Dimensions Acute

NOVANT HEALTH

Tip sheet (Willow Ambulatory)

Outpatient Pharmacy Technician:
May 2019 Upgrade

What's new in Willow Ambulatory with the May 2019 Upgrade?

Scan Patient Documents in Willow Ambulatory

Willow Ambulatory users can now scan patient documents such as waivers and insurance cards directly in Willow Ambulatory.

1. In a patient's record, go to the Documents section and click Add. A window appears, from which you can scan patient documents.
2. Select the Type of document and fill in the appropriate fields.
3. Click Scan to scan the document.
4. Documents can be deleted as necessary. Multi-page scans appear as separate images so they can be expanded, rotated, or deleted individually.
5. Click Accept.
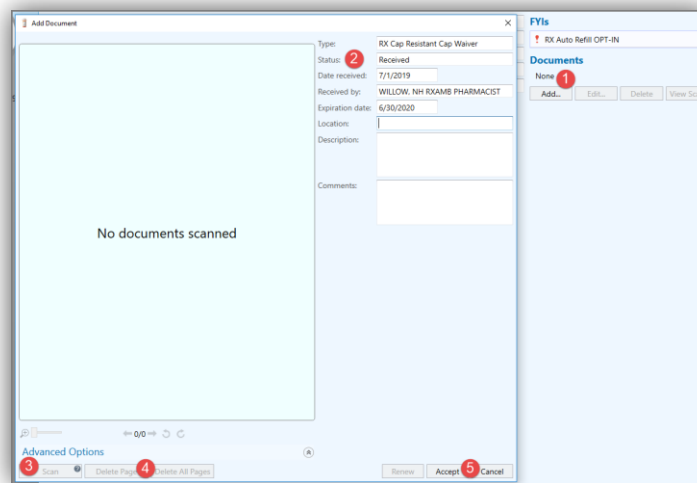
Accessing Prior Authorization Information

You can view, initiate, and cancel Prior Authorization information in the Med Profile, the Prescription Composer, the menu button in the billing Composer, and the Payment Summary window.
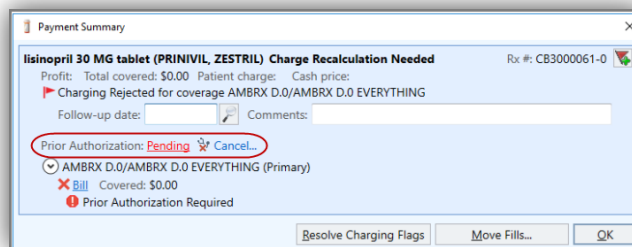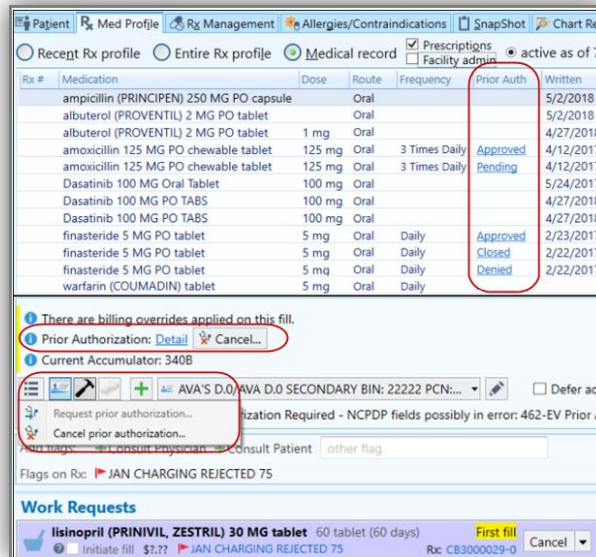
Fill Solid-Form Compounds

You can now work with mixtures in solid forms such as capsules or suppositories the same way you work with any other mixture. At the bottom of the Edit Mixture window, you can see how many units the recipe makes.
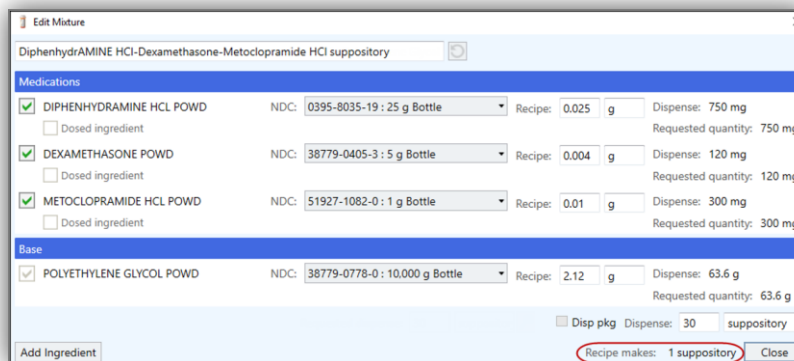

If you need to create a solid-form compound on the fly, add ingredients to the shell mixture that contains only supplies such as empty capsules.

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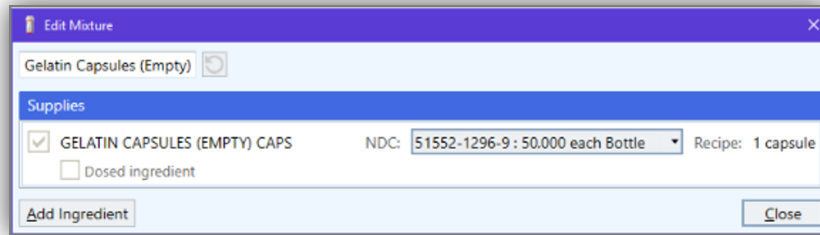
Cancel Transfers

If a user transfers a prescription in error, they can now cancel the transfer with the click of a button. In Prescription Event Details, transfers now feature a Cancel button that will cancel the most recent transfer of a prescription as long as there are no fills in progress. Previously, there was no way to correct a transfer mistake short of transferring the prescription back.
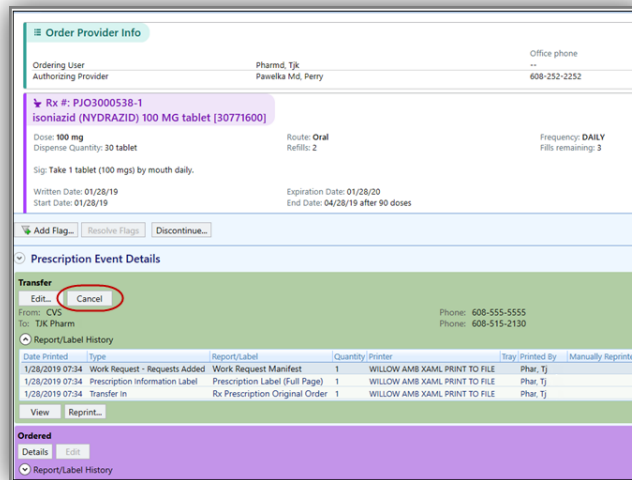

Edit Transfers

If you make a mistake when transferring a prescription to an external pharmacy, correct the mistake right away by simply selecting the transfer in Prescription Event Details and click Edit.
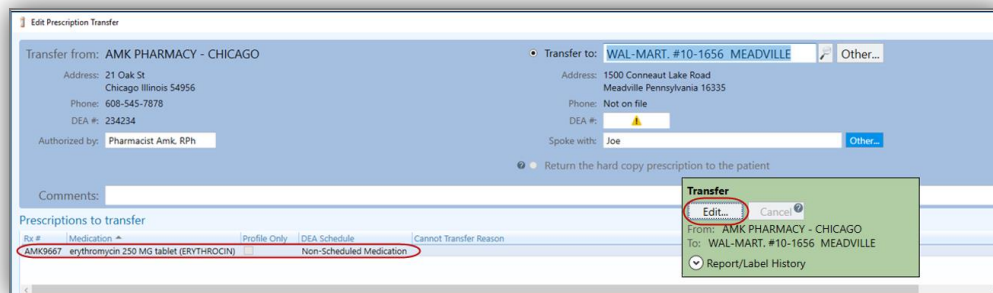
Consistent Medication Names

Rather than seeing the same medication referred to by both the order name and the label name at different places in the system, you now see on consistent medication name throughout Willow Ambulatory.
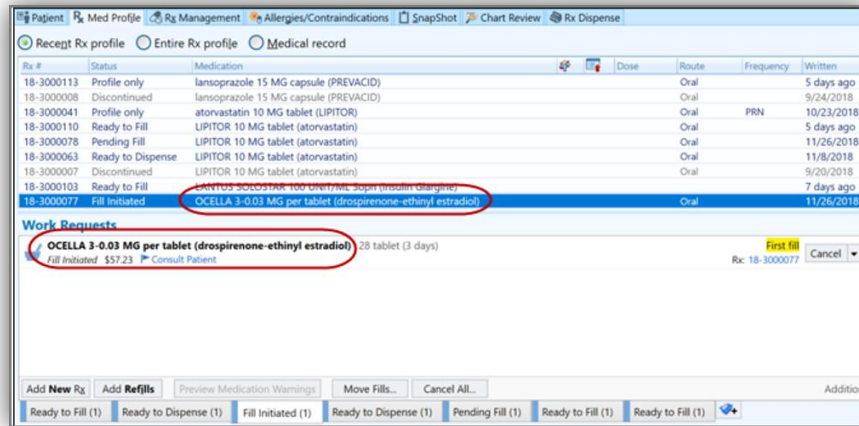

View and Edit the Fill Start Date

When filling a prescription, you can view or edit the start date for a particular fill of a prescription in the field labeled Start taking in the Pharmacy to Dispense section within Advanced View. This information lets a patient know when they should begin taking the fill, which could be different from the date it was filled.
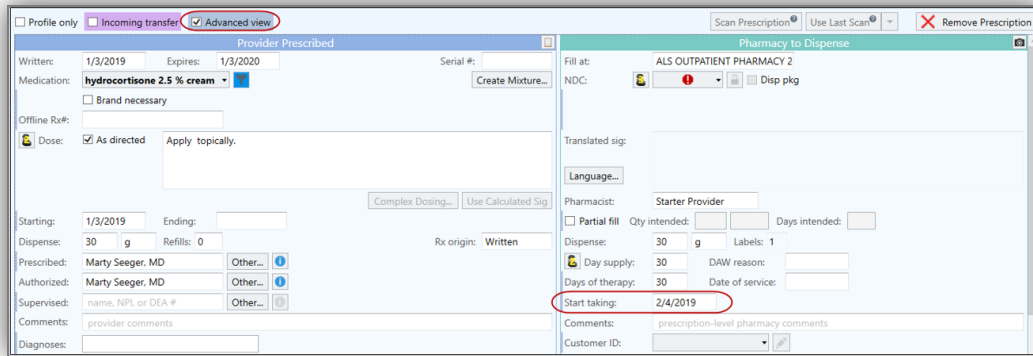

Due Times for Completion Fills

Completion fills now have a due time of 12 business hours after they are created, so you'll see a Ready at time and date on these work requests. If you don't want to release the fill immediately, add a follow-up date to the Completion Fill Hold flag. Follow-up dates for completion fills can be managed through creation of a custom work queue or by altering the configuration of the Follow-up Tickler work queue to include this custom flag.

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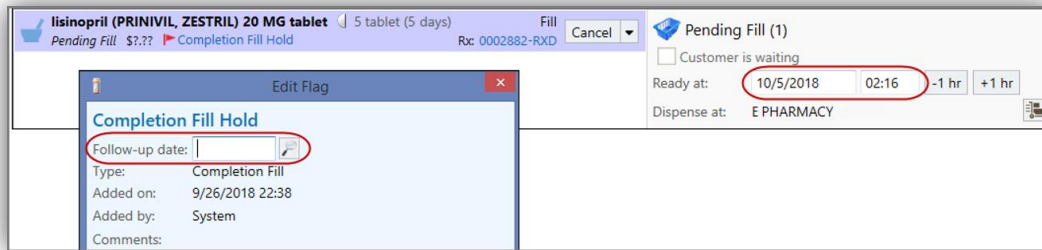
Some Requests to Discontinue Medications Can Be Automatically Approved

Some requests from external providers to discontinue a patient's medications are now approved automatically. Prescriptions that are automatically discontinued appear as discontinued from an external system.
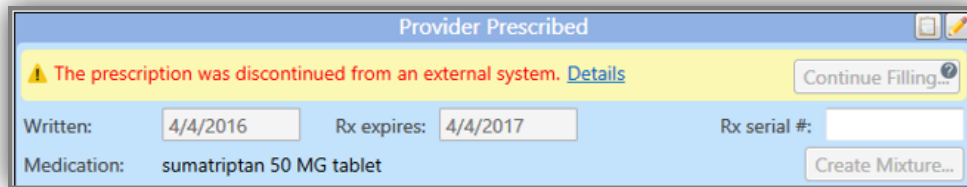
Delivery Icons Get a Makeover

The icons representing delivery preference options (Courier, Mail, Pickup) have a new look, making them more consistent with the rest of Willow Ambulatory.
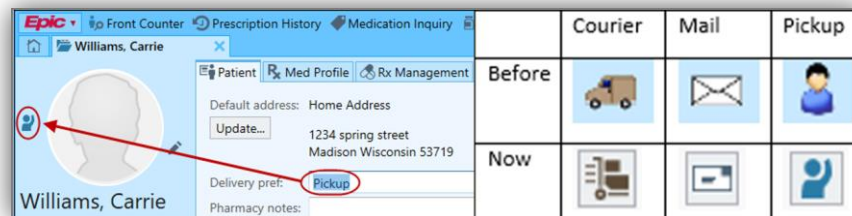
Update Balances Without Updating the NDC Field

Inventory users won't have to manually update the NDC field in Update Balances as frequently as they did previously. The default NDC will now appear when updating balances. If the NDC being updated is different than the default, select the NDC that needs to be updated.

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Dimensions Hyperspace Changes

What's new in Dimensions with the May 2019 Upgrade for Willow Ambulatory users that access patient charts within Hyperspace?

Storyboard for Pharmacy Technicians

Say goodbye to the patient header and hello to Storyboard. Storyboard gives you easy access to a patient's story, no matter where you are in their chart. Review key information, hover for additional detail, and click to take action.

After opening a patient's chart, **(A) Storyboard** appears on the left side of the screen, and the **(B) activity tabs** you're accustomed to now appear at the top of the screen. You can also customize those tabs to best suit your needs. No matter where you are in a patient's chart, you can see key information about that patient in the Storyboard, including allergies, weight/BSA, and new lab results. Of course, any of these activities can still be accessed as you previously have.
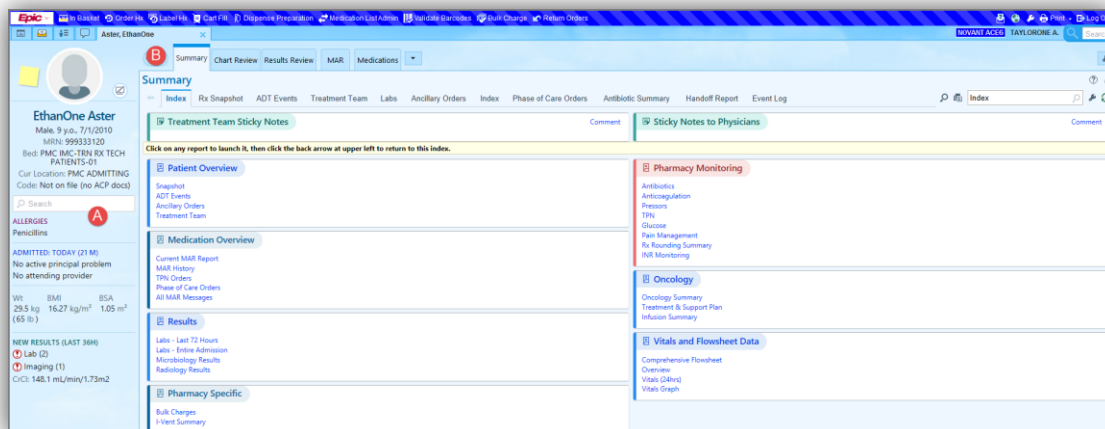
- ❖ Watch the quick video in the playlist to learn more on Storyboard basics and customization options.