

policies and procedures of their facility. Most EHR systems have an internal audit trail of who creates each document and medical record.

- ■ Always log on to the EHR as yourself.
- ■ Always log off when you are through.
- ■ Keep your passwords or PIN numbers private.

This will prevent someone else from signing medical records under your ID.

## Flow of an Office Fully Using EHRs

Earlier in this chapter Dr. Wenner and Dr. Bachman stated that an EHR changes the workflow of a medical office. [Figure 7-16](#) illustrates the workflow of a visit to an office that fully uses the electronic capabilities that are available in EHR systems today, including patient participation in the process and the capabilities of the Internet. Follow the arrows in the figure as you read the descriptions of the steps listed here:

- 1. An established patient phones the doctor's office and schedules an appointment. *Internet alternative:* Patients are increasingly able to request an appointment and receive a confirmation via the Internet.
- 2. The night before the appointment, the medical office computer electronically verifies insurance eligibility for patients scheduled the next day.
- 3. On the day of the appointment, the patient arrives at the office and is asked to confirm that the demographic information on file is still correct.

**FIGURE 7-16 Workflow in a medical office fully using EHRs.**

