW V10 will be beneficial for ordering labs for those patients that need the same lab on a regular basis. From the ICW (Right Chart Panel) from the *DRTLA* tab, you can click the blue arrow icon on the right (the multiple document icon) to populate the cumulative results for that selected lab on the *Progress Notes* window.

This new functionality allows you to import multiple results from a repeated lab with different order dates, giving you the opportunity spot positive or negative trends. This feature is controlled by a Practice Default setting (*Practice Defaults > Labs Tab > Show Cumulative Report on Progress Notes for Past Results*):

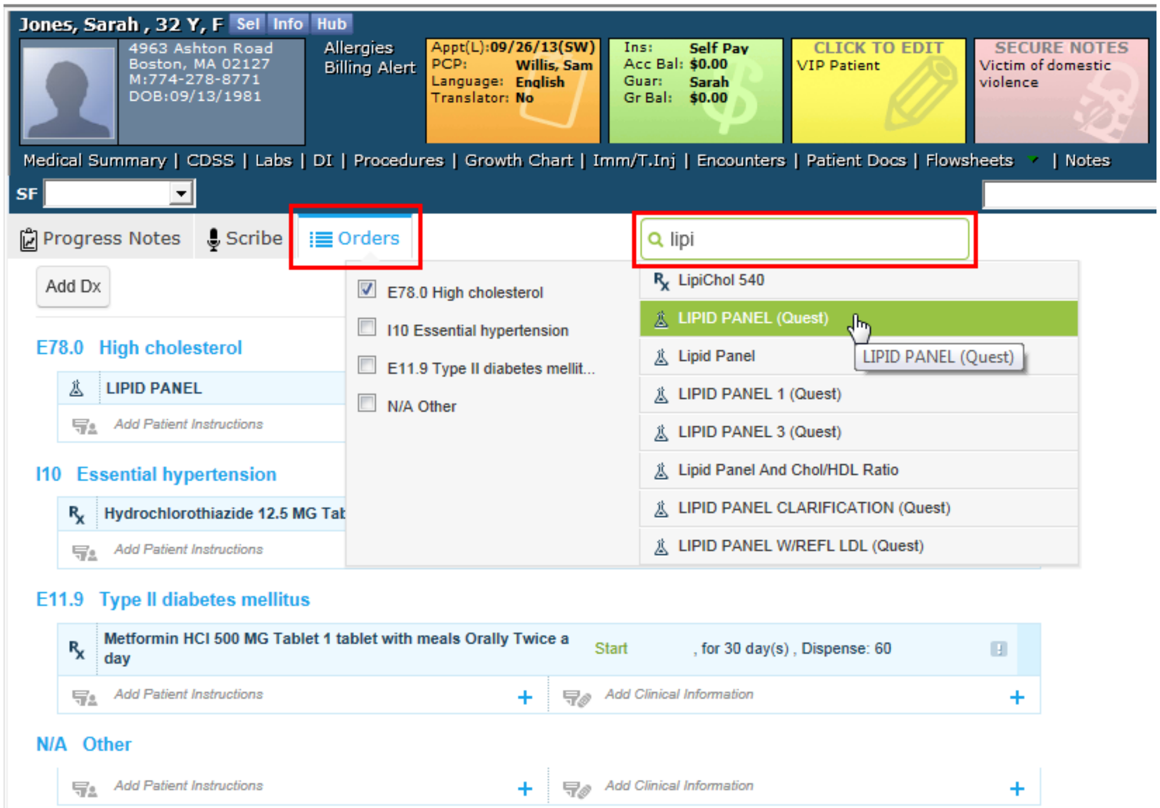




New Quick Order Functionality

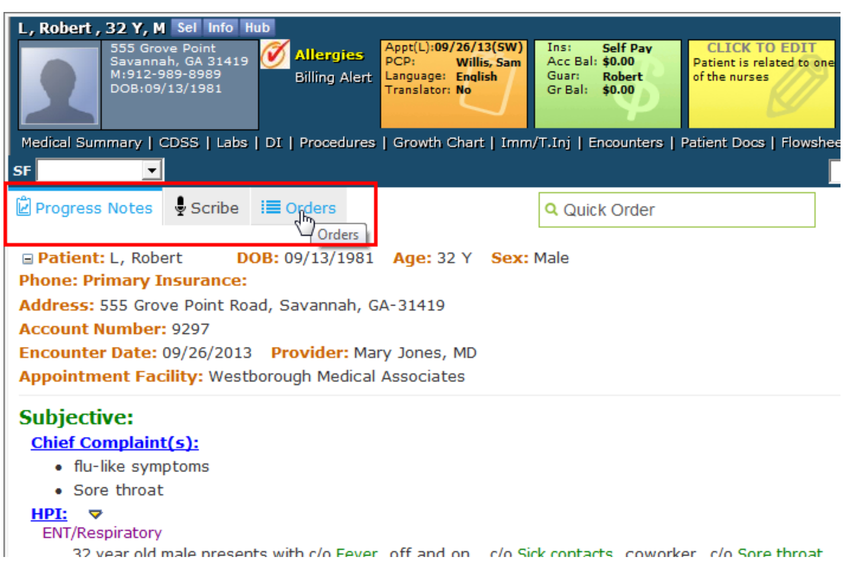
Do you have difficulty ordering medications or labs quickly? Does it take too many clicks to order what you need before the patient leaves your office? Well, not anymore! We are proud to present the new *Quick Order* functionality in eCW V10. If you're familiar with order functionality that we have on eClinicalTouch™, we've brought that same functionality within the product for V10.

From the *Progress Notes* window, you can easily search for medications, labs, procedures, and immunizations all in one search box. One consolidated search makes the ordering process quick and effortless. Anything you order within the *Quick Order* functionality will also display on the *Progress Notes* tab:



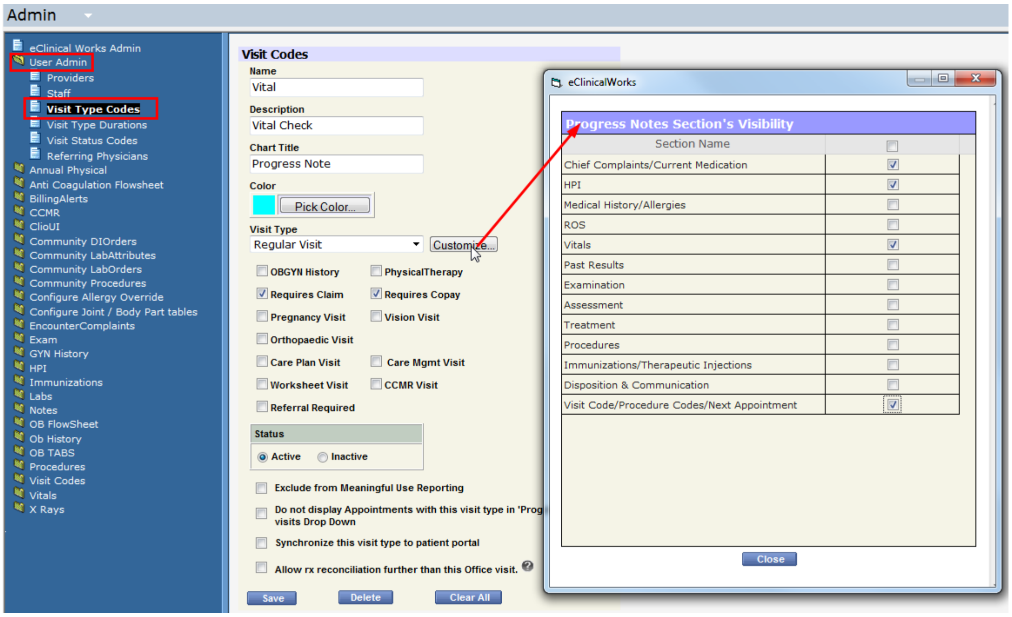
New 3-Tab Progress Notes

Yes, we've made it quicker and more intuitive to complete your clinical documentation. When you start using eCW V10, the first thing that you will notice on the Progress Notes window is the three-tab structure on the top. The *Scribe* tab allows you to use your voice to dictate your clinical findings and with the help of eCW Scribe, that information is translated into structured text on the Progress Notes. In addition, you can quickly navigate to the *Orders* tab and quickly place an order for your patient:



Show/Hide Blue Hyperlinks per Visit Type

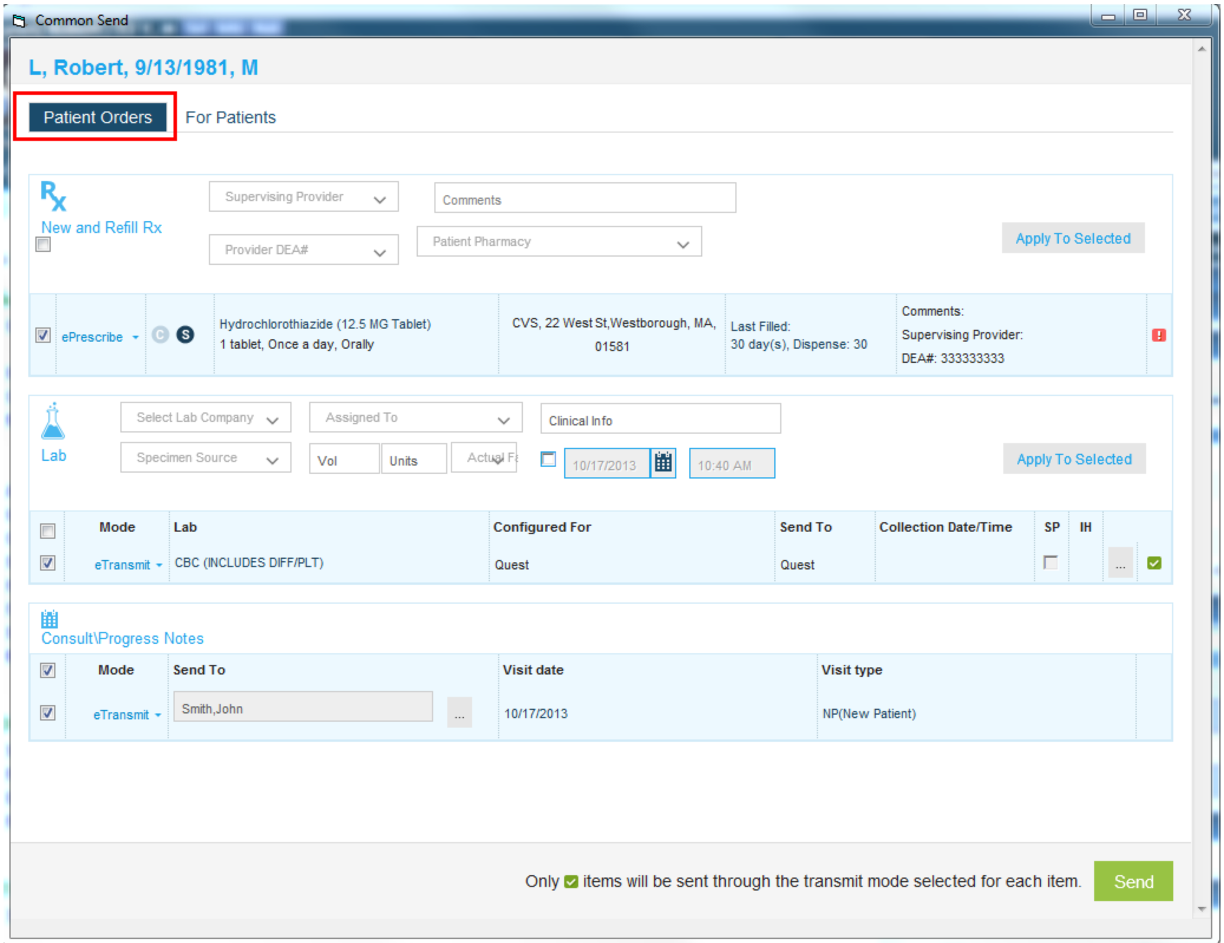
The long-awaited feature, *Show or hide blue hyperlinks per visit type*, is finally here! From the Administration section in eCW V10, the administrator can select which blue hyperlinks will display on each visit type. Now you can just hide the visit types you don't want to see:



Common Send Button

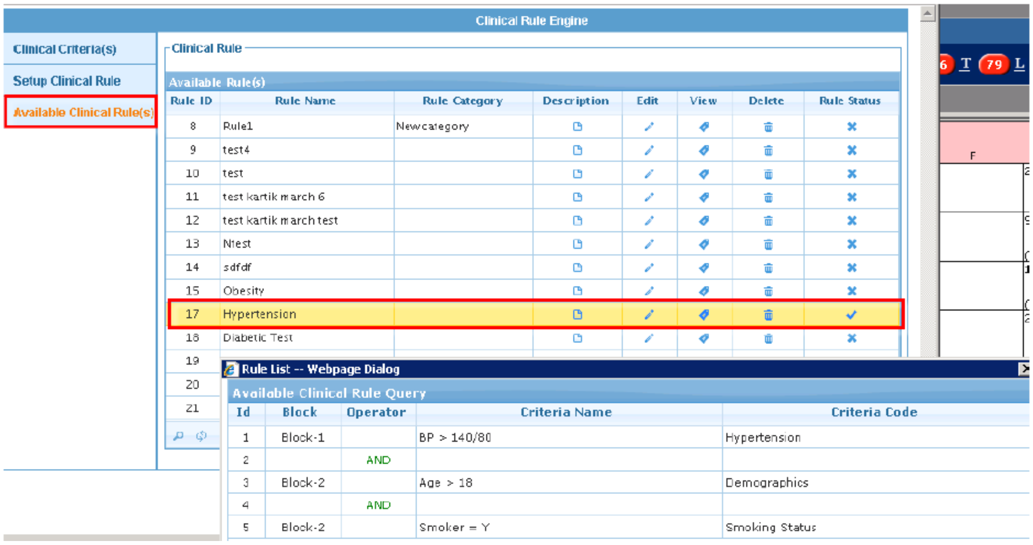
OK, you've finished your clinical documentation, now you want to e-prescribe your patient's medication. In addition, you want to submit the lab order electronically to your lab vendor, and then you want to send your Consult Note to the referring physician via eCW P2P. Do you find yourself jumping from module to module to accomplish these simple things? Wouldn't it be nice to have one *Send* button that could handle all of that in one single window? Yeah, we thought so.

Once you've finished ordering everything for the patient, there is a new *Send* button on the *Progress Notes* window in the bottom left-hand corner. Use this button to send all of your orders, medications, Consult Notes, *etc.* to their various destinations. One of the beauties of this feature is that the system determines whether the order should be sent electronically, faxed, or sent to the printer:



New Clinical Rule Engine

The Clinical Rules Engine is an automated feature that allows the practice to create individual practice policies that will prompt the provider to follow defined clinical pathways for the treatment of selected conditions. The CRE pulls information from data contained in the Patient Record - Demographics, ICD Codes, Current Procedural Terminology (CPT)* Codes, and certain structured data fields. Specific data contained in the chart will launch the CRE and trigger events as defined in the practice policy:


Clinical Rule Engine
Clinical Criteria(s)
Setup Clinical Rule
Available Clinical Rule(s)
Clinical Rule
Available Rule(s)
Rule ID
Rule Name
Rule Category
Description
Edit
View
Delete
Rule Status
8 Rule1 Newcategory
9 test4
10 test
11 test kartik march 6
12 test kartik march test
13 Ntest
14 sdfdf
15 Obesity
17 Hypertension
18 Diabetic Test
19
20
21
Rule List -- Webpage Dialog
Available Clinical Rule Query
Id
Block
Operator
Criteria Name
Criteria Code
1 Block-1 BP > 140/80 Hypertension
2 AND
3 Block-2 Age > 18 Demographics
4 AND
5 Block-2 Smoker = Y Smoking Status

eCW V10 PM ENHANCEMENTS

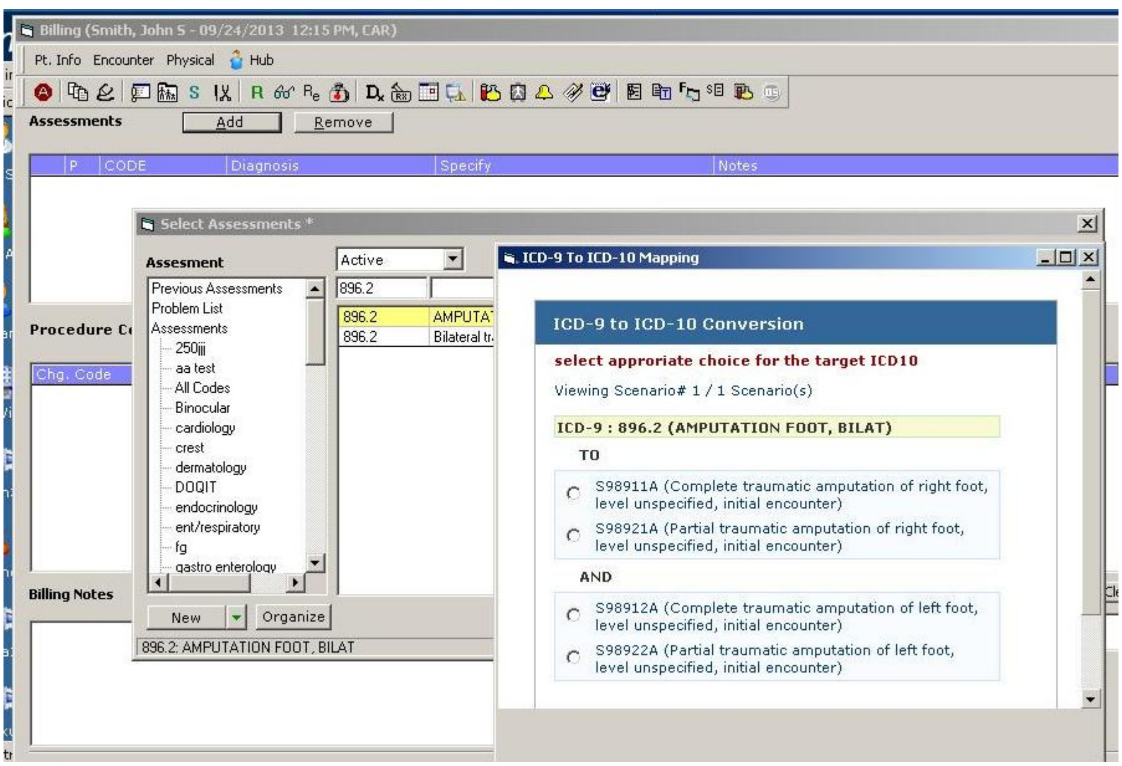
Not only are there dozens of EMR enhancements within eCW V10, but there are just as many Practice Management (PM) improvements as well. The back-office workflow is just as important as the EMR clinical documentation in your practice. Be sure to check out all the PM enhancements in Version 10. Below are just a few great features we've added to the PM workflow.

ICD-10

eCW V10 is ICD-10 compliant and is both an EMR enhancement and a PM enhancement. ICD-10 provides you with the complete ICD-10 data set and optional tools to help ease the transition to this vastly expanded code set. In eCW V10, use the ICD-10 lookup tool to enter ICD-9 codes and find the ICD-10 counterparts. Save time with the optional integrated IMO® search feature that recommends ICD-10 codes and even accepts misspelled words.

Additional functionality includes:

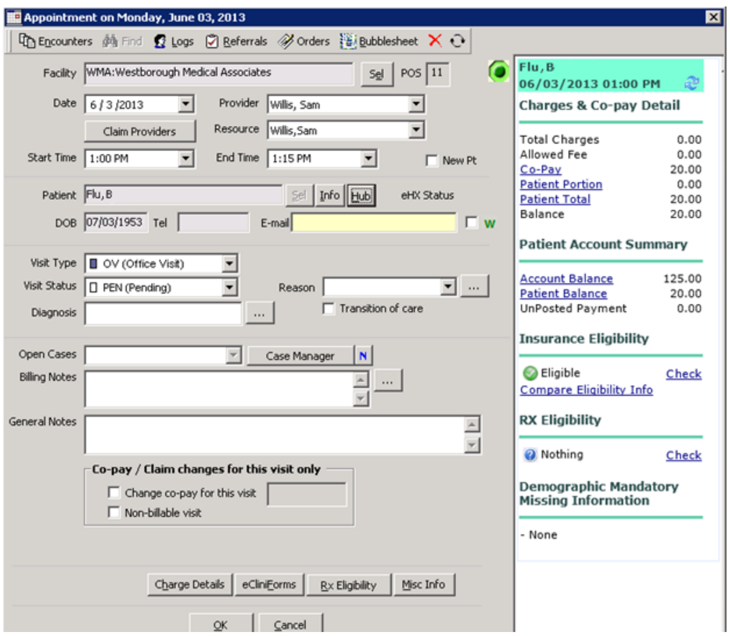
- Insurance-level override of ICD-10 Effective Date for non-HIPAA payers who may delay
- Enhanced claim editing to warn of ICD-9/ICD-10 Date of Service or Insurance incompatibility



Eligibility Checking Enhancements

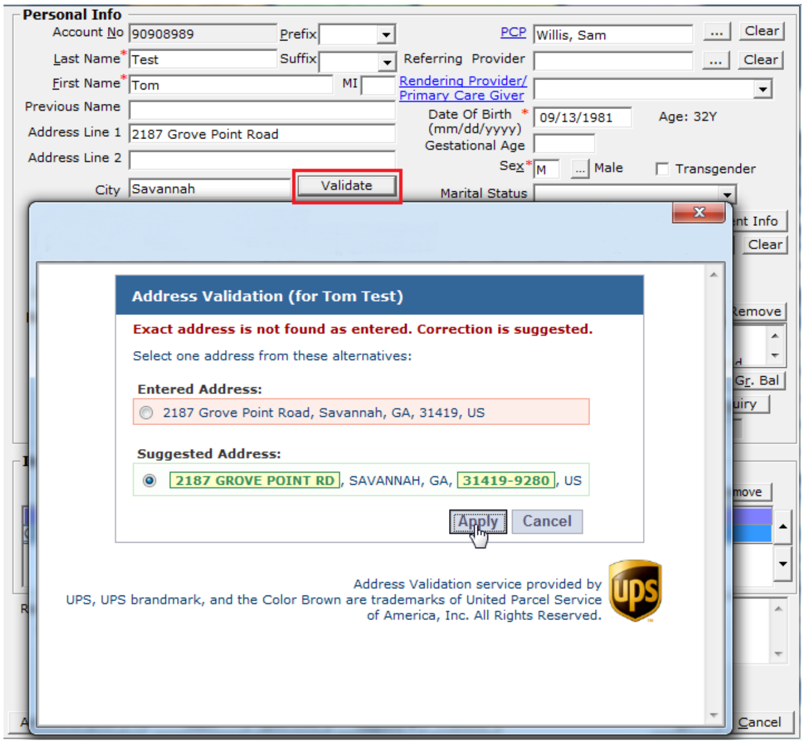
Eligibility checking has been significantly enhanced in eCW V10. You can now check the patient's eligibility from the Appointment window with the new appointment *Right Panel* feature. This new panel in Version 10 displays the following information real-time:

- Patient encounter-specific details
- Patient account details
- Display of successful Eligibility Check and Rx Eligibility Check
- Ability to re-check from this panel for this encounter
- Link to eligibility response report
- Missing mandatory demographic fields



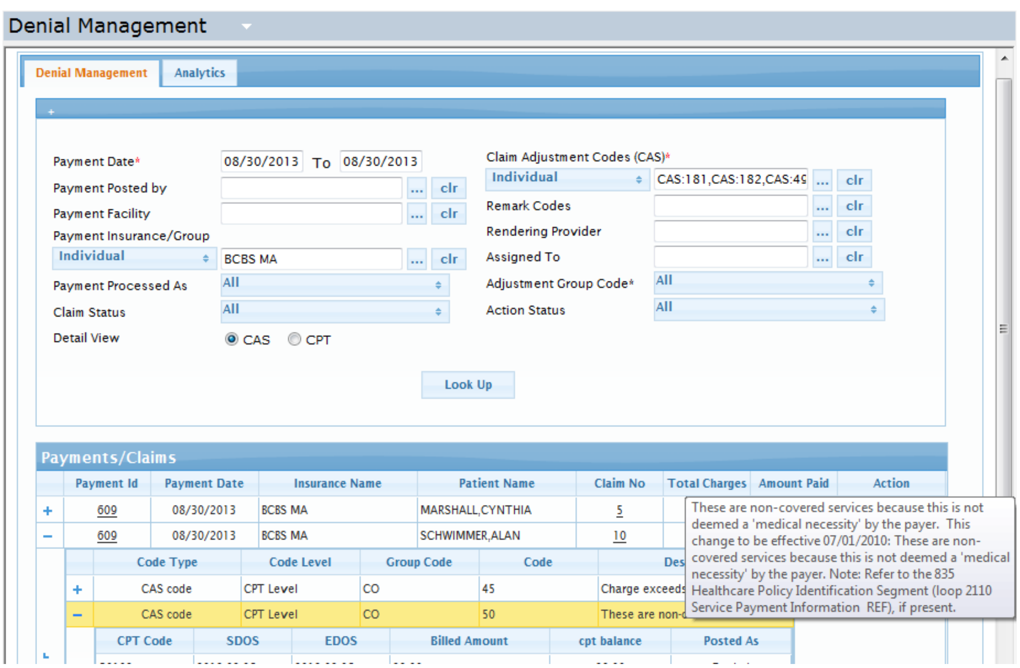
Address Validation via UPS Integration

We've added a cool new Address Validation feature in eCW V10 to validate a patient or a guarantor's reported address against the UPS® (United Parcel Service) database. From the patient or guarantor's demographic window, your front desk staff can click the *Validate* button and the address will validate against the UPS database to ensure that the address is legitimate. Best of all, this integration is free to use in eCW V10, so check it out and take advantage of it:



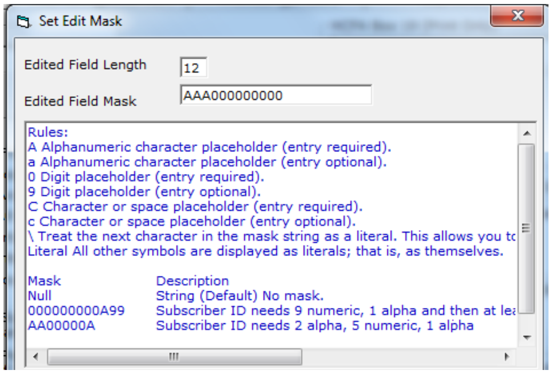
Denial Management

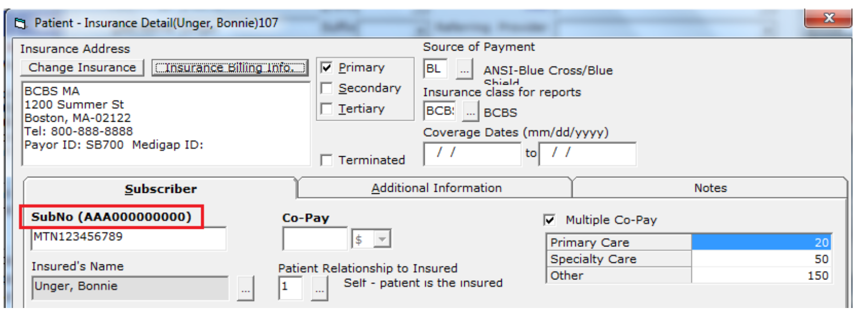
Extend workflow efficiencies to same-day claims denial management. Our new Denial Management Module allows same-day discovery of claims that are denied by payers based on ERA posting. Create CARC Code groups that include your most vexing and time-sensitive denial reasons. When the day's ERA posting is complete, users can immediately begin work to turn your claim denials into cash:



Multiple Subscriber Masking

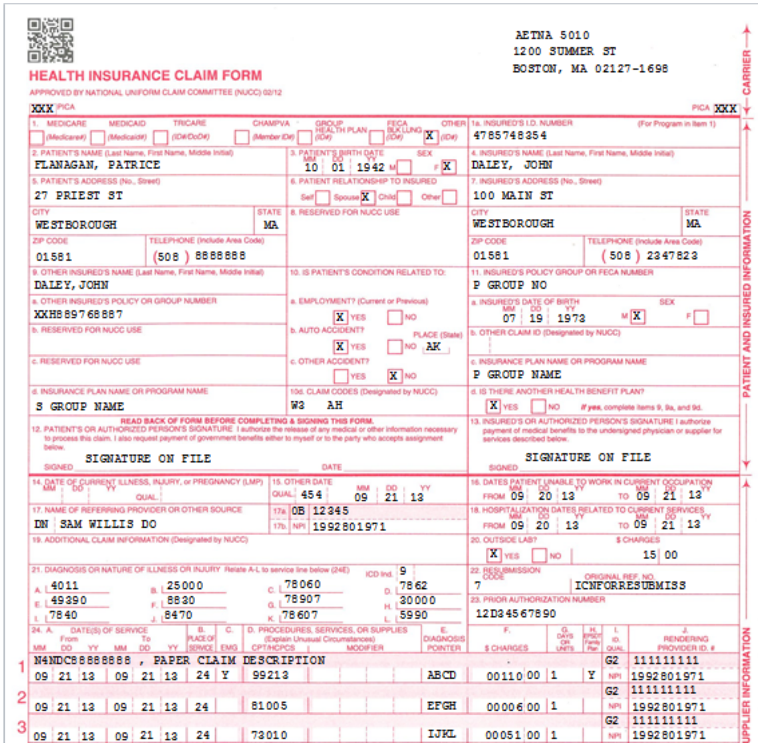
The format for subscriber numbers can be different for each payer. Additionally, some payers even have different formats for different plans. In eCW V10, the masking feature requires subscriber numbers to be entered in the correct alpha/numeric format for each insurance plan. This feature minimizes the risk of incorrect data entry by front office staff, and reduces failures in eligibility checking and claims adjudication:





Professional Paper Claim Form CMS-1500

eCW V10 supports the CMS-1500 paper claim format. This format is the exact format required by CMS, including the use of the proper OCR-compatible red color:



HEALTH INSURANCE CLAIM FORM
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

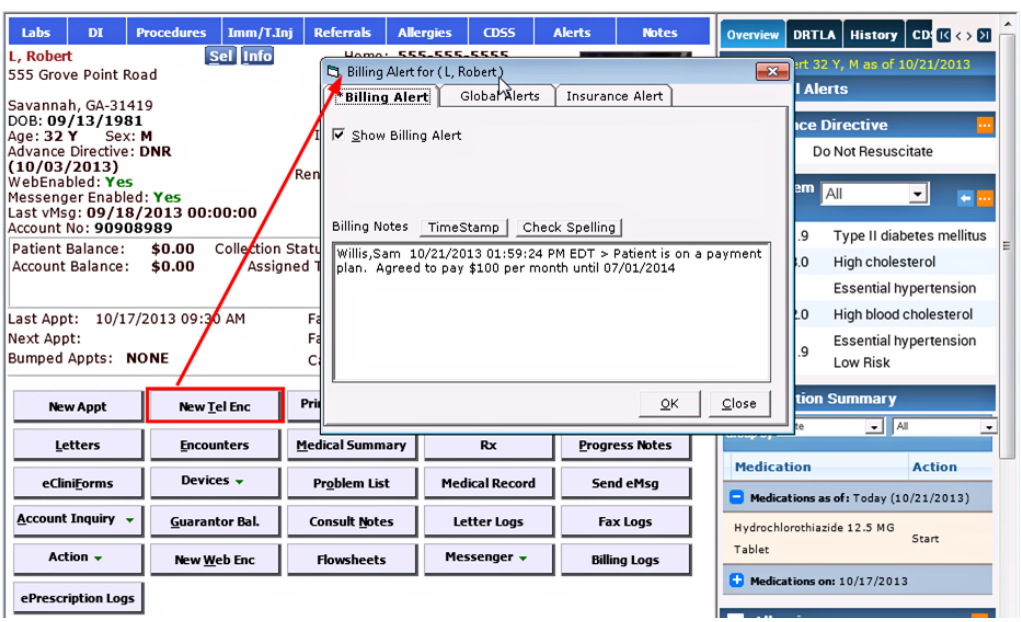
AETNA 5010
1200 SUMMER ST
BOSTON, MA 02127-1698

1a. INSURED'S I.D. NUMBER: 4785748354
2. PATIENT'S NAME: FLANAGAN, PATRICE
3. PATIENT'S BIRTH DATE: 10 01 1942 F X
4. INSURED'S NAME: DALEY, JOHN
5. PATIENT'S ADDRESS: 27 PRIEST ST, WESTBOROUGH MA 01581, (508) 8888888
6. PATIENT RELATIONSHIP TO INSURED: Spouse X
7. INSURED'S ADDRESS: 100 MAIN ST, WESTBOROUGH MA 01581, (508) 2347823
9. OTHER INSURED'S NAME: DALEY, JOHN
9a. OTHER INSURED'S POLICY OR GROUP NUMBER: XXH889768887
9d. INSURANCE PLAN NAME OR PROGRAM NAME: S GROUP NAME
10a. EMPLOYMENT? X YES
10b. AUTO ACCIDENT? X YES, PLACE (State) AK
10c. OTHER ACCIDENT? X NO
10d. CLAIM CODES: W3 AH
11. INSURED'S POLICY GROUP OR FECA NUMBER: P GROUP NO
11a. INSURED'S DATE OF BIRTH: 07 19 1973 M X
11c. INSURANCE PLAN NAME OR PROGRAM NAME: P GROUP NAME
11d. IS THERE ANOTHER HEALTH BENEFIT PLAN? X YES
12. SIGNED: SIGNATURE ON FILE
13. SIGNED: SIGNATURE ON FILE
15. OTHER DATE: QUAL 454 09 21 13
16. DATES PATIENT UNABLE TO WORK: FROM 09 20 13 TO 09 21 13
17. NAME OF REFERRING PROVIDER: DN SAM WILLIS DO; 17a. 0B 12345; 17b. NPI 1992801971
18. HOSPITALIZATION DATES: FROM 09 20 13 TO 09 21 13
20. OUTSIDE LAB? X YES; $ CHARGES 15 00
21. ICD Ind. 9: A. 4011 B. 25000 C. 78060 D. 7862 E. 49390 F. 8830 G. 78907 H. 30000 I. 7840 J. 8470 K. 78607 L. 5990
22. RESUBMISSION CODE 7; ORIGINAL REF. NO. ICNFORRESUBMISS
23. PRIOR AUTHORIZATION NUMBER: 12D34567890

Line	Dates of service	POS	EMG	CPT/HCPCS	Pointer	Charges	Units	EPSDT	Qual	Rendering provider ID
1	N4NDC88888888 , PAPER CLAIM DESCRIPTION								G2	111111111
	09 21 13 – 09 21 13	24	Y	99213	ABCD	00110 00	1	Y	NPI	1992801971
2									G2	111111111
	09 21 13 – 09 21 13	24		81005	EFGH	00006 00	1		NPI	1992801971
3									G2	111111111
	09 21 13 – 09 21 13	24		73010	IJKL	00051 00	1		NPI	1992801971

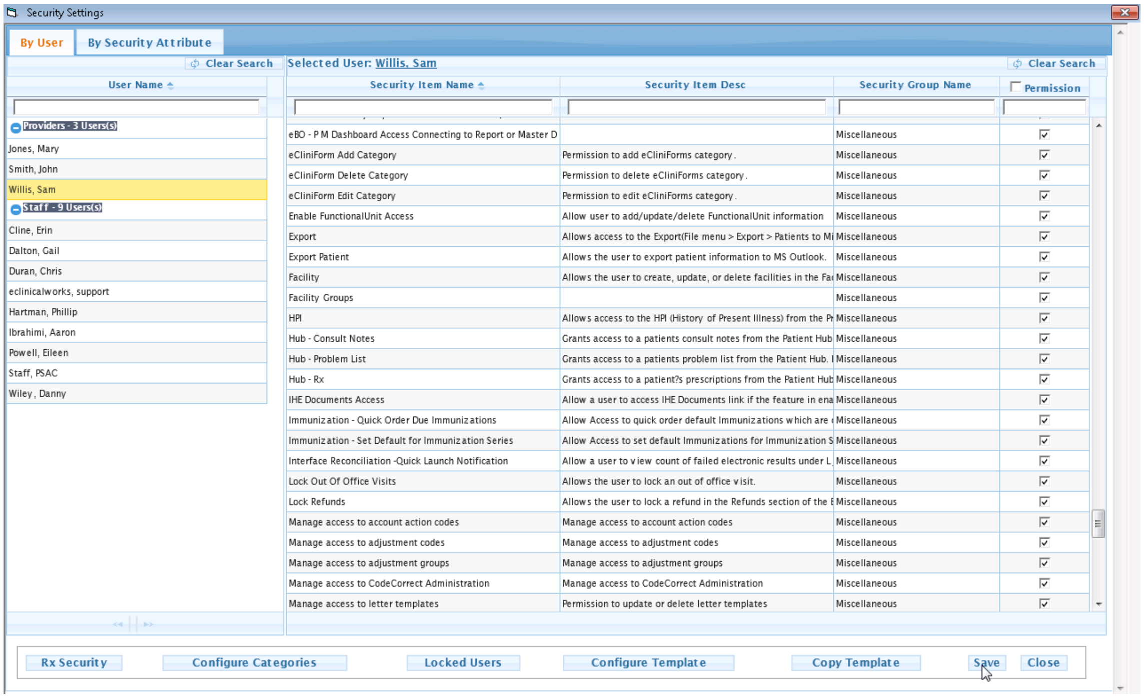
Billing Alert Enhancements

In eCW V10, the billing alert functionality has been extending to other modules. For example, if there is an active billing alert on a patient and the user clicks on the *New TelEnc* button from the *Patient Hub*, billing alert will display before moving forward. This functionality has also been incorporated in other parts of the application, such as the *NewAppt* button from the HUB and the *Add Patient Payment* button from the *Patient Hub and Claim* window:



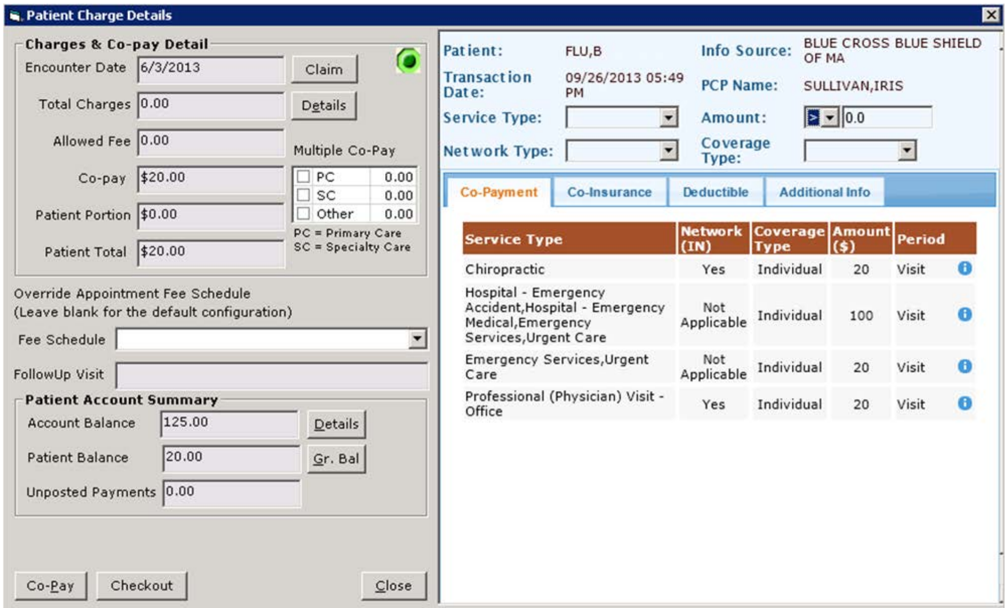
New Web View for Security Settings

Do you find that the *Security Setting* window is tough to use? Well, now in eCW V10, we've enhanced that window to be more intuitive and more efficient to use. Now, it's easier than ever before to search for and manage security settings. Be sure to check it out in V10:



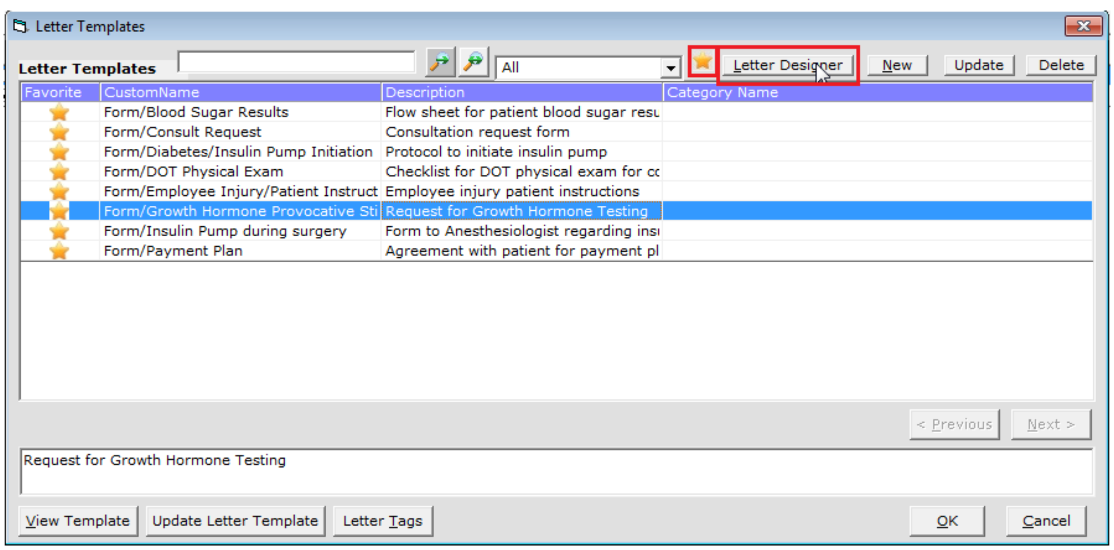
Charge Details Right Chart Panel

In eCW V10, the *Patient Charge Details* window has been enhanced. Now, during the co-pay process, you can easily see the patient's co-payment coverage real-time using the new Right Chart Panel feature. This information is taken directly from the patient's insurance during the eligibility checking process. Take advantage of this feature in V10, as it will provide you with detailed information about the patient's coverage:



Favorite Letters and Letter Designer

Favorite letters are now available in eCW V10. This feature will allow you to flag your favorite letters that you use most frequently so you can find them easily. Along with the favorite letter feature, the new *Letter Designer* lets you design all of your letters directly in eCW *without* using Microsoft® Word®:



Be sure to check out these features in eCW V10!

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