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### UPDATES for *November 2019*

- Information doesn't seem to be disseminated through the staff in all clinics when Bulletins are emailed out. Information in the Bulletin is crucial to clinic management and we ask you to please read and share them with your clinical and nursing staff. The Bulletin is the tool we use to address problems and offer solutions as well as to advise you of major changes you should expect in the coming months such as the transition to CureMD when documenting immunizations. The Bulletins can all be found on the EHR website for quick reference and we encourage you to refer to them often. You may want to keep them in a binder for quicker reference.
- Any time a clinic gets a **new office manager** the change should be reported to the EHR staff so that the correct person is credentialed in CureMD. We found a couple of clinics in which the managers have changed since we called to verify the information for all the clinics in August. This will be a problem with doing the Immunization kick off if the person whose credentials were sent to CureMD is no longer at the clinic.
- Any time a **Nurse's ID number changes** please promptly report this to the EHR staff so we can make sure CureMD is apprised of the change.
- When **entering a new income**, CureMD allows a post-date so that there aren't parallel incomes. The user should update the previous income with an expiration date before adding a new income for the patient.
- When calling or emailing about problems or concerns through EHR, please tell us which county you are reporting on, the patient ID number, and the phone number where your call can be returned. Some of you work multiple clinics so unless you tell us we can't assume which county needs assistance. Thank you!
- **Dymo label makers and labels**, and **Topaz electronic signature pads** may be ordered from AIDB. (They are the preferred source of supplies for ADPH.) The label maker and the supplies for it are in the AIDB catalog on page 956. The Item number for Dymo 450 label makers is #DYM-1752264.  
The Topaz signature pad is not in the catalog, but they **will** order it for you. Email them at [customerservice@aidb.org](mailto:customerservice@aidb.org) and ask for a quote for Item #TS460HSBR, Signature pad, Topaz Siglite 1"x5", electronic. When you receive the quote, attach it to your PO and submit the order as usual. EHR does not have funding to purchase these items. AIDB's phone is 800-801-9032.
- We are receiving a lot of **requests to delete records**. Please be aware that in most situations a record cannot be legally deleted. If a document is scanned in incorrectly or signed in error the user will probably be asked to mark the document as having been made in error and leave it as part of the record. Deletions are a serious matter and all requests must be approved by the state Nursing Director. Before contacting EHR and

asking us to delete a record please report to your clinic manager to discuss the error and possible ways to properly correct it. Multiple requests for deletions may require additional training.

- Credentials have been updated in ImmPRINT for the Southeastern and West Central districts for the **immunization transition**. Please refer to the October Bulletin for vital information on what is involved and what is required to make this transition. Emails have been sent to office managers in these districts outlining the process and what is required to make the transition. Clinics will be notified as your kick-off call is scheduled. When possible, we will try to do two clinics per day to save travel expenses.
- **Appointment letters** can no longer be printed. Appointment cards are being printed and will be provided to the clinics to replace the appointment letters.
- Using **“Quick Add”** adds a patient, not just an appointment. This results in duplicate charts which then must be inactivated. Please be aware and don’t use Quick Add to make appointments when the patient already has a record in the EHR system.
- **Application upgrades** are scheduled in November as follows: ADPH Staging 11/18/2019 and ADPH Live 11/28/19. Please visit CureWiki for the upgrade release notes regularly. If you have any questions, please contact us.

*Thank you! The EHR team wishes each of you a Happy Thanksgiving and safe travel!*

