

Thank You!

From February 3 to February 5, NLH experienced the longest downtime since implementation of the EHR. The CNIOS, CMIOs, and VP of Digital Transformation and Performance would like to commend everyone on the amazing teamwork we witnessed. This experience identified process improvement opportunities in several different areas. Teams will be assembled to address the various challenges over the coming weeks.

For those who worked during this downtime, THANK YOU. Your flexibility and focus on the delivery of high-quality safe patient care did not go unnoticed.

To the members of our **IS team** who selfishly gave their time and talents over the course of the weekend to ensure our environment was safe and restore our EHR as quickly as possible, THANK YOU.

To our **Clinical Informatics staff** who provided support to ensure critical patient information was restored to the EHR, THANK YOU.

The patients served by NLH are extremely fortunate to have such dedicated teams work together to ensure the delivery of care continued uninterrupted. THANK YOU!

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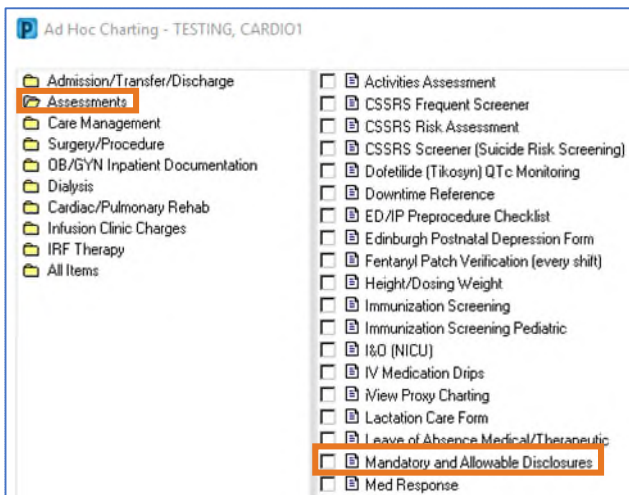
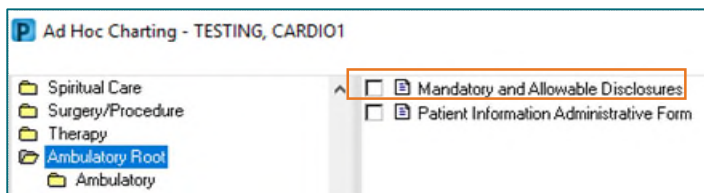


Mandatory and Allowable Disclosures

Where can mandated reporting be documented?

Mandated reporting is documented in the **Mandatory and Allowable Disclosures** form located in numerous Adhoc folders. Ambulatory practices will find the form in the Ambulatory root folder.

Click [here](#) for more information about the Mandatory and Allowable Disclosures form.

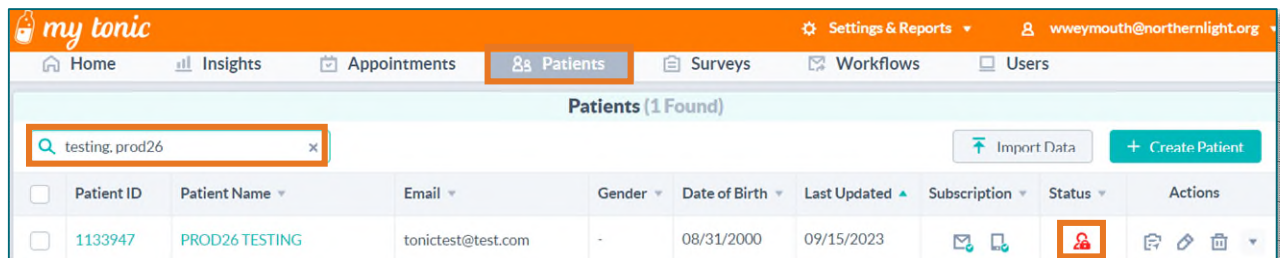
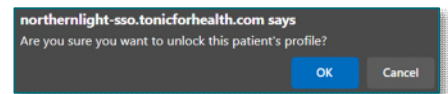


Reminder – Unlocking Patients in My Tonic (Patient Intake)

Staff (normal front office staff and managers) with **My Tonic (Patient Intake)** access have the ability to unlock a patient chart. The lock occurs when a patient exceeded the limit of verification attempts while trying to access their virtual pre-registration and intake (Tonic), which provides EHR integration of patient completed data prior to appointment.

NOTE: Patients will receive an error message when trying to login via the link if they have exceeded the limit of verification attempts.

- Login to **My Tonic**.
- Click **Patients**.
- Search for patient, select **enter**.
- Under **Status**, click the red icon.
 - Pop-up asks if you are sure you want to unlock the patient’s profile.
- Click **OK**.
 - Pop-up alerts the patient’s profile has been unlocked and the status reverts to a green open lock.



Click [here](#) to review the flyer created by Revenue Cycle Business Support Services.