

# MDlog

## EMR for Long Term Care Practitioners

### Best Practices Guide

# MDops Corporation

Driving Efficiency in Long Term & Post Acute Care

Web: [www.MDops.com](http://www.MDops.com)

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# MDops Corporation

- Reference Documentation:  
[http://www.mdops.com/How\\_To.html](http://www.mdops.com/How_To.html)
- Technical Support Portal (MDops.zendesk.com)
  - Pose Questions or Report problems via email
  - All reported issues can be tracked for status
  - User Accounts required for the Portal: Created for provided list of users(email addresses)
  - Phone: (631) 721 0057
- Non Technical Queries
  - Email: [Sales@MDops.com](mailto:Sales@MDops.com)
  - Phone: 1.800.349.7001
- Key Guideline:
  - **Do not** divulge patient information to MDops Corporation when reporting problems(Example: Whiteout any patient data when sending a screen shot.)

# Best Practices: Initial Setup

## **Recommended process for Initial System setup**

1. Create facilities
2. Create user accounts
3. Add patients

# Best Practices: Facilities Creation

- Record full address and Phone # of facility  
(Those details are included in the header of Patient's clinical note)
- Define & Use units in a facility to depict patient type
  - Name units in a facility as per care provided (Example: Acute\_Care, Long\_Term\_Care, SNF, ALF....)
  - Allows filtering of patients by the patient type/unit location
  - Allows appropriate billing: Patient type (unit) passed to Billing through billing portal.
  - Enables faster patient rounds as iPhone app lists patients by their location (by the unit in the facility)

# Best Practices: User Accounts

- **Avoid multiple notes for a patient for same encounter date**
  - Restrict Practitioner's user profile to a single specialty
  - Ensure all Practitioners have the same specialty

NOTE: System permits multiple specialty notes for same encounter date. So it cannot prevent multiple notes being recorded for same encounter date if above guidelines are not followed.
- **Avoid assigning “Nurse” role to Medical Staff as it can cause conflicts in patient listing.**
- **Follow the rule of “Minimal Privileges”**
  - Assign only the roles that are absolutely required for a user
  - Refrain from assigning all roles to a user to ensure HIPAA compliance
- **Assign Medical Staff role only to a Practitioner**
  - prevents unauthorized access to ePrescription services
  - Avoid additional charges for MDlog subscription, speech service & ePrescribe
- **Practitioner Account**
  - Record DEA number for ePrescribe capability **(Required)**
  - Record NPI number for ePrescribe Capability **(Required)**
  - Record OH State ePrescribe license # for service Location in OH **(Required)**

# Best Practices: User Accounts (continued)

- Restrict “Accounting” role to only the Billing person (who submits claims for the practitioners)
  - Encounter details in the Billing Portal restricted to Practitioner & Billing person
  - It prevents unauthorized users from downloading Patient health information onto his/her local computer resulting in HIPAA compliance.

# Best Practices: Adding Patients

- Following patient data needed for ePrescribing
  - First name, Last Name and Middle Initial (Required)
  - Date of Birth (Required)
  - Gender (Required)
  - Full Address (Recommended)
- Search among existing patient records before adding a new patient to avoid duplicate entries

# Accessing Patient Records

- Access MDlog and Print Notes only from a secure computer
- Avoid using a publicly accessed computer
- Activate a device lock when using MDlog's mobile app on iPhone, iPad, Android Phones and Tablets



# Best Practices: Dictation

- Use a sample patient for initial training by dictating a sample clinical note at normal pace.
- Speak in sentences instead of words for higher accuracy (speech service renders the text using the context of entire sentence)
- Use reference link in the dictation screen for special commands like deleting sentences, traversing various fields, punctuations, numeric values, dates... (Reference link available at Bottom right button in mobile app and Nuance speech bar in the PC)
- Use a wired headphone or a microphone (with 3.5mm pin) in case of high ambient noise for higher accuracy and faster response by speech service.

# Contact with any Questions

## Customer Support

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