



Phone: 334-206-9470, Fax: 334-206-3751

### UPDATES for *March 2020*

- **When having problems, please follow this protocol.**  
For any computer issue have your Security Coordinator contact the Help Desk at 334-206-5268 and they will route your request to the appropriate IT person. This might be a problem with a log-in or user ID (“I can’t log into CureMD.”) Your EHR staff cannot help with these situations so please be patient and IT will assist you ASAP. IT and the EHR staff are in close communication throughout the day so there is no need to call both IT and EHR.
- **With any EHR Work Flow application problem, please submit an email to the EHR email address (ehr@adph.state.al.us).** Do not email your request directly to an EHR staff member. Several people are doing this and if the person you email your request to is on leave no one has access to their email and your request will not be seen or processed until that staff member returns to work.

Email sent to [ehr@adph.state.al.us](mailto:ehr@adph.state.al.us) is monitored continuously throughout the day. If there is any delay in processing your request, it probably means our staff is conducting a training session and they will assist you ASAP upon their return.

- **Please email first and call as a last resort.** With emails we can track problems state-wide, review any previous comments related to your current issue and accurately relay information in the event we need to discuss possible solutions with CureMD. We ask you to please not call both EHR and IT with work flow issues.
- Bibb, Lamar, Butler, and Pickens counties have transitioned to entering immunizations into CureMD. We will continue to add new clinics in the Southeastern, East Central, and Northern districts, for now, as they can be scheduled. We appreciate your cooperation.

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- **Please do not contact Courtney in IT with requests to delete a record from the EHR.**  
As explained previously, deleting anything from a patient record is a legal matter and **MUST** first be approved by our Nursing Director and Clerical Director. Courtney has been instructed **not** to process requests for deletions from the medical records.
- **Encounters** should be **scanned** into CureMD **for every visit**.
- Do **not crop driver's license** when they are scanned into CureMD.
- We will be scheduling training on In-House Lab Enhancements soon. Please watch for an email update when the dates have been finalized. Target dates are March 12 for the Southwestern district and West Central on March 19. Each clinic will receive a workflow for quick reference.
- Inventory training is scheduled with the East Central Nursing Staff on March 9 from 1:00 – 3:00 pm. Location: the training room in Suite 250, RSA Tower. Any other districts that would like this training should notify us.
- Note the following dates for upgrades in CureMD: ADPH Staging: 03/18/2020 and ADPH Live: 03/26/2020. Kindly visit CureWiki regularly for the upgrade release notes.
- **How to log in for a WEBEX for the ImmPRINT transition:**
  - From an email notifying participant of the scheduled call, click **JOIN THE MEETING**.
  - **Name**
  - **Email address**
  - Click **START**
  - Click **RUN**
  - Click **TEMPORARY WEBEX**
  - Participants can call in or call in using a computer
  - Choose **I WILL CALL IN**
  - **Call the number** provided
  - [A list of participants is provided in the right-hand column. This list will grow as participants call in.]
  - Click **SHARE**