

AVOIDING PITFALLS

IN AHLTA 3.3

SEPT 30, 2009

(CURRENT AHLTA VERSION 3.3.3.2 CF 8)



DO'S

1. Do use only DoD AIM forms (if using AIM forms)
2. Do remove all unused templates
3. Do have a Default Template for A/P items
4. Do Add Lab Orders to your Default Template

DON'T

1. Don't Amend Previous Encounters
2. Don't copy, Import or Rename AIM forms
3. Don't set an AIM form as a Default Template

WHAT TO LOOK OUT FOR

1. Bad Templates or AIM forms
2. Vital Signs Error
3. Can't Sign Encounters
4. Signing Errors with Scanned Images
5. Bad Installation

Do's

DO USE ONLY DoD AIM FORMS (IF USING AIM FORMS)

1. Go to Folder List -> Tools -> Template Management ->
2. Click 'Expand Search Button'



3. Set Owner Type to 'Enterprise'
4. Type Name of Template
5. Press Search Button
6. Select desired template, and press 'Add Favorite' button at the top of the screen
7. Repeat as necessary
8. Restart AHLTA - **Very Important**



DO REMOVE ALL UNUSED TEMPLATES

1. Go to Folder List -> Tools -> Template Management -> Expand My Favorites ->



2. Right Click and choose "Remove Favorite"
3. At the pop-up box click yes
4. Repeat until all unused templates are removed.
5. Restart AHLTA - **Very Important**

DO HAVE A DEFAULT TEMPLATE FOR A/P ITEMS

1. The easiest way is to create a Default Template (if you don't have one) is to just select a Diagnosis in A/P -> Click 'Add to Default Template'. This will create a "My Default Template"
2. To add more Diagnoses: Search & Select one -> click 'Add to Default Template' at bottom right. **Note:** Try to keep the list short by adding only the most common and 'hard to find' diagnoses. If the list is too long, it becomes inefficient
3. To remove diagnoses: Select one to remove -> Right Click -> then click 'Remove from Default Template'
4. Adding and Removing common **Procedures** and **Other Therapies** are done the same way

DO ADD LAB (MED AND RAD) ORDERS TO YOUR DEFAULT TEMPLATE

1. Start on the 'Order Lab' tab -> Search for the lab test -> select it -> Press 'Save To Queue' (next to Submit button) -> Repeat as needed

Note: Adding Med and Rad Orders are done the same way. With Rad Orders, a Clinical Impression is required. Place a "." (period) as a placeholder -> then press 'Save To Queue'
2. Click 'Order Sets' tab

3. Press 'Add to Default Template' at the bottom

4. To remove all Queue'd Orders quickly from the current encounter, press the 'Close' button at the top

5. Press 'Yes' to the next pop-up (A/P Warning box)
6. The New Orders are now added to your Default Template

LOADING THE DEFAULT TEMPLATE QUICKLY

Press the 'Home' button on any of the tabs in A/P. This will immediately load your Default Template



DON'T

DON'T AMEND PREVIOUS ENCOUNTERS

Do not Amend Previous Encounters in AHLTA 3.3. It is not working correctly. If you do, then you will not be able to sign that encounter again without serious technical help (even your local support staff will not be able to resolve this for you). Appending is ok. What happens when you try to Amend, the Encounter will forever stay in an 'Updating' status.



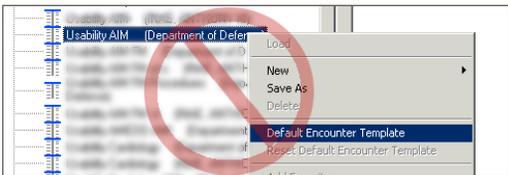
If you then try adding information to the note, and sign, you will get Tier 1 Errors, and you will lose information you just added. Until this is fixed, please do not make Amendments; and if you did, please contact your AHLTA Support Staff.

DON'T COPY, IMPORT OR RENAME AIM FORMS

Copying, Importing or Renaming AIM forms can cause issues with AIM forms becoming corrupt, unusable, and undeletable from your profile. Also, automatic updates also do not occur if this is done. If using AIM forms, please use only DoD AIM forms.

DON'T SET AN AIM FORM AS A DEFAULT TEMPLATE

AHLTA 3.3 included a feature to easily set an AIM form as a Default Template from Template Management. This inadvertently makes a copy of it (with all the issues described above). This can cause Tier 1 Errors when you edit an S/O note written by someone else, i.e. taking over a screener's note or using copy forward. It is safer for you to not have an AIM form load automatically by default.

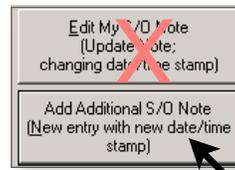


WHAT TO LOOK OUT FOR

BAD TEMPLATES OR AIM FORMS

If loading an AIM form or template repeatedly gives you Tier 1 Errors, your AIM form or template may be the problem. Make sure the AIM forms you are using are DoD AIM forms. And, if a MEDCIN template (non-AIM) is bad, it needs to be re-built. Contact your AHLTA IT Support Staff to help you re-build old templates and get DoD AIM forms.

Sometimes the problem is loading an AIM form on top of too much existing free text. This happens with taking over tech entered notation or copy forwarded free text.



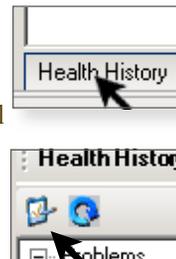
In these cases, create a New S/O Note by clicking 'Add Additional S/O Note' instead of clicking 'Edit My S/O Note' as pictured.

VITAL SIGNS ERROR

If Tier 1 errors pop up for almost every patient you see. Look to see if support staff are entering a 'bulleted list' of free text under the **Comments** section of the patient's Vital Signs in the note, and ask them to stop. Have them put that in 'Add Note' instead. Note the patient's name, and please tell your AHLTA IT Support Staff about these affected patients.

To avoid the annoying Tier 1 Error, in these cases, here's how to turn off the Health History Vital Signs query:

1. Open a patient encounter and move your mouse cursor over the Health History tab on the bottom left of your screen
2. The Patient's Health History will fly-up from the bottom of the screen
3. Click the small notepad and pen icon on the top left of that fly-up
4. On the configuration box, click on Vital Signs -> then click the radio button 'Do Not Retrieve' -> Click OK
5. This just needs to be done just once



CAN'T SIGN ENCOUNTERS

If you are getting multiple Tier 1 errors going to Disposition, and you can't sign the note; try signing the same encounter on a different AHLTA computer. Regardless of the results, please contact your AHLTA IT Support Staff to correct this issue.



SIGNING ERRORS WITH SCANNED IMAGES

If you get errors trying to sign encounters with Images, it is likely due to too many images attached in Add Note. Please make sure the computer used to attach images is on AHLTA 3.3, if it is supposed to be, and not on 838. AHLTA 3.3 allows for many more images to be attached. If you are supposed to use 838, limit the number of attached images to only 2.

BAD AHLTA INSTALLATION



You should see the words "CHCS Connection: Ready" on the Order Consults tab in A/P. If you don't see those words, please contact your AHLTA Support Team. The problems associated with this are Tier 1 errors most often seen in T-Cons and when trying to Order Consults.

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