

WELFORD CHART NOTES NEWSLETTER

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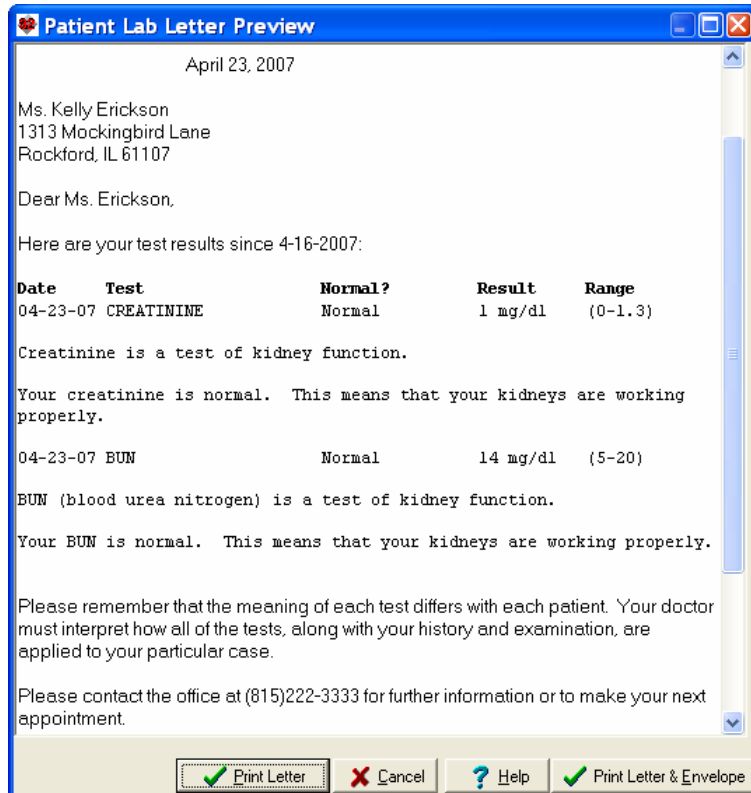
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SEND YOUR PATIENTS LETTERS ABOUT THEIR TEST RESULTS *(User's Manual, pgs. 987-994)*

Version 5.1 introduces Patient Lab Letters, a feature that automatically generates letters to your patients about their test results. This can save your staff a lot of time on the telephone and can keep your patients better informed. You can customize how the letters appear, but you can also use them right away without editing them first. Let's start by just using the feature right out of the Lab Book.

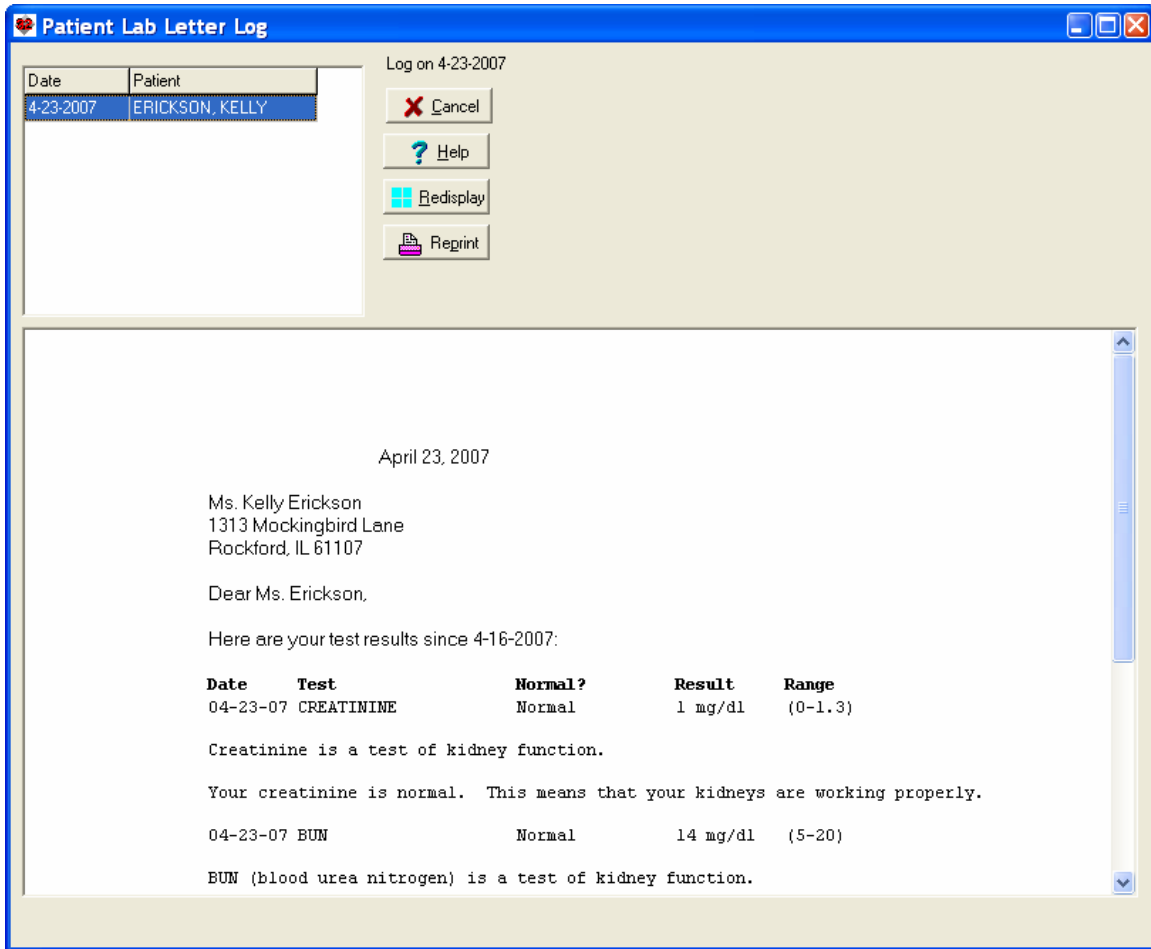
1. Press View\Lab Book and enter patient Kelly Erickson.
2. To include Program Explanations with the results, press **UTILITY\Print\Patient Letter\Options** and check **When printing default letter: Include general explanation, Include normal explanation, and Include abnormal explanation.** Make sure **Use Program Explanation if there is no User Explanation** is selected. Press **Ok**.
3. Now, let's add some test results to include in the letter: Press **Add**. For **Test**, enter BUN. For **Abnormal**, choose **Normal**. For **Result**, enter 14. For **Low Normal**, enter 5. For **High Normal**, enter 20. Press **Ok**.
4. Press **Add**. For **Test**, enter CREATININE. For **Abnormal**, choose **Normal**. For **Result**, enter 1.0. For **Low Normal**, enter 0. For **High Normal**, enter 1.3. Press **Ok**.
5. Press **Utility\Print\Patient Letter\Preview** to see what the letter is going to say before you print it. (You can skip this step if you wish).
6. Press **PRINT LETTER** to print this letter (or **PRINT LETTER AND ENVELOPE** to also print an envelope).



CHECK THE PATIENT LAB LETTER LOG *(User's Manual, pgs. 991-992)*

Now, let's confirm that the letter was sent. Or suppose the patient states she never received the letter and wants you to send her another copy.

1. Press **Print\Patient Lab Letters\LOG** (or **View\Lab Book\UTILITY\Print\Patient Letter\Log**).
2. Press **Redisplay**.
3. Choose a **Start Date** and **End Date** to include today's date and enter Kelly Erickson as the **Patient**, and press **Ok**.
4. Locate the Patient Lab Letter for this patient on the list and highlight it. You can read the contents of the letter in the bottom pane.
5. Press **REPRINT** to print another copy of this letter.



BATCH PRINT YOUR PATIENT LAB LETTERS *(User's Manual, pgs. 987-988)*

Rather than printing Patient Lab Letters one by one, you can batch print them all at once.

1. Press Print\Patient Lab Letters.
2. Choose the number of days of results you want to include in the batch.
3. Check **Preview before printing** if you want to preview them first.
4. Check **Print envelopes with letters** if you also want to print envelopes
5. Press **Ok** to batch print the letters.

Next month we'll see how to customize the Patient Lab Letters' content.

NEWS ON UPCOMING VERSIONS

We have added many new features to version 5.2. Version 5.2 will generate Quality Measure reports for the new Physician Quality Reporting Initiative (PQRI), which provides a 1.5% additional reimbursement for Medicare patients.

SEND US YOUR TIPS

If you have tips, shortcuts, questions, or suggestions for future newsletter topics, please send them to us at:

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