

# SYNCRONYS Webinar Series

January 18, 2022

Click the link below for a reference guide focusing on searching and navigating patient records when you see more than one possible record for an individual patient.

<http://www.syncronys.org/wp-content/uploads/2022/02/SearchMultiplePtRecords.pdf>



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## AGENDA

- News – Terri Stewart, CAO
- What we learned in the customer satisfaction survey – Terri Stewart, CAO
- Featured Presentation:  
***“Tips for Using the SYNCRONYS HIE Clinical Portal”*** – April L. Salisbury,  
Director of Onboarding & Training



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## NEWS – WE'RE GROWING



[WWW.INDEED.COM](http://WWW.INDEED.COM) – SEARCH 'SYNCRONYS'



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## AT YOUR SERVICE

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## AT YOUR SERVICE

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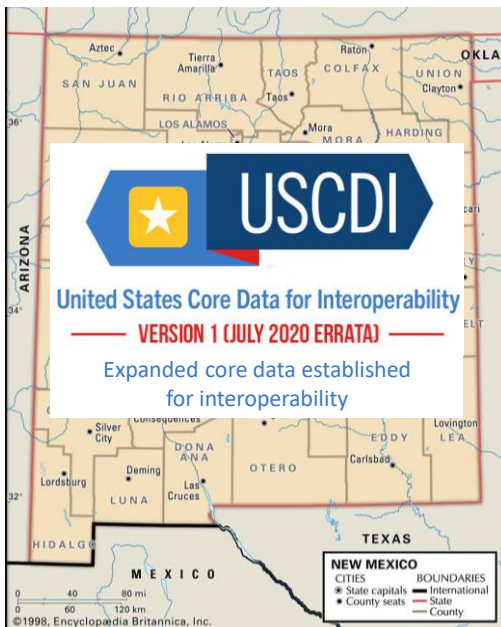
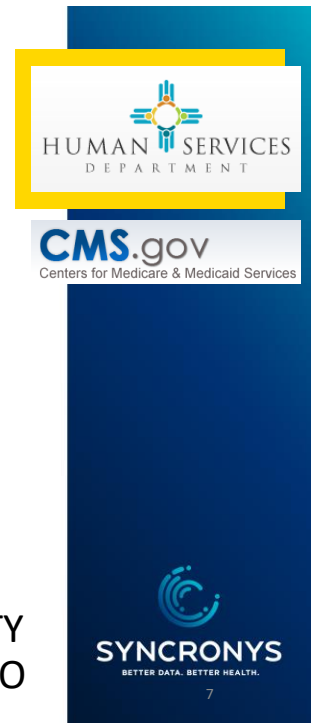
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## ENHANCING THE HIE HAS BROUGHT TOGETHER INNOVATORS . . .



. . . TO TRANSFORM LIVES & DELIVER HIGH QUALITY  
SOLUTIONS FOR HEALTHCARE IN NEW MEXICO

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## OUR OBJECTIVE

Exchange a standard data set between hospitals, clinics, federally qualified health centers, prisons and detention centers, skilled nursing facilities, long term care, home health agencies, independent physicians and behavioral health clinicians.



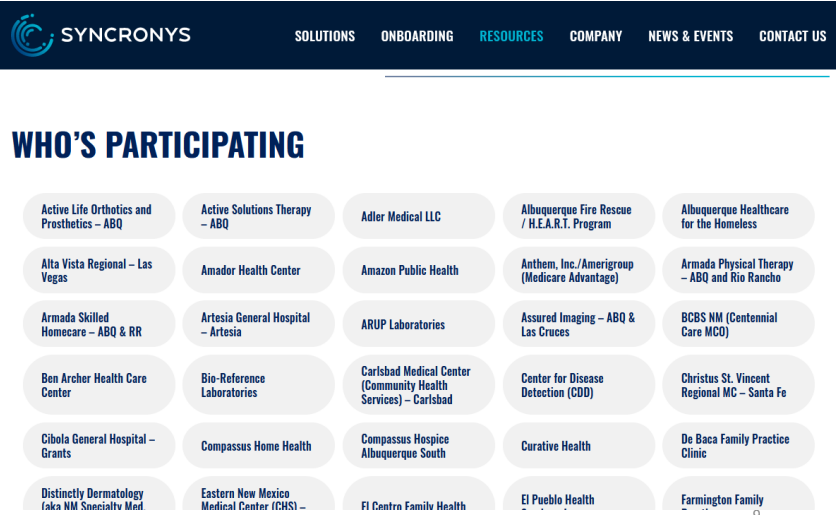
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WWW.SYNCRONYS.ORG



## Who is participating?

https://www.syncronys.org



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## USER SURVEY FEEDBACK

“The biggest need is filling information gaps.  
Having more entities provide up to date  
information is the key to SYNCRONYS success.”

“Encourage more organizations to send more  
data, especially notes.”



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## USER SURVEY FEEDBACK

- Remind us where to find job aids.
- Suggestions that we can take to Orion Health.
  - Additional search criteria, e.g., by phone number and home address.
  - Pre-format date of birth field to include forward slash.
  - Change patient search tab order to default to demographic searches.
  - Provide county with other demographics.
  - Show insurance information.
  - Identify landlines vs. cell numbers.

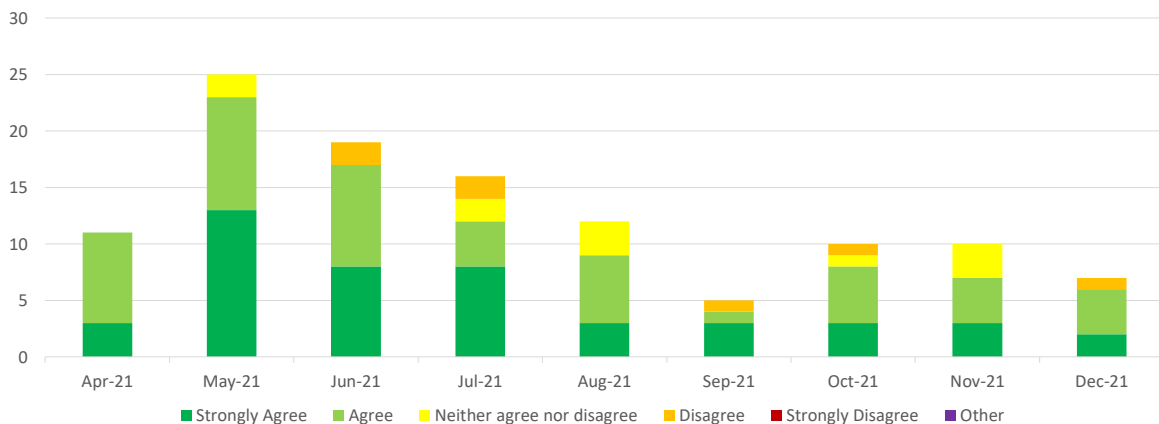


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## Patient Search is Easy



SYNCRONYS HIE Satisfaction Survey  
Patient Search is Easy - 2021 YTD



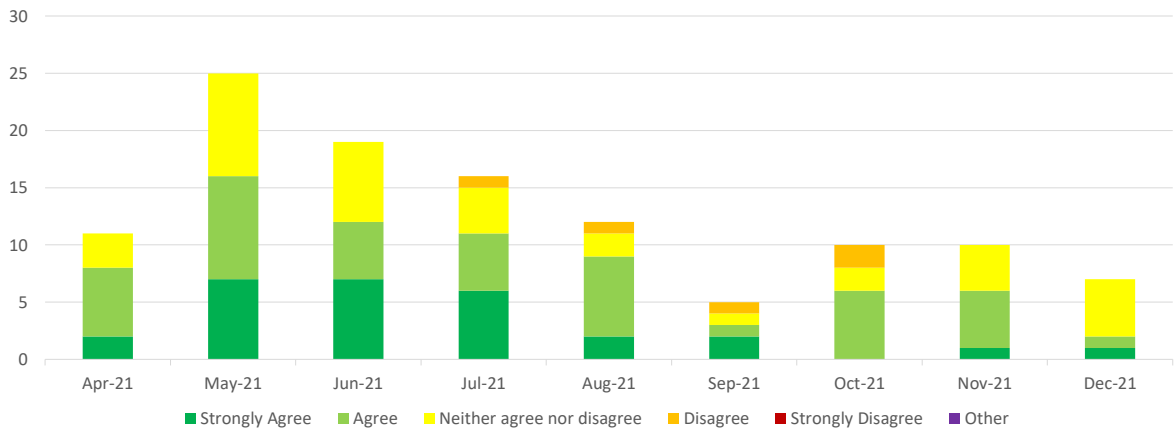
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# Quickly Got Info Outside Practice



SYNCRONYS HIE Satisfaction Survey  
Quickly Got Info Outside Practice - 2021 YTD

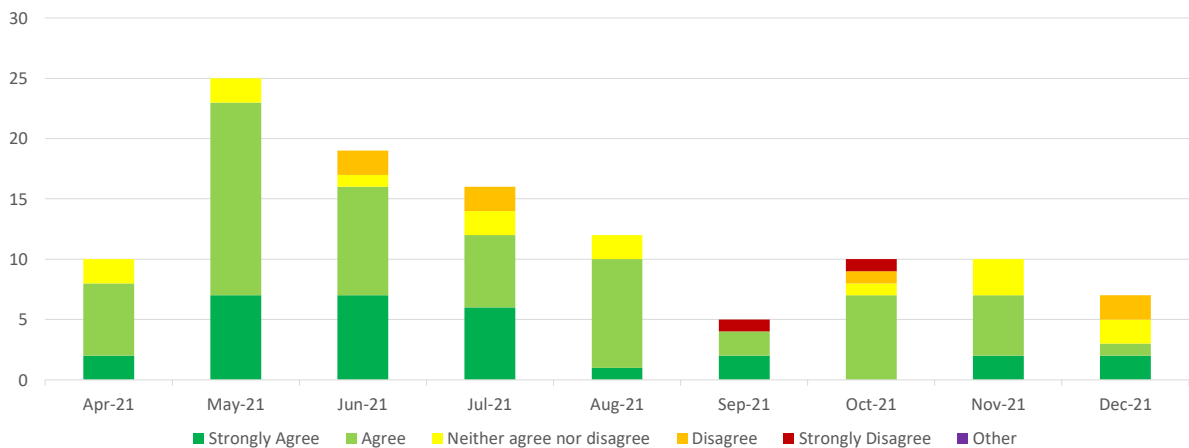


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# Found Information



SYNCRONYS HIE Satisfaction Survey  
Found Information - 2021 YTD

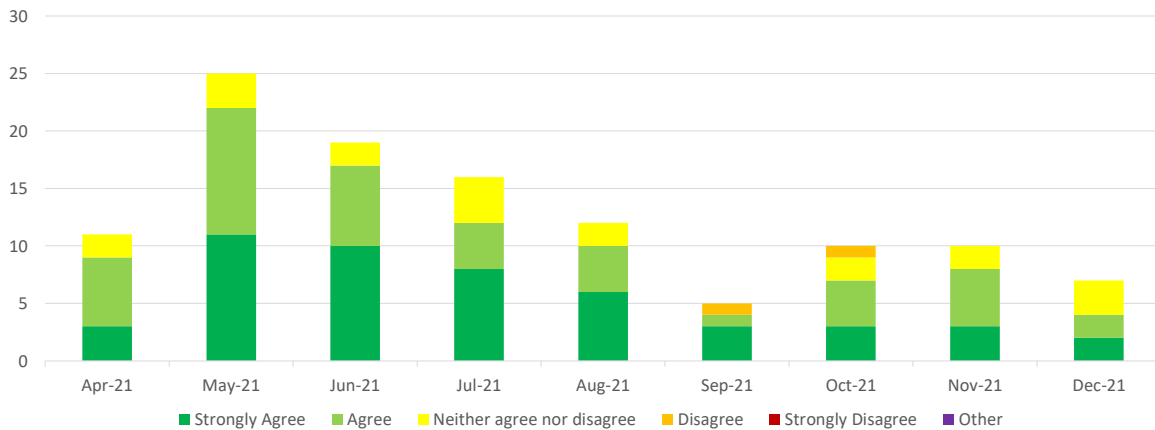


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# Would Recommend SYNCRONYS



SYNCRONYS HIE Satisfaction Survey  
Would Recommend SYNCRONYS HIE - 2021 YTD



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## User survey feedback

Search

Reset

<input type="checkbox"/>	Identifier	Name	Date of Birth (Age)	Sex	Phone	Address
<input type="checkbox"/>	AEF-58-...6	Salisbury, April	SAME DOB	Female	(505)30-992 (Home)	...buquerque, NM, 87110, USA
<input type="checkbox"/>	AAV-82-...5	SALISBURY, APRIL L		Female	(505)30-992 (Home)	...BUQUERQUE, NM, 87110 (Home)
					(505)938-9905 (Work)	

Add checked results to worklist

Replace worklist with checked results

The most frequently mentioned dissatisfier is the volume of unmerged records for what seems like the same patient.

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## USER SURVEY FEEDBACK



- Very easy to use.
- Anytime Synchronys had updates they were very quick to update users and provide information around the update.
- The product and team are all great. They seem to think of what would be a good function well before we do.
- For our purpose, works fine.
- Thank you for doing this. Seamless care for New Mexicans! Please encourage all providers/organizations to sign up.



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## Actions based upon survey



- Webinar topic January 18, 2022, user tips for patient search & selection
- Sending an email blast of tips to HIE portal users
- Developing additional training materials, based on the webinar
- Ongoing work on EMPI and unmerged patient records

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## *“TIPS FOR USING THE SYNCRONYS HIE CLINICAL PORTAL”*



April L. Salisbury, MBA-HCM  
Director of Onboarding and Training



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## PRESENTATION AGENDA

- Tips for any user searching for records
  - Patient Search, Selection, & Retrieval
  - Context Navigation
- Tips for clinicians and their healthcare team members
  - Timeline, Filters, Search tools for documents
  - Graphing numeric reports
  - Packaging and sharing data
  - Viewing images
  - New clinical documents (insights, assessments, summaries)



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## SYNCRONYS NOW HAS:

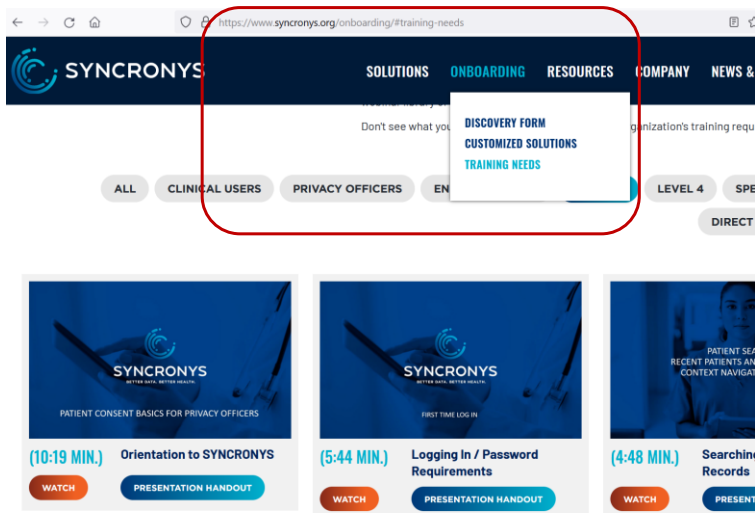
- Upgraded, HITRUST-Certified platform, Amadeus
- Advance Care Planning tools
- Circle of Care identification
- Transition of Care management
- ED, SUD, & MH Insights
- COVID19 results
- Hepatitis C summary
- Analytic tools
- Diagnostic quality images
- New print (PDF) options
- Medicaid claims data, including medications



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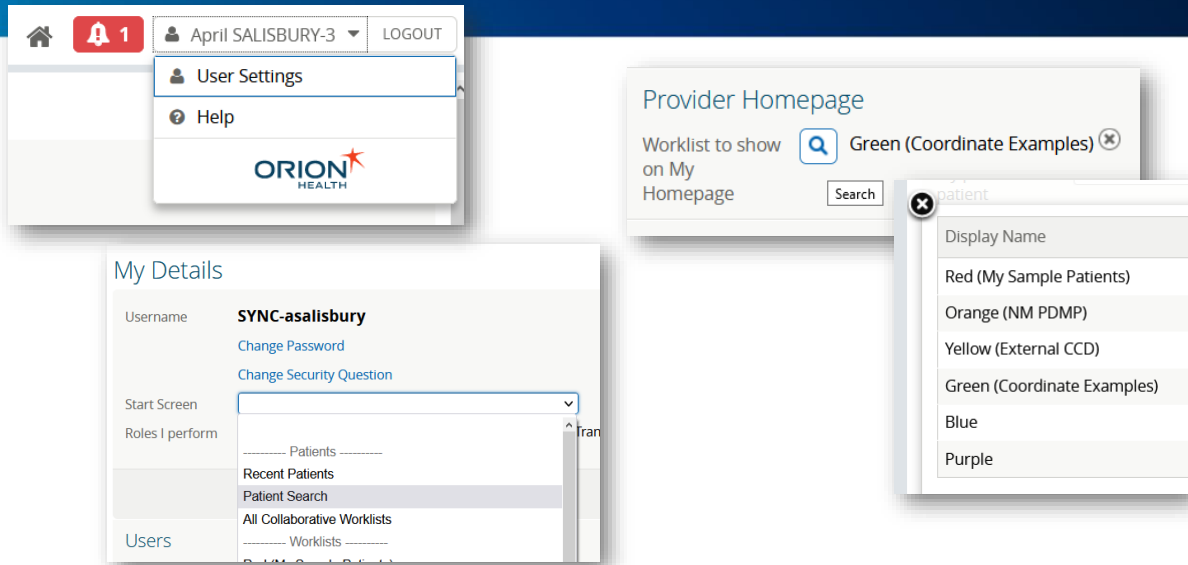
Some survey requests can be addressed with tips or additional training:

- Set your Start screen / Home page preference
- Back button in search criteria fields, use Shift + Tab to go back
- Search for notes and labs – use clinical documents search tools



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## USER SETTINGS / MY DETAILS SCREEN



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## WAYS TO "GO BACK"



- Click into the “hamburger” to reveal the home screen’s navigation menu
- Then use the menu to navigate to any screen you have permission to view.

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# WAYS TO “GO BACK”



- Use the Home icon,  to go to the screen you chose in user preferences.



- Use Shift + Tab to go backward in the tab order for search fields.

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## PATIENT SEARCH METHODS

1. Either by identifier number with associated organization, or
2. Using demographic information, i.e., Name, DOB, Gender



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# PATIENT SEARCH METHODS

Orion Health  
Amadeus

You last logged in Jan-17-2022 10:50

Home 1 April SALISBURY-3 LOGOUT

PATIENTS  
 Recent Patients  
 Patient Search  
 All Collaborative Worklists  
 WORKLISTS  
 NOTIFICATIONS  
 TASK LIST  
 PORTAL MESSAGING  
 ADVANCE DIRECTIVES AND MOST FORMS

Patient Search

Identifier

*This search performs an EXACT match only.*

Organization

Name

*This search will match similar sounding names e.g. Mick will match Michael and Mickey. Use % to match any text e.g. Sa% matches Sam and Sarah.*

Date of Birth

*This search will match date of birth based on the formats: MMM-DD-YYYY, e.g., Jan-02-2001; MM/DD/YYYY, e.g., 01/02/2001; or DDDMMYYYY, e.g., 02012001.*

Sex ☐ ☐ ☐

Enter search criteria above and hit 'Search'

Searching with demographic information is recommended.



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## PATIENT SEARCH METHOD 2

Orion Health  
Amadeus

You last logged in Jan-17-2022 10:50

Home 0 April SALISBURY-3 LOGOUT

PATIENTS  
 Recent Patients  
 Patient Search  
 WORKLISTS  
 PORTAL MESSAGING

Patient Search

Identifier

*This search performs an EXACT match only.*

Organization

Name

*This search will match similar sounding names e.g. Mick will match Michael and Mickey. Use % to match any text e.g. Sa% matches Sam and Sarah.*

Date of Birth

Sex ☐ ☐ ☐

	Identifier	Name	Date of Birth (Age)	Sex	Phone	Address
<input type="checkbox"/>	AAR-41945-5	TEST, TEST	Jan-01-1901 (120 years)	Male		
<input type="checkbox"/>	AAL-75814-6	Test, Test	Aug-16-1977 (43 years)	Male	(000)000-0000 (Home) (000)000-0000 (Work)	123 cherry lane, Los Lunas, NM, 87031, USA (Home)
<input type="checkbox"/>	AAQ-91294-8	TEST, TEST	Oct-27-1975 (45 years)	Male	505-555-5555 (Work)	2450 S TELSHOR, LAS CRUCES, NM, 88001 (Home)

Searching with demographic information usually returns more than one possible match. If the system finds more than 50, you will be prompted to add more search criteria.



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## WHY AM I SEEING SO MANY UNMERGED PATIENT RECORDS IN THE CLINICAL PORTAL?

- SYNCRONYS has over 2,247,903 unique individuals in the HIE, as measured by distinct valid SSNs.



- Multiple data sources, with different business needs for capturing and sharing patient information.
- Certain data elements **must** match. *(Some are not visible to you.)* Some are heavily weighted, so if not entered correctly, it can prevent a merge.
- Key elements that help with matching include: 1) patient address, 2) patient SSN, 3) patient (home) phone number.

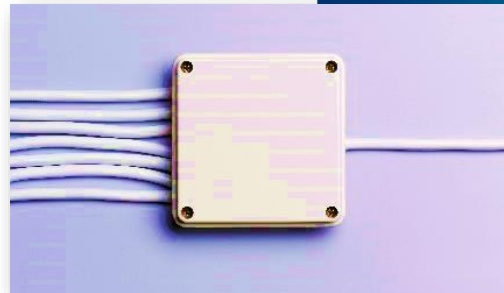


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## WHAT IS SYNCRONYS DOING TO MINIMIZE THE NUMBER OF UNMERGED RECORDS I SEE?

*"SYNCRONYS is committed to solving this problem and has identified solving the unmerged records as a strategic initiative in 2022." ~ Terri Stewart, CAO*

- Working several strategies now, e.g.:
  - Removing messages with no useful data. *(e.g., old negative COVID19 results)*
  - Carefully adjusting the merge criteria thresholds.
  - Accepting examples of unmerged patient records for investigation from users.



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## WHAT YOU CAN DO TO HELP MINIMIZE THE NUMBER OF UNMERGED PATIENT RECORDS



- Help ensure that key demographic elements needed for a match are complete and accurate in your EHR.  
(i.e., first & last name, date of birth, patient home address, patient phone, and SSN if one is available)
- If you find many unmerged records for what you think is the same patient, you can securely share this information with SYNCRONYS. (See handout for details.)
- Researching this information may lead to more strategies to minimize the problem of unmerged records and may allow us to merge the records that you help validate as the same patient.

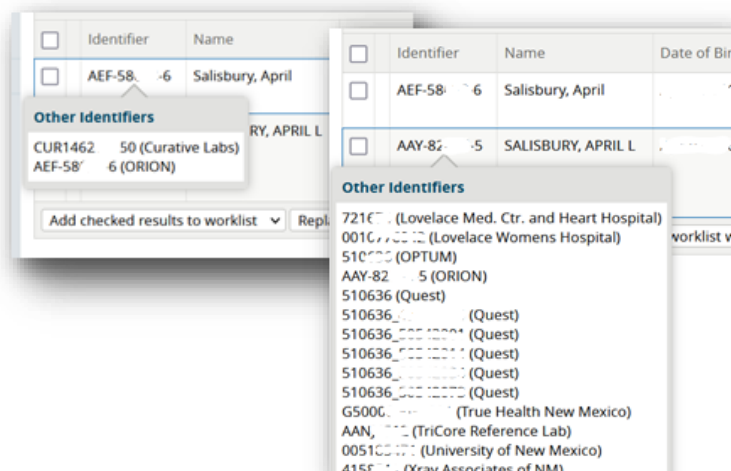


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## WHEN THERE IS MORE THAN ONE, HOW CAN I KNOW WHICH RECORD I NEED?



- Hover your cursor over the Identifier to see which data sources are included in that record.
- Choose the one with the most sources.
- Then use *Context Navigation* to see everything else.



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# HOW CAN I VIEW ALL THE RECORDS DISPLAYED WITHOUT HAVING TO SEARCH REPEATEDLY?

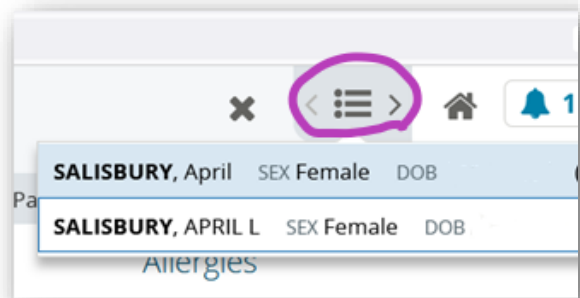


## Context Navigation Tool

The *context* is the list from which you selected a patient:

- Patient Search Result
- Recent Patients
- Worklists

- < Previous
- > Next
-  Show me the list



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### Patient Search

Identifier

*This search performs an EXACT match only.*

Name


*This search will match similar sounding names e.g. Mick will match Michael and Mickey. Use % to match any text e.g. Sa% matches Sam and Sarah.*

Organization

Date of Birth

*This search will match date of birth based on the formats: MMM-DD-YYYY, e.g., Jan-02-2001; MM/DD/YYYY, e.g., 01/02/2001; or DDMMYYYY, e.g., 02012001.*

Sex
☐ Male
☒ Female
☐ All

<input type="checkbox"/>	Identifier	Name	Date of Birth (Age)	Sex	Phone	Address
<input type="checkbox"/>	ABE-04314-3	SHELTON, FRANCES	Jul-18-1929 (92 years)	Female	(505) [REDACTED] (Home)	[REDACTED] ST NE, ALBUQUERQUE, NM, 87110, US (Home)
<b>Other Identifiers</b> <ul style="list-style-type: none"> <li>0015176809 (Lovelace Med. Ctr. and Heart Hospital)</li> <li>762747 (Lovelace Med. Ctr. and Heart Hospital)</li> <li>0015176809 (Lovelace Womens Hospital)</li> <li>1108969 (OPTUM)</li> <li>ABE-04314-3 (ORION)</li> <li>AAMM2206 (TriCore Reference Lab)</li> </ul>						
			929 (92 years)	Female		
			929 (92 years)	Female		[REDACTED] Place NE, Albuquerque, NM, 87110 (Home)

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**SHELTON, FRANCES G** SEX Female DOB Jul-18-1929 (92y) ✕ < ☰ > 🏠 🔔 1 👤 April SALISBURY-3 LOGOUT

**SHELTON, FRANCES G** SEX Female DOB Jul-18-1929 (92y)

**SHELTON, GERALDINE** SEX Female DOB Jul-18-1929 (92y)

**SHELTON, Geraldine** SEX Female DOB Jul-18-1929 **DECEASED**

**Demographics**

Other Identifiers

- 0015176809 (Lovelace Med. Ctr. and Heart Hospital)
- 762747 (Lovelace Med. Ctr. and Heart Hospital)
- 0015176809 (Lovelace Womens Hospital)
- 1108969 (OPTUM)
- AAMM2206 (TriCore Reference Lab)

Emergency Contact

Name	Phone
SALISBURY, APRIL	(505) [REDACTED] (Home)

Demographics

Address [REDACTED]  
[REDACTED] NM, 87110, US (Home)

Phone (505) [REDACTED] (Home)

Details	Reactions	Overall Severity	Onset Time	Type
AMOXICILLIN-POT CLAVULANATE			On Date 09-Feb-2019	Dr All
DIPHENHYDRAMINE HCL			On Date 09-Feb-2019	Dr All
CEFACLOR			On Date 09-Feb-2019	Dr All
AMITRIPTYLINE			On Date 09-Feb-2019	Dr All
ERYTHROMYCIN			On Date 09-Feb-2019	Dr All
INDOMETHACIN			On Date 09-	Dr All

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**SHELTON, GERALDINE** SEX Female DOB Jul-18-1929 (92y) ✕ < ☰ > 🏠 🔔 1 👤 April SALISBURY-3 LOGOUT

**SHELTON, FRANCES G** SEX Female DOB Jul-18-1929 (92y)

**SHELTON, GERALDINE** SEX Female DOB Jul-18-1929 (92y)

**SHELTON, Geraldine** SEX Female DOB Jul-18-1929 **DECEASED**

**Demographics**

Other Identifiers

- AAJX974 [REDACTED]

Demographics

**Encounter History**

No Results Found

**Medicines Viewer** 📄

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**SHELTON, Geraldine** SEX Female DOB Jul-18-1929 **DECEASED**

**SHELTON, FRANCES G** SEX Female DOB Jul-18-1929 (92y)

**SHELTON, GERALDINE** SEX Female DOB Jul-18-1929 (92y)

**SHELTON, Geraldine** SEX Female DOB Jul-18-1929 **DECEASED**

**No Results Found**

**Demographics**

Date of Death	Dec-31-2019
Address	Place NE, Albuquerque, NM, 87110, (Home)

**Encounter History**


No Results Found

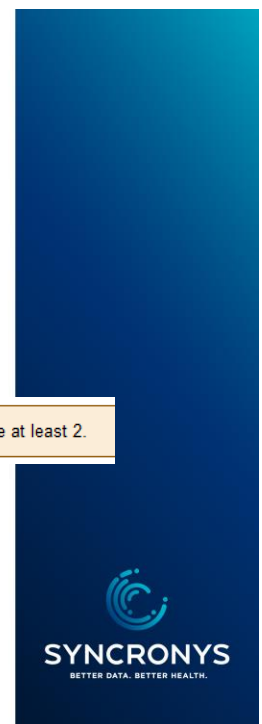
**Medicines Viewer** ☐

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## WORKLISTS

- Worklists allow users to quickly access and manage patients
- Six worklists available – user may rename
  - **Red, Blue, Yellow, Green, Orange, Purple**
  - Edit columns that appear on worklist
- 100 patients per worklist
- A user may wish to rename a worklist to follow a specific group of patients, e.g.:
  - Follow-up
  - By Care Team
  - By Condition

 This worklist is full. To add to this worklist please remove at least 2.



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## WORKLISTS

- Add from Patient Search
- Add one at a time or in a group
- User specific  
*(collaborative worklists are different and are part of the Coordinate module)*
- Choose which list(s) to display on your home screen
- Or Maximize to display them all at once

Patient Search

Identifier

This search performs an EXACT match only.

Organization

<input type="checkbox"/>	Identifier	Name
<input type="checkbox"/>	AAR-03810-9	Consent1, Test
<input type="checkbox"/>	AAR-02993-2	Consent2, Test
<input type="checkbox"/>	AAR-03400-6	Consent3, Test

My Worklist

Red All Pts for test



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FLAUBERT, Gustave SEX Male DOB Dec-11-1959 (61y)

Timeline External Record

Demographics

FLAUBERT, Gustave

Allergies

Details	Reactions	Overall Severity	Onset Time	Type	Source
Allergy to Peanuts	Anaphylaxis	Severe	On Date 15-Jan-2012	Food	CSV_HOSP_NM

Visit Type Specialty Facility Clinician Attenders

status (icd10cm)	Inpatient	Medical Service	Red Regional Hospital	Dr Joe MARTIN	Joe Martin
	Inpatient	Medical Service	Red Regional Hospital	Dr Joe MARTIN	Joe Martin
Infection (finding) (1 of	Inpatient	Medical Service	Red Regional Hospital	Dr Joe MARTIN	Joe Martin

35 Results

Route	Action Date	Actioned By	Event Type	Source
daily • oral	01 Dec 2020	Jack Bolger	Dispense	Main Street Pharmacy System 1
oral	01 Dec 2020	Joe Bloggs	Dispense	Main Street Pharmacy System 1

FLAUBERT, Gustave

Red (My Sample Patients)

Blue - NM PDMP

Yellow

Green

Orange

Purple

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# NAVIGATING THE PATIENT RECORD



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## MEDICATION CLAIM HISTORY



Male DOB: 1011 (9y 11m)

Home 1 Logout

[Patient Summary](#)
[Timeline](#)
[External Record](#)
[Payer Sourced Data](#)
[Images](#)
[Adv Directives/MOST](#)

Clinical Documents

Showing All [Mark All As Read](#)

Group By Category Sort By Date

[Patient Summary](#)  
[Medication Claim History](#)  
[Bulk Print Results](#)  
[Dynamic Documents \(1 / 1\)](#)  
[Laboratory \(10 / 10\)](#)  
[Radiology \(2 / 2\)](#)  
[Unknown Category \(1 / 1\)](#)

Fill Date	NDC Drug Code	Drug Description	Quantity	Days Supply	Prescribing Provider NPI	Pharmacy/Facility
Jun-27-2021	42192060816	GABAPENTIN 250 MG/5 ML SOLN	1450	90	1	WALGREENS # 13927
Jun-03-2021	68462013001	ZONISAMIDE 100 MG CAPSULE	600	30	13	HIGHLAND PHARMACY
Jun-24-2021	42806015033	AZITHROMYCIN 200 MG/5 ML SU	23	5	13	WALGREENS # 13927
Jun-21-2021	54838000650	VITAMIN D3 10 MCG/ML LIQUID	100	30	1	WALGREENS # 13927
Jun-10-2021	64380097025	HYDROCORTISONE 5 MG TABLET	90	60	16	WALGREENS # 13927
Jun-07-2021	62175011843	OMEPRAZOLE DR 20 MG CAPSULE	400	20	13069	WALGREENS # 11960
Jun-02-2021	00574012901	CLINDAMYCIN (PEDI) 75 MG/5	500	11	136	WALGREENS # 13927
Jun-02-2021	69238183107	LEVOTHYROXINE 50 MCG TABLET	30	30	1609	WALGREENS # 13927

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# SYNCRONYS IS YOUR GATEWAY CONNECTION



eHealth Exchange

What We Do ▾

Who's in Network

Resources ▾



Join Us →

## The largest healthcare information network in the country.

Active in all 50 states, eHealth Exchange is a Network of Networks also connecting federal agencies and non-federal healthcare organizations so medical data can be exchanged nationwide to improve patient care and public health.

<https://ehealthexchange.org>

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## YOU CAN QUERY THESE EXTERNAL RECORDS AND MORE



- Advent Health
- Baptist Memorial Health Care (Tennessee)
- Centura Health (Colorado)
- Cheyenne RMC
- Children's Hospital Colorado
- City of Houston
- Contra Costa Health System (California)
- Coordinated Care Health Network (Texas)
- Dignity Health (California)
- Fairview Health Services
- Franciscan Missionaries of Our Lady Health System
- Greenville Health System
- Guardian Health Services
- Guthrie Health
- HASA (Texas)
- Hawaii Pacific Health
- HealthCurrent (Arizona)
- HealthEast Care System
- HealthShare Exchange
- IHIN (Iowa)
- Lewis And Clark Information Exch.
- Medical University of South Carolina
- Memorial Healthcare System
- Michiana Health Info, Network
- Midwest Health Connection
- MMNCH: Clinical Integration Connection (Georgia)
- Nebraska Health Information Initiative (NeHII)
- Northwestern Memorial Healthcare
- Norton Healthcare
- Novant Health
- OCHIN
- Office of Health Information Technology
- Premise Health
- Providence Health and Services Alaska
- Providence Health and Services Washington
- Quality Health Network (Colorado)
- SacValley MedShare
- Samaritan Health Services
- South Dakota Health Link
- SSM Health
- St. Luke's Health System
- Sutter Health Affiliates and Community Connect Practices
- Swedish Medical Center
- Tampa General Hospital
- Texas Health Resources
- Triad Health System
- UnityPoint Health
- University of Calif. San Francisco
- Utah Health Information Network
- Vidant Health
- Western New York Clinical Information Exchange (HEALTHeLINK)
- Yale New Haven Health

<https://ehealthexchange.org/participants/>

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# SHARING INFORMATION

- Create a PDF:
  - Patient Snapshot
  - Print an Individual Result
  - Bulk Print Results
- Send the PDF via DIRECT Message or encrypted e-mail.
- Send a link to another HIE user via Portal Messaging.

Coordinate Pathway Timeline External Record More

\* **LIPID PANEL** (10 months ago) [Print](#) | [Send via Portal](#) | [Download](#)

**LIPID PANEL Cumulative** « Show Older | Show Newer »

	Number	1 of 4	2 of 4	3 of 4	<b>LATEST 4 of 4</b>	Ref. R
<input type="checkbox"/>	Collected	20-Dec-18 08:18	16-Aug-19 08:12	14-Aug-20 07:25	<b>12-Mar-21 08:01</b>	
	Source	QUEST...	QUEST...	QUEST...	QUEST...	
<input type="checkbox"/>	<b>CHOLESTEROL, TOTAL</b>	178	122	149	167	<200
<input type="checkbox"/>	<b>HDL CHOLESTEROL</b>	* 37	* 36	§ * 45	§ * 40	§

BETTER DATA. BETTER HEALTH.

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Message - SYNCAP45salisbury3 - Mozilla Firefox

<https://tkg.orionhealthcloud.com/concerto/messaging/SendMessage.htm?encryptedRequest=521CE54AA4D4489A9>

**To...**

**Importance**

**Public User Search**

Name: Cyndi Payne% User ID: [ ]

[Search](#) [Reset](#)

User ID	Full Name
SYNC-CPayne	Payne-3, Cynd
SYNC-CPayne5a	Payne-5, Cynd
sync-cpayne1	Payne-1, Cynd

**To...** SYNC-cpayne1

**Importance** High

**Subject** Mutual patient - please follow up

**Attachment** \* LIPID PANEL (AAY-82886-5 SALISBURY, APRIL)

**Message**

The message is ready to be sent with the attached document:

\* LIPID PANEL

☒ Word Wrap [Send](#)

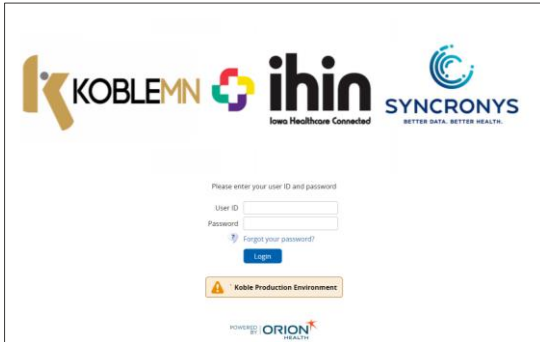
1

SYNCRONYS  
BETTER DATA. BETTER HEALTH.

1. Select **Send via Portal**
2. Click on "To" search for HIE user
3. Choose importance
4. Type subject / body & Send
5. Recipient receives a link to the patient summary and screen you selected in a portal message

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TKG.ORIONHEALTHCLOUD.COM



- Timeline
- Clinical Documents Search Tools
- New Menu Items – PDMP, Medication Claim History, Bulk Print Results, Advance Care Planning Tool
- New Tabs – Images Tab & Payer Sourced Data (Coordinate & Pathway, if applicable)
- New types of clinical documents
- Custom Patient Snapshot (CCD)
- External Record

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## BENEFITS OF ACCESSING THE HIE

*"UNM is able to look at the patient record, reduce duplicate services, target and query health issues to create services based on need, access better data, coordinate care and close gaps, and move easier to value-based care."*

- Stetson Berg, MHA, Interim Director, UNM Center for Telehealth.

*"I use the HIE frequently as it's often the only way to get an idea of a patient's medical problems, especially when they're presenting with altered mental status."*

- Carissa Solar, MD (Resident Physician, graduated July 2021, and will be an Attending Physician at GIMC).

*"SYNCRONYS will help us get timely records so that the delay from cancer diagnosis to treatment is shorter, and by avoiding repeating tests, we can save money as well as avoid putting patients through more testing."*

- Barbara L. McAneny MD, AMA Former President, CEO New Mexico Oncology Hematology Consultants, Ltd

*What the MCOs are saying:*

*"We use the daily alert files, monthly diagnoses data, and quarterly quality improvement extracts (which support our quality improvement activities and our HEDIS reporting). We use the data extracts to help identify members for various interventions throughout the year."*

Why do you  
use the  
SYNCRONYS  
HIE??



**SYNCRONYS**  
BETTER DATA. BETTER HEALTH.

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## YOUR CUSTOMER ENGAGEMENT TEAM



**UNMH/SRMC | City, State, and Local Government | Fire/Rescue | Shelters –**

**April Salisbury**, Director Onboarding & Training  
[asalisbury@synchronys.org](mailto:asalisbury@synchronys.org); 505-938-9905

**Payers | PHS | City, State, and Local Government | Shelters –**

**Terri Stewart**, Chief Administrative Officer  
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**Ambulatory Clinic Groups/Systems | Specialty Clinics | Federally Qualified Health Centers –**

**Renee Sussman**, Customer Relationship Manager  
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## YOUR CUSTOMER ENGAGEMENT TEAM



**Hospitals (Western NM) | Indian Health Service | Tribal Health Systems/Clinics –**

**Mona Benally**, Customer Relationship Manager  
[rbenally@synchronys.org](mailto:rbenally@synchronys.org); 505-938-9915

**Hospitals (East of I-25 and Metro) | Diagnostic Facilities –**

**Victor Miramontes**, Customer Relationship Manager  
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**Federal, State, and County Corrections  
 Skilled Nursing Facilities | Long Term Care |  
 Rehabilitation | Home Care | Hospice –**

**Jerry Martinez**, Customer Relationship Manager  
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# QUESTIONS

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## CLINICAL DOCUMENTS

### • Bulk Print Results feature

The screenshot shows the SYNCRONYS interface with the 'Bulk Print Results' feature highlighted. The left sidebar contains a tree view with 'Clinical Documents' expanded, showing 'Bulk Print Results' selected. The main window displays a 'Select Results' dialog with a search bar and a list of results. The results list includes 'Phosphorus Cumulative (5/12)', 'Magnesium Cumulative (5/12)', and 'GFR Cumulative (5/19)'. The 'Selected' column is empty, indicating no results have been selected.

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