

# ALLSCRIPTS PRO EHR MANUAL TRAINING Online PDF

## **Allscripts Pro EHR Manual Training: A Comprehensive Guide to Mastering the System**

In today's healthcare landscape, efficient electronic health record (EHR) management is vital for delivering quality patient care and maintaining compliance. For many healthcare providers, Allscripts Pro EHR stands out as a robust and versatile platform. However, to harness its full potential, thorough manual training is essential. This article provides an in-depth overview of **Allscripts Pro EHR manual training**, guiding users through core functionalities, best practices, and resources to ensure a smooth and effective learning experience.

## **Understanding Allscripts Pro EHR**

Allscripts Pro EHR is a comprehensive electronic health record system designed to streamline clinical workflows, improve documentation accuracy, and enhance communication among healthcare teams. Its modular design allows customization to meet the specific needs of various specialties and practice sizes.

Key features include:

- Patient Charting
- Order Management
- Clinical Documentation
- Scheduling
- Billing Integration
- Reporting and Analytics

While the system offers many automated features, manual training ensures that users understand each component deeply, enabling them to utilize the platform confidently and efficiently.

## **The Importance of Manual Training for Allscripts Pro EHR**

Automated tutorials and online resources are helpful, but hands-on manual training provides personalized, practical experience. Benefits include:

- Increased proficiency and confidence in system navigation
- Better understanding of clinical workflows
- Improved documentation quality
- Reduced errors and workflow bottlenecks
- Greater adaptability to system updates and customizations

Manual training is particularly important for new staff, transitioning practices, or when implementing new modules within Allscripts Pro EHR.

## **Components of Effective Allscripts Pro EHR Manual Training**

To maximize training effectiveness, it should encompass several key areas:

### **1. System Navigation and User Interface**

- Understanding the layout and main menus
- Customizing dashboards for quick access
- Using search functions efficiently

### **2. Clinical Documentation**

- Creating and managing patient charts
- Using templates and macros
- Entering vital signs, allergies, medications, and histories

### **3. Order Entry and Management**

- Placing labs, medications, and imaging orders
- Managing order statuses
- Utilizing decision support tools

### **4. Scheduling and Appointment Management**

- Creating and modifying appointments
- Managing patient flow
- Setting up reminders and alerts

## 5. Billing and Coding Integration

- Capturing billing information accurately
- Understanding coding workflows within the system
- Generating claims and reports

## 6. Reporting and Analytics

- Running standard reports
- Customizing reports for specific needs
- Interpreting data for practice improvement

## Best Practices for Conducting Manual Training

Effective training sessions are structured and participant-focused. Consider the following best practices:

- **Assess User Needs:** Understand the roles and prior experience of trainees to tailor the training accordingly.
- **Hands-On Practice:** Encourage active participation through simulated scenarios and real-world tasks.
- **Break Down Complex Tasks:** Divide training into manageable modules, focusing on core functionalities first.
- **Use Step-by-Step Guides:** Provide detailed manuals or checklists for each process.
- **Facilitate Continuous Learning:** Offer refresher sessions and advanced modules as staff become more proficient.
- **Gather Feedback:** Regularly solicit input to improve training content and delivery methods.

## Resources for Allscripts Pro EHR Manual Training

There are numerous resources available to supplement manual training:

### Official Allscripts Training Materials

- User manuals and quick reference guides
- System tutorials and videos
- Certification programs for advanced users

## Online Learning Platforms

- Webinars and live demos
- E-learning courses
- Community forums for peer support

## Third-Party Training Providers

- Specialized training companies offering customized sessions
- On-site workshops and hands-on labs

## Implementing a Successful Training Program

To ensure successful adoption of Allscripts Pro EHR via manual training, consider the following steps:

- **Plan Ahead:** Develop a training schedule aligned with practice workflows and system rollout timelines.
- **Design Customized Content:** Tailor training modules to specific clinical roles and responsibilities.
- **Assign Trainers:** Identify experienced super-users or IT staff to lead sessions and provide ongoing support.
- **Monitor Progress:** Track trainee competency and provide additional support where needed.
- **Encourage Feedback:** Use trainee insights to refine training approaches and address gaps.

## Overcoming Common Challenges in Manual Training

While manual training is invaluable, practitioners may encounter challenges such as:

- **Learning Curve Fatigue:** Address by pacing sessions and providing ample practice opportunities.
- **Resistance to Change:** Mitigate through demonstrating system benefits and involving staff early.
- **Technical Difficulties:** Ensure IT support is available to troubleshoot and assist during training.
- **Time Constraints:** Schedule training during less busy periods and consider modular sessions.

## Conclusion

Mastering **Allscripts Pro EHR manual training** is a critical step toward optimizing your practice's clinical and administrative workflows. By investing in comprehensive, tailored, and practical training, healthcare providers can unlock the full capabilities of the system, leading to improved patient outcomes, increased efficiency, and greater staff satisfaction. Remember, a well-trained team is the backbone of a successful EHR implementation, making ongoing education and support essential components of your practice's digital transformation journey.

## Allscripts Pro EHR Manual Training: Navigating the Essentials for Optimal Usage

**Allscripts Pro EHR manual training** is an essential component for healthcare providers seeking to maximize the capabilities of their electronic health record (EHR) systems. As healthcare increasingly shifts toward digital solutions, proficiency in navigating and utilizing these platforms becomes crucial for ensuring accurate documentation, efficient workflows, and compliant patient care. While automated tutorials and online resources are valuable, manual training offers a personalized, in-depth understanding of the system's features, tailored to specific clinical or administrative needs. This article explores the core aspects of Allscripts Pro EHR manual training, detailing its importance, structure, key components, and best practices for effective learning.

## Understanding Allscripts Pro EHR and the Need for Manual Training

### What is Allscripts Pro EHR?

Allscripts Pro EHR is a comprehensive electronic health record system designed for healthcare providers across various specialties. It integrates patient information management, clinical documentation, order entry, billing, and reporting into a unified platform. Its modular architecture allows customization to fit specific practice needs, offering tools that streamline clinical workflows and improve patient outcomes.

### Why Manual Training Matters

Despite the user-friendly interface and ongoing software updates, mastering Allscripts Pro EHR requires more than just casual exploration. Manual training provides:

- **Personalized Instruction:** Trainers can adapt sessions based on user roles, whether clinicians, administrative staff, or billing specialists.
- **Deep System Understanding:** Participants learn the nuances of features, shortcuts, and best practices that are often overlooked in automated tutorials.
- **Error Reduction:** Proper training minimizes data entry errors and enhances compliance with regulatory standards.
- **Increased Efficiency:** Staff becomes proficient faster, reducing downtime and increasing

productivity.

- Long-term Support: Manual training often involves ongoing mentorship and refresher sessions to address evolving needs.

## Structuring Allscripts Pro EHR Manual Training Programs

A well-organized training program is critical for effective skill acquisition. Typically, manual training for Allscripts Pro EHR is structured into phases:

### - Needs Assessment

Before training begins, assess the specific needs of the practice:

- User roles and responsibilities
- Existing familiarity with EHR systems
- Workflow processes
- Regulatory and compliance requirements

This assessment ensures that training is tailored and relevant.

### - Curriculum Development

Based on the needs assessment, develop a comprehensive curriculum that covers:

- System navigation fundamentals
- Clinical documentation
- Order entry and medication management
- Billing and coding procedures
- Reporting and analytics
- Security protocols and user access controls

### - Hands-On Workshops

Interactive, instructor-led sessions facilitate practical learning:

- Demonstrations of key features
- Real-world scenario exercises
- Custom workflows tailored to the practice

- Evaluation and Feedback

Regular assessments gauge understanding and identify areas needing reinforcement. Feedback sessions help refine the training approach.

- Ongoing Support and Refresher Courses

Continuous education ensures users stay current with system updates and evolving best practices.

### Core Components of Allscripts Pro EHR Manual Training

Effective manual training delves into multiple components of the EHR system, each vital for smooth operations.

#### User Interface and Navigation

Understanding the layout of Allscripts Pro EHR is fundamental:

- Dashboard customization
- Menu options and toolbars
- Shortcut keys and hotkeys
- Search functions and filters

Training ensures users can quickly locate and access necessary features, reducing time spent on administrative tasks.

#### Clinical Documentation

Accurate documentation is at the heart of quality patient care:

- Creating and editing patient charts
- Using templates and macros
- Incorporating structured data inputs

- Managing clinical notes, progress reports, and discharge summaries

Proper documentation practices improve clarity, compliance, and billing accuracy.

### Order Entry and Medication Management

Efficient order management reduces errors and enhances patient safety:

- Placing lab, imaging, and medication orders
- Reviewing and modifying orders
- Utilizing decision support tools
- Managing medication lists and allergies

Training emphasizes correct procedures to prevent medication errors and streamline workflows.

### Billing and Coding Integration

Accurate billing is vital for revenue cycle management:

- Coding procedures and diagnoses
- Submitting claims electronically
- Tracking reimbursements
- Handling denials and appeals

Manual training helps staff understand how to leverage the EHR's billing features effectively.

### Reporting and Analytics

Data-driven decisions improve clinical outcomes:

- Generating custom reports
- Monitoring quality metrics
- Conducting audits
- Exporting data for external analysis

Learners gain skills to interpret reports and utilize insights for practice improvements.

### Security and Compliance

Protecting patient information is paramount:

- User access controls and permissions
- Audit trails and logging
- Data encryption standards
- HIPAA compliance protocols

Training on security ensures adherence to legal standards and safeguards sensitive data.

### Best Practices for Successful Manual Training

To maximize the benefits of Allscripts Pro EHR manual training, practices should consider the following best practices:

- Engage Qualified Trainers
  - Utilize trainers with deep system knowledge and clinical experience.
  - Consider vendor-certified instructors or experienced in-house staff.
- Customize Content
  - Tailor training modules to specific roles and workflows.
  - Include real-world scenarios relevant to the practice.
- Foster Interactive Learning
  - Encourage questions and discussions.
  - Incorporate hands-on exercises and simulations.
- Provide Reference Materials
  - Develop quick-reference guides and cheat sheets.

- Maintain access to comprehensive manuals and FAQs.
- Schedule Regular Refresher Sessions
- Keep staff updated on new features and updates.
- Reinforce best practices and address common challenges.
- Monitor and Evaluate Progress
- Use assessments and quizzes to gauge understanding.
- Gather feedback to improve future sessions.
- Support Continuous Learning
- Establish mentorship programs.
- Encourage peer-to-peer knowledge sharing.

## Overcoming Challenges in Manual Training

Manual training, while invaluable, can face obstacles:

- Time Constraints: Busy schedules may limit training availability. Solution: Schedule flexible sessions or offer online modules.
- Resistance to Change: Staff accustomed to legacy systems may resist new workflows. Solution: Emphasize benefits and provide hands-on support.
- Variable Skill Levels: Diverse technical competencies require tailored instruction. Solution: Conduct initial assessments and customize training accordingly.
- Cost Considerations: Training programs involve investment. Solution: Balance quality with cost-effectiveness by leveraging internal expertise and phased training.

## The Future of Allscripts Pro EHR Training

As technology advances, manual training programs are evolving to incorporate:

- Hybrid Learning Models: Combining in-person and virtual sessions.
- Interactive Simulations: Using virtual environments for practice.
- On-Demand Resources: Online tutorials and video guides.
- Artificial Intelligence Integration: Personalized learning pathways driven by AI analytics.

Continuous innovation ensures that healthcare providers can adapt swiftly to system updates and changing regulatory landscapes.

## Conclusion

**Allscripts Pro EHR manual training** is a cornerstone for healthcare practices aiming to harness the full potential of their electronic health record systems. By investing in comprehensive, tailored, and ongoing training programs, organizations can improve data accuracy, streamline workflows, enhance patient safety, and ensure regulatory compliance. While manual training requires dedicated resources and planning, the long-term benefits—greater efficiency, reduced errors, and improved clinical outcomes—are well worth the effort. As the healthcare industry continues to evolve digitally, mastery of systems like Allscripts Pro EHR will remain a critical competency for delivering high-quality, efficient patient care.

**Question** What are the key components covered in the Allscripts Pro EHR manual training? The training covers system navigation, patient charting, order entry, billing processes, and reporting features to ensure users can efficiently use Allscripts Pro EHR. **How can I access the Allscripts Pro EHR manual training materials?** Training materials are typically available through the Allscripts Learning Management System (LMS), your organization's training portal, or by contacting your system administrator for access links and resources. **Is there a certification or assessment after completing the Allscripts Pro EHR manual training?** Yes, many organizations offer assessments or certifications upon completing the training to ensure users understand core functionalities and can operate the system effectively. **What are the best practices for troubleshooting issues during Allscripts Pro EHR manual training?** Best practices include consulting the official user manual, participating in live support sessions, reaching out to your IT support team, and utilizing online community forums for troubleshooting guidance. **How often should staff undergo refresher training for Allscripts Pro EHR?** Refresher training is recommended annually or whenever major updates are released to ensure staff remain current with system features and best practices.

**Related keywords:** Allscripts Pro EHR, EHR training, Electronic Health Record manual, Allscripts Pro user guide, EHR documentation, clinical workflow training, Allscripts Pro tutorial, EHR system support, medical software training, healthcare IT manual

## Allscripts ehr training manual

## **Allscripts EHR Training Manual: Your Comprehensive Guide to Mastering Electronic Health Records**

In today's healthcare environment, efficient management of patient information is crucial for delivering quality care. The **Allscripts EHR training manual** serves as an essential resource for healthcare professionals seeking to navigate and optimize the use of Allscripts Electronic Health Record (EHR) systems. Whether you're a new user or looking to enhance your proficiency, this manual provides step-by-step instructions, best practices, and tips to ensure you make the most of this powerful platform.

## **Understanding the Allscripts EHR System**

### **What is Allscripts EHR?**

Allscripts EHR is a comprehensive electronic health record platform designed to streamline clinical workflows, improve patient engagement, and enhance practice efficiency. It offers features such as patient documentation, order entry, billing, and reporting, all integrated into a user-friendly interface.

### **Key Features of Allscripts EHR**

- Patient Chart Management
- Order and Prescription Entry
- Clinical Decision Support
- Billing and Coding Integration
- Patient Portal Access
- Reporting and Analytics

## **Getting Started with the Allscripts EHR Training Manual**

### **Prerequisites for Training**

Before diving into the manual, ensure you have:

- Access to the Allscripts EHR system
- Basic understanding of healthcare workflows
- Login credentials and permissions

### **Navigation and User Interface Overview**

Familiarizing yourself with the interface is vital. The main components include:

- Dashboard: Your starting point for quick access to recent activities and shortcuts
- Patient List: Search and select patient records
- Patient Chart: View and edit patient details and clinical notes
- Order Entry: Place prescriptions, labs, and imaging requests
- Billing Section: Manage coding, charges, and insurance details
- Reports: Generate clinical and administrative reports

## Core Modules and Their Functionality

### 1. Patient Registration and Intake

Proper registration ensures accurate patient data management.

- Creating a new patient record
- Updating demographic information
- Managing insurance details

Training Tips:

- Always verify data accuracy during registration.
- Use predefined templates for common patient scenarios.

### 2. Documenting Clinical Notes

Clinical documentation is central to patient care.

- Accessing the patient's chart
- Using templates and shortcuts
- Adding progress notes, diagnoses, and treatment plans

Best Practices:

- Use standardized templates to ensure completeness.
- Incorporate clinical decision support alerts when necessary.

### 3. Order Entry and Prescriptions

Efficient order management reduces errors and improves workflow.

- Ordering labs, imaging, and medications
- Reviewing medication interactions and allergies
- Submitting electronic prescriptions directly to pharmacies

Training Tips:

- Double-check order details before submission.
- Use the medication lookup feature for accurate prescribing.

### 4. Billing and Coding

Accurate billing ensures revenue cycle integrity.

- Assigning appropriate codes based on documentation
- Generating claims and tracking reimbursements
- Handling billing corrections and denials

Best Practices:

- Stay updated on coding standards.
- Reconcile billing data regularly for accuracy.

### 5. Patient Portal and Engagement

Empowering patients enhances satisfaction and adherence.

- Guiding patients to access their records
- Sending appointment reminders and notifications
- Securing patient communications

Training Tips:

- Educate patients on portal functionalities.
- Use portal messaging for follow-up care.

## **Advanced Features and Optimization**

### **Customizing Workflows**

Tailor the system to fit your practice's needs by customizing templates, alerts, and shortcuts.

### **Utilizing Reporting and Analytics**

Leverage built-in reports to monitor clinical performance, billing, and patient outcomes.

### **Integrating with Other Systems**

Ensure seamless data flow by integrating Allscripts with labs, pharmacies, and other EMR systems.

## **Training Resources and Support**

### **Official Training Modules**

Allscripts offers online courses, webinars, and certification programs designed to enhance user proficiency.

### **Help Desk and Technical Support**

Access dedicated technical support for troubleshooting and system updates.

### **Community Forums and User Groups**

Engage with other users to share best practices and tips.

## **Best Practices for Effective Use of Allscripts EHR**

- Regularly update your knowledge with system updates and new features
- Maintain accurate and complete documentation
- Prioritize user security by adhering to HIPAA guidelines
- Use templates and shortcuts to save time
- Continuously evaluate workflows for efficiency improvements

## Conclusion

The **Allscripts EHR training manual** is an invaluable resource for healthcare providers aiming to streamline clinical workflows, improve patient care, and maximize system capabilities. By mastering its modules—from patient registration and documentation to billing and analytics—you can significantly enhance your practice's operational efficiency. Regular training, utilization of available resources, and adherence to best practices will ensure you leverage Allscripts EHR effectively, ultimately leading to better health outcomes and increased patient satisfaction.

### Allscripts EHR Training Manual: A Comprehensive Guide to Mastering Electronic Health Records

In today's rapidly evolving healthcare landscape, the effective use of Electronic Health Records (EHR) systems has become a cornerstone of delivering high-quality patient care. Among the leading platforms in this domain is Allscripts EHR, a robust and versatile solution designed to streamline clinical workflows, enhance documentation accuracy, and improve overall practice efficiency. To maximize its potential, healthcare professionals and administrative staff need a thorough understanding of the system's functionalities, best practices, and troubleshooting techniques. This comprehensive Allscripts EHR training manual aims to serve as a detailed resource, guiding users from foundational concepts to advanced features, ensuring they can navigate the platform confidently and efficiently.

### Why Is an Allscripts EHR Training Manual Important?

Implementing a new EHR system like Allscripts requires more than just basic familiarity; it demands a structured learning approach. Proper training minimizes errors, increases productivity, and ensures compliance with healthcare regulations such as HIPAA. An effective training manual provides:

- Consistent onboarding for new staff members
- Refresher knowledge for existing users
- Guidance on system updates and new features
- Troubleshooting tips for common issues
- Best practices for documentation and clinical workflows

By investing in comprehensive training, healthcare practices can realize the full benefits of Allscripts EHR, including improved patient safety, better care coordination, and increased operational efficiency.

### Getting Started with Allscripts EHR

## Understanding the Interface

The first step in mastering Allscripts EHR is familiarizing oneself with its user interface (UI). The main components typically include:

- Dashboard: Overview of patient information, tasks, and alerts
- Navigation Menu: Access to modules such as Patient Charts, Orders, Messages, and Reports
- Patient List: Search and select patients quickly
- Clinical Workspaces: Areas for documenting encounters, orders, and notes
- Toolbar and Shortcuts: Quick access to frequently used functions

## Setting Up User Profiles and Preferences

Customizing your environment enhances efficiency:

- Set up user profiles with appropriate permissions
- Configure display preferences (theme, font size)
- Personalize quick links for frequent tasks
- Enable alerts and notifications relevant to your workflow

## Core Features and Functionalities

### Managing Patient Records

Efficient management of patient records is central to Allscripts EHR:

- Creating New Patient Profiles: Enter demographic data, insurance info, and medical history
- Scheduling Appointments: Use the scheduling module for appointments and follow-ups
- Accessing Past Encounters: Review previous visits, labs, and imaging
- Documenting Encounters: Use templates or free-text entry for progress notes

### Documentation and Note-Taking

Proper documentation is vital for legal, billing, and clinical purposes:

- Use smart templates for common visit types
- Apply clinical decision support alerts

- Incorporate medications, allergies, and vital signs
- Attach lab results and images to the encounter

## Orders and Prescriptions

Streamline ordering directly within the system:

- Laboratory and Imaging Orders: Select tests with predefined panels
- Medication Prescriptions: Send e-prescriptions securely to pharmacies
- Referral Orders: Refer patients to specialists or services
- Order Tracking: Monitor status and results

## Billing and Coding

Ensure accurate billing through integrated coding features:

- Use built-in coding tools for CPT, ICD-10 codes
- Generate superbills for billing submission
- Track claim status and denials
- Manage payments and billing inquiries

## Advanced Features and Customization

### Clinical Decision Support

Leverage alerts and reminders to enhance patient safety:

- Drug interaction warnings
- Preventive care reminders
- Order sets tailored to specialties

### Reporting and Analytics

Utilize reporting tools to monitor practice performance:

- Generate clinical quality reports
- Track patient outcomes

- Measure productivity metrics
- Customize dashboards for key insights

## Integration with Other Systems

### Maximize interoperability:

- Connect with laboratory, imaging, and pharmacy systems
- Export data for research or external reporting
- Implement HL7 or FHIR standards for seamless data exchange

## Custom Workflow Creation

### Design workflows that match your practice's processes:

- Build custom templates
- Automate routine tasks
- Set up alerts and triggers for specific actions

## Best Practices for Effective Allscripts EHR Use

- Regular Training and Updates: Keep staff updated on new features
- Consistent Documentation: Follow standardized templates and protocols
- Data Security: Use strong passwords and access controls
- Periodic Audits: Review documentation quality and accuracy
- Patient Engagement: Use patient portals for communication and education

## Troubleshooting Common Issues

### System Slowdowns or Crashes

- Clear cache and cookies
- Update browsers and software
- Contact IT support if problems persist

### Documentation Errors

- Use templates to reduce manual entry errors
- Double-check patient demographics
- Confirm medication and allergy lists

## Login or Access Problems

- Reset passwords
- Verify user permissions
- Ensure network connectivity

## Training Resources and Support

- Allscripts User Guides: Detailed manuals and quick reference sheets
- Online Tutorials and Webinars: Regular training sessions
- Customer Support: Contact for technical assistance
- Community Forums: Share tips and troubleshooting advice

## Conclusion

Mastering the Allscripts EHR training manual is an essential step toward optimizing your clinical workflows and delivering superior patient care. Whether you're a new user or seeking to deepen your system knowledge, a structured approach to learning?combining theoretical understanding with practical application?will empower you to leverage the full capabilities of Allscripts. Remember, ongoing education and staying updated with system enhancements are key to maintaining efficiency and compliance in today?s dynamic healthcare environment.

By investing time in comprehensive training and continuous learning, healthcare providers can unlock the true potential of Allscripts EHR, ultimately leading to better patient outcomes, streamlined operations, and a more satisfying clinical experience.

**Question** What are the key features covered in the Allscripts EHR training manual? The manual covers patient charting, order entry, documentation workflows, billing procedures, system navigation, and security protocols to ensure comprehensive understanding of the Allscripts EHR system. **Answer** How can I access the Allscripts EHR training manual? The manual is available through the organization's intranet portal or can be provided by your system administrator upon request for onboarding and ongoing training purposes. Does the Allscripts EHR training manual include troubleshooting tips? Yes, it provides troubleshooting guidelines for common issues, including login problems, data entry errors, and system navigation challenges to help users resolve issues efficiently. Are there step-by-step instructions in the Allscripts EHR training manual for appointment

scheduling? Yes, the manual offers detailed, step-by-step instructions on scheduling, rescheduling, and canceling appointments within the system. Is the Allscripts EHR training manual updated regularly to reflect system upgrades? Yes, the manual is periodically updated to incorporate new features, interface changes, and best practices following system upgrades and updates. Can the Allscripts EHR training manual be accessed remotely? Yes, the manual is often available in digital format, allowing users to access it remotely via secure cloud-based platforms or organization-specific portals. Does the training manual include guidance on patient privacy and data security? Absolutely, it emphasizes HIPAA compliance, best practices for safeguarding patient information, and system security measures to protect sensitive data. Are there any interactive components or tutorials included in the Allscripts EHR training manual? While the manual primarily contains written instructions, many organizations supplement it with interactive tutorials and videos for enhanced learning. Who should I contact if I have questions after reviewing the Allscripts EHR training manual? You should contact your organization's IT support team or the designated EHR system administrator for further assistance and clarification. Does the Allscripts EHR training manual cover reporting and analytics features? Yes, it provides guidance on generating reports, analyzing data, and utilizing analytics tools within the Allscripts system for clinical and administrative insights.

**Related keywords:** Allscripts EHR, EHR training, electronic health records, medical software training, healthcare IT manual, Allscripts user guide, clinical documentation, healthcare software tutorial, EHR implementation, Allscripts support

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