

OP 20 Enhancements Webinar Q&A

Question Asked

Answer Given

I have a report sitting in direct /external mail box-how do I attach it to chart

1. The message should be associated with a patient. If the message is not associated, choose a patient.
 2. Open attachments then make sure they are associated with the patient
 3. When the attachments are associated with a patient, they will be saved in Document Management
 4. CCDAs will open in the Clinical Reconciliation window. Once attached to a referral, you will have the ability to reconcile the patient's medications, medication allergies and problems by choosing the items you want to add from the CCDa into the patient's chart
 5. PDFs, Text and HTML files will open in Document Management and as stated above, they will be saved within documents for the patient
- For more information, please visit this article: <https://op.knowledgeowl.com/help/reconcile-incoming-transitions-of-care>

Does a provider need to enable changes to eRx in order to meet the Stage MU 3 measures?

No -Neither Rx Change nor Rx Cancel are required for MU3. The software must have the capability to offer the functionality to practices, but it's your choice whether to enable it.

If we don't use DIRECT email for electronic referral, how are we transmitting the referral, to be able to populate the numerator of the MU measure?

Electronic sending of referrals is a mandatory part of MU reporting. DIRECT is not the only way to send a referral electronically for credit. You can also send it to an HIE or by using a different secure email application. DIRECT is the easiest because it's integrated w OP and OP will keep track of it for you. Please crowdsource assistance on the MU Listerv regarding how others have made this successful.

If we use the check the specialist confirms receipt of referral, will that count as referral MU?

Yes if the referral was created and sent from OP and you confirm receipt

How will we know what pharmacies in our area have this capability? Also how will they know we do as well?

this is gated at the Surescripts level - if the pharmacy can NOT accept your request to Cancel - you will be notified as a Denied due to pharmacy capabilities

These CQM's wont be available until OP20 correct? I am eager to see it now :)

You should get access to your CQM's in the next week or so, we are currently ramping up the roll out - keep an eye out for 2 emails - one that will give you the url and the username and then a second email with the password.