



Community Healthcare Network

*Gregory Taddeo, DDS
Dental Director*

Organizational Profile

Community Healthcare Network

Our Mission

Community Healthcare Network (CHN) is a not-for-profit organization that provides access to quality, culturally competent and comprehensive community-based primary care, mental health care and social services for diverse populations in underserved communities throughout New York City.

Our Care

CHN offers a broad selection of services and programs for people of all ages. Our community health centers, offices, and mobile unit are located in the boroughs of Bronx, Brooklyn, Manhattan and Queens. CHN serves more than 70,000 individuals a year.

Our Vision

CHN envisions a time when all people, regardless of their ethnicity, finances, beliefs and citizenship will be provided basic health care throughout their lifespan. We strive to be a leader in providing high-quality, innovative, sustainable and accessible health care that promotes the wellbeing of the entire community.

Locations

- Williamsburg Brooklyn, East New York, Jamaica Queens, Manhattan (Harlem and Chinatown), LIC (Long Island City, Queens) – School Based Program
- 3 FTE dentists and 1 PTE hygienist. (2013 will have 5 FTE dentists with the opening of 2 new clinics in Oct 2012)
- 2011 = unique patients = 7371 and unique visits = 9,700
- 2012 = unique patients YTD = 5549 and unique visits YTD = 6,903
- EHR = eCW (eClinicalWorks version 9.0.35) and EDR = Open Dental version 11.1.9.0

How Diagnostic Codes Are Used

- We use integrated health electronic health records systems to identify and alert medical providers about special populations (Pre-Natal), Diabetes, ID), that need a dental referral. A clinical pop-up global alert based on the **diagnostic code** will notify providers/nurses to refer patients to dental services.



How Diagnostic Codes Are Used

- Data analysis of number of treated patients, patients requiring treatments, and types of procedures/treatments provided for special populations (ID, Prenatal, Diabetes).
- Run reports to compare the outcomes of patient (“Quantitative” and “Qualitative” analysis) care. Ultimately have better outcomes for the treatment of the individual

Implementation Story

- Key implementation team members: Dental Director, IT department and our “Senior Team” (CEO,CMO,CFO).
- Piloting two weeks with eCW and creating “Dental Templates” for providers to use for the next 2.5 years until we adopted our EDR “Open Dental”. Now use Open Dental integrated with EMR eCW.
- Development and utilization of “pop up alerts” for special patient populations based on medical diagnostic code. Getting the patients to the dentist (internal vs. external referrals). We addressed the “Internal Referrals” via “clinical pop-up global alerts” within our EMR eCW.

Resource: Taddeo, Gregory

Billing Alert for (test1 ,test1)

Billing Alert | ***Global Alerts** | Insurance Alert | MU Alert*

Show Global Alerts

Name	Notes
ID PATIENT	Please refer patient for dental services
REFER PT. TO DENTIS	

View Notes | Set Global Alerts | Close

Non-billable visit

Calendar: June 2011, Today: 6/14/2011

My Providers at: ALL FACILITIES

- Afonso, Natasha
- Altschuller, Alison
- Amin, Prina
- Balfour, Jennifer
- Bien-Aime, Jean
- Blakley, Gale Y
- Calloway, James
- Chidekel, Jane
- Chow, Grace
- D'Amico, Richard J
- Desir, Mergie
- Dien, Simn

*** Global Alert Notification**

Practice

Resource Sche...

Abraham, Marthe

Adeniji, Aderonke

Afonso, Natasha

Altschuller, Alison

Amin, Prina

Balfour, Jennifer

Beecham-Robin

Registry

Referrals

Messages

Documents

Billing

Progress Notes

Test, Alex

Medical Summary

SF

Patient: Test, Alexandra

Phone: 202-462-1111

Address: 1000 ...

Pcp: Mer ...

Encount ...

Appoint ...

Subject: Chief Complaint

HPI: ...

Current Medications: ...

Allergies: ...

ROS: ...

Objectives: ...

Vitals: ...

Past Records: ...

Examination: ...

Copy And Merge Templates

Template For
Patient: Test, Alexandra Encounter Date: Monday, May 16, 2011

Choose Template

Generic Category: Dental

Patient Specific Test, Alexandra Sel Relation

Find: Contains Go

Facility: All

Template	Access
1 Surface Posterior Amalgam Restoration	Public
1 surface Posterior Composite Restoration	Public
2 Surface Adult Posterior Composite	Public
2 Surface Posterior Amalgam Restoration	Private
Adjust Partial Lower Denture	Public
Amoxicillin 500 mg 5 days worth	Public
Amoxicillin 500 mg 7 days worth	Public
Complete Denture Alginate Impressions	Private
Complete Denture Custom Tray Impression	Public
Complete Denture Delivery	Public
Dental Consultation	Public
Dental Delivery of Complete Dentures	Public

All Options

- CC
- HPI
- CurrentMedication
- MedicalHistory
- Allergies
- SurgicalHistory
- Hospitalization
- FamilyHistory
- SocialHistory
- ROS
- Examination
- PhysicalExam
- Assessment
- Therapeutic
- TherapyAssessment
- Treatment
- Procedures
- Gyn History
- Immunizations
- Ob History
- XRay

Add As Favorite Merge Template Close

NOTES

ADV DIRECTIVE HEALTH CARE PROXY(02/09/2009)

6/2011 GT

History CDSS Alerts

Y, F as of 05/16/2011

(130/80)

screening

screening

ning

risk)

igned PCG

S

OPY:

(CYTOLOGY, FEMALE, AP)

screening: (Fecal

: (MAMMOGRAM,

Print Fax Record Lock Details Scan Templates Claim Letters Ink

Practice

Resource Sche...

Abraham, Marth

Altschuller, Aliso

Amin, Prina

Autry, April

Balfour, Jennife

Bien-Aime, Jear

Blakley, Gale

Registry

Referrals

Messages

Documents

Billing

Progress Notes

test, jenn

Billing (test, jennifer - 09/27/2011 12:00 PM, MH-Screen) *

Procedures, Immunizations (test, jennifer - 09/27/2011 12:00 PM, MH-Screen) *

Billing Categories

Show Invalid Codes

Show Fee [0.00] Active

d11

CPT	Desc	eHX Co	M1	M2	M3
D1110	ADULT PROPHYLAXIS	public			
D1120	CHILD PROPHYLAXIS	public			

New Organize < Prev Next >

Selected Procedures and E&M

[Empty Box]

Procedures to be Used

D0210	INTRA ORAL-COMPLETE			
D0140	Limited Oral Exam - Pro			
D1110	ADULT PROPHYLAXIS			

ADULT PROPHYLAXIS

OK Cancel

D1110: ADULT PROPHYLAXIS

Billing 1

82962, GLUCOSE BLOOD TEST

Visit Code:

Procedure Codes:

- 82962 GLUCOSE BLOOD TEST.

[Dx] 042 HIV Care (Pneumococcal Polysaccharide (Pneumovax))

Print Fax Record Lock Details Scan Templates Claim Letters Ink

Practice

Resource Sche...

Abraham, Marthe

Altschuller, Alison

Amin, Prina

Autry, April

Balfour, Jennifer

Bien-Aime, Jean

Blakley, Gale

Registry

Referrals

Messages

Documents

Billing

Progress Notes

test, jennif

Pt. Info Encounter Physical Hub

Medical Summary

SF

Treatm

Others

St

Orally, ev

Proced

Immun

Diagno

Lab Re

Preven

Pat

blood

12 mo

date,

Self

yes, v

monit

Next A

Billing (test, jennifer - 09/27/2011 12:00 PM, MH-Screen) *

Pt. Info Encounter Physical Hub

Assessments Add Remove

P	CODE	Diagnosis	Specify	Notes
1	V72.2	DENTAL EXAMINATION		

Procedure Codes Add E&M Add CPT Remove EM Coder Medicare Edits Pop Up

CPT	Name	Units	M1	M2	M3	M4	ICD1	ICD2	ICD3	ICD4	Notes
D021C	INTRA ORAL-COMPL	1					V72.2				
D014C	Limited Oral Exam -	1					V72.2				
D111C	ADULT PROPHYLAXI	1					V72.2				

Billing Notes Browse... Check Spelling Clear

Follow Up Browse... Clear Reason Browse... Clear

N/A Tooth #2 (D) amalgam

2-3 Ds 1 W 2 W 3 W
4 W 6 W 2 M 3 M
4 M 6 M 1 Y prn

Follow up N/A

CDSS Confidential Note Close Done

Billing I

Visit Code:

Procedure Codes:

- 82962 GLUCOSE BLOOD TEST.

ADV DIRECTIVE Health Care Proxy (08/09/2011)

Flow Sheets Note

2011 JBA SCREENING

History CDSS Alerts

as of 10/10/2011

ening

d CD4 testing

risk)

igned PCG

ken

s

(CYTOLOGY, FEMALE, AP)

re (IMMUNE

EL CD4/CD8)

re (HIV-1, RNA, PCR,

re (Influenza (>=3

years))

[Dx] 042 HIV Care (Pneumococcal Polysaccharide (Pneumovax))

Print Fax Record Lock Details Scan Templates Claim Letters Ink

Open Dental {tserna} - Test, Cherrie B - 338761

Log: Procedure Info

Date Entry: 03/08/2010 (for security)
 Date TP: 03/08/2010
 Date: 03/08/2010
 Procedure: D2393 Change
 Description: resin-based composite - three surfaces, post
 Tooth: 20
 Surfaces: MDL
 Amount: 0.00
 Provider: 84389
 Diagnosis: Caries
 Priority: 1

Procedure Status:
 Treatment Planned
 Complete
 Existing-Current Prov
 Existing-Other Prov
 Referred Out
 Deleted
 Condition

Set Complete
 Also changes date and adds note.

User: []
 Notes: []
 Signature / Initials: []

E-claim Note (keep it very short): []

+ Add Estimate Do Not Bill to Ins

Insurance Estimates and Payments

Ins Plan	Pri/Sec	Status	NoBill	Copay	Deduct	Percent	Ins Est	Ins Pay	WriteOff	Estimate Note	Remarks

+ Add Adjustment

Patient Payments

Entry Date	Amount	Tot Amt	Note

Adjustments

Entry Date	Amount	Type	Note

Delete OK Cancel

All BWs FMXs Panos Photos

Start eClinicalWorks (Serna, Ta... Open Dental {tserna}... 4:33 PM

This is where we add notes regarding the treatment completed.

Procedure Notes in the Dental Module



Enter Treatment Missing Teeth Movements Primary Planned Appts Show Draw

Diagnosis: Procedure List: Or Type Proc Code: OK

Quick Buttons: All

Or Single Click:

Post. Composite: MD MOD O DO Seal

DL OB MODL MODB

Ant. Composite: DL MDL ML

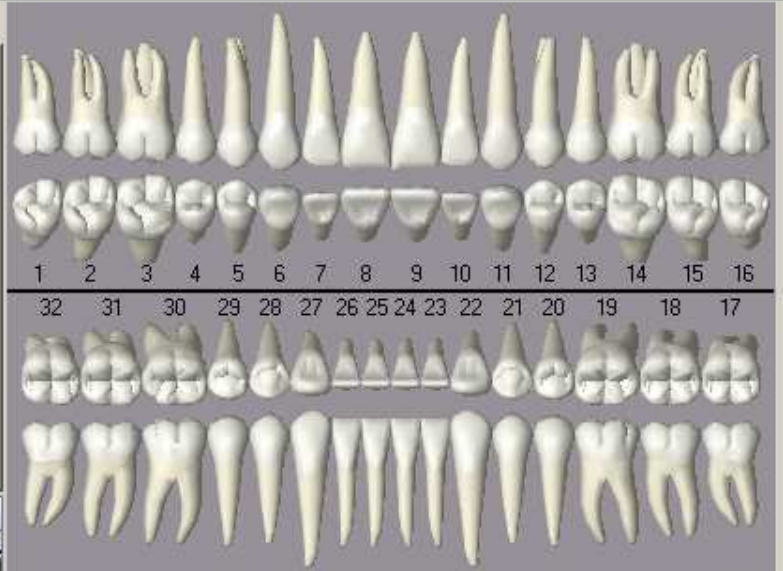
Amalgam: MD MOD O DO

DL OB MODL MODB

Entry Status: TreatPlan Complete ExistCurProv ExistOther Referred Condition

Today Priority: no priority

04/08/2010



Treat Plan

Chart

Images

- Op 1
- Op 2
- Op 3
- PtReady
- Ph Asst

Progress Notes

Date	Th	Surf	Dx	Description	Stat	Prov	Amount	ADA
02/24/2010				Appointment - 10:15 AM				
				FMX				
04/08/2010				Appointment - 9:00 AM				
				Reason for visit entered here will show in both the Progress Note in eCW and in the Dental Module				

Overview DRTL History Alerts OS Templates

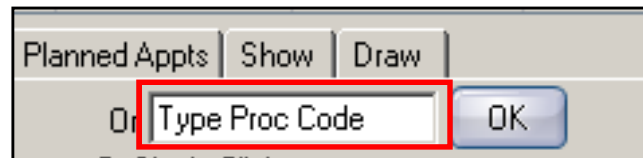
- Advance Directive**
 - YES (02/23/2010) Info not on file. Information requested
- Problem List**
- Current Medications** Stop Date
- Allergies**
- Immunization**

This can be accomplished by either:

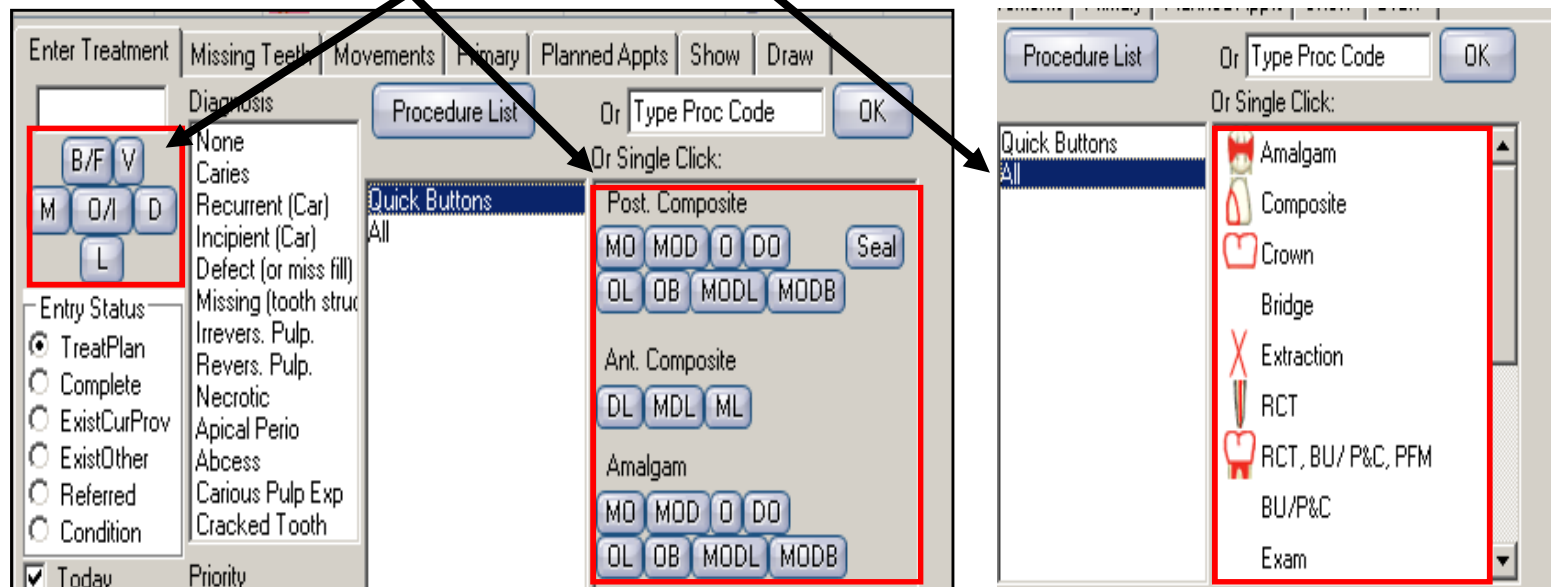
1. Selecting the procedure(s) from the main procedure list.



2. Type the procedure code in the Procedure Code box directly under Enter Treatment



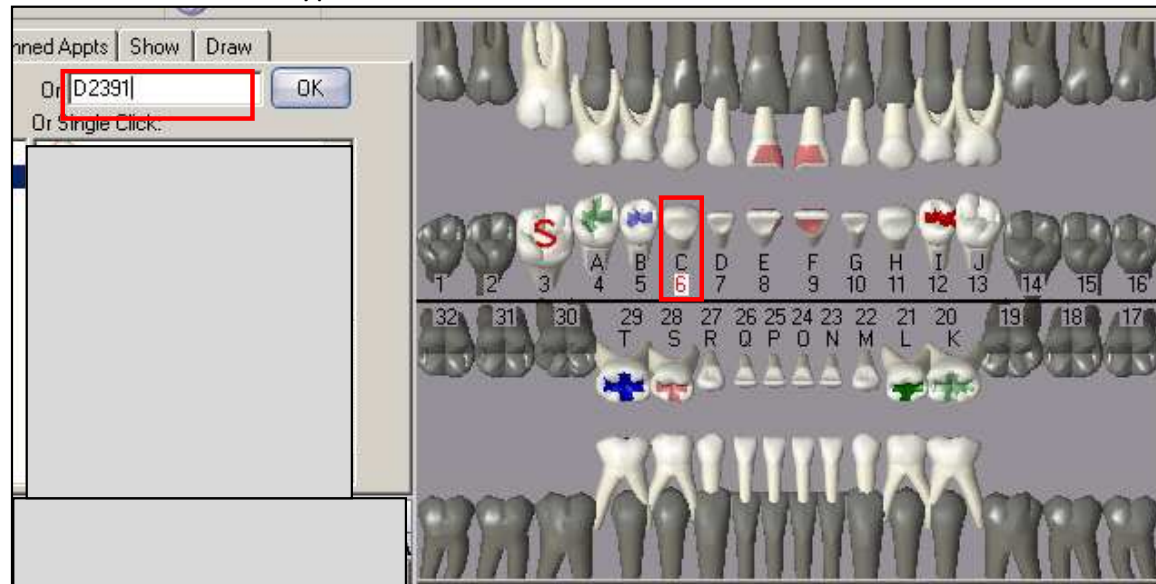
3. Click on one the Quick buttons or click on ALL & select from the list.



Using the Procedure Code box:

If the User knows the ADA Procedure code they can

- In the Procedure Code box, type the ADA Procedure Code



- Click the OK Button. If more information is needed the procedure info screen will pop up indicating that a surface or area needs to be selected (it will be highlighted in yellow).

The screenshot shows a 'PROCEDURE INFO' dialog box. It contains the following fields and controls:

Date Entry	07/08/2010	(for security)
Date TP	07/08/2010	
Date	07/08/2010	
Procedure	D2391	<input type="button" value="Change"/>
Description	resin-based composite - one surface, posteri	
Tooth	6	
Surfaces	<input type="text" value=""/>	<input type="button" value="B/F"/> <input type="button" value="V"/> <input type="button" value="M"/> <input type="button" value="O/I"/> <input type="button" value="D"/> <input type="button" value="L"/>
Amount	164.00	



Treatment Plans

Date	Heading	Signed
Default		

Show

- Graphical Completed Tx
- Fees
 - Insurance Estimates
 - Discount (PPO)
 - Subtotals
 - Totals

Pre Authorizations

Date Sent	Carrier	Status
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Procedures

Done	Priority	Tth	Surf	Code	Description	Fee
		3	MO	D2392	resin-based composite - two surfaces, posterior	0.00
		14	MODL	D2394	resin-based composite - four or more surfaces, posterior	0.00
		21	DL	D2392	resin-based composite - two surfaces, posterior	0.00
		32		D7140	extraction, erupted tooth or exposed root (elevation and/or forceps removal)	0.00
Subtotal						0.00
Total						0.00

Set Priority

- no priority ▲
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- Next
- Low
- Recmend
- Wait
- Option one
- Option two
- Option thr ▼



Treat Plan



Chart



Images

Op 1

Op 2

Op 3

PtReady

Ph Asst

Insurance
Primary Secondary

Annual Max		
Deductible		
Fam Ded		
Ded Remain		
Ins Used		
Pending		
Remaining		

If you have dental insurance, please be aware that THIS IS AN ESTIMATE ONLY. Coverage may be different if your deductible has not been met, annual maximum has been met, or if your coverage table is lower than average.

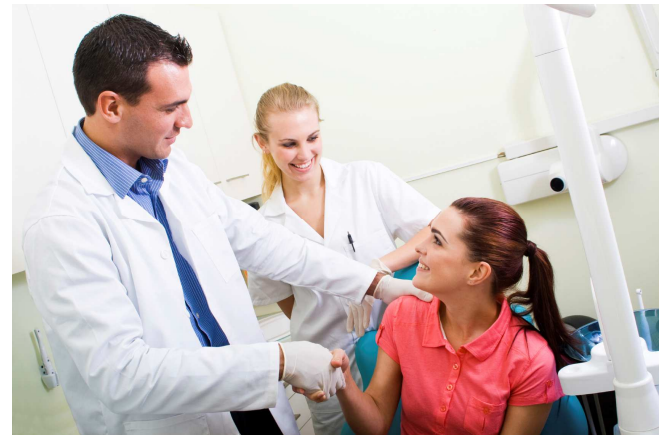
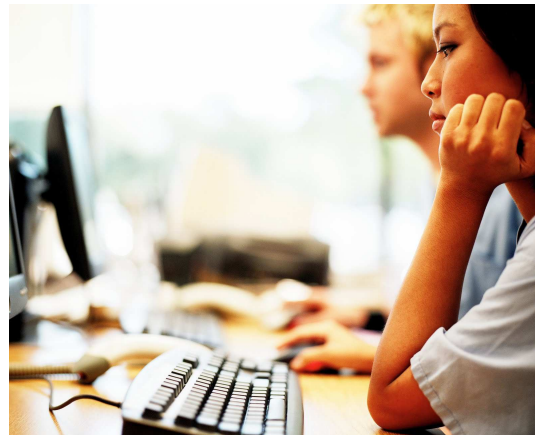
Future State

- Use diagnostic codes data to meet state, federal, and external organizations regulatory and accreditation requirements e.g. HIVQUAL Compliance.
- Diagnostic code data provides a link between providers and public health authorities to address disease and its prevention.



Challenges

- Education and training is time consuming and costly with marginal room for error and modifications.
- System/Software Updates and the “Glitches” that come along with them.



Recommendations

Auto Notes/Templates

- These are pre-made templates that increase efficiency so the user does not have to keep typing in the same information each time.
- Templates containing the correct diagnostic codes allows for data analysis.



Conclusion

- Integrating EMR and EDR will link resources available to track all patients especially special needs patients (ID, Prenatal and Diabetes) via diagnostic codes

