Covenant Health Physician FAQs

What are the biggest changes I will see as a physician due to the implementation of the standardized MEDITECH Electronic Health Record (EHR)?

How will I place orders for patients after we go live on the standardized MEDITECH system?

Will there be enough computers available for physician use, or will I have to wait for one to become available?

Can I use my iPad?

What about from my office or my home?

Will I be able to give a phone order when I get a call from a nurse in the middle of the night because a patient needs something?

Will I still have to sign things in HPF?

How many passwords will I have to remember?

Will I be able to dictate notes using Dragon (voice recognition software)?

Will all physicians be using MEDITECH for placing orders and notes?

How will I learn to use the MEDITECH electronic health record (EHR)?

Will I earn CME credit for attending MEDITECH training?

What days and times will MEDITECH training offered?

How do I register for MEDITECH training?

Will there be help during go-live?
What are the biggest changes I will see as a physician due to the implementation of the standardized MEDITECH Electronic Health Record (EHR)?

1. Physician Documentation (known as "Pdoc" in MEDITECH): Pdoc will include inpatient documentation for progress notes, H&Ps, consults, procedure/OP notes, and discharge summaries. The documentation methods offered in Pdoc will be Dragon voice recognition software, point-and-click templates and “free text” templates – you can use any combination of these three tools. In addition to Pdoc, we will continue to support H&Ps, consults and discharge summaries with the current dictation system.

   Click here to return to the list of questions.

2. Problem List: The Problem List is a cumulative list of a patient’s problems. All or part of the Problem List can be incorporated into the progress notes for that patient. Because all clinicians caring for a patient will be able to view the problem list, this feature will increase communication within multidisciplinary care teams.

   Click here to return to the list of questions.

3. Computerized Provider Order Entry (CPOE): Entering orders electronically will provide several improvements over our current process:
   - Orders are legible and accessible
   - Orders are made directly by the physician, which will:
     - decrease order ambiguity
     - allow for immediate review of orders during the entry process, increasing the likelihood that errors will be detected
     - result in fewer calls regarding order clarification (for example, “Dr. Smith, did you really mean to order ... ?”)
   - Real time interaction and allergy checking

   In addition, the use of CPOE for medication orders meets a Meaningful Use requirement.

   Click here to return to the list of questions.

4. Medication Reconciliation (Med Rec): While Med Rec will still be a complex process, the EHR will offer several efficiencies:
   - While prescriptions will still need to be verified by a nurse, Dr. First, an add-on application that will be available in standardized MEDITECH system, will query participating pharmacies and import all active prescriptions into the Med Rec routine.
   - Home meds are continued (or not) directly within the Med Rec process
   - Home meds flagged as “active” or “on hold,” and medications added or started/stopped during the patients stay, are carried forward to the Discharge Routine. This eliminates the need to dig through MARs to determine which medications a patient received during their stay are still being taken at the time of discharge.
   - Discharge meds can be ePrescribed directly from the Discharge Routine (this does not include schedule 3-5 meds (coming in a few months); schedule 2 meds will remain on Triplicates)

   Click here to return to the list of questions.
**How will I place orders for patients after we go live on the standardized MEDITECH system?**

Almost all orders will be entered into MEDITECH electronically by the physician or mid-level. Orders for chemotherapy, TPN, initial trauma, and code blue orders will remain on paper.

Click [here](#) to return to the list of questions.

**Will there be enough computers available for physician use, or will I have to wait for one to become available?**

Yes. All units will have computers designated for physician use. These computers will be tagged with the following icon:

Click [here](#) to return to the list of questions.

**Will I be able to use my iPad?**

Yes. Call the Physician Hotline at **806-725-4189** to have one of the CIS Physician Liaison’s help you set up an appointment to have your device configured correctly for MEDITECH and the Covenant Health networks.

Click [here](#) to return to the list of questions.

**Will I be able to access the system from my home or office?**

Yes. MEDITECH is available anywhere you have an internet connection using Citrix.

Click [here](#) to return to the list of questions.

**Will I be able to give a phone order when I get a call from a nurse in the middle of the night because a patient needs something?**

Yes.

**Will I still have to sign things in HPF?**

No. All orders and documents created in MEDITECH will be signed in MEDITECH. Paper orders will be entered into MEDITECH by nursing and pharmacy. If a paper order is not signed, the physician will need to login to MEDITECH to sign the order. Transcribed dictations will be routed to MEDITECH for the physician’s e-signature.

Click [here](#) to return to the list of questions.

**How many passwords will I have to remember?**

One, if you take advantage of EasyPass. Easy Pass is Covenant Health’s “single sign-on” solution. If you have not already obtained your EasyPass card and received instructions for using it, contact Sylvia Brito or Molly Ramos in Physician Services at **806-725-3109**.

Click [here](#) to return to the list of questions.

**Will I be able to dictate notes using Dragon (voice recognition software)?**

Yes. Dragon will be available for use after Go-Live. Training will be available starting July 29, and will continue after Sept. 1, so everyone who wants to use Dragon will be able to do so.

Click [here](#) to return to the list of questions.
Will all physicians be using MEDITECH for placing orders and notes?
Yes. Managing a “hybrid” environment (part paper, part electronic) is not only difficult and inefficient, but has serious potential for errors and could negatively impact patient safety.

Click here to return to the list of questions.

How will I learn to use MEDITECH?
Physician and Mid-level training starts on Monday, July 15 and will continue through August 31. The training consists of two sessions; session one is a pre-requisite for session two. Both sessions will be offered in all of the following formats:

- Instructor-led classroom training, using Meditech in a “live” environment.
- Proctored eLearning sessions.
- Self-directed eLearning

We feel strongly that at least some classroom training is necessary to address any questions that arise as you become familiar with the MEDITECH EHR. Click here for more information about training.

Click here to return to the list of questions.

Will I earn CME credit for attending MEDITECH training?
Yes. You can earn up to four CME credits for completing the MEDITECH EHR training.

Click here to return to the list of questions.

What days and times will MEDITECH training offered?

Instructor led classroom training, using MEDITECH in a “live” environment.

Monday - Friday
7:00 – 10:00 am  
12:00 – 3:00 pm  
5:00 – 8:00 pm

Saturdays
8:00 – 11:00 am  
12:00 – 3:00 pm

Proctored eLearning sessions

Monday - Friday
7:00 – 9:00 am  
12:00 – 2:00 pm  
5:00 – 7:00 pm

Saturdays
8:00 – 10:00 am  
11:00 – 1:00 pm

Self-directed eLearning

Anytime, anywhere – all you need is an Internet connection. Self-directed eLearning offers an excellent way to practice what you learned in your classroom training.

Click here to return to the list of questions.
**How do I register for MEDITECH training?**

There are three ways to register for MEDITECH training:

- Call the CME Office at **806.725.3105**
- Email your training day and time preferences to [CME@covhs.org](mailto:CME@covhs.org)
- Register on [CovenantEHR.org](http://CovenantEHR.org)

Click [here](#) to return to the list of questions.

**Will there be help during go-live?**

Yes. There will be 24/7 support on the floor during the first several weeks after MEDITECH EHR implementation.

Click [here](#) to return to the list of questions.