



To: LaSalle Clinic Managers
From: LaSalle Medical Management
Date: April 2, 2020
Update No.: 202004-1
Re: Adding a Patient Picture to eCW

To better facilitate non-face-to-face encounters with patients, we have a workflow to accept a picture via email. While this is not a preferred practice, it may facilitate better care alternatives.

Staff Impacted

- Providers
- Medical Records
- MAs

Health Programs Impacted

All Programs

Policy, Procedure or Workflow Changes and Clarifications

Effective Immediately

We can accept via email a patient picture and attach it to the patient's eCW chart.

eCW Impact and Workflow

1. Providers should instruct patients to send the email as follows:
 - a. Address to medical.records@LasalleMedicalAssociates.com
 - b. Include in the message body
 - i. patient name,
 - ii. patient date of birth
 - iii. provider spoke to
 - iv. date spoke to provider
2. Medical Records Department assigns staff to monitor this email box. But monitoring is not real time and there may be a delay from the time the email arrives to its processing.

- a. For Stats, providers or sits should call the Medical Records department to notify them of the incoming request.
3. Adding the image to eCW
 - a. In the email client, save the image by clicking the down arrow on the right of the attachment
 - b. Click Computer on left side to expose the network locations
 - i. Browse to S:\patientPic and save (this is not a secure location and is visible to outside of ecw)
 - c. Create an eCW Telephone encounter: eCW patient hub ->New Tel Enc
 - i. Complete a message to the provider
 - ii. Click Virtual Visit scroll down and Click Examination
 - iii. Click Drawing button then click the Add button
 - iv. Navigate to where you saved the image: S:\patientPic\YourImage and select it.
 - v. It may take 30 to 40 seconds to load the picture depending on its size
 - vi. Complete the Description box with "Patient supplied imageX_YYYYMMDD" where X is a number from 1 incrementing up for each image sent by the patient, YYYYMMDD is a date serial with YYYY a four digit year, MM a two digit month and DD a 2 digit day.
 - vii. Click Add to add the image
 - viii. Add addition each additional image sent by the patient. Incrementing the image number in the Description box.
 - ix. Click Close button
 - x. Close the Examination Dialog box (upper right x button)
 - xi. Assign to proper provider
 - xii. Click Ok to send
4. Clean up
 - a. The image you attached is now in your eCW D Jelly Bean requiring Review. Review it.
 - b. The original picture is still in the S:\patientPics folder. Delete it.
 - c. An automated process runs every night at 5:15pm and will delete any files more than 5 calendar days old.
 5. Provider may process the Telephone Encounter as usual.

Further Clarifications

If you need further clarification please contact the LaSalle Corporate Office. You may print a staff member policy and procedure acknowledgement at

http://policy.lasallemedical.com/index.php/Policy_and_Procedure_Aknowledgement