

What To Do When Someone Goes on Vacation in ECW 11e

It would be nice if ECW provided an easy way to forward labs, DI, prescription refills, clinical messages, and telephone encounters to another provider when a provider is out sick for an extended period of time or on vacation – but such a method does not exist in ECW 11e.

However, a user can activate a pop-up warning when someone tries to assign a telephone encounter to a him/her during an absence. Go to Menu on the navigation sidebar and choose File → Settings → My Settings to open the following screen.

The screenshot shows the 'Settings for Kney,Bradford' window. The 'My Schedule Settings' section includes a table of providers and their service locations. The 'Out of Office' section has a date selection interface with a calendar. A red box highlights the 'From' and 'To' date fields, and the calendar is open to May 2019, with the 22nd selected.

Provider	Primary Service Location	Code
Abraham,Rajaratnam T	Prima CARE Abraham	
Adams,Jessica	Prima CARE Physical Therapy and R	
Aguiar,Louis F	Prima CARE Vision Center Aguiar	
Ahmad,Mahmood	Prima CARE PC	
Al Husami,Wael	Prima CARE PC	
Alhourani,Khalid	Prima CARE Pulmonary	
Araujo,Ana	Prima CARE PC	
Araujo Sampaio,Melanie	Prima CARE Family Practice	
Armada,M Julie	Prima CARE DX Testing Ctr Fall River	
Averback,Randy J	Prima CARE Cardiology Office	
Baker,Richard E	Prima Care Podiatry	

My Providers	
Kney,Bradford	x
Spirito,Joseph	x

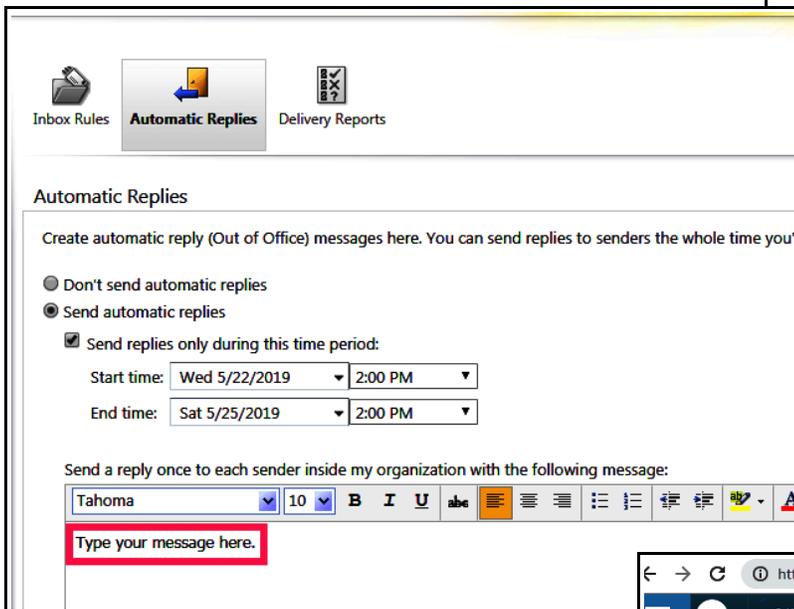
Set the dates for the absence, then click OK.

In this case, when a user attempts to send me a telephone encounter during this time period, the alert shown to the right pops up. The TE can still be assigned to me, but the sender is aware that I am out of the office for a few days.

maprimapp.ecwcloud.com says
Kney,Bradford is out of office from 05/21/2019 until 05/24/2019.
Do you still want to assign this encounter?

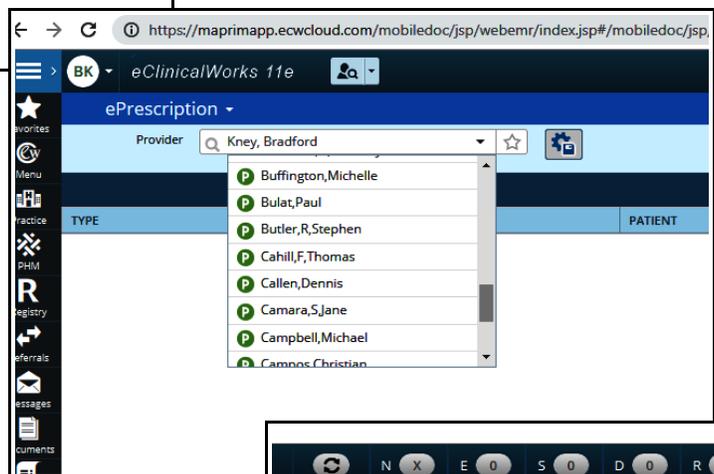
OK Cancel

To set up an automatic reply in your Prima CARE email account, click on “Options” → “Set Automatic Replies”.



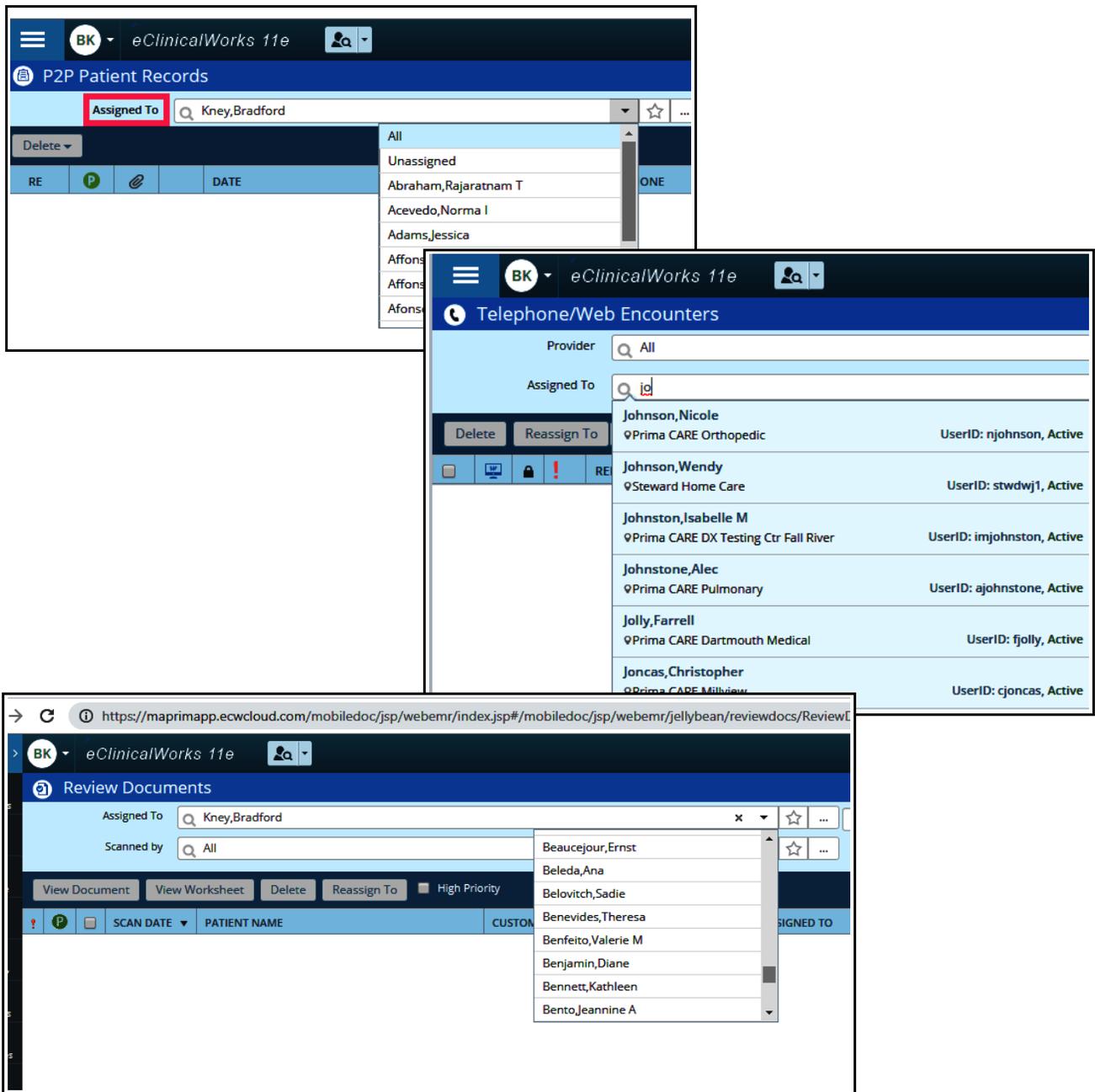
Enter the date range, and then type a the message you want sent during your absence.

You cannot forward prescription refills to another provider, but a covering provider can access your ePrescription queue. Select the name of the provider who is away, and then hit “Filter”. Any prescription refills for the provider should be visible, and the covering provider can address them.



Labs/DI cannot be automatically assigned to a covering provider, but the covering provider can easily change the visible labs/DI to any other provider by changing the “Assigned To” name. Again, click “Filter” to view the results.

Telephone encounters, P2P documents, and patient documents can all be viewed using the same workflow.



Clinical Messages cannot be reassigned, nor can they be viewed by another provider – so keep this in mind when sending messages. The recipient may not see a CM for days or weeks if he/she is away. Some providers never check their clinical messages – so keep this in mind as well.

Brad Kney, MD
May 28, 2019