

# Advanced Web Overview



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# Sharp Rees-Stealy Computer Overview

## HIPAA

(Health Insurance Portability & Accountability Act of 1996, Public Law 104-191).

The HIPAA Privacy regulations require health care providers and organizations, as well as their business associates, develop and follow procedures that ensure the confidentiality and security of protected health information (PHI) when it is transferred, received, handled, or shared. This applies to all forms of PHI, including paper, oral, and electronic. Only the minimum health information necessary to conduct business is to be used or shared.

## You will be assigned an individual username and password.

**Usernames** are used for personal identification and are created by using the first 3 characters of your last name and the first 2 letters of your first name. If another user in the system already exists with that username, a number is added at the end.

*Example:*

*Jane Smith*  
*John Doe*

*smija*  
*doejo1*

**Passwords** are used to access computers/applications. Passwords do not appear on the screen. Passwords are confidential and it is NEVER ok to share your password with anyone. It is a violation of HIPAA to use someone else's password or share yours and could be grounds for termination.

# What is PHI?

**Under the US Health Insurance Portability and Accountability Act (HIPAA), PHI that is linked based on the following list of 18 identifiers must be treated with special care:<sup>[1]</sup>**

1. Names
2. All geographical identifiers smaller than a state, except for the initial three digits of a zip code if, according to the current publicly available data from the Bureau of the Census: the geographic unit formed by combining all zip codes with the same three initial digits contains more than 20,000 people; and [t]he initial three digits of a zip code for all such geographic units containing 20,000 or fewer people is changed to 000
3. Dates (other than year) directly related to an individual
4. Phone numbers
5. Fax numbers
6. Email addresses
7. Social Security numbers
8. Medical record numbers
9. Health insurance beneficiary numbers
10. Account numbers
11. Certificate/license numbers
12. Vehicle identifiers and serial numbers, including license plate numbers;
13. Device identifiers and serial numbers;
14. Web Uniform Resource Locators (URLs)
15. Internet Protocol (IP) address numbers
16. Biometric identifiers, including finger, retinal and voice prints
17. Full face photographic images and any comparable images
18. Any other unique identifying number, characteristic, or code except the unique code assigned by the investigator to code the data



# Proper Care and Use of Equipment

**It is the responsibility of the user to ensure proper care of the computer terminal. The replacement of computer hardware is very costly and reflects on the department's budget.**



## **Terminals**

- Clean regularly using a damp cloth. Do not spray with commercial cleaner. Alcohol wipes may be used on keyboards.
- Keep all food and drinks away from terminals. Oils from lotions or food can make the keys stick.
- Do not tap the monitor screen with the end of pens or pencils.



## **Printers**

Before reporting printer problems, check the following:

- Is the printer plugged into the wall socket?
- Does the printer have paper and is it positioned properly?
- Is the printer on?
- Is the appropriate ready mode displayed?



## **PatientSecure Scanner**

- The scanner should be cleaned at least once per shift or when obviously soiled.
- Do not use Cavi-Wipes or bleach wipes to clean the palm scanner.
- Do not unplug the scanner or camera from the computer.
- Lens should be cleaned with a lens cleaner cloth.
- If you receive *"the camera is unplugged"* message ensure only one session of PatientSecure is open. Check the USB cord to ensure it is connected.



Any problems with hardware equipment should be reported to your supervisor or the Technical Assistance Center (TAC). TAC is available to fix your technical problems. They can reset your password, fix computers, printers, phones, voice mail, help with applications and much more. They can be reached at (858) 627-5000 or steering code 783-5000.

# Advanced Web Overview

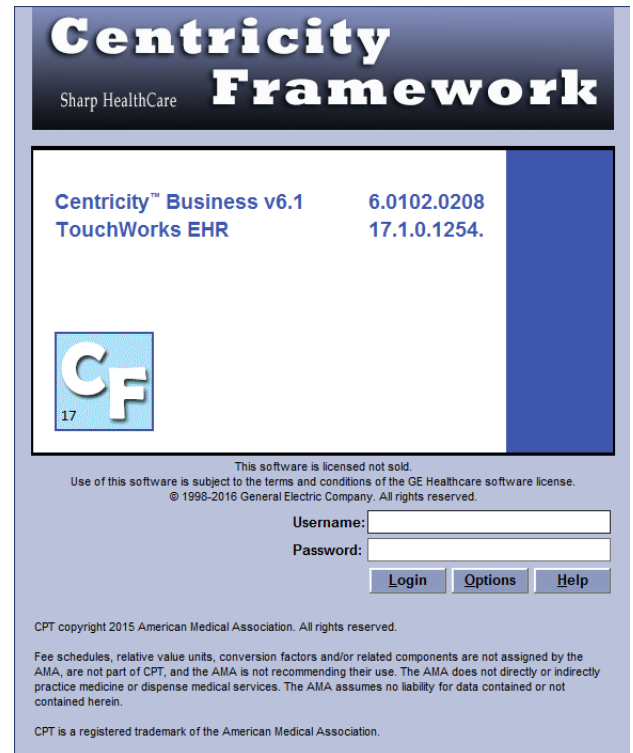
## What is Centricity Framework?

Centricity Framework is a system application used throughout all of Sharp Healthcare. The program allows for access to applications associated to an employee's specific role.

## What is Advanced Web?

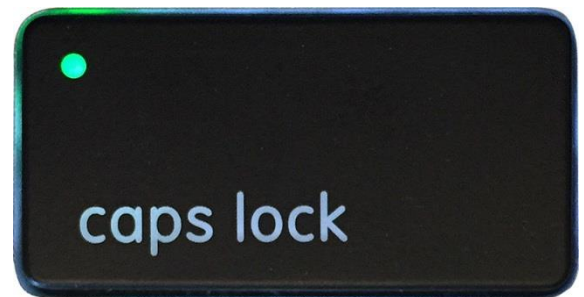
Advanced Web is a specific application used at Sharp Rees-Stealy. It can be used to:


- Register patients
- Schedule patients with providers
- Post recent payments received
- Verify current eligibility and review outside referrals for HMO patients



## Advanced Web Musts

 **CAPS Lock** must be on!



 Use the **Tab** key to navigate AW fields  
*(instead of the Enter key)*



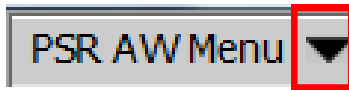
# Advanced Web Overview

## Advanced Web Short Cuts “Hot Keys”

Keystroke	Description	Comments
ALT+N	Invoke the Next button on the bottom of the form when present	
ALT+B	Invokes the Back button on the bottom of the form when present	
ALT+O	Invokes the OK button on the bottom of the form when present	Same as selecting OK to save changes
ALT+C	Invokes the Cancel button on the bottom of the form when present	Same as selecting Cancel to quit and not save any changes
F11	Hide/Show browser controls	There is a Web Preference to restrict and end-user from the use of this function
CTRL+T	Time and Date stamp	Use this in word processing areas.
CTRL+X	Deletes information within a field	Same as cut in Word and Excel documents
CTRL+V	Pastes information from any previous CUT or COPY	
T	In a Date field, defaults today's date	You can use T+45 to default the date to 45 days from today, or T-30 to default the date to 30 days in the past.

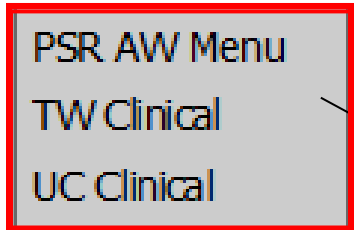
# Advanced Web Overview

Once you open the Centricity Framework Application, it will auto-log you in.



**This signifies which screen you are viewing.**

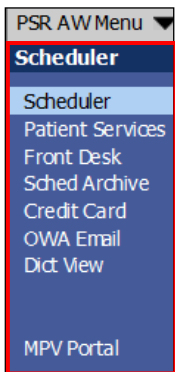
You can access the views within the application by using the toggle function in the top left-hand corner of your screen.



**Your views are determined by your job role.**

*PSR AW Menu* – Advanced Web  
*TW Clinical* – Touchworks  
*UC Clinical* – Touchworks for Urgent Care

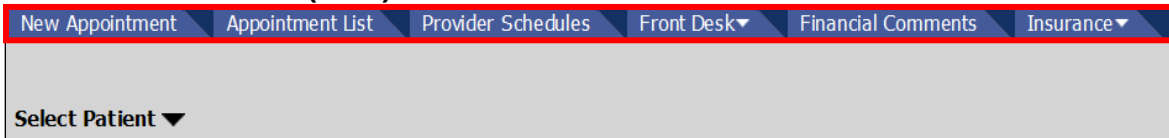
## Vertical Tool Bar (VTB)



The VTB contains a vertical list of menu items on the left hand side

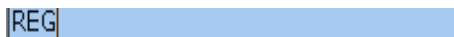
The HTB contains submenus across the top for the items listed from the VTB.

## Horizontal Tool Bar (HTB)

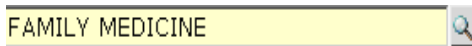


## Field Background Colors

Fields in AdvancedWeb are color coded to assist you throughout the application.



→ A blue background indicates the location of the cursor or "where you are".



→ A yellow background indicates a required field.



A white background indicates an optional field



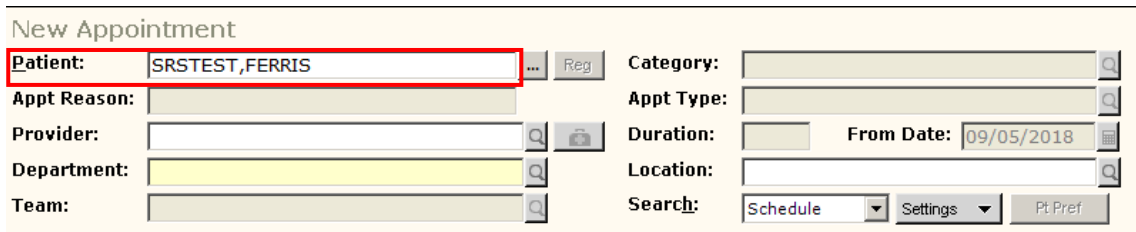
# Patient Lookups

There are a variety of ways to search for patients in Advanced Web. **Best Practice is to use either Name or EMRN.**

## **LAST NAME, FIRST NAME**

The name is typed with no space between the last name, comma, and first name.

*Example: SRSTEST,FERRIS*



New Appointment

Patient: SRSTEST,FERRIS Reg Category: [ ]

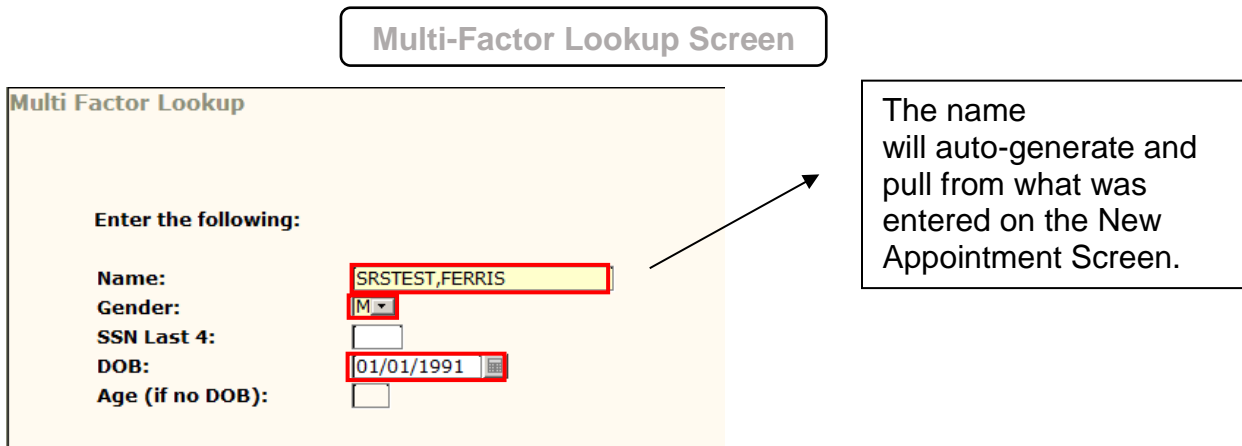
Appt Reason: [ ] Appt Type: [ ]

Provider: [ ] Duration: [ ] From Date: 09/05/2018

Department: [ ] Location: [ ]

Team: [ ] Search: Schedule Settings Pt Pref

- Press Tab



Multi Factor Lookup Screen

Multi Factor Lookup

Enter the following:

Name: SRSTEST,FERRIS

Gender: M

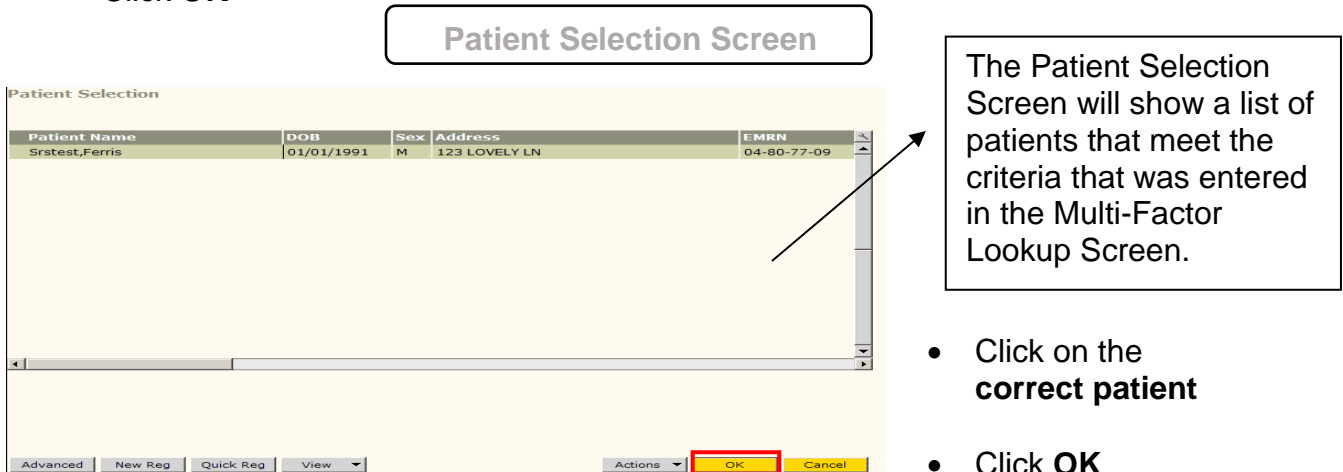
SSN Last 4: [ ]

DOB: 01/01/1991

Age (if no DOB): [ ]

The name will auto-generate and pull from what was entered on the New Appointment Screen.

- Enter Gender and DOB
- Click OK



Patient Selection Screen

Patient Selection

Patient Name	DOB	Sex	Address	EMRN
Srstest,Ferris	01/01/1991	M	123 LOVELY LN	04-80-77-09

Advanced New Reg Quick Reg View Actions OK Cancel

The Patient Selection Screen will show a list of patients that meet the criteria that was entered in the Multi-Factor Lookup Screen.

- Click on the correct patient
- Click OK

# Patient Lookups

## **ENTITY MEDICAL RECORD NUMBER (EMRN)**

An **E** must be typed before the medical record number. If there is a 0 in front of the MRN, you do not need to include it.

*Example:* 012345678 → **E12345678**

New Appointment

Patient:	E12345678	...	Reg	Category:		Q	
Appt Reason:				Appt Type:		Q	
Provider:		Q		Duration:	From Date: 09/05/2018		
Department:		Q		Location:		Q	
Team:		Q		Search:	Schedule	Settings	Pt Pref

- Press **Tab**
  - The patient's name will auto-populate in the Patient Banner Bar

### Other ways to look up a patient include:

Partial Name:	SMI,MAR
Patient's AKA:	SMITH,JOHNNY (SMITH,JOHN)
Last 4 of Social Security with Date of Birth	S8549;01/01/1950
HMO I.D.#	F.123456789
Social Security Number	S111223333
Occupational Medicine Number	B232323
Case Number	X821690
Visit Number	V934457

# New Appointment Screen

**A** New Appointment

**B** Patient: MEDICARE, ABN

**C** Scheduling Information

**D** Patient's Appointment List

**E** Actions

Date	Day	Time	Status	Type	Provider	Dept	Loc	Dur	Set No.	Appt No.	Attach
03/10/2016	THU	08:00AM	CAN	HOS	WENDT DPM,DANIEL E	POD	PL	90		207904016	CV
01/12/2016	TUE	09:00AM	PEN	REG	LIGHT MD,CYRIL SB	FP	SM	20		207926551	CV
01/07/2016	THU	10:40AM	RSC	REG	LIGHT MD,CYRIL SB	FP	SM	20		207926389	CV
01/05/2016	TUE	07:30AM	CAN	HOS	WENDT DPM,DANIEL E	POD	PL	90		207903962	CV
07/23/2015	THU	09:20AM	CAN	REG	LIGHT MD,CYRIL SB	FP	SM	20		206856353	CIV
07/09/2015	THU	08:00AM	CAN	WAL	ADAIR NP,VANESSA NIC	FP	DTM	20		206796100	CV
07/09/2015	THU	09:30AM	CAN	WAL	ADAIR NP,VANESSA NIC	FP	DTM	20		206796111	CV
07/09/2015	THU	10:00AM	CAN	WAL	ADAIR NP,VANESSA NIC	FP	DTM	20		206796122	CV

## A Patient Banner

**MEDICARE, ABN** SHC#: 103-398-758 IFD: ACIN Facility: SRS  
 Select Patient **DOB:** 11/28/1969 HMO: A-S: 46 years-M H Phone: 619-446-1616 BAF: BAD ADDRESS  
 BGAF:

**SHC:** Sharp HealthCare Number

**DOB:** Patient's date of birth

**A-S:** Patient's age and sex

**Facility:** mnemonic for the facility

**BAF:** bad address field

**BGAF:** bad guarantor address field

**IFD:** Patient's infectious disease status




**HMO:** Name of HMO (if applicable)

**H Phone:** Patient's primary phone number

*Photos of Sharp HealthCare patients captured by the staff or via the kiosk will now display on the banner*


# New Appointment Screen

When the 'Select Patient' dropdown arrow is clicked, it displays a list:

<b>MEDICARE, ABN</b> Select Patient ▼	SHC#: 103-398-758	IFD: ACIN	Facility: SRS	No Image Available
	DOB: 11/28/1969	HMO:	BAF: BAD ADDRESS	
	A-S: 46 years-M	H Phone: 619-446-1616	BGAF:	
	  			

Search

Clear

Break Link 

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SRSDT, HOMER

SRSDT, MARGE

SRSDT, LISA


**Search** – allows you to search for a patient

**Clear** – clears information from Patient Banner Bar and New Appointment Screen


**Break Link** – disconnects sync with computer

**Patient Names** – Lists the most recently used patient name(s)

## B Scheduling Criteria

**Dictionary Fields:** the  icon indicates that there is a searchable dictionary. The application has a preset list of items that is available to choose from; you must select a preset option.

*This is repeated throughout the application and is not limited to scheduling.*

The  button will display the provider **most** often scheduled (even if it is not the PCP).

**Search:** Filters the provider's schedule by the specified view.

# New Appointment Screen

## C View-Only Informational Display

Informational messages regarding the provider's or department's scheduling preferences

Preview Instructions

Message(s) for: P

▼ Scheduling Information

▼ Primary msg(s) [P]

Patient: MEDICARE,ABN

Department: \*\*BOOK  
 ABDOMINAL PAIN BEFORE  
 3:00PM, IF NO SLOTS ARE  
 AVAILABLE  
 BOOK PATIENT IN THE  
 EARLIEST  
 SLOT AND SEND A MESSAGE  
 TO NOTIFY  
 PHYSICIAN AS THE PHYSICIAN  
 MAY  
 WANT THE PATIENT TO COME  
 IN  
 EARLIER.\*\*

Provider: \*\*SEES 6+\*\*

The Informational Display will stay on your screen throughout the scheduling process

The **Appts Filter** button can be used to filter the patient's appointment list to help you find specific appointments faster. Filters include: department, provider, location, date, and status

## D Patient's Appointment List

Displays patient's past, present and future appointments.

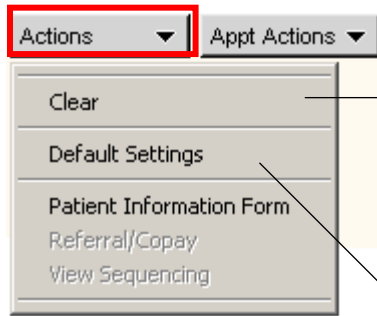
Patient's Appointment List											Appts Filter	Refresh
Date	Day	Time	Status	Type	Provider	Dept	Loc	Dur	Set No.	Appt No.	Attach	
02/14/2011	MON	<a href="#">03:50PM</a>	PEN	REG	LIGHT MD,CYRIL SB	FP	MM	20		<a href="#">30105144</a>	CVW	
02/01/2011	TUE	<a href="#">08:20AM</a>	PEN	REG	LIGHT MD,CYRIL SB	FP	MM	20		<a href="#">30105158</a>	V\$	
01/27/2011	THU	<a href="#">09:40AM</a>	RSC	MDM	LIGHT MD,CYRIL SB	FP	MM	20		<a href="#">30105102</a>	CVW\$	
01/10/2011	MON	<a href="#">11:00AM</a>	PEN	MDM	LIGHT MD,CYRIL SB	FP	MM	20		<a href="#">30105094</a>	CV\$	
12/27/2010	MON	<a href="#">10:00AM</a>	PEN	REG	LIGHT MD,CYRIL SB	FP	MM	20		<a href="#">30105361</a>	CVL\$	
12/23/2010	THU	<a href="#">01:40PM</a>	PEN	REG	SACKS MD,ANTHONY H	FP	MM	20		<a href="#">30105649</a>	CV\$	
12/03/2010	FRI	<a href="#">11:00AM</a>	PEN	REG	SACKS MD,ANTHONY H	FP	MM	20		<a href="#">30105367</a>	CVL\$	
12/01/2010	WED	<a href="#">11:10AM</a>	BMP	REG	GREEN MD,STEVEN A	FP	MM	20		<a href="#">30105366</a>	CVL\$	

Times (i.e. [08:20AM](#)) listed are linked to the Appointment Data Form (ADF).

The appointment number/visit number (i.e. [30105158](#)) is linked to Appointment Details

# New Appointment Screen

## E Actions Button



### Clear:

Clears all scheduling criteria from the new appointment screen except the patient's name.

### Default Settings

Enables you to store information about a provider, department, or location, or any combination of the three, which will default when you access the **New Appointment screen**.

- Select the appropriate settings and Click **OK**.