

Chapter 15

The Electronic Medical Record

8th edition

Lesson 15.1

Introduction to the Electronic Medical Record

- Define, spell, and pronounce the terms listed in the vocabulary.
- Discuss the presidential Executive Order that led to the implementation of electronic medical record systems across the nation.
- Distinguish between an electronic health record (EHR) and an electronic medical record (EMR).
- Explain how the American Recovery and Reinvestment Act applies to the healthcare industry.
- Define meaningful use.
- List the three main components of meaningful use legislation.
- Discuss the principles of using the electronic medical record (EMR).
- Discuss the advantages and disadvantages of an electronic medical record system.

Executive Order

- Executive Order to promote interoperability of health records and promote overall quality and efficiency of healthcare
- Goal of establishing electronic health records for most Americans by 2014

Five Requirements

- Agencies involved will implement interoperable systems
- Hospitals that receive federal funding must adopt electronic health record systems
- Prices paid by health insurance issuers will be available to beneficiaries and enrollees in health plan
- Agencies and providers will participate in development of information about overall cost of healthcare services and treatments
- Agencies and providers will develop and identify approaches that encourage provision and receipt of high-quality, efficient healthcare

Technologic Terms in Health Information

- Electronic health record (EHR) is an electronic record of health-related information about a patient that conforms to nationally recognized interoperability standards and that can be created, managed, and consulted by authorized clinicians and staff from *more than one healthcare organization*
- Electronic medical record (EMR) is an electronic record of health-related information about an individual that can be created, gathered, managed, and consulted by authorized clinicians and staff *within a single healthcare organization*

Personal Health Record

- Personal health record (PHR) is defined by NAHIT as an electronic record of health-related information about an individual that conforms to nationally recognized interoperability standards and that can be drawn from multiple sources but is managed, shared, and controlled by the individual

Technologic Terms in Health Information, cont'd

- If clinic were using an EHR, clinic would have an interoperable access to records created at other facilities
- Healthcare professionals predict EHR eventually will provide a patient's medical records from birth to death

Terms

- *Health information exchange* is electronic movement of health-related information among organizations according to nationally recognized standards
- *Health information organization* is an organization that oversees and governs exchange of health-related information according to nationally recognized standards
- *Regional health information organization* is a health organization that brings together healthcare stakeholders in a defined geographic area and governs health information exchange among them for the purpose of improving health and care in that community

American Recovery and Reinvestment Act (ARRA)

- American Recovery and Reinvestment Act (ARRA) of 2009, commonly known as *Economic Stimulus Package*, was passed to promote economic recovery
- The health information technology aspects of the bill provides slightly more than \$31 billion for healthcare infrastructure and EHR investment

HITECH Act and Meaningful Use

- HITECH Act provides financial incentives for meaningful use of certified EHR technology to achieve health and efficiency goals
- Was incorporated into ARRA to promote adoption and meaningful use of health information technology
- HIPAA was created partly to simplify administrative processes using electronic devices
- Meaningful use means providers must show that they are using EHR technology in ways that can be measured significantly in quality and quantity

Three Main Components of Meaningful Use

- Use of certified EHR in a meaningful manner, such as e-prescribing
- Use of certified EHR technology for electronic exchange of health information to improve quality of healthcare
- Use of certified EHR technology to submit clinical quality reports and other measures

Three Stages of Implementation

- Stage 1 (2011 and 2012): Sets baseline for electronic data capture and information sharing
- Stage 2 (expected to be implemented in 2013): Continues to expand on the baseline
- Stage 3 (expected to be implemented in 2015): Continues to expand on the baseline and will be further developed through future rule making

Modifications of HIPAA

- Establishment of categories of violations that reflect increasing levels of culpability
- Requirements that penalties be determined based on nature and extent of violation and nature and extent of harm resulting from violation
- Establishment of tiers of increasing penalty amounts that determine range of and authority to impose civil monetary penalties

Categories of HIPAA Violations and Associated Penalties

TABLE 15-1 Categories of HIPAA Violations and Associated Penalties

CATEGORY: SECTION 1176(A)(1)	EACH VIOLATION	ALL SUCH VIOLATIONS OF AN IDENTICAL PROVISION IN A CALENDAR YEAR
(A) Did not know	\$100 to \$50,000	\$1.5 million
(B) Reasonable cause	\$1,000 to \$50,000	\$1.5 million
(C) (i) Willful neglect — corrected	\$10,000 to \$50,000	\$1.5 million
(C) (ii) Willful neglect — not corrected	\$50,000	\$1.5 million

Advantages and Disadvantages of the EMR

- Primary reason physicians have not yet adopted an EMR system is expense
- Inability to find an EMR system that meets the practice's needs
- Uncertainty about a return on investment
- Physician resistance
- Loss of productivity or down time for installation and learning curve

Advantages of EMR

- Reduce medical errors by keeping prescriptions, allergies, and information organized
- Reduce costs by preventing duplicate tests
- Reduce staffing needs because fewer personnel are needed
- More legible than handwritten
- More secure, requiring user names and passwords

Advantages of EMR, cont'd

- Requires much less storage space than paper files
- Information can be accessed from multiple locations, simultaneously
- Patient database usually allows statistical information to be recalled
- Patient information available quickly in an emergency, regardless of location
- Possible to see more patients in a day once familiar with system



Disadvantages of EMR

- Lack of capital to invest in its adoption
- Reluctance of employees to learn a new system
- Patients fear their records will be posted on the Internet
- Training is time-consuming and costly
- Healthcare facilities use different terms and abbreviations, which can lead to confusion

Successful Conversion to an EMR System

- Get the entire facility “on board” with the change.
- Provide leadership to the staff.
- Encourage and praise the staff’s hard work in making the conversion successful.
- As a medical assistant, be loyal and promote loyalty to the facility during the change.

Successful Conversion to an EMR System

- Use good people management skills, especially with those who are against the conversion. Many people who were initially averse to conversions later say they do not know how they ever worked without the EMR.
- Always give patients, visitors, and co-workers excellent customer service.
- Work as a team with other staff members.
- Use every employee's strong qualities where they are needed.
- Be willing to venture into a new system and keep a positive attitude.
- Remember that if medicine is anything, it is constant change.

Incentives for Implementing EMR Systems

- CMS has established an incentive program for health facilities that is based upon three specific stages and a set of objectives facility must meet in order to receive incentive payment
- The incentive program includes stages and objectives with associated measures for determining whether facility has met the objective

Lesson 15.2

Using the Electronic Medical Record

9. Explore the capabilities of an electronic medical record system.
10. Give several reasons patients are hesitant in accepting electronic health records.
11. Discuss the importance of nonverbal communication with patients when an EMR system is used.
12. Summarize the goals of the Nationwide Health Information Network (NHIN).
13. List the core capabilities of the NHIN.
14. Summarize the role of the medical assistant with regard to the changing technology in healthcare facilities and organizations.

Capabilities of EMR Systems

- Specialty software: tailor terminology and patient care to physician's specialty
- Appointment scheduler: ease of scheduling
- Appointment reminder and confirmation: automated calls to patients
- Prescription writer: produce electronic prescriptions for printing or submission to pharmacy

Capabilities of EMR Systems, cont'd

- Medical billing system: manage all billing and accounting
- Charge capture: store billing codes to help maximize profits and alert for mistakes
- Eligibility verification: verify insurance eligibility and demographic data online
- Referral management: coordinate and share information between current and referring physicians

Capabilities of EMR Systems, cont'd

- Laboratory order integration: allows interaction with outside labs to order tests or check results
- Patient portal: allows patients to access medical records, set up appointments, review a statement, complete new patient records, etc.

Patients' Concerns about the EMR

- Patients worry about security of their information
- Lawsuits often result when patients discover that unauthorized person has accessed their protected health information
- Listen to a patient's concerns and explain safety procedures that apply to EMR in language the patient can understand

Patients' Concerns about the EMR, cont'd

- Expect hesitation or reluctance from patients concerned about privacy
- Concern over lack of control over who views records
- Answer questions and have thorough understanding of how EMR is protected

Reassuring Patients

- Explain the conversion before office changes and during conversion
- Never display a negative attitude about the change
- Prepare a pamphlet explaining processes that will change
- Take a moment to show patient a little about the software
- Explain records backup process
- Explain office access policy

Making Additions and Corrections to the EMR

- Additions to records must be made by adding an additional entry
- Never delete previous entry or change it
- After initials of maker have been added, avoid making changes
- New entry should be made to correct a previous one

Nonverbal Communication with the Patient

- Patients are consumers of healthcare services and expect quality
- Use eye contact when using EMR
- Allow screen to be in view so that they feel part of process
- Position yourself next to or at an angle to patient to encourage partnership

Communication with the Patient

- Patients deserve to choose in most aspects of their healthcare plans
- Never expect quick decisions
- Follow up and make note of any wait time patient requests, and enter into EMR
- Make sure patients understand all instructions for test procedures or preparation for procedures

The Nationwide Health Information Network

- Nationwide Health Information Network (NHIN) provides a secure, national, interoperable health information infrastructure to connect providers, consumers, and others involved in supporting healthcare
- Enables health information to follow the consumer, making it available for clinical decision making
- Supports appropriate use of healthcare information beyond direct patient care, so as to improve health

Legal and Ethical Issues

- Electronic medical records systems must:
 - Maintain security and confidentiality of data
 - Be easily retrievable
 - Have safeguards against loss of information
 - Protect patients' rights to confidentiality and privacy
 - Require identification and authentication for access