



From the Office of Clinical Informatics Nursing & Clinical Staff Newsletter "AMBULATORY"

Volume 1, Issue 83 February 2024

Thank You!

From February 3 to February 5, NLH experienced the longest downtime since implementation of the EHR. The CNIOs, CMIOs, and VP of Digital Transformation and Performance would like to commend everyone on the amazing teamwork we witnessed. This experience identified process improvement opportunities in several different areas. Teams will be assembled to address the various challenges over the coming weeks.

For **those who worked during this downtime**, THANK YOU. Your flexibility and focus on the delivery of high-quality safe patient care did not go unnoticed.

To the members of our **IS team** who selfishly gave their time and talents over the course of the weekend to ensure our environment was safe and restore our EHR as quickly as possible, THANK YOU.

To our **Clinical Informatics staff** who provided support to ensure critical patient information was restored to the EHR, THANK YOU.

The patients served by NLH are extremely fortunate to have such dedicated teams work together to ensure the delivery of care continued uninterrupted. THANK YOU!

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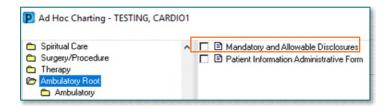


Mandatory and Allowable Disclosures

Where can mandated reporting be documented?

Mandated reporting is documented in the **Mandatory and Allowable Disclosures** form located in numerous Adhoc folders. Ambulatory practices will find the form in the Ambulatory root folder.

Click <u>here</u> for more information about the Mandatory and Allowable Disclosures form.



Admission/Transfer/Discharge Assessments Care Management Surgery/Procedure OB/GYN Inpatient Documentation Dialysis Cardiac/Pulmonary Rehab Infusion Clinic Charges IRF Therapy All Items	□ Activities Assessment □ CSSRS Frequent Screener □ CSSRS Risk Assessment □ CSSRS Screener (Suicide Risk Screening □ Dofetilide (Tikosyn) QTc Monitoring □ Downtime Reference □ ED/IP Preprocedure Checklist □ Edinburgh Postnatal Depression Form □ Fentanyl Patch Verification (every shift) □ Height/Dosing Weight □ Immunization Screening □ Immunization Screening □ Immunization Screening □ It (NICU) □ IV Medication Drips □ Niew Proxy Charting □ Lactation Care Form □ Leave of Absence Medical/Theraneutic □ Mandatory and Allowable Disclosures □ Med Response
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Reminder – Unlocking Patients in My Tonic (Patient Intake)

Staff (normal front office staff and managers) with **My Tonic (Patient Intake)** access have the ability to unlock a patient chart. The lock occurs when a patient exceeded the limit of verification attempts while trying to access their virtual preregistration and intake (Tonic), which provides EHR integration of patient completed data prior to appointment.

<u>NOTE</u>: Patients will receive an error message when trying to login via the link if they have exceeded the limit of verification attempts.

- Login to My Tonic.
- Click Patients.
- Search for patient, select **enter**.
- Under **Status**, click the red icon.
 - o Pop-up asks if you are sure you want to unlock the patient's profile.
- Click OK.
 - O Pop-up alerts the patient's profile has been unlocked and the status reverts to a green open lock.



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