

## eClinicalWorks Campaigns Request Form

The eClinicalWorks (eCW) Campaigns function allows practices to send automated messages to patients via text, voice, and/or email based on specific demographic, billing, and clinical data. If your practice has any questions or would like to sign up for any of the specified Campaigns below, please complete the requested information and return to our team at [softwaresupport@phydata.com](mailto:softwaresupport@phydata.com). Please note that any messages sent via text and/or voice will be charged at our standard eClinicalMessenger rate of 8 cents per completed call or text. Emailed messages are not billable.

### PREVENTIVE CAMPAIGNS:

Name	Details	Settings Requested by Practice:
Yearly Visit Reminder	<p>Patients age 2 years and over with no office encounter for a particular visit type in past year, and none scheduled for the upcoming year. The appointment must be with a provider, and resource only encounters are excluded.</p> <p>Tip: This message works best for practices who use a visit type for “annual visit” but can be used to search for other visit types or include patients who have not been seen by the practice with any visit type in the past year or upcoming year.</p>	<p>Providers Included:</p> <p>Visit type(s) Included:</p> <p>Method (Voice, Text, Email):</p>
Mcare Annual Wellness	<p>Medicare patients for whom it has been over a year (reference Service Date on claim) since they have been billed a G0438 or G0439.</p>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p>
Peds Well Child	<p>Contact parents of all active patients one month before their child reaches 2mo/4mo/6mo/9mo/12mo/15mo/18mo/2yr to educate on the importance of the upcoming well check visit.</p>	<p>Providers Included:</p> <p>Age Range(s) Included:</p> <p>Method (Voice, Text, Email):</p>

Mcare CCM	<p>Medicare patients with two or more chronic conditions on their Problem List who are not currently enrolled in the Chronic Care Management program OR have not been billed a 99490 in the past 12 months.</p>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p>
HPV Vacc	<p>Patients who are over the age of 11 and have not received their first dose of the HPV vaccination.</p> <p>Tip: eClinicalWorks verifies HPV based on immunizations documented in the chart.</p>	<p>Providers:</p> <p>Method (Voice, Text, Email):</p>
Adult Flu Season	<p>Patients without a flu shot administered on their record for the current flu season. This Campaign will send the messages out according to the following schedule:</p> <p>*Initial Notification: August 1-December 15</p> <p>*2nd Notification: January 1-March 15</p> <p>Tip: eClinicalWorks verifies history of flu shots based on immunizations documented in the chart as administered or “given in past”.</p>	<p>Providers:</p> <p>Method (Voice, Text, Email):</p>
Peds Flu Season	<p>Patients without a flu shot administered on their record for the current flu season. This Campaign will send the messages out according to the following schedule:</p> <p>*Initial Notification: August 1-December 15</p> <p>*2<sup>nd</sup> Notification: January 1-March 15</p>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p>
Pneumo Vacc	<p>Patients who are over the age of 65 and have not received their pneumococcal vaccination.</p> <p>Tip: eClinicalWorks verifies history of pneumo vaccs based on immunizations documented in the chart as administered or “given in past”.</p>	<p>Providers Included:</p> <p>Frequency (per qrtr, 6mths, or yr):</p> <p>Method (Voice, Text, Email):</p>

Breast CA Screening	<p>Female patients of set age who have not had a mammogram in the past 24 months.</p> <p>Tip: eClinicalWorks verifies mammo history based on mammos electronically ordered and marked “received”.</p>	<p>Providers Included:</p> <p>Age group (start @ 40 or 50):</p> <p>Method (Voice, Text, Email):</p>
Cervical CA Screening	<p>Female patients age 21 years and older who have had an office visit in the past 2 years but have not had a Pap lab test in the past 3 years.</p>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p>
Colon CA Screening	<p>Female patients age 21 years and older who have had an office visit in the past 2 years but have not had a Pap lab test in the past 3 years.</p> <p>Controls:</p> <ul style="list-style-type: none"> <li>Facility, Enterprise.Starting year of age range from 18-25, default to 21.Batching, allowed</li> </ul>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p>
Skin Cancer April: Awareness	<p>All Active Patients. Messages will only be sent in the month of April.</p>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p>
Skin Cancer May: Tanning Bed	<p>All Active Patients. Messages will only be sent in the month of May.</p>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p>
Skin Cancer June: Sun Screen and Lip Balm	<p>All Active Patients. Messages will only be sent in the month of June.</p>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p>

Skin Cancer July: Clothing and Sun Protection	All Active Patients. Messages will only be sent in the month of July.	Providers Included:  Method (Voice, Text, Email):
Skin Cancer August: Sunglasses and UV Protection	All Active Patients. Messages will only be sent in the month of August.	Providers Included:  Method (Voice, Text, Email):
Skin Cancer September: Self-Exam/Mole Mapping	All Active Patients. Messages will only be sent in the month of September.	Providers Included:  Method (Voice, Text, Email):

### ORDER/RESULTS RELATED CAMPAIGNS:

Name	Details	Settings Requested by Practice:
High Priority Lab	Outstanding High Priority (Stat) Labs 3-7 days past the ordered date that do not have the Collected, Received or Reviewed status.	Providers Included:  Method (Voice, Text, Email):
Lab Reminder	Outstanding labs 10-24 days that do not have the Collected, Received, or Reviewed status.	Providers Included:  Method (Voice, Text, Email):
STAT Referral Reminder	Stat Outgoing Referrals aged 7-13 days from start date that do not have the Appointment Date indicated and are not marked as Addressed	Providers Included:  Method (Voice, Text, Email):

Diagnostic Imaging Reminder	Outstanding DI orders 10-24 days past ordered date that do not have the Collected, Received, or Reviewed status	Providers Included:  Method (Voice, Text, Email):
Hemo-globin A1C	Patients with Diabetes ICD on record (either in the Problem List of Progress Note Assessment section) and without a Received or Reviewed Hemoglobin A1C result on record within the user-selected time frame (3, 4, 6, or 12-month frequency)	Providers Included:  Method (Voice, Text, Email):
ACO 32 Lipid Control with known CAD	Patient seen within the past year with a diagnosis of Coronary Artery Disease on the Problem List whose last LDL-C was > 100 mg/dL.	Providers Included:  Method (Voice, Text, Email):
Hypertension Control Aid-Follow up Prompt	Patient seen within the past year with a diagnosis of Hypertension (ICD:401.1-401.9) who are noted to have a Blood Pressure > 135/85 at time of last visit and does not have an appointment scheduled.	Providers Included:  Follow-up Threshold (3, 6, or 9 mths):  BP Threshold (135/85 or 140/90):  Method (Voice, Text, Email):
Outgoing Referral	Track routine outgoing referrals where more than 30 - 45 days have passed from the Start Date and does not have the Appointment Date indicated or has not been marked as Addressed.	Providers Included:  Method (Voice, Text, Email):
Thyroid Test	Patients with a thyroid disorder (ICD Codes: E03, E02, E05, E01, E04, E06, E07) and without a REVIEWED OR RECEIVED T3, T4, or TSH lab tests on record.	Providers Included:  Method (Voice, Text, Email):

<p>Diagnosis Based Follow-up</p>	<p>Patients with a diagnosis code either on their Problem List or Assessment AND without a scheduled follow-up visit on their record for a period the user can define. The ICD selection will pull based on the association of an ICD Group to the Campaign. Users can define a time to look back several months as well as look forward for an upcoming scheduled visit as well.</p>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p> <p>Appointment History Threshold:</p> <p>Future Appointment Threshold:</p>
----------------------------------	---	---

**GENERAL CAMPAIGNS:**

Name	Details	Settings Requested by Practice:
<p>Welcome to the Practice</p>	<p>New patient who has an upcoming appointment with the New Patient visit type or with the 'New Patient' check box selected in the appointment window.</p>	<p>Providers Included::</p> <p>Visit Type(s) Included:</p> <p>Method (Voice, Text, Email):</p>
<p>Season's Greeting</p>	<p>All active patients</p>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p>
<p>School and Camp Physicals</p>	<p>All active school age patients (Age Range to be user defined)</p>	<p>Providers Included:</p> <p>Method (Voice, Text, Email):</p>
<p>Pre-Visit Instructions</p>	<p>Patients who are scheduled for an upcoming appointment based on visit type, visit status and days before the encounter.</p>	<p>Providers Included:</p> <p>Visit Type(s) Included:</p> <p>Method (Voice, Text, Email):</p>

Post Visit Survey	Patients who've had an encounter with the option to choose qualifying Visit Status codes and Visit Types. The initial survey notification will be sent the day after the visit and additional reminders may be sent to patients without completed surveys.	Providers Included:  Visit Type(s) Included:  Method (Voice, Text, Email):  (Please also attach survey form.)
Birthday Greeting	Birthday of Patient	Providers Included:  Method (Voice, Text, Email):
No-Show Call Back	Missed appointment based on Visit Status of No Show or Pending.	Providers Included:  Method (Voice, Text, Email):
Spring Allergy Patient Ed.	All active patients	Providers Included:  Method (Voice, Text, Email):
Heat and Summer Activity	All active patients	Providers Included:  Method (Voice, Text, Email):
Fall Extreme Weather Preparedness	All active patients	Providers:  Method (Voice, Text, Email):
Winter Stress Management	All active patients	Providers:  Method (Voice, Text, Email):