Physician Online Orders Manual

Lifetime Care Home Health and Hospice
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*Please note: This is an updated version of this manual which reflects the software changes with our latest upgrade. Throughout this manual, you will find notations that items are “(new)”. These point out the areas of new functionality or requirements relative to the previous manual.
Overview
This web-based system will notify physicians electronically that they have orders that have been created for their patients that are being managed by Homecare. The physician will then be able to log on to a secure web site, view the list of all patients for whom orders have been generated, review some or all of the orders, and approve the orders with an electronic signature.

Additionally, the physician will have the option to write comments relating to the orders into each patient’s chart, view the current medication profile for each patient with orders present, and view any previous clinical notations that they themselves had entered in the past.

System Requirements
- Internet Explorer 7.0, or higher, with pop-up blocker disabled (*new*)
- Adobe Acrobat Reader™ 7.0, or higher
Email Notification

An email will be sent to notify you that an order(s) is available to be viewed and signed.

- Click on the link provided in the email to go to the Online Orders system.

Note:

You do not have to wait for an email notification to see if you have orders to review. Just go directly to the Online Orders portal with Internet Explorer. It is available 24/7...from any computer!

https://mdorders.lifetimecare.org
Logging In

Whether you followed the link from the email message sent to you, or accessed the web site directly through Internet Explorer, you will get to this login screen:

- Type in your Username
- Type in your Password (case sensitive)
- Click Login, or hit Enter.

Security Note: If you are called away from your computer while logged in, the program may time out, requiring you to enter your Login and Password again.
Selecting Patients to Review

Upon successful login, you will be presented with the “Select Patient” page. (*new*) This contains a list of patients who have orders ready for review.

- Once you have made your selections, Click on the “Select Documents” tab to select the individual orders that you would like to review for the patient(s) you selected.

**Shortcut**: If there is only one patient, you can just click on the (blue) patient’s name to go directly to the orders list. (rather than clicking the check box, and then on the Select Documents tab)
Selecting Documents (Orders) to Review

This page allows you to select some, or all, of the documents available for electronic signature for the patient(s) that you selected.

Check off the orders that you want to review and then click the “Review Documents” tab to do so.

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of item</th>
<th>Type</th>
<th>Date</th>
<th>Patient Class</th>
<th>Physician Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meyr, Evelyn</td>
<td>12/14/2019</td>
<td>Certification Order</td>
<td>06/03/2007</td>
<td>Home Health</td>
<td>Gross, Kenneth K</td>
</tr>
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<td>Meyr, Evelyn</td>
<td>12/14/2019</td>
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<td>05/02/2008</td>
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</tr>
<tr>
<td>Reg, Heckdly</td>
<td>01/10/1967</td>
<td>Supplemental Order</td>
<td>03/02/2001</td>
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<td>Supplemental Order</td>
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<td>Certification Order</td>
<td>07/02/2008</td>
<td>Home Health</td>
<td>Gross, Kenneth K</td>
</tr>
</tbody>
</table>

**Shortcut**: If there is only one order, you can just click on the (blue) patient’s name to go directly to the order.

**Shortcut**: you can deselect the orders that you have already reviewed to save time!

Note there is a column for “Physician Name”. This column will be helpful if you request a system association in Allscripts with the other Physicians in your practice. This will allow you to review and sign orders for your Associates in the event of needing to cover each other in the practice.

A special electronic signature format will indicate that you “signed for” the other Physician on the specified date.

The status flags highlight older orders.

The check marks highlight orders that you have already reviewed, but not signed off on. (new)

This history remains if you end the portal session and log in later!

Note that the 8 check marks above are also reflected in the (8) on the tab marked “Sign Documents” (new)

Indicates the type of order.
- Certification = 485(start/recert)
- Supplemental = mid-episode

Date of the order
Viewing an Order and Entry of Changes

**Note:** You must review an order before the system will allow you to electronically sign the order.

This is the “Review Documents” page that opens with Adobe Acrobat Reader:

On this page you will be able to:

1. view the actual order for content review
2. indicate that you would like to approve and sign the order....with or without writing changes to the order in the “add to the document” area
3. leave the order unsigned, for review at a later date....with or without writing changes to the order in the “add to the document” area
4. view the patient’s medication list and allergies
5. view a list of previous notes written by you for this patient
6. REJECT an order that you do not agree with (with an explanation), or an entire patient that may have been mistakenly assigned to you (with an explanation) (**new**)  

The following pages will demonstrate how to do each of these things.
Reviewing and navigating through multiple orders

You may use the Adobe Acrobat Reader toolbar to **SAVE** an order locally (as a .pdf), or to **PRINT** any order for your records.

You can use the “Previous” or “Next” buttons to move between orders.

View how many orders you have reviewed and how many you have left.

Patient name and Date of this order

Use the scroll bar to scroll down through all pages of multi-page orders.

When you use the “Add to Sign Page” button it designates the current order for approval, and navigates to the next order.

**Note:** once an order is added to the Sign Page… this button changes to “Remove from Sign Page” to allow you to do so.

(*new*)
“Add to The Document” for corrections to orders

You may enter changes to the order that you are viewing with the “Add to the Document” field. -then click “Add to Sign Page

Options:

1. You may approve the order that is visible in the left pane at this time, and still enter changes to the order in this box. These changes will be entered as an additional physician order in the chart, but will not be returned to you for another signature.

2. If the order is completely unacceptable, you may elect to REJECT the order all together. -you will be asked to provide a reason for the rejection, and may receive a revised version, depending on the circumstances. (refer to pg. 12 for more details on this new REJECT functionality)

(Please do not use this feature in lieu of phone contact for urgent patient management issues)

Any changes that you enter will be added to the Clinical Notes section of the patient chart and will be seen by Lifetime Care within 24 hours.

**Important Safety Note:**

Any corrections that require immediate attention (ie. medication changes or issues affecting patient safety) should also be called directly to a Lifetime Care nurse at 585-214-1000
Additional information available while viewing orders

While you are viewing orders, you may refer to the patient’s Medication list in Allscripts. (1) You may also view the text of any Clinical Notes that you have previously entered on this patient. (2)

1. When you Click on the “Medication history” selection, you will presented with a window as above.
   - The default view will be for “active medications only”.
   - You may uncheck that box to see all medications, and their end dates.

2. When you Click on “Physician Clinical Notes History” you will get a window similar to the one seen below, showing the date and text of your note.

*NOTE:* You may not edit these windows directly, but may “Add to The Document” for corrections. (see p. 10)
REJECT an Order or a Patient during the Order Review (*new*)

This version of the Online Orders Portal now allows you to REJECT an individual order while maintaining others. You also have the ability to REJECT a patient that you feel has been assigned to you in error. Both instances will require you to enter a reason for that decision, in order to help us correct the circumstance.

When you click “Reject Patient”, you will be required to choose a “Rejection Reason” from the dropdown. You can also free text the reason. Please consider adding the correct Primary MD, if known. (Thank You!) -finish by clicking the “Process” button

Again...Any corrections that require immediate attention (ie. medication changes or issues affecting patient safety) should also be called directly to a Lifetime Care nurse at 585-214-1000
Approving orders with Electronic Signature

Click on the “Sign Documents” tab to view the list of orders that you chose to “Add to Sign Page” as you were reviewing them.

From this screen you can:
- Enter your secondary “Password for electronic signature” to sign all orders that you chose to approve.
- “Edit” any of the available orders → takes you back to the review page
  - to re-review the content of the order
  - to remove it from being electronically signed at this time
  - to add a note to the document
  - to reject the document

Once orders are Approved and signed with a valid secondary password they will be available to be printed with the electronic signature statement in the signature field, (and any changes you made).

They will only be accessible during the same session, up until the point that you sign more orders. Once you log out, the orders will not be visible through the portal.
Changing your system Password(s)

The Online Orders system requires you to enter 2 passwords to be able to electronically sign orders.
1. a Login password to securely login to the system
2. an Electronic Signature password (secondary) to actually sign off on an order as approved.

From any screen within the system, you have the option of changing one, or both, of your passwords.

Simply select the password that you would like to change, and enter the information requested. When you are finished, click “Back” to return to the orders processing area.

*NOTE:* The system will allow you to use the same password for your Login and your Electronic Signature. Consider your individual office workflow as it pertains to orders review, to decide if that would be appropriate.

Need Help??
Call the Physician Support Line at 585-214-1215 (or 585-683-9747)
Functions of the *NEW* Portal (Oct 2013)

1. Some of the new things you will see:

- Improved tab color and shading make it easier to see which tab you are on.
- Now, see ALL of your patients with Lifetime Care...
- ...even if there are no orders to sign!
- 3 NEW tabs

Examples on next pages...
“View Active Orders” report
-shows all active orders for the selected patient, from all physicians
-presented in the same Adobe .pdf format which can be saved or printed by you.
-they do not need orders to be signed to view this data

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<thead>
<tr>
<th>Master ID:</th>
<th>Start of Care Date: 09-02-2007</th>
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<tbody>
<tr>
<td>Diagnoses</td>
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<tr>
<td>443.9</td>
<td>PERIPHERAL VASCULAR DISORDERS</td>
</tr>
<tr>
<td>389.4</td>
<td>LEGAL BLINDNESS-USA-DEF</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Medications</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tolbutamycin Orally Sol 1 drop each eye bid Both eyes</td>
<td>04-05-2001</td>
<td>Burnett, Hanvey</td>
<td></td>
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<tr>
<td>Wellbutrin 2 tab(s) BID PO</td>
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<td></td>
</tr>
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<td></td>
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<tr>
<td>Atorvastatin 1 tab(s) QAM PO</td>
<td>12-04-2007</td>
<td>Gross, Kenneth</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Visit Frequency</th>
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<tbody>
<tr>
<td>Interventions</td>
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<td>End Date</td>
<td>Ordering Physician</td>
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<tr>
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<tr>
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<tr>
<td>PT</td>
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<tr>
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<tr>
<td>PT</td>
<td>04-03-2001</td>
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<tr>
<td>PT</td>
<td>04-03-2001</td>
<td>Burnett, Hanvey</td>
<td></td>
</tr>
</tbody>
</table>

Continue....
“View Clinical Data” report
-can see recent VS & measurements from recent Telemed & home visits by our Lifetime Care professionals
-values are displayed in Trendline and Grid formats for the selected patient
-they do not need orders to be signed to view this data...you can check their recent Vitals anytime!
(ps...all these values are fictitious!!...thankfully)

.....and page 2...

continue...
"View CPO" report (Care Plan Oversight)
- the Portal tracks the minutes spent reviewing orders, reviewing vitals, etc, and reports the cumulative time with daily breakdowns...if billing for care plan oversight.
- you do not need to have any orders for signing, or select any patient.
- you can save or print the Adobe .pdf if you wish.

2. Rejecting orders and/or patients:
   There will now be only 2 responses in the “reason for rejection” dropdown.
   - if you wish to type in text to explain...please be sure to select the “free text” selection...as that is the only one that allows you to type in the box.
   - you certainly may choose the other selection...but you just will not be able to type additional comments
3. Password Management by Users:

If you forget your password...

**Note:** enter your email ....not your password
Once you enter the correct email, you will either have a hint mailed to that email:

Or, if you have not set up your hint and security questions, then you will see this:

....and we can reset your password.

You cannot reset your own password until after you set up your security questions from within the Portal.
If you have created your security questions…

Then you will be able to reset your own password(s)
How to set your password hint and security questions from within the Portal:

Once you get into the portal...
  go to Password Vault

Once you unlock it you can...
  Change your passwords...
  ...or set your security questions.

Those are the major changes...
The rest of the Portal mostly looks & works the same as you are used to.