Pediatric Health Network
Children's National

PHNIQ User Group Q&A
21st Century Cures Act: What Pediatricians Need to Know and eClinicalWorks Tools to Assist

Question 1: If a practice decides to block a visit type from showing in the portal, is it retroactive?

Yes, this feature is retroactive.

Question 2: What about patient documents? Is eClinicalWorks working on having documents accessible by patients on the patient portal.

Currently, it is possible to publish patient documents to portal from WEB version (only pdf documents less than 2 Mb size). This is an add-on feature that can be enabled for a practice by putting in a support ticket.

Question 3: We have over 6,000 teen paients; how can we block the visit notes for just this group? eClincalWorks was not able to offer any advice.

Please contact the Patient Portal Support team for help with setting up and configuring the proxy portal feature. We are looking at ways to more effectively block encounter notes on an individualized patients. Visit Note can be disabled in the Patient Portal Settings, but we recommend you consult legal or specialist advice to make sure you are not implicating any information blocking regulations and that you are applying the appropriate information blocking exception for blocking these visit notes.

Question 4: Can eClinicalWorks add a confidential section to progress notes that can't be published to the portal?

This has been brought to the Product Management and Engineering teams and there are discussing ways to do this. I recommend submitting an enhancement request as well. For now, users can use the "Notes" section under the sticky notes in case if they want to document some confidential data for a specific patient. These notes are patient-centric and does not get published to portal.

eCW Support Portal

As a reminder, there are resources for practices available on the eCW Support Portal. This portal includes videos that may help with workflow issues.