



CureMD UC'24
Raleigh, North Carolina
Connecting Cure Communities



**Tracking and
Monitoring: Guidance to
Your Integrated
Problem List**



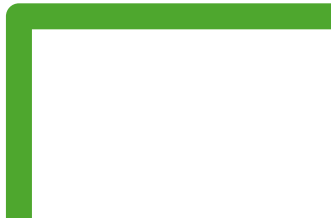
Tracking and Monitoring: Guidance to your Integrated Problem List



**Scan QR Code
for Session
Attendance**



What is the
Purpose of this
Presentation?



What is the Problem List?

Problem List contains HL7 messages that were not successfully assigned to the correct patient charts



Navigating the Problem List

CureMD version 10g Inbox Lab **1006** Back to old layout Release Notes novelHealth Ad Hoc Reports Support

Personal - Dashboard Dashboard

Search

STEP 1 → Administration

- CureConfirm Status
- Fax Status Log
- Interoperability
- TM Status Log
- Eligibility
- Clinical Alerts
- Orders & Results
 - Lab
 - Procedure
 - Radiology
 - Consultation
 - Other
- STEP 2** → Tracking
 - STEP 3** → Message
 - Interface Hub Log
 - Batch Message
 - HIS Batch
- Appointment Confirmation
- Immunizations
- Tasks

Tasks - Not Started

Title	Date	Assigned By
All to specific	10/23/2023	

Showing 1 - 1 of 1 Records << First Previous Next Last >>

Accounts Receivable

Days	Outstanding Amount
Current	0
30+	0
60+	0
90+	0
120+	0
150+	~50k

Location - 1600 Hillsborough - Par, Provider - All, Aging By: Patient & Plan

Capacity Utilization

Month	Utilization
Sep	0%
Oct	0%
Nov	0%
Dec	0%
Jan	0%
Feb	0%
Mar	0%
Apr	0%
May	0%
Jun	0%
Jul	0%
Aug	0%

Location - All, Provider/Resource -

Common Diseases **Frequent Procedures**

Problem List: Tips & Tricks

- Add "Inbound Problem List" to your Quick Links

Personal - QuickLinks

My Preferences - Quick Links

Save

Hit "Save" at the end.

Choose the order in which you wish to view the Quick Links

General

- Inbox
- Task
- Provider Note
- Documents
- Reference Providers
- Todays Patients
- Billing Problem list
- Appointment Confirmation
- Lab
- Procedure
- Radiology
- Inbound Problem List
- Rx End Date Notification

Tip: Hold and drag items to sort (Use mouse wheel to scroll)

Patient Portal

- Registration Request
- Update Request
- Appointment Request

My Preferences

- General
- Favorites
- Patient
- Drug Interaction
- Clinical Module Sorting
- Scan & Print
- Quick Links
- SOC Component Sorting
- Time Sheet
- Security Settings

Then, you need to click on Quick links and it will take you to this page.

We then need to check this box before Inbound Problem list option.

It's the step 1 to find the My Preferences from the left hand side column and click on it.



Problem List: Tips & Tricks

You'll see an option at the top that allows you to directly access the problem list.

The screenshot shows the CureMD dashboard interface. At the top, the navigation bar includes 'CureMD version 10g', 'Inbox', 'Lab 100', and 'Inbound Problem List 1126' (highlighted with a yellow box). The sidebar on the left contains a search bar and a menu with categories: Personal - Dashboard, Messages (Inbox, Sent, Draft, etc.), Tasks (Not Started 1!, In Progress, Complete, etc.), and Orders & Results (Lab 1006, Procedure 905, etc.). The main dashboard area is divided into four panels: two 'Tasks - Not Started' tables, an 'Accounts Receivable' bar chart, and a 'Capacity Utilization' line chart. The 'Accounts Receivable' chart shows a single bar for '150+' days with an amount of approximately 45k. The 'Capacity Utilization' chart shows 0% utilization across all months from Sep to Aug.





Inbound Problem List



Common Reasons to be on the Inbound Problem List

- Mismatch Patient First Name / Last Name.
- Mismatch DOB.
- Mismatch Account Number.
- Mismatch provider information.



Examples of Inbound Problem List: Exact Match Not Found (Lab Result)

Inbound Outbound Realtime Inbound Outbound Realtime File Mapping

Reject Re-Process


Pending (0)

Un-Pr


Patient - Last Name -
Received 01/25/2023

Source
 COH Interface
 COH Interface
 COH Interface
 COH Interface
 COH Interface
 COH Interface

DataInnovations
 PrincipalHealthSystem
 PrincipalHealthSystem

Last Name **First Name** **DOB** Inactive Patients 

Account Number SSN

Chart Number Order Date 01/01/1900 

Identification Mechanism Values

Patient Name

Date of Birth

SSN

Account No

Additional Information Values

Address

Order No

Laboratory Coh Interface

Identification Mechanism Patient Order Number

No Record Found

Inactive Patients Red Flagged Patients

Error Warning File



GAME TIME!

Who has the most HL7 Files in their Problem List?



Most Common Sources

Immunizations

Lab Integration

HIE



Resolve Inbound Problem Error: Immunizations

Administer Vaccine

Save Save & Send Delete Assign

GARDASIL 9 (Human Papillomavirus 9-valent vaccine) VIAL, SINGLE-DOSE

Date: 07/30/2018 Time: 09:19 AM Dose: 0.5 ml Lot: NO32956 Expires on: 7/13/2020 Booster Dose

Route: Intramuscular Site: Left Deltoid Reaction: No Reactions

Ordering Provider: Administered by: Eligibility: Not VFC Eligible

MS Presented: 07/30/2018 MS Edition: Counseling Given

MS Documentation: HPV Vaccine (Gardasil-9) VIS Registry: -Select- Location: -Select-

Comments

- CVX Codes will indicate a specific error
- User should correct the error from the patient's immunization chart, and select save
 - Do not select Save & Send as it will generate a new HL7 Message.
 - Instead navigate back to Personal Module> Administration>Tracking>Message and select "Reprocess"

Reject Re-Process Export Errors

Resolve Inbound Problem Error: HIE

Inbound | Outbound | Realtime

✖ Reject 🔄 Re-Process 📄 Export Errors

Pending (0)	Problem List (120)	Rejected (3089)	Successful (1194517)
-------------	--------------------	-----------------	----------------------

Un-Processed **Processed**

Patient - Last Name - - First Name - -Provider- - Location - - Source - - Account Number -

Received 01/01/2023 01/01/2024 - Type - - Ordering Lo... **- Source -** verity -

No Record Found

- ADPH HIE
- ADPH HistoryForeCast Pilot
- ADPH HistoryForeCast Test
- ADPH Inhouse



Resolve Inbound Problem Error: Show & Tell



Thank you.

