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Email: ehr@adph.state.al.us

IMPORTANT REMINDERS for *February 2020*

- **ALL COUNTIES:** Please **notify EHR if your Office Manager changes** so that we can update our systems. This is vital when entering immunizations in CureMD. Office managers must be credentialed in Meaningful Use and in turn in CureMD. Anyone who isn't familiar with Meaningful Use can learn what it is and how it works by going to the A to Z index on the ADPH website, clicking on "M" and then clicking on Meaningful Use. Just a quick email or call giving us the new manager's name (and phone number if any change) is all that is required. Your help will be greatly appreciated.
- Requests for **access to CureMD for a new staff member** must first go through ADPH IT and then IT sends the request to the EHR Department for permission settings. Depending on the type of change needed the request may also have to go through CureMD. This can take several days. Please send transfer, new hire, or termination requests ASAP when your clinic gets a new employee or has staff changes and we will follow up as quickly as possible.
- Requests for **Inventory Access** must be provided by CureMD and will require 24 to 48 hours.
- When having problems, please remember – 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. Among other things, 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). Submitting your request for assistance through this email is efficient and allows us to track problems if we suspect they may be happening

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statewide. As functions are created and implemented or updated this is sometimes the case as one function can drive another in CureMD.

With emails we can review any previous comments related to your current issue and relay information accurately in the event we need to discuss possible solutions with IT or CureMD. We ask you to please not call both EHR and IT with work flow issues. The EHR staff makes every effort to assist you as soon as possible and emails to ehr@adph.state.al.us are monitored throughout the day and routed to staff members who can assist you. We ask your patience in the event the EHR staff is conducting training or in a meeting. They will check their messages as soon as they return.

- **EHR has moved to suite 1040 in the tower** and we are now in the suite with Kaye Melnick, Nursing Director and Jabari Sullen, Clerical Director. Phone numbers and email addresses remain the same for the EHR staff. Training will be conducted in the conference room in our suite (1040) for small groups and will continue in suite 250, if needed, for large groups until the training lab moves to the new facility in Prattville. The target date for that move is April 2020. We will update you as news becomes available.
- All **encounters should be scanned and saved** by the date of service into the Encounter folder in the EHR.
- **Concept documents** are signed agreements between CureMD and the EHR outlining how a desired function was achieved and the work flow for how to use it. They may contain slightly more information than is necessary for use in the counties, but the work flow on how to achieve a desired result can help you. These have been posted to the ADPH Document Library, so they can be accessed, abstracted, if you wish, and used for guidance.

Go to the ADPH Document Library, go down to EHR, and you will see two folders labeled "EHR Concept Documents". The concept document titles make it easy to choose the what you need. There is a size limit on how much data can be posted in a folder on the Document Library, so you will need to check both folders. A third folder (titled "EHR Concept Documents, number 3") will be added and as new Concept Documents are created I will add them to that folder and keep it current.

- CureMD **Training manuals** are available and may be requested by calling 334-206-9470.
- Remember, the **EHR Bulletins may be accessed at any time on the EHR website** (<http://www.alabamapublichealth.gov/ehr>) by clicking "Bulletin". They are archived by year, so the information is always available to help you.