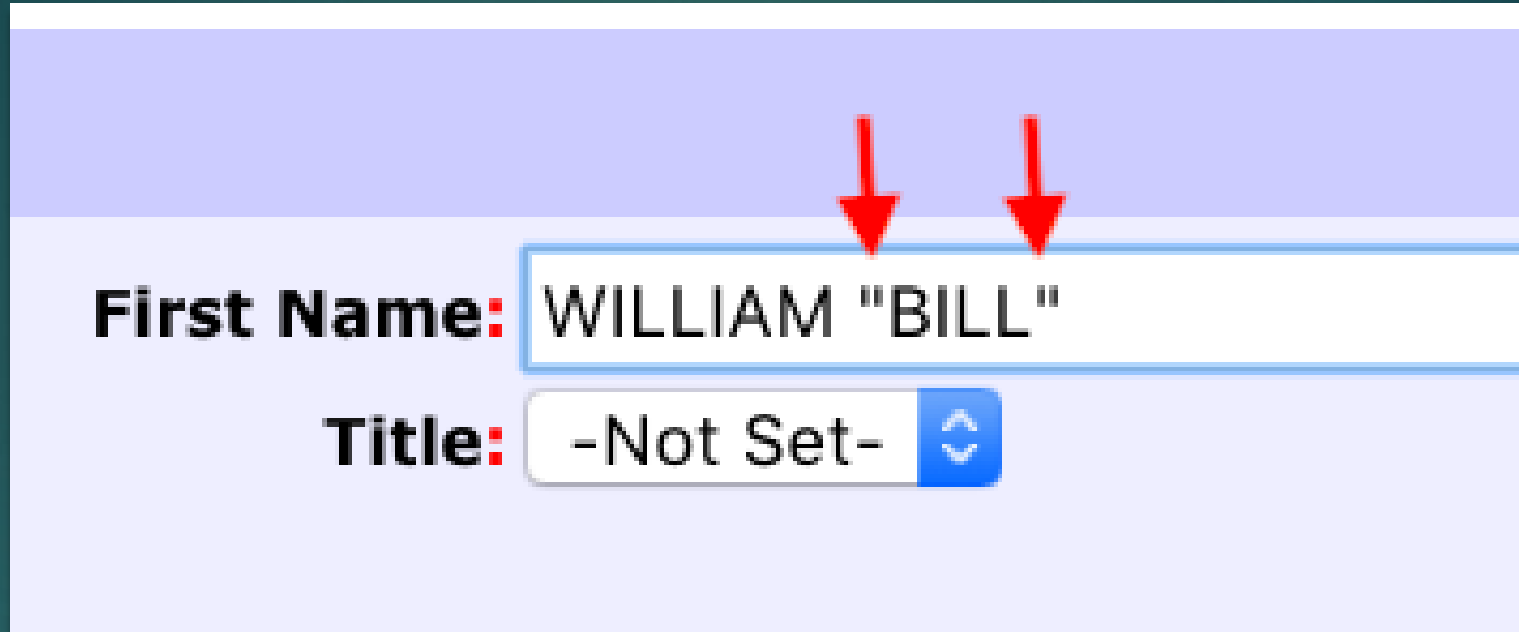




10 Ways to Break Your OSCAR

OSCARCON VICTORIA 2019



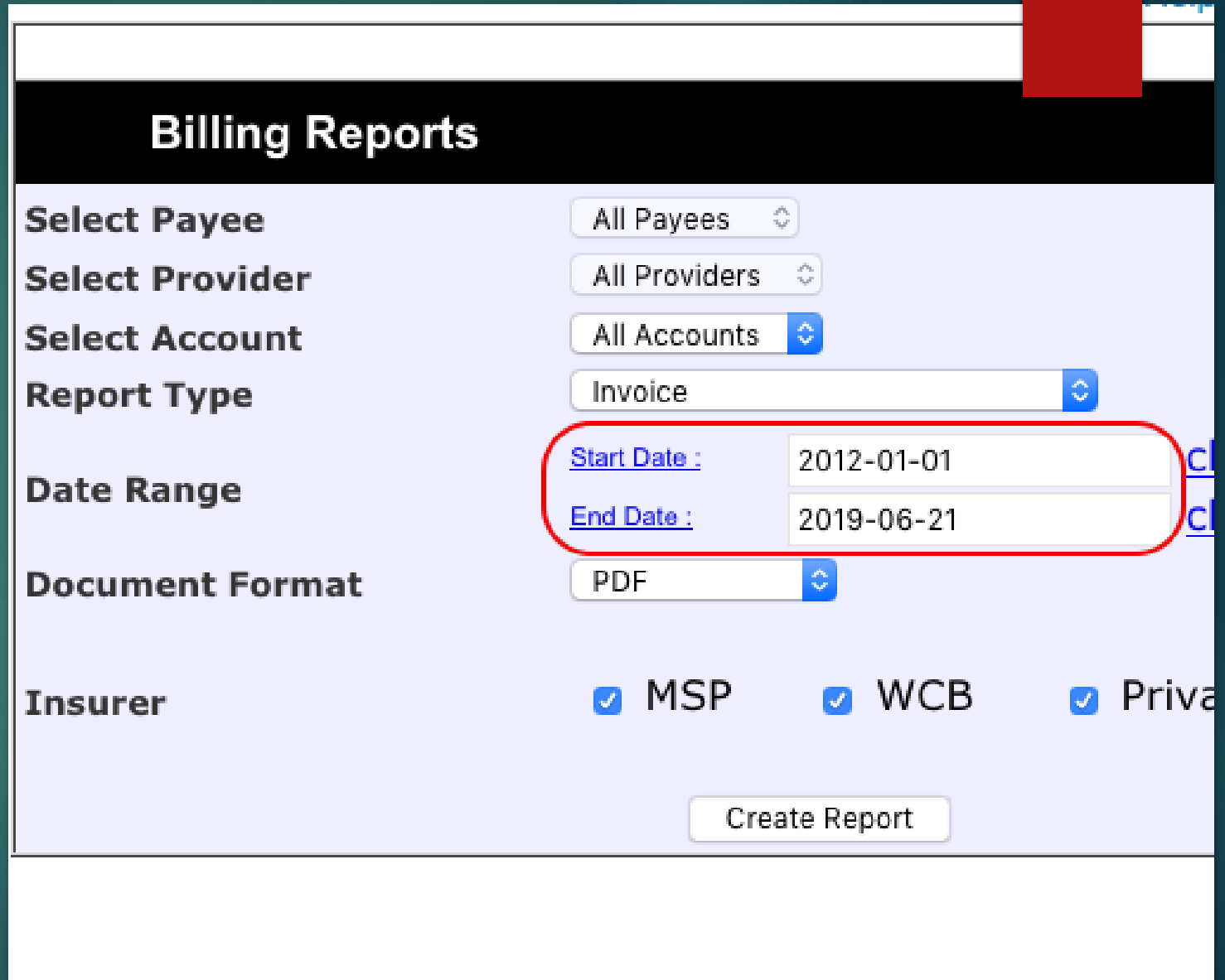
The image shows a screenshot of a patient name entry form. The form has a light purple header. Below the header, there are two input fields. The first field is labeled "First Name:" and contains the text "WILLIAM 'BILL'". Two red arrows point to the single and double quotation marks around the word "BILL". The second field is labeled "Title:" and contains the text "-Not Set-". To the right of the "Title:" field is a blue button with a white refresh icon.

Don't use quotations or apostrophes in Patient Names

- Dashes (for hyphenated names) are fine. General rule: type the name in exactly as it appears on the Carecard.
- For names like *O'Brien*, use: OBRIEN

Reports with large date ranges

- ▶ Run big reports after-hours to avoid impacting server performance during clinic.
- ▶ Must let them finish, even if they seem to be taking a long time
- ▶ If you don't let them complete, they can occasionally get 'stuck' and eat up server performance, until the server can be restarted by your OSP.



Billing Reports

Select Payee: All Payees

Select Provider: All Providers

Select Account: All Accounts

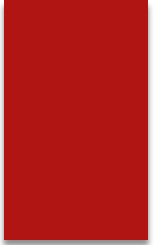
Report Type: Invoice

Date Range: **Start Date :** 2012-01-01 **End Date :** 2019-06-21

Document Format: PDF

Insurer: MSP WCB Private

Create Report



(e.g. lab work, assessments, notes, etc.) to 381-3222
31-3444. Patients can call the same number to check on the status of a referral.
n will assist with timely processing of the referral.

Let eForm windows close on their own after saving

- Some eForms can take a few seconds to close after clicking "Submit" or "Print and Submit". If you manually close the window before it auto-closes, eForm data can be lost.

Don't set overlapping schedules

- ▶ When you set a schedule for a provider, ensure that the new date-range you're setting doesn't overlap with an existing date-range
- ▶ Also, try to avoid very long durations, we find that one year at a time is best.
- ▶ Overlapping and very-long schedules may not display properly, and can be tricky to clean up.

SCHEDULE TEMPLATE SETTING

1. Use the current R Schedule or select a different one from the select field.
2. Type in the start date and end date for this R Schedule.
3. Check the day of week which is AVAILABLE.
4. Click the 'Next' button.

* Select R Schedule from the drop down list. Don't change the start date to update the R Sch.

Medic, Ian

Date from: 2019 - 1 - 1 (yyyy-mm-dd)

2019-01-01 ~ 2019-12-31

2018-01-01 ~ 2018-12-31

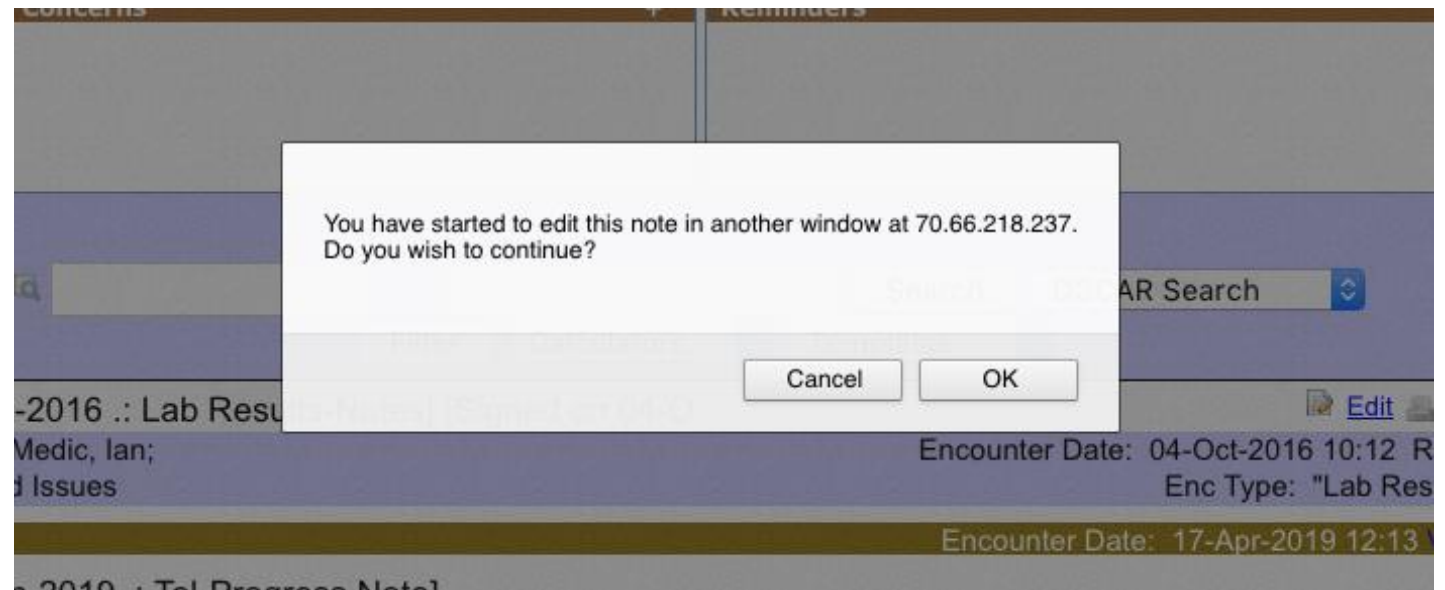
2019-01-01 ~ 2019-12-31

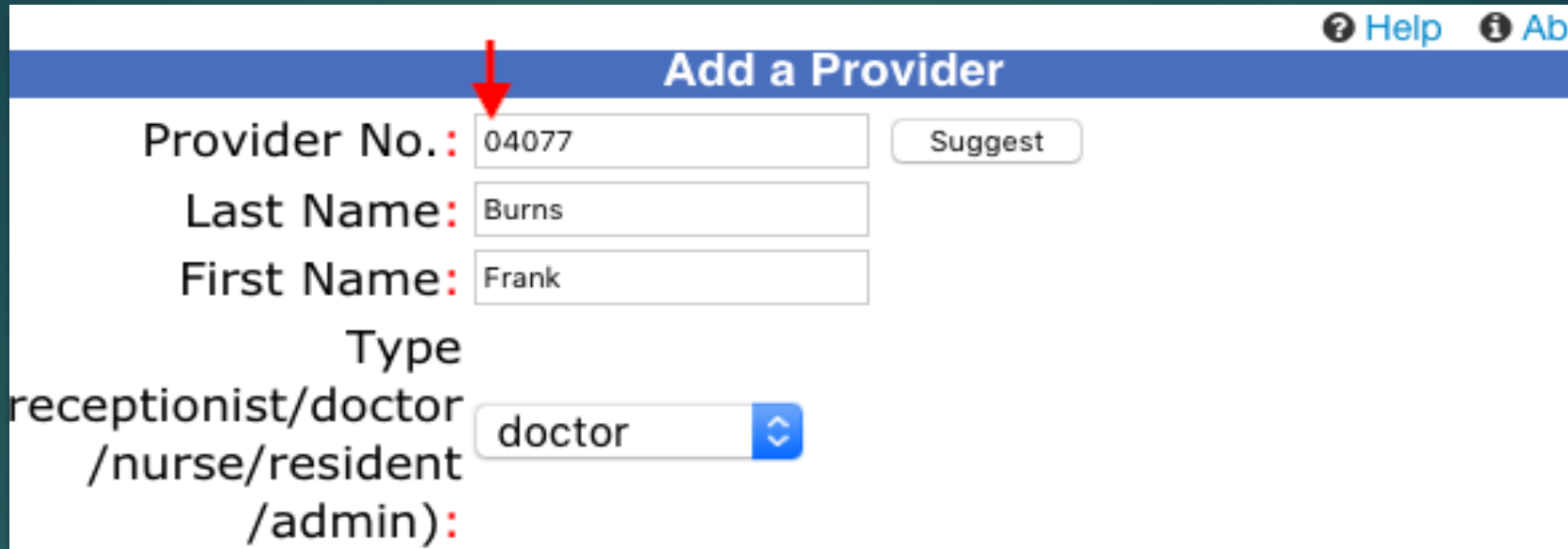
is available EVERY (Day of Week): Alternating Week Setting

<input checked="" type="checkbox"/> Sun		<<	P:10-min Surgery P:10-min-default P:10min-Normal P:10min-Rounds P:15-Liquid Nitrogen P:15-min-default P:15min-CPX P:15min-Normal P:Medic-CPX-15min P:Medic-Normal-15min P:Medic-ShortDay-15m
<input checked="" type="checkbox"/> Mon	P:10-min Surgery	<<	
<input checked="" type="checkbox"/> Tue	P:10min-Normal	<<	
<input checked="" type="checkbox"/> Wed	P:10-min-default	<<	
<input checked="" type="checkbox"/> Thu	P:10min-Rounds	<<	
<input checked="" type="checkbox"/> Fri	P:10-min-default	<<	
<input checked="" type="checkbox"/> Sat		<<	

Don't open the same eChart on multiple computers at the same time

- ▶ If the one user opens up the same patient's eChart on multiple computers at the same time, it can lead to lost notes.
- ▶ OSCAR automatically tries to save 'draft' versions, and can get confused as to which computer's note is the 'correct' version to save.
- ▶ It's OK for different users to open the same eChart at the same time





The screenshot shows a web form titled "Add a Provider". At the top right, there are links for "Help" and "About". The form fields are as follows:

- Provider No.:** 04077 (A red arrow points to this field)
- Last Name:** Burns
- First Name:** Frank
- Type:** A dropdown menu with "doctor" selected. The visible options are "receptionist/doctor", "/nurse/resident", and "/admin)".

A "Suggest" button is located to the right of the Provider No. field.

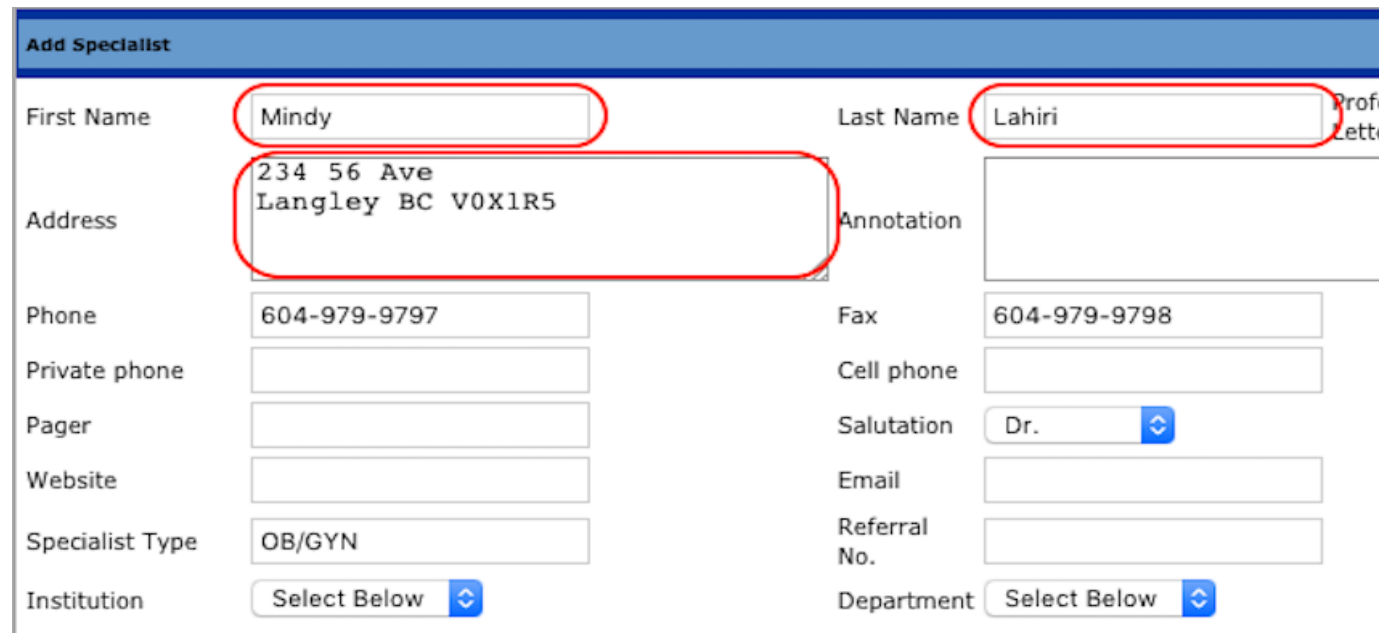
Be careful with your Provider records

- Don't add 'leading' zeroes to your Provider record numbers. Doing so can break some of the reports found in OSCAR (you won't be able to get sensible results on some reports for these providers.)
- Don't erase names from provider records – it can make future reporting very difficult. There are better ways to deactivate old users – talk to your OSP.
- Don't 're-use' old provider records.

Be careful Adding or Editing Specialists

Do not add apostrophes or quotation marks anywhere on this page. Do not add commas in the Address field

Doing so will result in an error page when you try to create a Consultation that is attached to this Specialist, and that Consultation and its data will be lost.



The screenshot shows a web form titled "Add Specialist". The form contains several input fields. Three fields are circled in red: "First Name" with the value "Mindy", "Last Name" with the value "Lahiri", and "Address" with the value "234 56 Ave Langley BC V0X1R5". Other fields include "Phone" (604-979-9797), "Fax" (604-979-9798), "Private phone", "Cell phone", "Pager", "Website", "Specialist Type" (OB/GYN), "Institution" (Select Below), "Salutation" (Dr.), "Email", "Referral No.", and "Department" (Select Below). The "Annotation" field is empty.

Add Specialist			
First Name	Mindy	Last Name	Lahiri
Address	234 56 Ave Langley BC V0X1R5		
Phone	604-979-9797	Fax	604-979-9798
Private phone		Cell phone	
Pager		Salutation	Dr.
Website		Email	
Specialist Type	OB/GYN	Referral No.	
Institution	Select Below	Department	Select Below

Ways to break your WCB Reports

- Do not use MSP 'Letter' codes for your ICD9 Codes on the WCB report. For example do not use "V480", use an ICD9 equivalent instead.
- In the Clinical Info: do not use any 'special' non-text characters, such as accented letters (é) superscript or subscript, or non-english symbols (like greek or latin mathematical symbols). This will result in an MSP Rejection for a problem with your note. Simply remove the offending character and then resubmit with the edited form. *(Tip: these can sometimes be entered by your dictation software without your knowledge)*

Injury Codes and Descriptions	Date of Service: 2019-06-21	Date of Injury: 2019-06-21
Diagnosis:		
WCB code:	<input type="text"/>	Search
Service code:	<input type="text"/>	Search
ICD9:	###	Search
Body Part:	<input type="text"/>	Search
Side:	Not Applicable	
Nature of Injury	<input type="text"/>	Search
From injury or since last report, has the worker been disabled from work?	<input checked="" type="radio"/> Yes <input type="radio"/> No	
If Yes, as of what date? (if known)	<input type="text"/>	
Clinical Information: What happened? Subjective Symptoms Examination Investigations Treatment, Meds	Don't use é, ~, ≈, μ, ≤ etc.	

Be careful with the Unlink button

- ▶ There's a button on the Lab Result interface called "Unlink". It is designed to un-link a report from a demographic. But it is broken
- ▶ Using the Unlink is meant to return the report to the Inbox as a yellow Unmatched report, but it does Not always do this.
- ▶ For now, seek your OSP's assistance if you have a report that is mismatched. (A bug report has been filed and this will be fixed in the next version.)

ment Forward Close Print Msg Tickler **Unlink** E-Chart P

Label: (not set) Next Appointment: 2019-06-22

Detail Results: Patient Info.		Resu
CAPTAIN HOOK	Home Phone:	Date of Service:
1920-01-01	Work Phone:	Date Lab Received:
84 years	Sex: M	Report Status:
9123456788	Patient Location: BCB	Client Ref. #:
		Accession #:

PNETBCB

cc: Client: JOHN HEATHCOTE, IAN TEST

[View Ticklers](#) Linked to this Lab

Ian Medic : **Not Acknowledged** no comment

Result	Abn	Reference Range	Units	Date/Time Completed
80	L	135 - 180	g/L	2004-10-25 07:47:00

The screenshot shows the OSCAR Issue and Feature Tracker interface. On the left, there is a navigation sidebar with a blue background containing icons for home, search, and a plus sign. The main content area is white and displays the project name 'OSCAR Issue and Feature Tracker' and a 'Back to project' button. Below this is a section titled 'Issues and filters' with a list of filter options: 'All issues', 'Open issues' (highlighted), 'Done issues', 'Created recently', 'Resolved recently', and 'Updated recently'. At the bottom of this section is a 'View all filters' link. The main content area shows a list of open issues under the heading 'Open issues'. The first issue is highlighted in blue and reads: 'HRM migration fails silently with only part of the files transformed' with ID 'OSCAREMR-6818'. The second issue is 'HRM documents that include a # (hash) in the generated filename fail to load silently' with ID 'OSCAREMR-6488'. The third issue is 'ERROR:500 in the Labs area when opening encounter for some patients.' with ID 'OSCAREMR-4396'. The fourth issue is 'Running an "All All" in Inbox Search Crashes OSCAR' with ID 'OSCAREMR-4314'. Each issue has a small profile picture of a person next to its ID.

We need your help to find and fix these problems

When you find an unexpected error page or behaviour, try to remember:

- the exact steps you took to cause it,
- the time of day,
- the browser software you were using,
- a screenshot and/or a copy of the error text is very helpful to us

The developers need to be able to recreate the problem you encountered, so they can figure out the fix. The more info you can provide, the easier it is to fix.

Let your OSP know what you discover.