Funeral Home Unleashed

Hello.

Alright, I’m going to go ahead and get started with the ROVER Unleashed session. This is going to be for Funeral homes, Funeral home assistants, and the death side of ROVER in general. We’ll go ahead and get started by talking about the ROVER Upgrade. ROVER is scheduled to be upgraded on June 23rd at night. (1 minute) So hopefully it won’t cause too many interruptions or problems. It will be down for a few hours while they get it upgraded. It actually has quite a few things that will impact the death side of ROVER. The first thing that everyone might notice is on the Splash Page the BIOMETRIC button is gone. If you’ll remember, a couple of releases ago we took out the activate fingerprint reader. So we just kind of abandoned the idea that we’re going to get fingerprint scanners to work with ROVER. And now it goes straight to the secret question and answer. So this is just cleanup; we’re cleaning up the rest of the parts that look like we had a fingerprint reader. The other big part that is going to impact users on the Death side is that ROVER is going to be able to handle situations where the medical examiner kind of starts the case first or goes ahead of the work flow. (2 minutes) I have a few cases set up. Unfortunately I’m not going to be able to show you the error because it’s fixed. But I am going to show you the out of sequence work flow and we’ll be able to look at that and I’ll show you want I’m talking about right here. So, this is a case where the ME started the case. If we hit process and go to the… let me fill out just a little bit of it. Go to TAB 10, we’ll see that the ME started it and assigned it to the funeral home. So at this point, if the medical examiner actually signed the case – currently in ROVER you would get an error message in stating that you need to refer it to the Medical Examiner still. ROVER’s not quite smart enough to understand that the Medical Examiner is the one that actually signed it, and it just looks to see if it’s ever been referred. (3 minutes). That’s been fixed. ROVER is going to be able to tell that the Medical Examiner is the one that signed the case. It’s also going to be able to tell if the Medical Examiner grants a permit before you refer it to them for the permit. Same kind of deal. The Medical Examiner could have started the case, gone into TAB 4 and granted a permit because their permits are a separate system. So they know about it before it’s in ROVER sometimes. Right now this is happening on a consistent basis actually, where you try to finish the record – everything’s done, but it says they still need to be referred. And that is going away. So really excited about that stuff. Let’s go ahead and look at permits for a second. So, on this TAB something else that’s change. It was kind of a bug. (4 minutes) Is that on Cremations we weren’t really enforcing that you had to select a state. So I’m going to pick cremation, kind of show you if I just leave this at Select and fill out this information and hit Finish, there’s actually a hard edit down here for…let’s see… state of disposition. State of disposition is required when Country is US or Canada. So it will let you go past that screen still, it’s a soft edit on the screen but it’s a hard edit that’s going to stop signatures. We ran into a couple of times where the funeral home just forgot to put that in and they didn’t get reminded on this last page. And this is going to help that. That has been changed to a hard edit on the back end when you try to finish. The other thing you’ll notice on this page that I’m kind of excited about is the error messages are different up here. (5 minutes) The error messages currently in production say that it needs to be signed/certified/ or dropped to paper. The problem we were having is that everyone would see the words “dropped to paper” and they would go and drop the case to paper. And that’s including a lot of Physicians on ROVER. So we changed the wording in hopes that it will be clearer what they have to do. So you’ll see in the Medical Information section it says that “a Physician must certify the record. Please Save (as pending) and certify the record.” So hopefully that will lead them to click the “Save as pending” and click the certify now button. The funeral home section says you must still sign or drop to paper because not all the Physicians are on ROVER yet. So, high hopes for this one. If this doesn’t work we’re looking at just removing these error messages all together and looking at possibly dealing with the consequences of what that might bring. But we’ve got to do something to stop so many cases from dropping to paper when they don’t need to be. Because it’s really messing up the work flows and it’s making ROVER a lot harder than it has to be. (6 minutes) So, let us mess with this case a little more. Let me save this as pending and I want to log in as the medical examiner now. And kind of show you something really cool that we’ve changed to the case history. Let’s say that you get a case…let’s see…ME Startsit…so that’s the one we’re messing with. And let’s see where we’re at here. Let’s go ahead and grant the permit. Finish…Save as Pending. We’ll certify the Permit. And now we will certify the record. So in this case we have a Medical Examiner who’s really on the ball. (7 minutes) They’ve created a case, they’ve granted a permit, they’ve signed it way before you have. And this upgrade to ROVER will also work with Physicians. It was just easier for me to do it this way. Basically any time you have a case that’s already been signed by the Medical Side (Medical Examiner or Phsyician) the case history is going to be able to reflect if you’ve made a change that is impactful enough to drop their signature. So let’s say you get this case and you’ve got it filled out. And you’re like “oh man, I mis-labeled this, it’s not male it’s female.” So you just change it to female and kind of go through the record here. So, let me go through the record real quick. And it won’t be too long for me to show you this. (8 minutes) Alright, let’s look at TAB 10 here. Alright. In the case history you’ll notice that it says “the user ID made a change causing ROVER to uncertify the record and remove the Physician signature – sex. So it’s telling us that this user changed the gender and it removed the Physicians signature. So, it’s a lot more detailed and we’ll know immediately who made the changed, what they changed, and that it removed the signature. So this is going to be very helpful in the sense that when you look at this you’ll know that you need to contact the medical examiner again or the Physician again and let them know “hey I made this change, it dropped your signature off, make sure you’re okay with that and re-sign it.” (9 minutes) And, right now a lot of these aren’t traced in the case history. So you’ll look at this currently in production you’ll say well it says the Medical Examiner certified it, it says that I’ve certified it, but there’s no signature from the medical examiner. Because ROVER is still dropping the signature off on a lot of these cases. But it’s not tracing who did what or why it was dropped off. And it’s being dropped off for legitimate reasons. The changes like this, the last name of the decedent. Big things that also impact the medical side. They need to be aware of. And currently the case history just doesn’t reflect what’s going on. So everyone who looks at it just thinks that ROVER has a bug when in fact it doesn’t – something’s been changed. So Really Really nice. This will hopefully really cut out on people thinking there’s a bug when there’s not; and help us track down real bugs where maybe something is still being dropped that shouldn’t. Something else that we’ve updated a few people have been running into. (10 minutes) I would say maybe once every couple of weeks or once a month. It’s a good thing that it’s not being ran into much because it has to do with infant deaths. But currently in ROVER on Infant Deaths for some reason, and I’ve been noticing it on if it’s been less than a day, and just alive for a few hours. The Decedent’s history was causing issues here it would say that you need to verify the education; or verify the marital status. You just say 8th grade or less and the marital status is never married. So there’s no reason to verify this. I feel like that wasn’t always happening, it was something that was introduced in the last couple of releases. But we got that fixed to, so now when you hit finish, like on this infant case, it doesn’t say anything about having to verify those things that are those obviously those answers. So those are the ROVER upgrades. A lot of really big things that are going to make it smoother for you and make the case a lot clearer. (11 minutes) A couple other announcements. If you don’t know yet Diana Pine has retired. We have James Harris answering the phones will us. He’s fairly new, but a lot of you have already talked to him. He’s a great help to the ROVER Helpline. As far as Diana’s duties when it comes to helping with Dr signatures and things like that. We’re still panning out where all of that is going to go. Our Death Registration is going to help us a lot with Physicians. You can still Email askrover and we can try to get it to the right spot. A few general items that are always good to remember is please always check the ROVER doctors that are currently on ROVER. So there was legislation passed this year that says that starting July of 2017, so July of next year – not this July – Physicians are going to be required to use the electronic system. (12 minutes) While that’s very exciting, we’re not there yet. So please continue to click this link and it will open up all the Physicians that are on ROVER. This is real slick in terms of searching. You type in some letters and it searches every part of it. So JES is looking at these in the first name – see RAJESH it’s in the middle but it still finds it. MAR – let’s see if we can find some. So it’s finding KUMAR as a middle name over here, and MARJORIE as a first name over here. Very fast, tells you how many Physicians are on ROVER. Please check this before you just drop it to paper. When you drop it to paper and the Physician is on ROVER, it causes a workflow problem that we kind of have to fix. And it could cause Physician frustration down the line if we don’t fix it before it gets to them. So double check this. (13 minutes) Real quick to load, real easy, and very helpful. I mentioned Diana and us trying to cover her duties in terms of helping get Physicians to sign. Just wanted to give a reminder to everyone to try not to be too aggressive with Physicians when it comes to getting these items signed. If it took them 3 weeks to do it on a drop to paper, and they’ve signed up with ROVER now. ROVER’s not a guarantee that they’re going to do it in 2 days. We all know that’s what the Statutes say. But you get further being polite than you do harassing and threatening. So we definitely want you to try and contact them politely and let them know there’s a case in their Queue. Maybe they didn’t get the notification and that’s something we need to fix. And if they don’t respond after a couple of times, keep track in TAB 10 case history of your attempts and let us know. (14 minutes) And we will try to do what we can to get them to sign the record as quickly as possible. I did want to also go over just phone numbers. So if you’ve got any questions and you aren’t where you can send an Email to AskROVER, you just want to talk to us. Our phone number is 405-271-5380. But if you’ve got questions about amendments or record registration, things like that. The death registration department is 405-271-5108. So those are the 2 big numbers that you want to remember. I made a couple of print outs of some case histories. Just to kind of show you the differences between a clean case history and what I would consider to be a dirty case history. (15 minutes) We want to keep the case history as clean as possible. When I first started a couple of years ago, if the case history got too long you just couldn’t save the record anymore and you have to start over. We’ve got it to the point where that’s not the case anymore, but the bigger a case history is in terms of doing stuff that isn’t necessary. The more the case gets into a state where I can’t tell what the systems done to it and how to fix it if it goes into a weird path. So keeping it as clean as possible is always recommended and suggested. So we’ll look at the first one here. We see that the user started the case, dropped it to paper, then they referred it to the ME for a transport permit, the ME relinquished the case and it was signed, then it was unsigned, then it was signed again, then it was unsigned again. Then they assigned it to a Physician and the Physician certified it. And then they signed it again right here. (16 minutes) So at some point on here we had to come in and help. First of all because it was dropped to paper. Then they found the Physician was in ROVER and assigned it to them in ROVER. So part of the case still thought it was dropped to paper so we had to go fix that before the Physician would be able to sign it. The other thing they did was they didn’t get the Permits granted first. So when it comes to a Physician that’s on ROVER, if you assign it to them and then try to get the ME to get a permit – it’s not ready for the Physician to sign it. The Physician may even get to a point where they’ve done a lot of work on it and are trying to sign it and it won’t let them. When the ME grants the permit and relinquishes the case, a lot of the Physicians work is going to disappear and they’re going to get really upset because they have to do it all again and they’re going to think that maybe doing by paper is better for them than doing it electronically in ROVER. (17 minutes) So here’s kind of a good workflow, you can see that a user started the case, they referred it for a cremation permit, the cremation permit was approved, the ME certified it, then they signed the record. Much cleaner than this. Here’s another case history where it was started, it was assigned to a Physician, a Physician certified it, then the funeral home certified it. Again, very clean. They saw that it was in ROVER first, they didn’t drop it to paper. That’s the kind of workflow that will get a case started on February 8th and finished on February 10th. So 2 days to finish that. And a part of that is because the wrong workflow wasn’t started and the case history shows that is very clean. Here’s a case history in Training where I was trying to show that I started it, assigned it to a doctor, dropped it to paper, assigned it to a doctor again, and then I signed it. And this wasn’t me, this was someone in UCO going through school. So everyone makes these mistakes going through ROVER, it’s not just people in production, it’s not just people in class – it’s everybody. (18 minutes) You can see here that they assigned it to the Physician, they saw the error message saying they had to drop it to paper and they dropped it to paper. Then they assigned it to the physician again because that’s what their homework was telling them to do and then they signed it. This is going to cause a problem though because the Physician is going to go in there and part of the case history is going to think that it’s dropped to paper. And they’re not going to be able to sign the record. So, case history. If things look like there’s a problem feel free to Email us and we can look at it and hopefully get the problem fixed before the Physician ever knows that there is a problem. And that is everything I wanted to go over. So, I’m not sure when Holly joined us, but Holly if you’re there and have any questions feel free to chime in. (19 minutes) Alright, well thank you and this will be posted online. So if you’re watching it you already know that. Thank you for watching.