Information to help you stay working in AxiUm!

Problems, Don't understand, It's not clear, Getting mixed instruction

This summer we installed a major upgrade. Hopefully, you will find AxiUm less confusing and maybe somewhat friendlier to use. Many of the problems students encounter using AxiUm or utilizing AxiUm comes from having questions and not asking. Find the answer to questions before they become problems.

Talk with me or other AxiUm administrators about issues as soon as they arise.

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Phases

Phases must be done in order by the 1st number. Example A 2:1 can't be completed before a 1:1.

Phases can be changed two ways

1. If the phasing is an obvious error I will change it for you.
2. Other phase changes must be done by you're an instructor.

Tip - Phase “0” will allow you to do the procedure before all others. Phase 0:0 will make it necessary to do the procedure before all others. To use "0" leave the phase spaces blank when planning a procedure.

AxiUm Training - SRTA, Mock Boards, etc.

If you are using training that requires set up by AxiUm Admin. please check that you are able to log in and view radiographs well before the class/exam. If there is a problem report it asap.

Read AxiUm emails that refer to the class/exam sent from clinical affairs. (Not that you would ever skip reading AxiUm mail).

Logins

AxiUm records exactly who is logged in. If your assistant is logged in and you do work – the assistant will receive the credit. The same is true if an evaluation is entered while someone else is logged on.

Evaluations

The check mark on the left side of AxiUm allows you to view all the evaluations you have received and all the procedures that haven’t been evaluated. Frequently you can spot why your evaluation doesn’t show up on your reports. It also will help you identify procedures which weren’t evaluated.

Correcting Evaluation errors can be done by your instructor or coordinator. If you need me to assist bring a signed note from you instructor telling what needs to be done. An email from your instructor will work in most cases. EHR Notes should not be used to instruct AxiUm Adm. to take care of evaluations.

Adding an evaluation other than at the time it is swiped by your instructor needs to be done by your instructor. You can be logged in as yourself and have the evaluation completed for swiping when your instructor views it. To do this pull up your patient and go to Transactions (the calculator icon), click on the Treatment Tab – then Treatments. If the evaluation is one that involves steps go to Options/Settings (Swiss Army Knife), click on it and a check mark in the Show Steps box. Close that and go to the procedure you need the evaluation for. Highlight and right-click the procedure and select Add Student Eval. On the evaluation form be sure you use the ellipsis to select the correct instructor. By default if you are logged in the provider should be correct but check. From there fill out the form and ask the instructor to swipe it.

Patient no shows and cancellations

If a patient is late, cancels or fails to show make some sort of note in the EHR. However you need to be sure you go to the patient card and cancel or fail the appointment if the patient is a no show. Do not delete and appointment unless it’s an error.

Looking Up Patients

The patient chart number is always the best way to look up a patient.

If looking for a name you can use as little as one letter and comma and another letter. (T,Q) will look up everybody with the last name beginning with T and first name beginning with Q. A comma and the first name will sometimes help you find tough to remember names by the first name.

If you enter a name and can’t find your patient check that you didn’t put a space before the first letter. (Really this happens)

If you spot a duplicate chart please notify an AXIUM ADMIN. preferably before you do any charting on the patient. Often we can correct this problem while you work but occasionally radiographs need to be moved.

Problem Codes

If a procedure code is moved from P to I and swiped or I to C and swiped in error a correction can be made. However it remains an error that likely will require notes and trips and/or calls to Clinical Affairs. To avoid this, when possible, move your procedures to I or C then ask your instructor to swipe them. Watch your instructor as he begins to swipe to be sure only the procedures you want swiped are highlighted for approval.

P* - Planned but eighteen months or older can’t be used anymore. Re-plan the procedure then contact an AxiUm Admin. to delete the P* code.
Several codes have steps that must be completed. The Parent code is never touched. Example – D2740 has 3 steps D2740.1, D2740.2, D2740.3. Step one will be worked on and completed then two and three. As soon as Step one is put in-process the Parent code automatically moves to In-process. The parent code will stay in-process until all child codes are swiped complete. If a child code needs to be deleted the entire set of codes need to be deleted.

Any procedure code that requires a lab must have a lab code. When planning a procedure that requires a lab AxiUm will ask you if you want to add a lab and it becomes part of the treatment plan. If you discover that a procedure requiring a lab code doesn’t have it – the codes can be planned like procedure codes. They are found under miscellaneous in the procedure code list. Lab codes should be moved to in-process when you submit a lab request and completed when the work comes back from the lab.

**Money**

All procedures require that the patient pay the same day the procedure is put in-process.

Escort the patient to the cashier and watch that they pay for the procedures you are doing.

Check transactions on your patients to see that their balances are correct. You need to see that the money they paid was applied to the procedure you did and not to one someone else did.

If your patient shows he owes money in transactions but doesn’t really owe because of a re-do, teaching case, etc. take care of it immediately. We have had patients go to collections that didn’t owe money.

**Me**

My hearing is not good with some cell phones or if there is considerable noise in the background.

**Chart Locks**

Doral Holds are for state insurance. It is the surest way we have found to have notice to contact the state to find out if the patient has insurance on the day he/she is being seen, that the procedure you are doing is covered and that they haven’t already had it done somewhere else. This is time consuming when you have a child in the chair and need to get started but it must be done.

If you just need to look at a Doral Patient’s chart we can remove the lock in seconds. At 7:00p each evening the lock will automatically go back on. During the evening, off campus you should be able to schedule Doral patients. Apple users have had problems with this. Please let us know if you do.

**EHR Notes**

Good notes in the EHR get you quick results. For just about anything needing changed in a chart AXIUM ADMIN. has to have a note. Example - For some reason you have to change from one type of crown to another. Your note must include that you have discussed this change with the patient and he has agreed. It needs to also state what Procedure code you are changing from and to.

**Redo’s, No Charge, Discounts**

If you are re-doing a procedure, mark it as a redo when the procedure is re-planned. You will also need to put a note in the EHR indicating it is a Redo. In the note be sure to include that it is being done at no charge – if that is the case. Even after all this you will have to contact AXIUM ADMIN. to have the charge removed.

If a procedure is being done as a no charge a note explaining why must be put the EHR. Specific Faculty in each department can approved no fee procedures. Your instructor will direct you to those individuals. Again, as with all fee changes, you will need to ask an AXIUM ADMIN. to zero out the charge.

If set up prior to the charge, AxiUm will automatically apply discounts for family, employees, etc. Eligible patients need to present proof to the front desk prior to being seen. If you find the patient is eligible for a discount after being seen the procedures will have to be re-billed by AXIUM ADMIN. staff to reflect the discounted fees.

**Radiograph machines – common problems**

Radiograph will show up where taken but doesn’t show up anywhere else in Vixwin. This happens when the radiograph station computer has lost the network connection to Vixwin. If you are first to use one of these machines of the morning – especially on Mondays it is best to restart the computer before using it. Either restart from the menu on the computer or push and hold the button on the CPU for a few seconds. When you let off the button the lights on the CPU should go out. If one remains on the computer is just asleep and comeback on with the same problem.

**Workstations**

If your screen won’t come on check that the plug at the back of the monitor is plugged in tight.

If your screen is frozen try turning the thin client off. To turn of a thin client follow the wring into the cabinet. The thin client will have a green light beside the power button. Push and hold the button until you hear the machine make a small popping noise. Then turn it back on.

Use care when adjusting the keyboard holder up and down – the hinges break easily. Use both hands at the sides to adjust the angle.