

Enterprise EHR Advisory – System Migration

Aloha Enterprise EHR client:

TeamPraxis is actively preparing to move our Enterprise EHR system to a new data center (DRF) on the weekend of April 10-13. DRF features 24/7 secure operations, continuous power systems, increased scalability for our Enterprise environment to meet the growing needs of your practice while continuing to ensure the highest level of security and physical protection of your data. **During the move we are required to shut down Enterprise and Scan completely.** *Starting at 10:00pm on Friday, April 10th your office will not have access to Enterprise or Scan. Access will resume on Monday, April 13th, at 6:00am.* Access to the ConnxtMD and Misys practice management systems will not be affected.

You may still see patients during this time. Here are some important steps for you to take ahead of time to prepare your office:

- **Update your email address in our customer profile:** If you have not received email from our CRM team in the past, please email CRM@TeamPraxis.com and include your contact name and practice so we can update your customer profile. If the Enterprise system becomes available before Monday at 6:00am, we will send an email notification.
- **Prepare a “Schedule Snapshot” for your patient visits:** For practices with patient visits scheduled on April 11th & 12th, you may prepare a Schedule Snapshot report for all patients on your day's schedule. The Schedule Snapshot is a printable “mini chart” that provides the patient's Demographics, Appointment information, Active Problems, Allergies, Active Medications, Vitals (last 2), Immunizations, Unstructured Notes (last 2), Structured Notes (last 2), Lab Results (last 4), and HMP information.

The attached document provides instructions on printing the Schedule Snapshot. Schedule Snapshot reports DO NOT include scanned documents & must be printed prior to 10:00pm Friday April 10th. Please refer to the "CRITICAL REMINDERS" section at the bottom of the Schedule Snapshot document.

- **Obtaining patient data for walk-ins and emergency visits:** For walk-in patient visits you may contact a representative at 808-949-9590. We will have limited access to your patient data, similar to your mini-chart. This information can be printed at our office and sent to you via fax. Representatives will NOT be able to provide application or technical support.
- **Prescriptions:** Prescriptions must be handwritten or called in. It is a good idea to keep a log of prescriptions so that you can update the patients' medication list after the move.

We are exploring other alternatives to give you the ability to retrieve patient data during the migration period. If any alternatives are discovered, we will forward that information ASAP.

If you have any questions or concerns, please contact us at CRM@TeamPraxis.com.

Mahalo,
Enterprise EHR Client Relations Team

Daily Schedule: Schedule Snapshot

The Schedule Snapshot is a printable report containing selected clinical information for all patients listed on the provider's schedule. This report should be printed ahead of time and used when Enterprise is unavailable due to scheduled maintenance.

All patients that are listed on the selected provider's schedule will have a "mini-chart" generated containing the patient's: Demographics, Appointment information, Active Problems, Allergens and Reactions, Active Medications, Vitals (last 2), Immunizations, Unstructured Notes (last 2), Structured Notes (last 2), Lab Results (last 4), and HMP information.

How to Generate a Schedule Snapshot

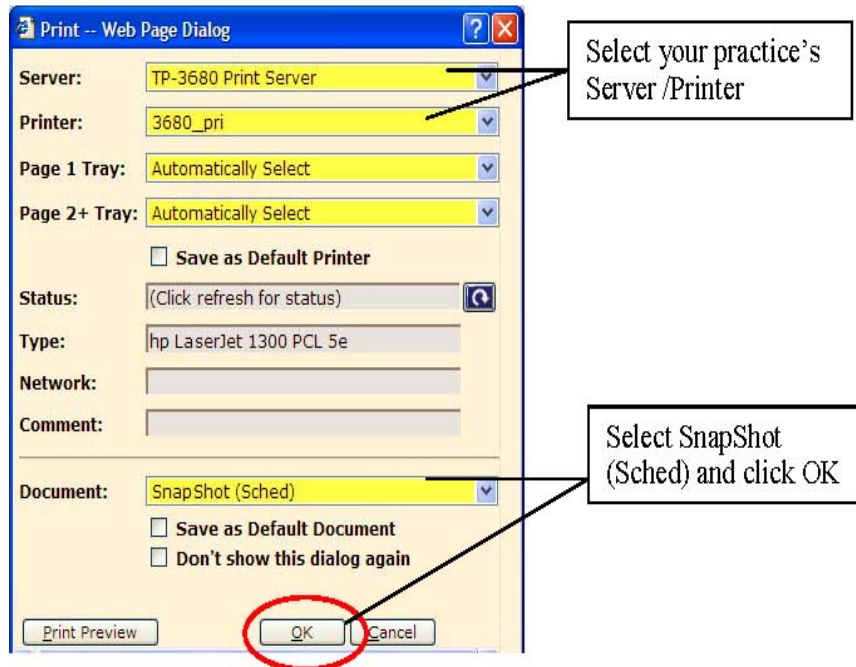
1. Navigate to the Provider's schedule for the day(s) the Enterprise system will be unavailable (4/10 at 10:00pm - 4/13 at 6:00am).
2. Click on "Print Sched" button.
3. Print Dialog box will be displayed
4. Select your practice's Server /Printer
5. Select Document type: Snapshot (Sched)
6. Click OK

The screenshot displays the 'Daily Schedule' interface for a provider named 'TEST, JOE'. The interface includes a navigation menu on the left, a patient information header, and a main schedule table. The 'Print Sched...' button at the bottom right is highlighted with a red circle.

\$	N	A	Time	Patient	Type	Dur	Tasks	Comments
		Pen	02:00 PM	MURAKAMI, VICKY	APPT	15	0	/
		Pen	02:30 PM	TEST, JOE	APPT	15	0	/
		Pen	03:00 PM	TEST, PATIENT	APPT	15	9	/

Interfaces

Interface connections will be disabled during this time. Any changes made in ConnxtMD will be reflected in Enterprise after the migration is completed.



NOTE: Print Preview option is non-functional for the SnapShot (Sched) option.

Additional User Instructions

- Print out all pertinent scan documents. Scan images will not be included in Schedule Snapshot reports. Also print out any other clinical information you may need that is not included in the Schedule Snapshot reports. This will need to be done prior to the period of time when the system is not available (4/10 after 10:00pm – 4/13 at 6:00am)
- Prescriptions will need to be handwritten or called in to the pharmacy. Be sure to track prescriptions and renewals and enter into TouchWorks chart once the system is available. TeamPraxis personnel are not authorized to submit any electronic prescriptions.