

Version: 17.2	Revision: Approved 1.0
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Practice Velocity Practice Management (PVM) ®

## Client Notes



# RELEASE NOTES

PVM, 17.2

PRACTICE VELOCITY

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## New Release Update Related Dependencies

This section informs all Practice Velocity® (PV) Application Users and various information technology staff members within an organization with important information regarding system and/or software dependencies required as part of a PV product release update. Such information will include, but is not limited to, the required pre-release installation and/or update of third party system software – such as Microsoft operating system upgrades, Microsoft service packs, MS.NET platform related software, browser upgrades, etc. In many instances, such upgrades and/or dependencies are critical to a successful release update and must be addressed prior to performing an update.

At the time of this PV product release update, there are no known client-side system and/or software related dependencies required by users of this PV application. However, users should be cautioned that individual personal computers, workstations and PC-based tablets that interact with PV WEB Based Application Services can and do support various versions of third party software that may hinder the proper functioning of the PV application services and in some cases may impact client-side services. Please contact Practice Velocity Customer Support (866/995.9863 or support@practicevelocity.com) or your local IT personnel if you are experiencing problems due to a PV Release Update.

NOTE: It is highly recommended that all PV Application Users and company information technology staff members with a need to know review the New Release Update Related Dependencies section of this document.

The specifications and information regarding the features in this Release Notes are subject to change without notice. All statements, information, and recommendations in this Release Notes are believed to be accurate but are presented without warranty of any kind, express, or implied. Users must take full responsibility for their application of any products.

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## Document Purpose

This document provides the “what’s new” information for the 17.2 release of PVM. The new features are listed below.

1. New Log Book Page
2. Statuses/Thresholds Page
3. Provider Information Page: Provider Setup and Payor Override
4. Log Detail | Payments Received Section: Deleting a Co-Pay Taken from Pre-Auth Results in Pre-Auth Deletion
5. Scanned Document Order
6. Practice Setting: Uses Occupational Medicine Work Queue
7. Occupational Medicine Work Queue Page Updates
8. Occupational Medicine Work Flow Page Updates
9. Occupational Medicine Work Flow Page: Select & Send Documents for Visits with both EPS and WC Services
10. Company Change Updates Reflected

## 1. New Log Book Page

A modernized *Log Book* page in PVM provides practices and clinics with a refined user interface and enhanced performance. The classic version of the *Log Book* page is enabled by default. Please contact the *Practice Velocity Software Support Team* by telephone (866-995-9863) or by email ([customersupport@practicevelocity.com](mailto:customersupport@practicevelocity.com)) to activate your clinic with the new *Log Book* page.

The new *Log Book* page has larger font sizes and an updated color scheme. Two new columns have also been added as options to the new *Log Book* page, *Arrival Status* and *Timer* (Figure 1-1). Front desk users can use these columns to monitor and prepare for patients who have completed *online check-ins*.

Log Book: Monday 3/13/2017										PwOT Results			Charge Summary		Scheduler		
Practice: TEST	Clinic: TEST	Date: < 3/13/2017 > Go	Print: Day Sheet		Go												
Kiosk PIN	Arrival Status	Timer	Scheduled	Time in T	Patient	ID#	RTE	Private	Wrk Cmp	EPS	Misc						
					Appointment									Add	Add	Add	Add
					2:02 PM TEST, BRANDON	279939	X	VE-CHARTING						Add	Add	Add	Delete
	Roomed			03:18	12:55 PM TEST, RUDY	504323	NA		SIGNED					Add	Add	Add	Delete
				02:17:27	12:16 PM TEST, SCOTT	278250	NP	DISCHARGED						Add	Add	Add	Delete
				03:40:52	10:52 AM POWERS, SAMUAL	504927	SP	LOGGED						Add	Add	Add	Delete
				03:46:55	10:50 AM POWERS, SAMUAL	504927	NA							VE-CHARTING			Delete
				04:37:23	10:48 AM POWERS, SAMUAL	504927	NA							VE-CHARTING			Delete
				03:54:02	10:47 AM POWERS, SAMUAL	504927	SP	CHARTING						Add	Add	Add	Delete
				03:55:33	9:53 AM TESTER, SPENCER	503235	SP	CHARTING						Add	Add	Add	Delete
				03:56:51	9:49 AM TEST, FRED	504928		AT KIOSK						Add	Add	Add	Delete
	Roomed			03:08:48	9:39 AM TEST, CHARTLET	504926	SP	CHARTING						Add	Add	Add	Delete
				05:35:53	9:38 AM TEST, JEFF	280520	SP	LOGPENDING						Add	Add	Add	Delete
				05:36:51	8:57 AM TESTER, CHESTER	501159	NA		LOGGED					Add	Add	Add	Delete
				06:21:49	8:57 AM TEST, NADIA	504194	NA			LOGGED				Add	Add	Add	Delete
	Roomed			04:47	8:40 AM TEST, BILL	280237	NA		SIGNED					Add	Add	Add	Delete
					8:12 AM TEST, JOHN	279886	NA		LOGGED					Add	Add	Add	Delete
	Roomed				7:58 AM TEST, SPENCER	504230	NA		CHARTING					Add	Add	Add	Delete
					Count: 16				8	4	2						2

Figure 1-1

The *Arrival Status* column features a drop down menu of *Arrival Status* selections (Figure 1-2). A front desk user can use the arrival statuses to track a patient from the time the patient checks in online until the patient is *Roomed* in VelociDoc®.

Log Book: Tuesday 3/14/2017

Practice: TEST	Clinic: TEST	Timer	Schedule
Kiosk PIN	Arrival Status		
	Arrived	22:18:34	Appointments
	Arrived	23:13:19	
	Checked In Online		
	Patient Contacted	23:48:02	
	1st Call Into Clinic		
	2nd Call Into Clinic		
	3rd Call Into Clinic		
	In Transit	00:13	
	Arrived	14:12:41	
	Coming Back		
	Canceled	00:15	

Figure 1-2

The *Arrival Status* drop down menu allows the user to select from the following statuses:

- **Checked In Online:** This is the default *Arrival Status* for patients using an integrated *online check-in* product such as ZipPASS or eCheckIn. When an online check-in occurs, the patient displays on the new *Log Book* page with this status set by default.
- **Patient Contacted:** This status can be used to indicate that a patient was contacted to confirm an *online check-in*.
- **1st Call Into Clinic (2nd, 3rd):** These *Arrival Statuses* can be used if a practice calls a patient to confirm the appointment time. When the first call needs to be completed, select **1st call Into Clinic** and the timer counts up until the user indicates the call was completed by updating the *Arrival Status*.
- **In Transit:** This status can be used if a practice notifies the patient that it is time to come into the clinic. Users can select this *Arrival Status* to track how much time has elapsed since confirming the patient is in transit.
- **Arrived:** The user can update the status to *Arrived* when a patient has checked-in online and arrives in the clinic. Additionally, the *Arrival Status* is set to *Arrived* automatically for all patients who have completed registration.
- **Coming Back:** This status can be selected if the patient needs to exit the clinic temporarily or would like to wait outside. The user can update the status back to *Arrived* when the patient returns.
- **Canceled:** This status can be used if a patient checked-in online and did not arrive at the clinic. The *Canceled* status can also be used for any patient who leaves the clinic after registration without being seen. The timer for the visit stops and the new *Log Book* page indicates that the online check-in is *canceled*.
- **Roomed:** When a patient is roomed in VelociDoc, the system updates the *Arrival Status* to *Roomed*. The timer stops and the *Arrival Status* cannot be updated from the new *Log Book* page.

The *Timer* column provides the front desk staff visual management. This column can be configured with thresholds and highlights *yellow* or *red* when a patient has been in an *Arrival Status* for an extended period of time (Figure 1-3).



The screenshot shows the 'Log Book' interface for Tuesday, 3/14/2017. The table displays patient information including Kiosk PIN, Arrival Status, Timer, Scheduled, Time in Y, Patient, ID#, RTE, Private, Wrk Cmp, EPS, and Misc. The Timer column highlights specific arrival times in red, indicating extended wait times. The data is as follows:

Kiosk PIN	Arrival Status	Timer	Scheduled	Time in Y	Patient	ID#	RTE	Private	Wrk Cmp	EPS	Misc
	Arrived	00:28	Appointment		8:22 AM TEST, DAVID	279350	X	LOGGED	Add	Add	Add
	Arrived	01:27			8:21 AM TEST, STEVE	503440	X	LOGGED	Add	Add	Add
	Roomed	00:15			8:19 AM TESTING, WALTER	504930	SP	LOGGED	Add	Add	Add
	Arrived	13:30			7:59 AM TESTER, CHESTER	501159	NP	LOGGED	Add	Add	Add

Figure 1-3

## 2. Statuses/Thresholds Page

Administrative users have access to a new *Status/Thresholds* page on the *Resource* drop down menu. The *Resources > Statuses/Thresholds* page has two sections (Figure 2-1). The left section, *Statuses with Thresholds (PVM and VLD)*, is used to configure the *Arrival Status* column and *Timer* column on both the new *Log Book* page in PVM and modern *Tracking Board* page in VelociDoc. The right section, *VelociDoc Timer Thresholds*, supports configuration of new timer functionality for *List Groups* on the VelociDoc modern *Tracking Board* page.

These sections can be used independently. The user does not have to configure the *Statuses with Thresholds (PVM and VLD)* to use *VelociDoc Timer Thresholds* and vice versa.

**Important note:** The user must log out and log back in PVM and VelociDoc for any edits or changes to the *Statuses/Thresholds* page to take effect. The VelociDoc functionality will be discussed in the VelociDoc Release Notes.

LogBook & Tracking Board Statuses/Thresholds

Practice: TEST

Clinic: TEST    'Copy to All Clinics' will only apply to clinics shown in the drop down list.

**Statuses with Thresholds (PVM and VLD)**

Yes  No

Select All

Checked In Online

Yellow Threshold  Mins

Red Threshold  Mins

Patient Contacted

1st Call Into Clinic

Yellow Threshold  Mins

Red Threshold  Mins

2nd Call Into Clinic

Yellow Threshold  Mins

Red Threshold  Mins

3rd Call Into Clinic

Yellow Threshold  Mins

Red Threshold  Mins

In Transit

Yellow Threshold  Mins

Red Threshold  Mins

Arrived (In Waiting Room)

Yellow Threshold  Mins

Red Threshold  Mins

Coming Back

Yellow Threshold  Mins

Red Threshold  Mins

Canceled

**VelociDoc Timer Thresholds**

VelociDoc List Thresholds	
Provider	
Nurse/MA	Yellow Threshold <input type="text" value="3"/> Mins
	Red Threshold <input type="text" value="4"/> Mins
Radiology	Yellow Threshold <input type="text" value="60"/> Mins
	Red Threshold <input type="text" value="120"/> Mins
Lab	Yellow Threshold <input type="text" value="90"/> Mins
	Red Threshold <input type="text" value="120"/> Mins
Discharge	Yellow Threshold <input type="text" value="60"/> Mins
	Red Threshold <input type="text" value="120"/> Mins
Procedure/Injection Timer (this timer counts down)	
Yellow Threshold	<input type="text" value="2"/> Mins

Figure 2-1

## statuses/thresholds Page: Patient Arrival Status Threshold Configuration

The *Statuses and Thresholds (PVM and VLD)* section of the *Statuses/Thresholds* page is used to turn on and off the *Arrival Status* and *Timer* columns on the new *Log Book* page. An administrative user selects *Yes* to display the columns and *No* to remove the columns from the new *Log Book* page. The default setting is *No* (Figure 2-2).

LogBook & Tracking Board Statuses/Thresholds

Practice:  Clinic:  'Copy to All Clinics' will only apply to clinics shown in the drop down list.

**Statuses with Thresholds (PVM and VLD)**

Uses Arrival Status/Timer Columns:  Yes  No

Figure 2-2

When the *Uses Arrival Status/Timer Columns* setting is set to **Yes**, the *Choose Statuses* options display. Statuses that are selected display within the drop down menu in the *Arrival Status* column on the new *Log Book* page in PVM and within VelociDoc modern *Tracking Board* page. An administrative user can activate all statuses by clicking the **Select All** check box or select only the **statuses** of use to the clinic (see Figure 2-3).

Most of the *Arrival Statuses* can be configured with *Thresholds*. Two threshold options are available, *Yellow Threshold* and *Red Threshold*. Thresholds indicate to front desk users that a patient has been in an arrival status for a specified period of time. When the threshold is met, the *Timer* column in PVM and VelociDoc highlights **yellow** or **red**. The *Yellow Threshold* is a warning to indicate to users that a patient is about to exceed the maximum amount of time that is setup for that *Arrival Status*. The *Red Threshold* indicates that the maximum amount of time setup for that *Arrival Status* has been met or exceeded.

**LogBook & Tracking Board Statuses/Thresholds**

Practice: TEST Clinic: TEST 'Copy to All Clinics' will only apply to clinics shown in the drop down list.

**Statuses with Thresholds (PVM and VLD)**

Uses Arrival Status/Timer Columns:  Yes  No  
 Choose Statuses:  Select All

Checked In Online  
 Yellow Threshold  Mins  
 Red Threshold  Mins  
 Scheduled

Patient Contacted

1st Call Into Clinic  
 Yellow Threshold  Mins  
 Red Threshold  Mins

2nd Call Into Clinic  
 Yellow Threshold  Mins  
 Red Threshold  Mins

3rd Call Into Clinic  
 Yellow Threshold  Mins  
 Red Threshold  Mins

In Transit  
 Yellow Threshold  Mins  
 Red Threshold  Mins

Arrived (In Waiting Room)  
 Yellow Threshold  Mins  
 Red Threshold  Mins

Coming Back  
 Yellow Threshold  Mins  
 Red Threshold  Mins

Canceled

**Cancel** **Save** **Copy to All Clinics**

Figure 2-3

**Important Note:** A threshold is set in whole minutes up to 9999 minutes. The *Red Threshold* value must be greater than the *Yellow Threshold* value in order for the threshold values to be saved. The *Threshold* fields are not required and the *Arrival Statuses* can be used in PVM and VelociDoc even if Thresholds are not used. Furthermore, if the *Uses Arrival Status/Timer Columns* is set to **No**, the *Choose Statuses* options will not display on the page.

## Statuses/Thresholds Page: VelociDoc List Threshold Configuration

VelociDoc offers a new *List Groups* setting that automatically assigns a chart to a group to maximize awareness of charts pending completion. For more details about the functionality of *List Groups*, see the VelociDoc Release Notes. To enable the *Roomed Patient List* setting, please contact the *Practice Velocity Software Support Team* by telephone (866-995-9863) or by email ([customersupport@practicevelocity.com](mailto:customersupport@practicevelocity.com)).

Once a practice/clinic enables modern *Tracking Board* and *Roomed Patient Lists*, an administrative user can navigate in PVM to the *Resources > Statuses/Thresholds > VelociDoc Timer Thresholds* section to setup *Yellow* and *Red* Thresholds for VelociDoc *List Groups*.

List Group	Yellow Threshold	Red Threshold
Provider	60 Mins	120 Mins
Nurse/MA	2 Mins	4 Mins
Radiology	1 Mins	3 Mins
Lab	60 Mins	120 Mins
Discharge	60 Mins	120 Mins

Procedure/injection Timer (this timer counts down)  
Yellow Threshold  Mins

Figure 2-4

Each *List Group* can be configured with *Thresholds*. Two threshold options are available, *Yellow Threshold* and *Red Threshold* (Figure 2-4). When the threshold is met, the *List Timer* column, located in the VelociDoc > modern *Tracking Board* > *Roomed Patients* panel, highlights *yellow* or *red*. The *Yellow Threshold* is a warning to indicate to users that a patient is about to exceed the maximum amount of time setup for that *List Group*. The *Red Threshold* indicates that the maximum amount of time setup for that *List Group* has been met or exceeded.

**Important Note:** A threshold is set in whole minutes up to 9999 minutes. The *Red Threshold* value must be greater than the *Yellow Threshold* value for the threshold values to save. The *Threshold* fields are not required to use *List Groups* in VelociDoc.

## Statuses/Thresholds Page: Procedure/Injection Timer Threshold Configuration

The modern *Tracking Board* in VelociDoc also features a new *Timer* column. Administrative users can configure the VelociDoc *Timer* column with a *Yellow Threshold* to manage *procedures* and/or *injections*. The *Procedure / Injection Timer Yellow Threshold* counts *down* (unlike other threshold timers). When the VelociDoc > modern *Tracking Board* > *Timer* is set, the column highlights *yellow* to alert users that the timer is about to expire. When the timer reaches zero (0), the column highlights *red*.

Provider	Yellow Threshold	Red Threshold
Nurse/MA	60 Mins	120 Mins
Radiology	2 Mins	4 Mins
Lab	1 Mins	3 Mins
Discharge	60 Mins	120 Mins
	Yellow Threshold	20 Mins

Figure 2-5

A practice and/or clinic must have the modern *Tracking Board* and *Roomed Patient Lists* settings enabled to setup the *Procedure/Injection Timer Threshold*. An administrative user navigates in PVM to the *Procedure/Injection Timer Yellow Threshold* field on the *Statuses/Thresholds > VelociDoc Timer Thresholds* page (see Figure 2-5). By default, the *Yellow Threshold* is set at one minute. However, when lists are enabled, the user is allowed to change the *Yellow Threshold* from the default, as needed. A threshold is set in whole minutes up to 9999 minutes.

**Important Note:** The functionality of the VelociDoc *Timer* will be discussed in detail in the VelociDoc Release Notes.

## 3. Provider Information Page: Provider Setup and Payor Override

The *Provider Information > Bill To* drop down menu is **not** intended for payor override. Using the *Bill To* drop down menu in error can result in compliance issues with payors if the incorrect rendering provider is reported. The *Provider Information > Bill To* drop down selection, if empty, is **disabled** to ensure clinics maintain compliance with payors. When the *Bill To* field is disabled, text below the field states: *For compliance reasons this field has been deactivated. For more information click [Here](#)* (hyperlink) (Figure 3-1).

Figure 3-1

If the *Provider Information > Bill To* drop down selection has a provider selected, then the text below the field states: *For compliance reasons and to avoid ongoing errors we suggest deleting the provider name from this field. For information on a better way to override the bill-to provider click [Here](#).* The [Here](#) hyperlink displays instructions for using *Payor Override* in the *Carrier Specific Information* section of the *Provider Information* page (see Figure 3-2).

The screenshot shows the 'Provider Information - TEST > TEST (1750554782)' page. The 'Carrier Specific Information' section is highlighted with a red dashed border. It contains a table with columns: Carrier, Payer ID, Type, Region, Group, Provider, Clinic, Effective, Expiration, and Delete. A single row is visible: 'AUTOCLINIC' with '1/1/2015' in the Effective column. Below the table are dropdown menus for Insurance, Payer ID, and Payer Type, and buttons for 'Add' and 'Test'. To the right of the table is a 'Clinics Associated' list with names like 'BELVIDERE', 'IRELAND', 'MACHESNEY', 'MORSAY', 'PT-AL', 'PT-RS', 'PT-SA', 'RIVERSIDE', and 'IS ALPINE'. A 'Include Expired' checkbox is located at the top right of the section.

Figure 3-2

The *Carrier Specific Information* section on the *Provider Information* page has also been updated to exclude and/or include **expired** carrier specific information (Figure 3-2). Users can see all carrier specific payors by clicking the **Include Expired** check box. Only active carrier specific payors display if the user deselects the **Include Expired** check box. The effective and expiration dates are maintained when a payor is setup. Instructions are included in the [Here](#) (hyperlink) document.

#### 4. Log Detail | Payments Received Section: Deleting a Co-Pay Taken from Pre-Auth Results in Pre-Auth Deletion

A front desk user can collect a *co-pay* with a *pre-auth* by credit card. If a user deletes a *co-pay* that was processed with a *pre-auth*, the *Log Detail > Payments Received* section now displays the notification *PreAuth Is Canceled* (see Figure 4-1). This warning reminds the user to process the *Pre-Auth* transaction again.

The screenshot shows the 'Payments Received' section. It displays a table for 'Today's Payment' with rows for 'COPAY', 'ADD'L', and 'PREV'. Each row has columns for 'Amount', 'Type', and 'Notes'. Below this is a 'Deletion History' section with a 'Total' of '0.00'. At the bottom, a table shows transaction details: '#', 'Action', 'Type', 'Sale', 'Auth', 'Result', and 'Signature?'. Two rows are listed: '96533546 CCAUTH VISA 35.00 250.00 Authorized' and '0 CCVOID VISA 35.00 250.00 VOID OK'. A red dashed box highlights the 'VOID OK' row, and a red box with the text 'PreAuth Is Canceled' is overlaid on the right side of the table.

Figure 4-1

## 5. Scanned Document Order

Patients that frequently visit a clinic may have a long list of scanned documents. To help users easily locate a specific document, the Docs drop down on the *Patient Accounts Receivable* page has been updated to display documents in date order, listing the newest date on top (Figure 5-1).

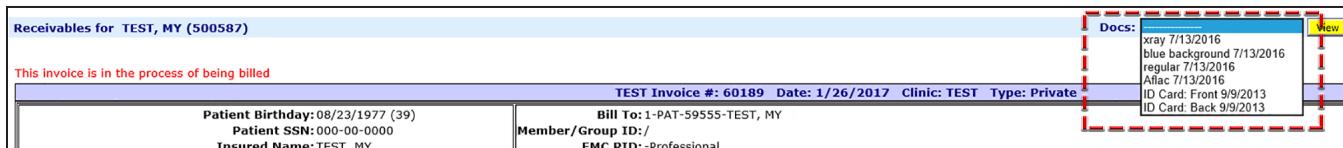


Figure 5-1

## 6. Practice Setting: Uses Occupational Medicine Work Queue

In preparation for the upcoming release of the *WC Portal*, the existing *EPS* work queue has been enhanced to support *Work Comp visits without EPS services* with the same efficiency as *Work Comp visits with EPS services*. Please contact the *Practice Velocity Software Support Team* by telephone (866-995-9863) or by email ([customersupport@practicevelocity.com](mailto:customersupport@practicevelocity.com)) to enable *Occupational Medicine Work Queue*.

## 7. Occupational Medicine Work Queue Page Updates

The *Occupational Medicine Work Queue Filter* is now enhanced to support the addition of *Work Comp visits without EPS services*. The *Admin1 > EPS Work Queue* menu selection has been renamed to *Occ Med Work Queue* and the *EPS Work Queue* page has been renamed to *Occupational Medicine Work Queue* (Figure 7-1).

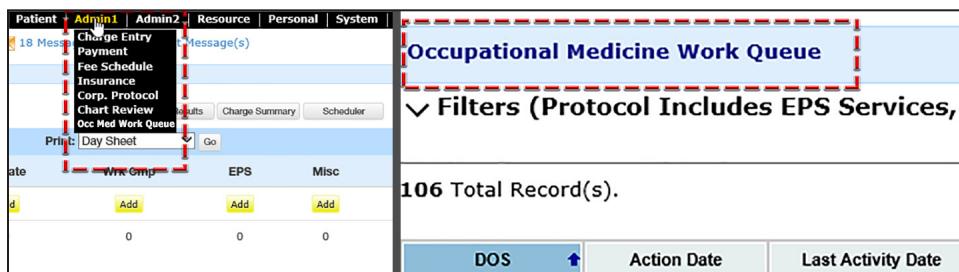


Figure 7-1

### Occupational Medicine Work Queue Filter Updates

The *Occupational Medicine Work Queue Filter* is renamed *Filters (Protocol Includes EPS Services, Active Pending)* (formerly *Filtered Search*). The menu is relocated from a link in the upper right of the page (see Figure 7-2) to an expandable menu on the left side below the *Occupational Medicine Work Queue* page header (Figure 7-3).



Figure 7-2



Figure 7-3

A Visit filter is available to allow users to distinguish *Work Comp visits with EPS services* from *Work Comp visits without EPS services* in the *Occupational Medicine Work Queue*. By default, filter criteria *Visit: Protocol Includes EPS Services* and *Status: Active, Pending* are selected and applied to the work queue. Other filters have been maintained but regrouped with headers to make filters easier to identify (see Figure 7-4).

The screenshot shows the 'Occupational Medicine Work Queue' interface. At the top left is a 'Filters' button with a dashed red box around it and a red arrow pointing to it from the text 'Click on Filters to expand or collapse the filter'. Below the filters are dropdowns for 'Practice: TEST' and 'Clinic: TEST 1'. The 'Filters' section is expanded, showing a 'Visit' header with three radio buttons: 'Protocol Includes EPS services' (selected), 'WC', and 'All'. To the right of this are 'Status' (Active, Pending, Completed), 'Date' (DOS, Action Date, DOB, Last Activity), and 'Visit Data' fields for Last Name, First Name, Pat. Number, SSN, and Employer. On the far right is a 'Portal Status' section with checkboxes for 'Not Sent', 'Sent', 'Removed', and 'Not Using'. At the bottom left are 'Search' and 'Default' buttons.

Figure 7-4

## 8. Occupational Medicine Work Flow Page Updates

The *Occupational Medicine Work Flow* page has been enhanced to support the addition of *Work Comp* visits to the queue and has been renamed to *Occupational Medicine Work Flow*. (Figure 8-1).

The screenshot shows the 'Occupational Medicine Work Flow' page. At the top is a 'Visit Details' section with fields for 'Last Name: TEST', 'First Name: KEITH', and 'Birthday:'. The entire 'Visit Details' section is highlighted with a dashed red box.

Figure 8-1

### Occupational Medicine Work Flow Page: Visit Details Section

The *Occupational Medicine Work Flow > Visits Details* section now displays *Uses EPS Portal: [YES / NO]* and *Uses WC Portal: [YES / NO]* to help users easily identify the *Employer Portal* settings of employers. It also allows users to verify the type of visit documentation to send to the *Employer Portal* (Figure 8-2).

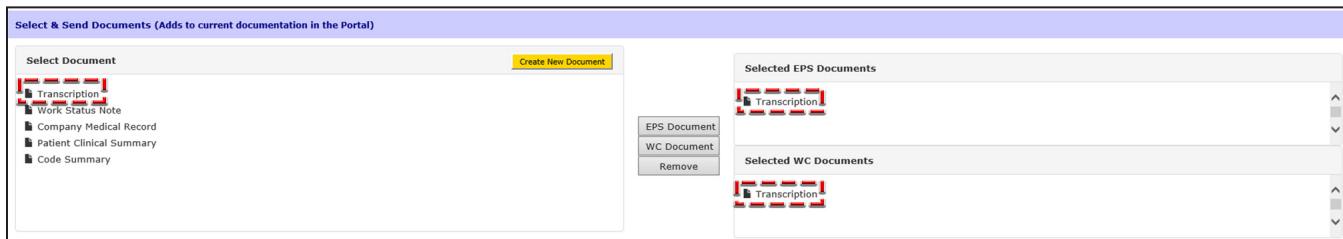
The screenshot shows the 'Visit Details' section with fields for 'Last Name: TEST', 'First Name: DAVID', 'Birthday:', 'Date of Service: 6/24/2014', and 'Company: GUNITE INC'. Below these fields are two new sections: 'Uses EPS Portal: YES' and 'Uses WC Portal: NO', both enclosed in a dashed red box.

Figure 8-2

## 9. Occupational Medicine Work Flow Page: Select & Send Documents For Visits with both EPS and WC Services

The *Occupational Medicine Work Flow > Select & Send Documents (Adds to current documentation in the Portal)* section displays documents scanned into VelociDoc for Work Comp visits with EPS Services. The *Select & Send Documents* section now allows a user to identify the document type prior to electronically submitting document(s) to *Employer Portal*.

A document can be added to the *EPS Document* section, the *WC Document* section, or both (Figure 9-1). After selecting a document from the *Select Document* section, the user clicks either the **EPS Document** or the **WC Document** button. The document adds to the corresponding *Selected EPS Documents* or *Selected WC Documents* section. A document can be added to both sections by selecting the document again from the *Select Document* section and clicking either the **EPS Document** button or the **WC Document** button.



The screenshot shows the 'Select & Send Documents' page. On the left, a 'Select Document' list includes 'Transcription', 'Work Status Note', 'Company Medical Record', 'Patient Clinical Summary', and 'Code Summary'. A 'Create New Document' button is at the top right. On the right, there are two sections: 'Selected EPS Documents' containing 'Transcription' (with a 'Remove' button), and 'Selected WC Documents' containing 'Transcription' (with a 'Remove' button). Each document in the lists has a red dashed box around it.

Figure 9-1

If a *new document* is created in the *Occ Med Work Flow: Document Editor* for a *Work Comp visit with EPS services*, the document automatically displays in both the *Selected EPS Documents* and *Selected WC Documents* sections by default. The user can remove the new document from a section by selecting the document and clicking the **Remove** button. (Figure 9-2).

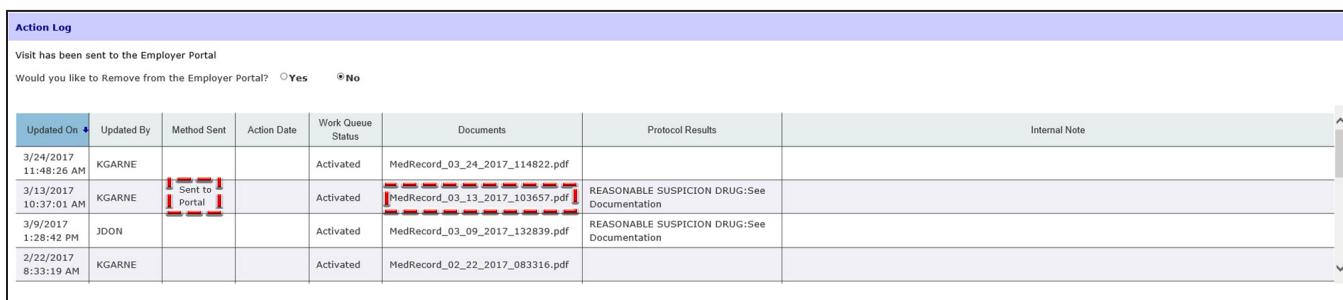


The screenshot shows the 'Select & Send Documents' page. The 'Select Document' list includes 'Transcription', 'Work Status Note', 'Company Medical Record', 'Patient Clinical Summary', and 'Code Summary'. A 'Create New Document' button is at the top right. On the right, there are two sections: 'Selected EPS Documents' containing 'CLINIC\_99983\_10081' (with a 'Remove' button), and 'Selected WC Documents' containing 'CLINIC\_99983\_10081' (with a 'Remove' button). Each document in the lists has a red dashed box around it.

Figure 9-2

**Important Note:** *Work Comp visits without EPS Services* only displays *WC documents* and *EPS only visits* only displays *EPS Documents* in the *Selected Documents* section.

The *Occupational Medicine Work Flow > Action Log* section and *Processed Documents* section displays *EPS documents* and *WC documents* separately. Each document has a hyperlink so that documents can be reviewed individually (see Figure 9-3).



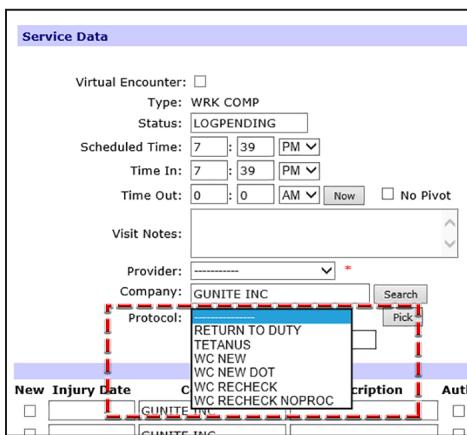
The screenshot shows the 'Action Log' page. It has a header with 'Action Log' and a note 'Visit has been sent to the Employer Portal'. Below is a table with columns: Updated On, Updated By, Method Sent, Action Date, Work Queue Status, Documents, Protocol Results, and Internal Note. The table shows four rows of data. The 'Method Sent' column for the first row has a red dashed box around it. The 'Action Date' column for the second row has a red dashed box around it. The 'Work Queue Status' column for the third row has a red dashed box around it. The 'Documents' column for the fourth row has a red dashed box around it. The 'Protocol Results' column for the fourth row has a red dashed box around it.

Updated On	Updated By	Method Sent	Action Date	Work Queue Status	Documents	Protocol Results	Internal Note
3/24/2017 11:48:26 AM	KGARNE			Activated	MedRecord_03_24_2017_114822.pdf		
3/13/2017 10:37:01 AM	KGARNE	Sent to Portal		Activated	MedRecord_03_13_2017_103657.pdf	REASONABLE SUSPICION DRUG:See Documentation	
3/9/2017 1:28:42 PM	JDON			Activated	MedRecord_03_09_2017_132839.pdf	REASONABLE SUSPICION DRUG:See Documentation	
2/22/2017 8:33:19 AM	KGARNE			Activated	MedRecord_02_22_2017_083316.pdf		

Figure 9-3

## 10. Company Change Updates Reflected

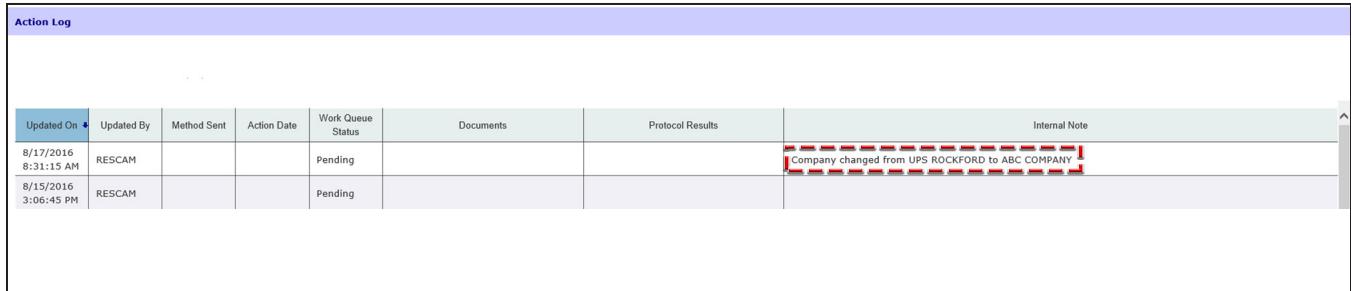
When a user updates an employer or an employer protocol on the *Log Detail* page (Figure 10-1), an *Internal Note* is automatically created on the action log on the *Occupational Medicine Work Flow* page.



The screenshot shows the 'Service Data' window with various fields. The 'Company' field is set to 'GUNITE INC'. A dropdown menu for 'Protocol' is open, showing options like 'RETURN TO DUTY', 'TETANUS', 'WC NEW', 'WC NEW DOT', 'WC RECHECK', and 'WC RECHECK NOPROC'. The 'New Injury Date' field is highlighted with a red dashed box. The 'Protocol' dropdown menu is also highlighted with a red dashed box.

Figure 10-1

When an employer is updated, the *Internal Note* on the *Occupational Medicine Work Flow* page states: *Company name was changed from Company (old name) to Company (new name)* (Figure 10-2).



Action Log						
Updated On	Updated By	Method Sent	Action Date	Work Queue Status	Documents	Protocol Results
8/17/2016 8:31:15 AM	RESCAM			Pending		<div style="border: 1px dashed red; padding: 2px;">Company changed from UPS ROCKFORD to ABC COMPANY</div>
8/15/2016 3:06:45 PM	RESCAM			Pending		

Figure 10-2