Q&A

Is there a timeline for when Accuro will fully support Mojave on Mac? At the very least I'd love to be able to print.

We're currently waiting on some updates from 3rd party printing software to be fully compatible with the Mojave OS. Please keep an eye on our technical requirements page to stay updated (ASP requirement info is near the bottom): https://tools.optimedsoftware.com/Hardware/

Can a billing rule be applied to scheduling? For instance, if a CDM cannot be billed within 90 days, can Accuro prevent a CDM appointment from being scheduled within the 90-day period?

Unfortunately, you cannot add billing rules to pop up during scheduling. If you do link your appointment types to codes, the billing rule can be set for the code linked to the appointment. However, you won't see this popup until the billing is done.
This is a great suggestion we'd like to add to our ideas portal, so please visit this link to add your idea and vote! https://ideas.qhrtech.com/ideas

Can iOS apps be linked to Accuro?

If you are wanting to run a trimmed down Accuro on a mobile device, there is a web access point. For more information, assistance with installation, or to discuss further what's compatible with Accuro, please feel free to call our Client Services team at 1-866-729-8889.

Can we change the colour of certain forms in the Encounter Notes so they can be found more easily? For example, we use a prenatal sheet form for every pregnant patient, for the entire pregnancy. It would be nice if we could make it stand out from the rest of the forms in the Encounter Notes.

For forms that are used more frequently or need to stand out in the full list of forms, we recommend editing the title in the Form Editor. A lot of clinics will put a few asterisks (*) in front of the title so that it's always at the top of the list, as it goes alphabetically, or they may write the title in all caps to stand out. To edit the title, you can follow these steps: Accuro menu > tools > Form Editor > Load the form > Type a new title for it in the top left corner > Save the form.

Q&A

Can we generate reports based on our own in-office Status?

To generate a report based on Status go to the Accuro Menu> Reports> Query Builder> Create a new Query> based on Demographics> select Status> add specific constraint> Add Rule> Run Report. I recommend you attend the reporting session this afternoon.

Can we make checkboxes a different colour in the form editor to better catch our eye?

This is not a feature in Accuro right now, but you can make them different shapes/sizes. In the Form Editor, right-click the checkbox component on your form and select Edit. Scroll down to Icon and choose one that may provide better visibility. You're also more than welcome to add your suggestion to our Idea Space: https://ideas.qhrtech.com/ideas

Is there a way to easily print a list of all of a patient's future appointments?

Try the following steps: Accuro menu > Reports > Reports > Scheduling category > Patient Appointment Summary > Follow steps outlined in the report > Click the Generate Report button in the bottom right. In the report that pops up, there will be a print button.

Can we restrict an Accuro user from generating/faxing letters?

At this time, disabling a user from being able to send faxes is not a feature, but we recommend adding your suggestion to our Idea Space: https://ideas.qhrtech.com/ideas. As for generating letters, you can restrict a user's access to the EMR section to be Read Only, which should help. This can be done by a System Admin in Accuro menu > Users > Manage Security > Choose user from drop-down > Provider Permissions tab > Click the green check mark under EMR until it has a lock symbol on it.

Q&A

Can we use something like ALT-Traffic to keep a separate traffic open? It's hard to work on a current patient and then put someone in a traffic "room" quickly, becausee Accuro default switches to the traffic patient rather than the patient you're working on in Accuro.

Because the Traffic Manager opens in another window already, ALT + Click won't work to open it in a new window for a new patient. For now, I would suggest using F1 + Delete + Enter, when you go back to the Scheduler/EMR/etc. to pull up the last 12 patients that were worked on so that you can quickly access the patient you were working on last. Alternatively, you might try to work the other way and ALT + Click on your schedule or documents (or wherever you were usually working) so that these windows have their own unique patient and the globally selected patient is still the patient in the traffic manager.

Can you add additional providers to the patient chart besides the family physician and their referring physician? For example, their cardiologist, oncologist, etc.

Yes! In the patient demographics select the Providers tab. Here you can manually add as many providers as you need and indicate what type of provider they are.

Can you populate 701A codes to correlate with the specific weekend dates when billing the 25k, 26k, being that they have to be billed together on the same claim?

Thank you for your question. This functionality isn't currently available in Accuro EMR but it's a great suggestion that we'd like to add to our Ideas Portal.
Visit this link to vote: https://ideas.qhrtech.com/ideas

CONNECT

Q&A

Can you use the Ocean forms to populate fields in Accuro (demographic fields like phone numbers, or health history fields like past medical history)? Our clinic uses these fields to populate parts of letters from each visit.

At this time, Ocean forms can populate lab results into the section at the bottom of Encounter Notes. Other information will populate into a Clinical Note that will then need to be added manually to their respective areas in Accuro. For more information on how Ocean integrates with EMRs/Accuro, feel free to check out their support areas on their website: https://www.cognisantmd.com/emr-integration/

Copy and paste only works in some areas of Accuro. Can this be corrected?

This is something our team is currently looking into. Be sure to keep an eye on the Release Notes to stay updated! Also, in some cases you may want to try Ctrl C to copy and Ctrl V to paste as this method may be available when the right click option to copy and paste is not.

Great sessions but the presenters are going too quickly. It would be helpful to pause, reflect the action, and repeat the action.

Thank you for your feedback. We will be posting Session Notes on the Connect 2019 website (http://Accuroemr.com/connect19/) that will outline all the key points from each session.

How can you remove a blank line in a claim if it's already submitted but has bounced back into the not reconciled? It's always the first line on the claim.

If there was no procedure code then it won't send and instead will be listed under the unsubmitted claims tab. If the line needs to be removed you can right click> Options and choose no charge to remove the blank option. If someone submitted a procedure and diagnostic code and it was rejected and is sitting under Not reconciled, to agree that it isn't being paid you can right click and choose Adjust to Paid.

CONNECT

Q&A

How do we get the software to use the office provider on the patient's EMR instead of another doctor whose schedule is open when we create lab read, forms, etc.

When creating forms you need to use the Office Provider component instead of the Physician component. The Physician component pulls the provider whose name is on the form, whereas the Office Provider pulls from the Patient Demographics for the selected patient.

How do we go about uploading clinical patient photographs onto their chart? Is there a direct/easy way to do it right from a designated iOS device with the Accuro app?

In the Virtual Chart, there will be a Add button near the top left (under the field where you can search the patient's name). This will open a pop-up where you can navigate through your own documents on your device to upload directly to the chart, without having to have it scanned or faxed first.

How do you delete a provider that was added by mistake?

Please have an Office Manager or Physician submit a Remove Provider form following these steps: Accuro Menu > Help > Accuro EMR Registry > Scroll down to active users > Find the provider and select Remove from the drop-down menu > Fill out the information and Submit

How do you write an OTC prescription in Accuro?

You would prescribe them the same way as other medications: Click the Add button next to Active Medications in Encounter Notes, or New Prescription in the Medications tab. Search for the over the counter medication in the medication search pop-up and continue to prescribe normally.

Q&A

How do I single out a few pages from an old imported file and attach them to the report/letter?

The document to be attached will need to have the pages split before it's added as any kind of attachment. If the document is already filed to the patient's Virtual Chart, you can right-click > Edit Pages > Drag and drop desired pages into right column > Click Run in the bottom right corner > Save the separated pages as a new document to your computer > Click the Add button at the top of the chart to upload the new document. Or if the document is still sitting in the Documents section and hasn't been filed anywhere yet, you can select the document > Click the Edit button at the top > Drag and drop the pages needed into the right column > Click Run > Then file to patient's chart if necessary.

Is Accuro looking at integrating with SCM in SK?

We are currently working towards multiple integration initiatives with Saskatchewan eHealth. Please provide a little more information and we can hopefully find a more concise update for you.

Is it possible to add tags within macros to use in an encounter note?

Yes! Right-click when creating a macro to see all the tag options you can add that will be part of your macro.

Is it possible to use multiple macros for the same patient when billing? Can you use the diagnostic code override to assign the same code for all the procedure code macros?

You can use diagnostic code override when applying a macro to apply a diagnostic code to all procedures. Currently, adding multiple macros for the same patient for billing is not a function, but you can add this idea here: https://ideas.qhrtech.com/ideas

Q&A

Is there a way to print a half-day “day sheet” rather than the entire day sheet?

To print half of a day sheet, highlight the selected appointments on the Scheduler> Right Click> Print Selected Appointments.

Is there a way to put your letterhead into Template Wizard?

Yes. Tools> Template Wizard> Select Template. At the top of the screen there are icons whose names appear when you hover on them. Click on Image> download image and Save. Alternatively, you can have your letterhead saved under F2 by client services so that when you generate a letter it populates on the letter.

Is there a way to review outstanding tracked requisition forms by categories? e.g. CT scans.

Yes, go to Reports> Outstanding Reqs Referrals and Orders> Click Find Orders> and organize by the Type Category to group together titles of forms.

Patients marked Arrived are not auto-populating on the scheduler. Is there something to change that?

We’ll need a bit more information about your workflow to see exactly what may be going on. We created case #1031899 for you regarding this question, so please feel free to call our Client Services team at your earliest convenience so they can set up a screen share with you and assist further. Be sure to quote your case number when calling the team at 1-866-729-8889.

Please bring back Tech Tuesday tips.

Thank you for your interest in Tech Tuesdays! We are always looking at ways to share Tips & Tricks with our users. We are planning on bringing Tech Tuesdays back. For now, you can find past Tech Tuesdays under the Accuro Menu> Help Menu> Tech Tuesday Tips.

Q&A

Re: Billing, I find my "diagnostic code override" often glitches in my macros and doesn't transfer the code over to the claims page. What am I doing wrong?

This is a known issue that our team is currently working to resolve. Please watch for release notes for this to be resolved.

Some EMR systems allow you to input a diagnostic code and procedure codes from the encounter notes. Will we one day be able to do that from the encounter notes in Accuro?

In the Encounter Notes tab of the EMR, you can right-click on one of the appointments on the left, select Claim Details and enter the details. We are currently working on the ability to ad hoc add Procedure Codes directly from a Note or Form. Watch the release notes for this feature.

Some of the specialists I refer to also uses Accuro. Is there a way to send referrals through Accuro, communication from GP to specialist and vice versa?

At this time no, you cannot send electronic referrals through Accuro without a fax. However, with the upcoming HealthMail feature we hope to be able to facilitate things like this. Keep an eye on your release notes to see when provider to provider messaging becomes available to you.

I'm still unclear about incorporating physical labs to the patient's note.

You can add a tag into your note's template itself to always pull in a specific lab result by clicking on the Accuro Menu > Tools > Template Wizard > Load your letter/note > Click the icon that looks like a blue speech bubble near the top right > Fill in the necessary information for the lab > Click OK. This will create a regular tag that auto-populates the information when the note is used on a patient. You can also open the note/letter in Encounter Notes and drag and drop results from the Labs section at the bottom, but you'll need to have the note open on one monitor and Accuro open on the other (or adjust the size of Accuro and the letter so they can sit side by side on one monitor).

Q&A

Under claim details, how do we get the "Ref from" section to auto-populate? We spend a lot of time transferring 'Ref Phys' to 'Ref from' in claim details every day.

This populates from the appointment details screen. If the 'referred from' is blank at the time of scheduling an appointment, come back and enter the referring provider's info in the Appointment detail to update the appointment that is associated to the claim. It will prompt you to update the patient's demographics.

What about video uploads for the mobile companion?

Accuro/Mobile does not support video files at this time, but that's a fantastic suggestion! We recommend casting your vote for this suggestion on our Idea Space, or you're welcome to create your own idea: https://ideas.qhrtech.com/ideas/ACC-I-5251

What is the best way to have 2 EMRs open, so that while documenting in one patient's record, you can open another patient's record without having to close the first patient's record? For example, if you get an urgent telephone call about patient B, while documenting in patient A.

To have two EMR sections open, hold the Alt key and Click EMR on the left navigation ribbon. That will open a second EMR window and will allow you to have different patients open.

When in an open billing window and the MCIB provider is selected, is there a way to generate and print this invoice? Ask Lauren what I am referring to. Thanks.

We have created a case # 1032178 for you and assigned it to Lauren.

CONNECT

Q&A

Where do we enter last name changes/aliases so Accuro will recognize the patients for labs, etc. (to reduce unmatched labs)?

You can update a patient's last name or add an alias in the Patient Demographics section, by loading the patient and typing in the new information, then clicking the Update Patient button at the bottom. However, a lab may still be unmatched at first, as it all depends on what information the lab vendor has on their end for that specific patient.

Why can't we see Active Medications after they expire? Can we add Historical Medications to the Bands?

To see recently active medications, Click the Medications Tab in the EMR section. You will be able to see all recently active and historical medications. Also, when a medication is being renewed, you are able to see recently active and historical medications in the renew dialog box.

Why is the EMR Fee Requested not always checked off? Or how can we set that as the default?

It is not possible to have the EMR Fee Requested always selected as a default. This fee is available for documented visits only and not all claims. Please visit https://ideas.qhrtech.com to recommend the function.

Why is there a M->F button? Shouldn't Accuro do this automatically based on the patient demographics?

In Tools> Template Wizard, if you want pronouns to reflect gender, the quickest way is to enter these as male pronouns. Then, you can click that button to change the pronoun to reflect the female alternatives on demand instead of using clickable lists or leaving the template blank to enter the pronouns. Unfortunately at this time, Accuro is not able to do this for you.
But this idea has been suggested on our ideas page, so head here to vote: https://ideas.qhrtech.com/ideas/ACC-I-4826

CONNECT

Q&A

Will the workflow and tips and tricks, etc. be available as videos for us to review later?

Session Notes from Connect 2019 will be posted here: http://Accuroemr.com/connect19/. Additionally, we have a library of How-To walk-through videos available on our Accuro Academy website, which you can sign up for here using the code GAHEROKH: https://Accuroacademy.litmos.com/self-signup/. It's best to use Google Chrome for that website on wired internet, as the videos can be quite large.

Will these Sli.do questions/answers be available to us after today?

The questions and answers will be posted on Accuroemr.com/connect19

Would a Rx sent from documents be automatically billed?

The best way to quickly create a bill, as it is not automated in this circumstance, is to click Ctrl + B and create a new bill> put cursor in the patient search field> click Enter Enter on your keyboard to bring up last patient> and enter billing information, save and close.