TEMPLATES
FLEXIBLE
READY-TO-USE
FAST
SOAP NOTES
VOICE
ANYTIME
CHARGE CAPTURE
ANYWHERE
DICTATION
TOUCH SCREEN
TEAM
WORKFLOW
CONNECTED
COMPLIANT
iPad
QNotes Version 7.2
PAPERLESS
SCANNING
DOCUMENT
EASY
INTUITIVE
ANDROID
ORGANIZED
TRANSCRIPTION

QNotes Office Version 7.2 Guide

QNotes Office 7.2 will run better on your computers as related to: aesthetics, improved database, spell checker, scanning of documents, ease of use and speed so that you can get things done faster. **QNotes 7.2 has required improvements for Windows 11 (Voice Typing) and new features for everyone like patient's name lookups on the main note screen.** QNotes 7.2 was designed for Windows 11, with full backwards compatibility for Windows 7, 8 and 10. We do recommend using Windows 11 (or Windows 10) to run QNotes since it is well supported, secure and simply runs smoothly.

PDQ has new features in this version series as well (and is currently being worked on for Apple's IOS15 for newer iPads). QuiX will get a new improved barcode reader for 7.2 around mid 2023.

This guide will serve to cover how to use the new features and how to use some of the other major features that you might have overlooked in the past. So let's get started. New features will be indicated by the V6 or V7 or 7.2 icons as the guide takes you through QNotes Office, Scriber, QCode Manager and sections on ICD10, PDQ Touch and QuiX. Time saving tips will be marked throughout this guide.

The new features are split across all applications that make up the QNotes family. This Guide will first describe the 5 smaller applications that are part of the overall solution and then the rest of the Guide will detail the main QNotes Office EMR and finish up with a section on PDQ, QuiX and ICD10 changes. Unless you opted out of the fantastic "All-In" 7.0 upgrade package you should have **SmartBackup™** and **SnapShots™**. This guide will cover both of these optional products.

Conventions used in this guide:

These icons represent a new or significant change in this version.

This icon points out a suggestion on how to better use a feature.

QRunner Task Bar:

As you already know, this is our Task or App Launcher. There are a few important new features here. First, it has been simplified and old tabs in the setting section were removed. Most importantly, we replaced many obscure Windows error messages with our own clear messages, or even better, we provide easy one step solutions. Here is one example... **The most common call we get goes a little like this...** "QNotes is not working, there was some error". What is really going on here is Windows is trying to tell you, *with a bunch of obscure messages*, that the Data Files cannot be found. This common scenario can usually be fixed in seconds if you know what to do. In V7 the software will try to auto fix it and if it can't, the software will now explain what is happening and then bring you to the screen you need to fix it yourself. Either way, you can always call us and we are happy to fix it for you.

QCode Manager:

The text area of a Macro is much larger, in fact the whole QCode screen is larger. One existing but powerful feature that has been improved over time is called Vari-Note. By using one of the up to 40 QCodes here you can vary each of them in 7 different ways. We set up many of these for you and left room for you to add more. Do not confuse this with the frowned upon feature of robotic random notes where the software chooses words or phrases, we do not need to do that. Vari-Note uses your own pre-approved dictation to vary the most common repetitive statements. This is done using the time of day, 8 times an hour or about every 7 minutes (which is the default). This is a better approach to other random note products because you always know what your notes will say based on your dictation, all while having the same benefits as a lesser random feature. This is a QuiX and PDQ benefit. Your notes are always "in your own words"!

Scriber:

Scriber, the typing engine, was reworked in two ways. First, we eliminated at least 4 internal processing steps per QCode Macro. This may seem technical but it means a typical QuiX or PDQ note that uses 40 QCode Macros will get its job done in 160 less steps - that means each and every note is typed up faster. **Quiet Mode** has been improved. We realized that most offices do not have a dedicated computer for Scriber and the popup status screens can be very annoying to the person that works at that computer. In V6 we added a partial Quiet Mode and V7 we improved it so all messages are reduced to a small self-closing notification at the bottom right of your screen.

Turn on Scribers Quiet Mode.

QConnect:

This is the small satellite dish program that checks for new PDQ notes every 10 seconds. QConnect was updated in a few ways. First, we removed all of the old PDQ for Palm Pilot code that was no longer needed. We also added some self healing abilities to reduce the frequency of error messages.

HMN (Help-Me-Now):

We could not live without this little gem. You need help? Just click HMN and you are linked up with us. It is fast and secure and even auto logs out after 60 minutes if you or we forget to close the connection. We improved this nice app in more than one way. V7 - First it will flash your Scroll Lock key every 10 seconds if there is an active HMN connection. Yes we did it folks, we finally found a use for that little light on your keyboard! Much more importantly, we allow you to launch HMN on the PDQ Server computer from any other computer or device. This means you do not have to run from computer to computer to start HMN.

Help-Me-Now screen with the optional message to us that you enter **before** connecting. When you connect to us we will see the message.

QNotes Office Desktop Software:

Main Notes Screen:

As you can see the look has been refreshed with new icons and additional icons. The new icons are there to support the paperless scanning features. They are all under the heading “Fast Scan Documents”. There will be a scanning section later in this guide.

All icons have a popup hint that will tell you what the button does. Simply mouse over a button for 3 seconds and the hint will appear.

Many buttons have a small arrow below them. Clicking on this part of the button will offer shortcuts to the common things that you want to get done. Clicking on the button itself will open a new screen with instructional details and guidance. We recommend clicking the button for the full visual!

Pressing [F9] on your keyboard will preview/print the current note that you are looking at.

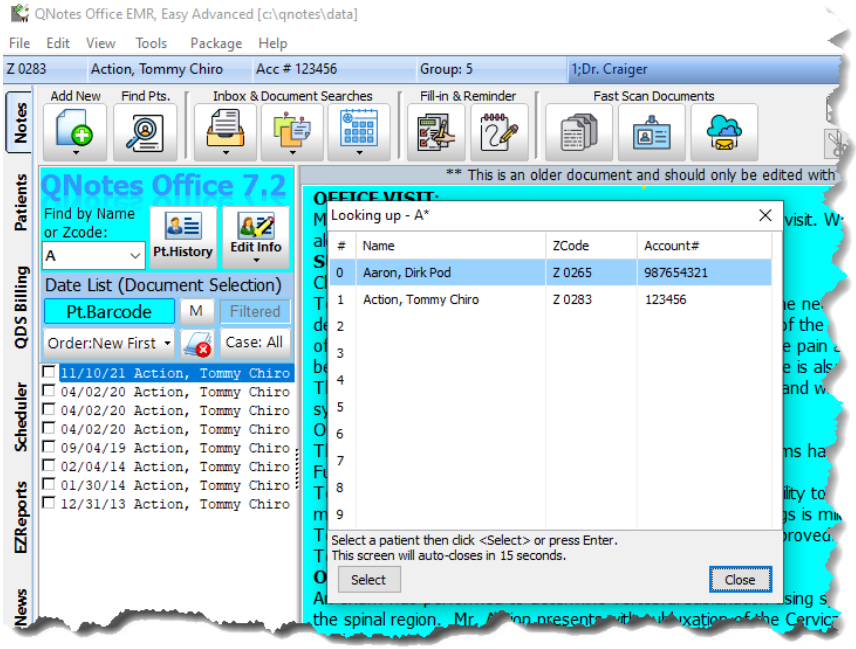
The Date List on the Notes Screen and on the Patient List have a zoom setting to make the items in the list bigger or smaller. Use this setting to make things easier to see.

Special Note on SMB and OP-Lock server compatibility: Auto Save and Auto logout of QNotes Office has been revised. If you leave QNotes inactive, meaning you do not type or click on any of the two main screens for 30 minutes, then QNotes will attempt to save and exit. This change and many others were made to better support modern networks where the data is stored on a server. QNotes Office now tries to minimize the time that a record is locked to prevent an issue where your server might not release the lock on a patient record and require a reboot.

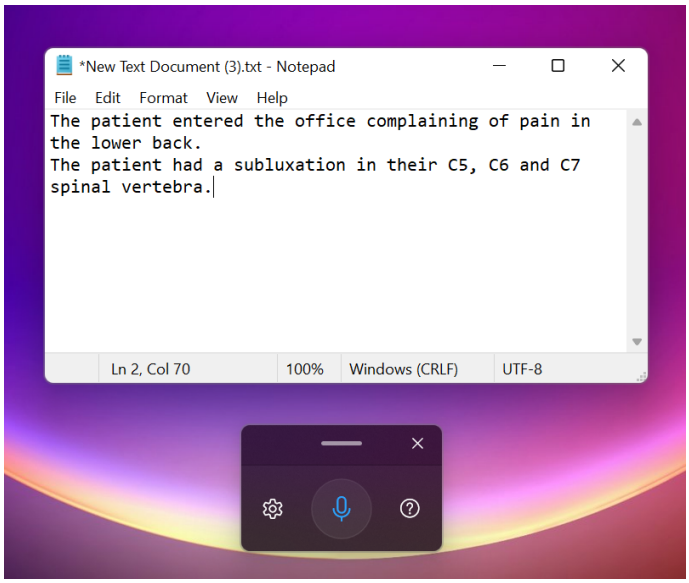
We now also support an option that will prevent new notes from being added by Scriber until QNotes Office is closed further solving the op-lock issue. You will need to contact support to have this special case feature turned on.

Name Search:

You can now search by last name right from the main Notes screen. This will save some steps when doing a fast lookup on a patient by name. Just type one or more letters and press enter. It is better to use more letters for common names since this feature will only match the first 9 patients.



Voice Recognition:



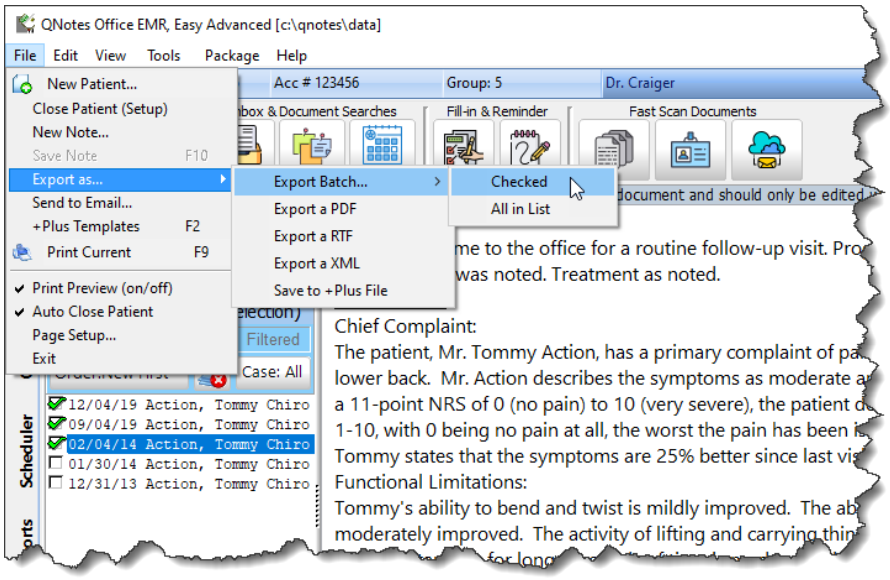
New Windows 11 Voice Recognition called “Voice Typing”. Shown here with NotePad for simplicity. Do not get this confused with Windows 10 voice features. This is a powerful feature that uses the online supercomputers to reach 100% accuracy. This will work even better within the QNotes Office EMR and can be set up for auto punctuation and hands free auto listing. It correctly got both “Vertebra” and “subluxation” correct on the first try. Here is a shortened URL to Microsoft’s web page https://tinyurl.com/2hysjrzs

Window Key + H to open Voice Typing in Windows 11.

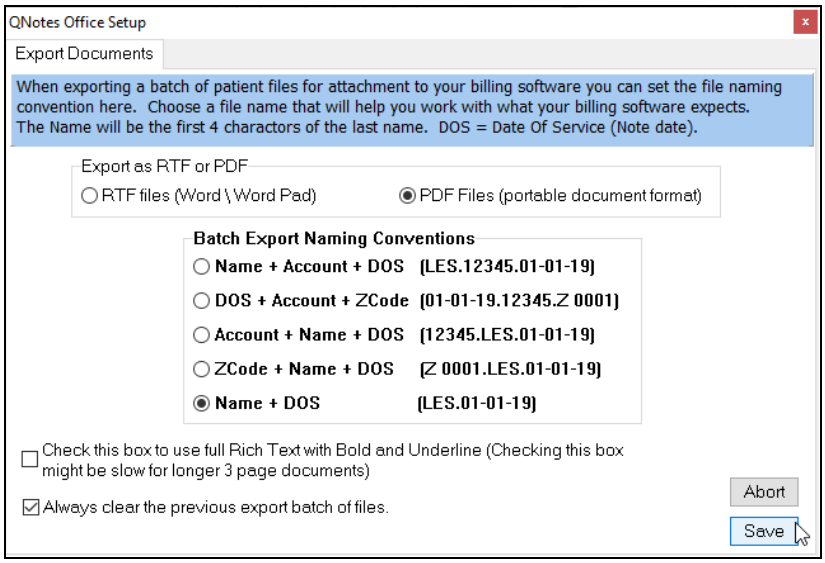
V7

Batch Export of Multiple Documents (for clearing houses):

Shown here is part of the QN Office screen. The Export Document Menu choices are opened. The main menu offers a new feature under the file section. When you choose the File\ExportAs\Batch option you get a new screen that will export all documents or only checked documents to a "QNExport" folder on your desktop. This feature was added for states that require Patient Notes sent through your billing software or clearinghouse website.



You can auto name files in a way that makes the most sense, to attach to the billing claims. Files can be Last Name first or Account Number first or Date of Service first. Choose a file naming option that makes it easy to find the document to attach to the bill/claim. Since this is a batch report or transcript of a patient's notes and narratives the report header will be used. See the tip below.

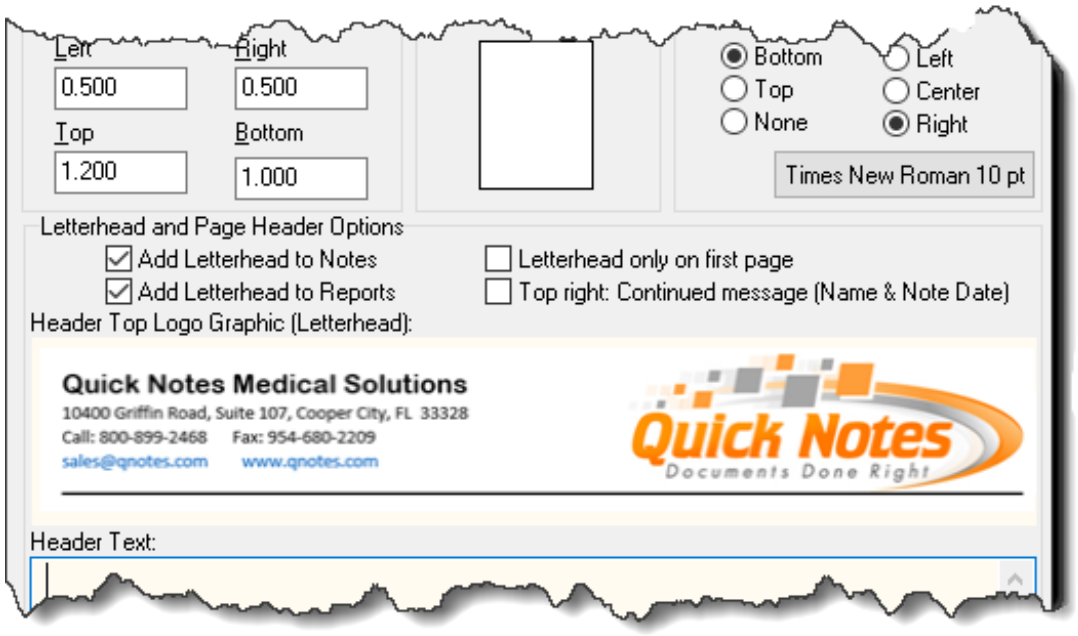


Tip The bottom Checkbox clears out the folder, so if you have many documents and not all have been sent out, you probably should NOT have this box checked as a setting.

Tip If you want your default Note Header to appear on these exported documents, you should go to QNotes Office, Set-up for Printers/Headers, and replace your Report header with your current Note Header from the Note. You can simply use copy and replace for this.

Page Setup & Letterhead Support:

To install a Letterhead or Logo into QNotes you will need us to digitize it for you from an original or from artwork that you scan and send us. Once it is installed you can set options for how and when to use it. You can set it for the first page only or to only use it for reports and not notes. This service to install the letterhead was included with some of the Version 7 packages . (see following image)

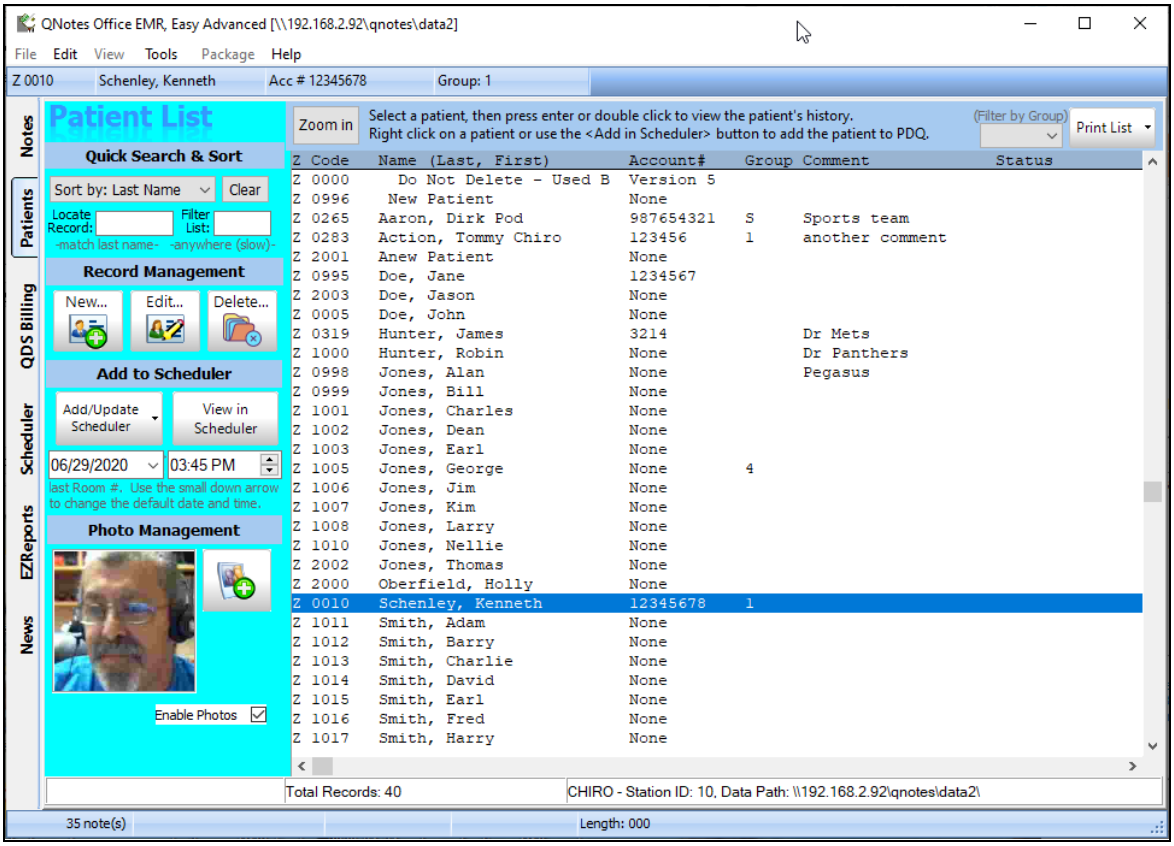


You can see the new choices for turning off letterhead for notes or reports. Many offices do not want letterhead printed on their notes and might not want it on every single page. We are planning to add a left and top shift for the letterhead and logos so that they can be easily centered, so your screen might look slightly different.

Letterhead used with the **Only On First Page** option will cause all the other pages after page one to use a top margin with the default 0.500 inches (½ inch).

Patients List Screen:

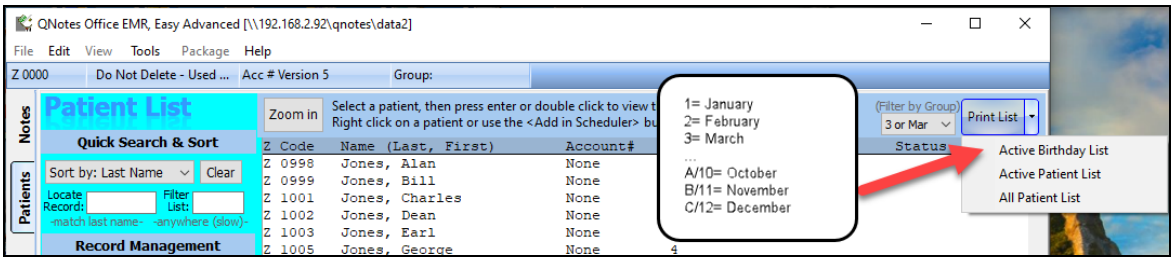
This screen has also been refreshed. There are new icons and some new functionality. The icons should be self explanatory and were added to the New Patient, Edit Existing Patient, and Delete Patient buttons. The first two of these features can also be performed on the main screen and the icons were added to show the duplicate functionality. You can also set appointment dates and times here, without having to go to the QNotes Scheduler. See the scheduler section below.



In the event that you delete a patient by accident (that is hard to do because of the warnings) we can now easily extract a single patient from one of your backup files. (You did backup right! - See Smart Backup). We can now quickly deliver the recovered patient in what we call a package to your QNotes.

Birthday List (and Groups and Patient Lists):

At the top-right of the Patient List Screen we've added a "print lists" feature. This will print simple reports to your desktop and open them in Windows Notepad. The "Filter By Group" picklist lets you select either the "Patient Group", or the "Birthday Month". The Print List button (arrow pick list) lets you select "Active Birthday List" or "Active Patient List" (Groups) or "All Patients List"..



SnapShots Photo Module:

SnapShots:

This feature appears under the heading Photo Management. If you have a WebCam (we stock a good inexpensive one by Logitech) you can take an ID-like photo of your patients. This was improved from a small low quality postage sized photo to a higher quality and larger image. We also added drag and drop of existing images. The image will show up on all patient demographic screens, the patient list screen, and in the PDQ screen on the slide out panel. You can use the picture for other uses too, if you don't want a pic of your patient. See the two screenshot examples in this guide.

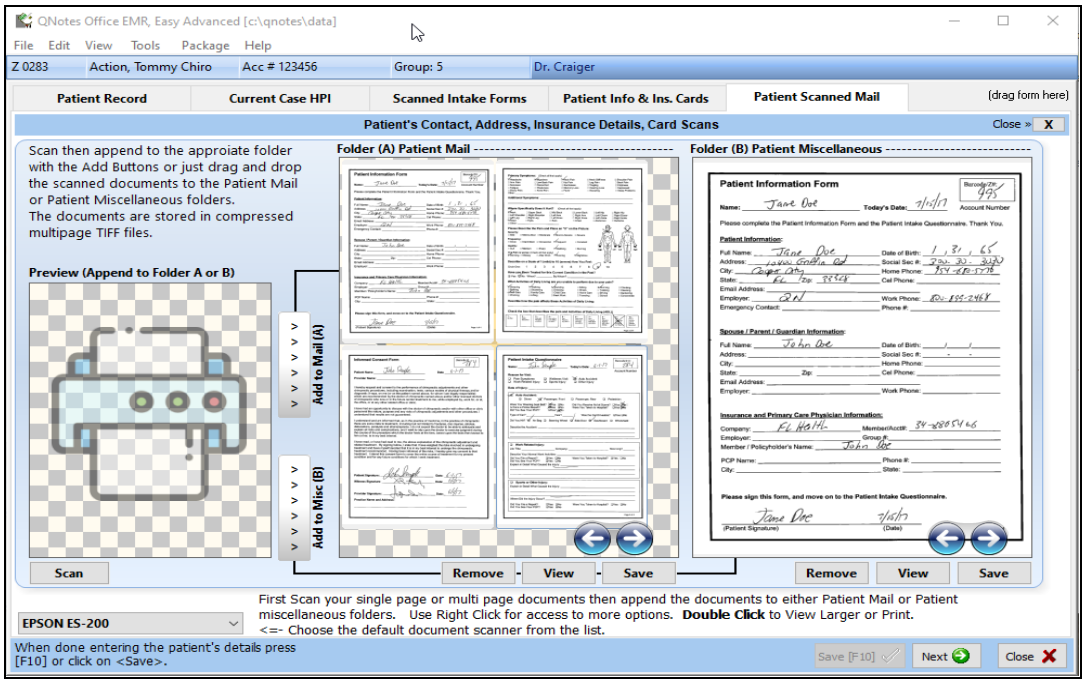
Patient Entry Screens:

There have been no changes in the main patient data entry screen, except for the enhanced **Patient Comment** field discussed in the PDQ section below.

There have been, however, many changes and additions to the patient entry screens for scanning documents. (see the sections on scanning)

Document Scanning in QNotes Office:

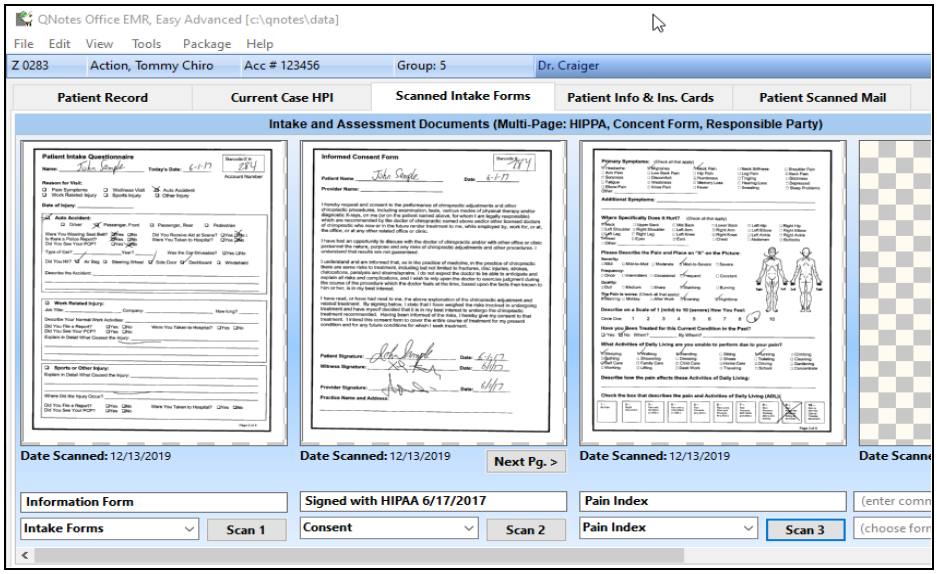
Scanning Patient Mail & Misc: This is an all new Version 7 feature that allows you to scan all the mail and other documents that fill up a patient folder. You get 2 slots or stacks for documents but you can add to either stack at any time. You can also delete any page within a stack. (See image)



When scanning a patient's mail items you get a preview of the scanned pages. If you like the way it came out you can click a button or drag them to the correct folder (mail or miscellaneous). Once you have done that you can delete unneeded pages. You can switch view mode from single page to multi page with a button or you can double-click to use the full screen Windows viewer to view/print the documents.

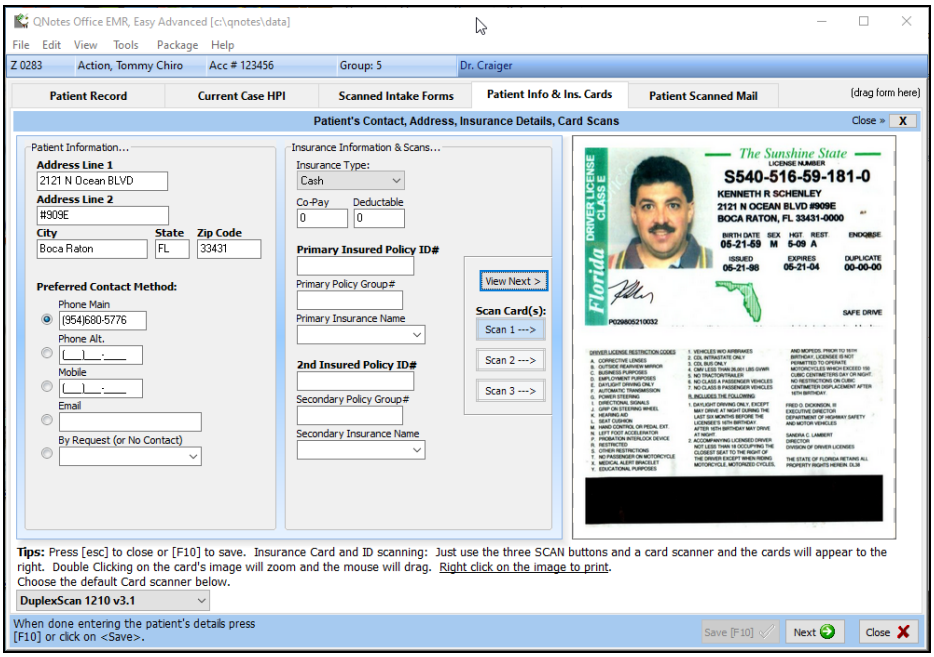
V7.2

Scanning Intake Forms: This was enhanced with an additional slot for version7.2 We now provide 6 slots that can each take a group or stack of forms. You can name each of the scanned stacks when you scan the forms. Scanning over a previously used stack **replaces** those documents. Be careful... because scanning over one of the 6 slots will replace that slot. NOTE: You can name the stack of documents in each slot, however you need to name it BEFORE clicking the scan button. This is 6 slots per patient's case; Use another ZCode for another 6 slots.

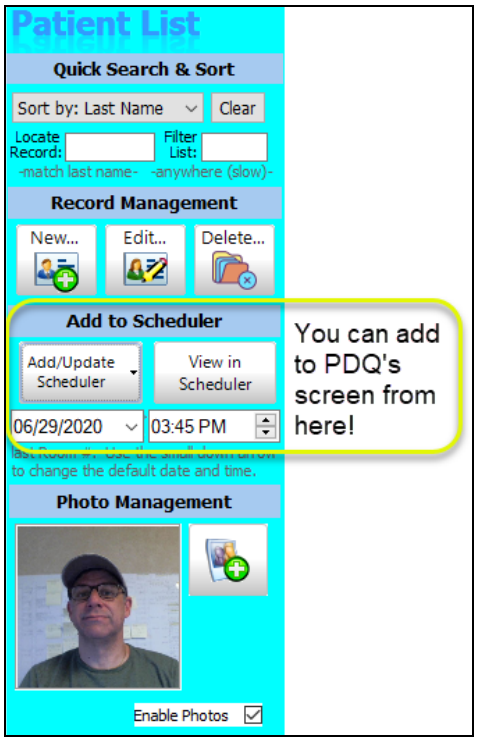


V6

Scanning ID cards & drivers license: We provide 3 slots for ID cards or other IDs like licenses or medical cards.



QNotes Office Scheduler:



The Scheduler, which runs in automatic hands off mode for 98% of our offices, was only slightly updated for PDQ customers. You can add patients to today or a future date and they will show up in PDQ in the Today's Patient list with a symbol next to their name. After a note is completed the symbol will change. This way the provider will know who has already been in and who is still expected to arrive. This new feature is expected to be further improved in the first update to QNotes Version 7.

Here in this screenshot is the upgraded Add to Scheduler section in the QNotes Office Patient Screen.

You can also see the improved quality and larger patient SnapShop - contact us for this option and a webcam. This is the same photo that will show up in the upgraded PDQ on the slideout side panel.

V7 Add/Update Scheduler button simply puts the Patient Name in the Scheduler, which is especially useful for the PDQ Touch doctor who wants to see all the names of today's scheduled patients on PDQ's begin screen. You DO NOT need to visit the Scheduler for this feature to work. Version 7 will auto schedule the patient for today in the 5AM slot, in Room 1. If you use the drop down arrow to the right of the Add/Update Scheduler button, it opens up a date/time selector that allows you to schedule your patient (for those of you using the Scheduler). Then you can go and move the patient to any room, date or time.

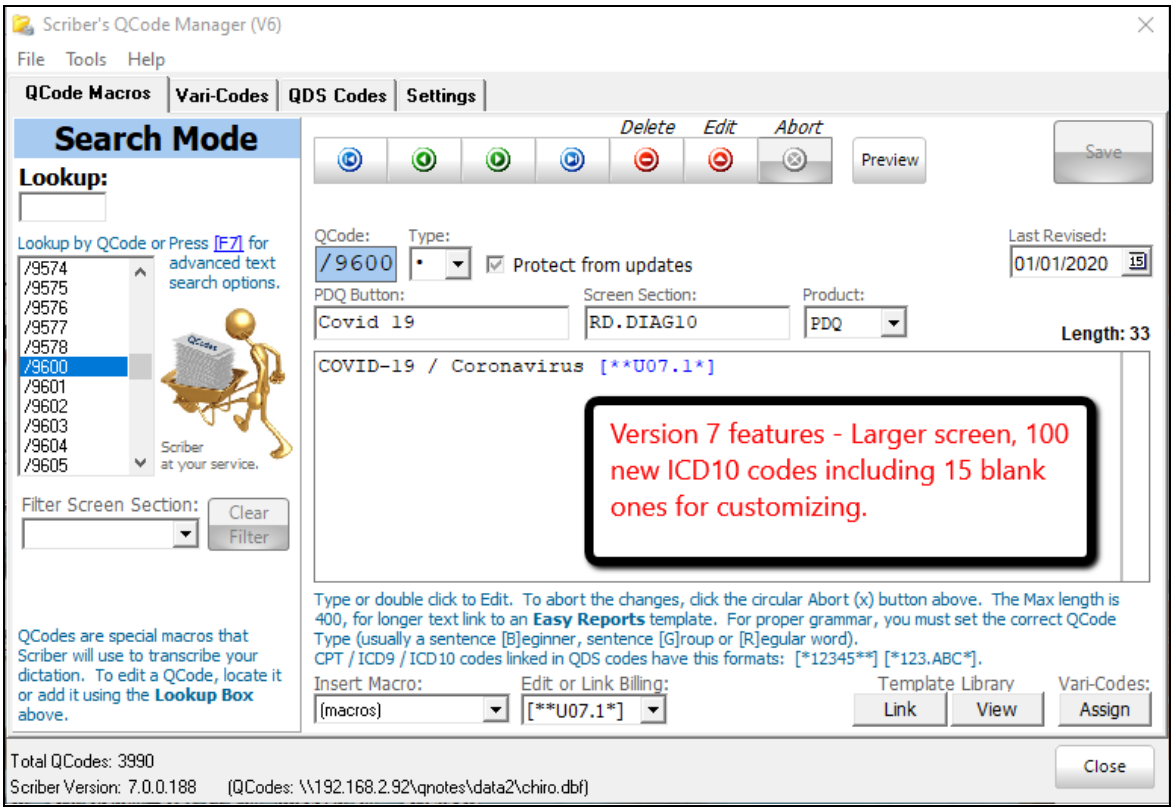
V7 New Training Package(s):

Around 2022 (after we are finished deploying this V7.2 release) we will offer an office training package(s) that can include a small desktop scanner. This training will provide enough setup and training to help your office get on its way to paperless. Paperless saves time and money and storage costs. Around the same time we will offer an update to the SmartBackup service (or another service) to backup all the scanned paper to the cloud like SmartBackup currently does for your patient data.

ICD10 Update list of 150+ new and changed QCodes:

No changes were made to any of your QCodes for existing ICD10 codes.

We also added 16 new blank ICD10 codes in a new section called Custom. This will appear under the letter "C" in the Diagnosis (DiagDex) at the bottom of the Diagnosis screen in PDQ . At the last minute, we use one of the blanks for a COVID-19 code to the DiagDex (code is /9600) and find it under the letter "C" with the ICD10 code 'U07.1'.



ICD10 Quix and PDQ:

Linking of QCodes to ICD10, CPT or Supplement codes. To link any QCode (barcode or button) to any verbiage , CPT (billing) or ICD10 (diagnosis) code, all you have to do is add to the text area of the QCode. For example: The QCode /9007 is - "Acute Post-Traumatic Headache, Intractable [*G44.311*]". The ICD10 code is linked with the brackets and because it is an ICD10 code you must use the asterisks as well. The same goes for CPT codes. The on-screen help on the **QCode Macros** tab and on the **QDS Codes** tab offer additional reminders for how to format ICD10 and CPT codes.
You can link more than one ICD10 or CPT codes to a single QCode in this way.

PDQ Section:

Patient Comment and PDQ:

You have always been able to add a Patient Comment in the Patient Entry Screen. This comment is usually for your eyes only and does not print (except with the [SCOMMENT] macro). This Comment will now also appear in PDQ, in the Sidebar available from all the Note Screens ("gear" icon at the top-left). In the new V7, this now works bi-directional, so you can now add or edit the Comment in PDQ and it will transfer back to QNotes Office. It will now (7.2) update back to PDQ in almost real-time.

PDQ's ROM Screen:

We added a feature called **Dot Codes** and updated the screen's help in 7.2. This is an easy to use feature however it is not obvious and needs a bit of explaining. The help text at the top of the screen will be a helpful memory jogger. Dot Codes (or periods) are a replacement code for text. On the ROM screen you can dictate that a specific motion is "increased" or "decreased" and other similar phrasing. What we added is the ability to add "with pain", "without pain", "active with pain" and "passive with pain". All that is needed are a few Dots or if your keypad offers commas then they will work as well.

When entering degrees on on your keypad you may optionally also enter:
'...' or (',,,') will add "with pain" to the end of your dictation for the specific motion.
In a very similar way, entering '..-' (or ',,-') will produce "without pain" after the degrees that you enter.
For this version if you omit the actual degrees the verbiage produced will be "and measured at __ degrees" + the with or without pain statements.

Here are all the possible choices, that you tap on after the ROM measurement:

'...' or '..+' or '..1' = "with pain"
'..0' or '..-' = "without pain"
'..P' or '..7' = "passive with pain"
'..A' or '..2' = "active with pain"

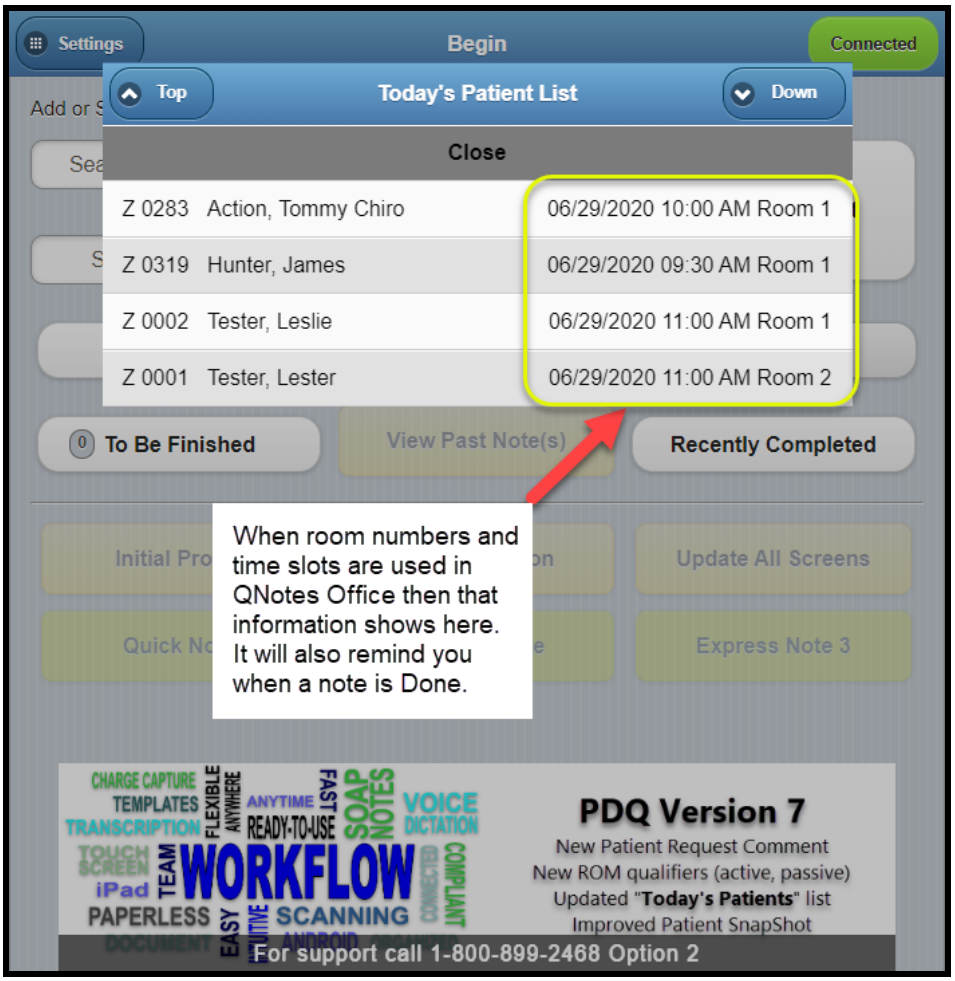
Some keypads look like a phone and offer a comma instead of the period. Either one will work just fine since we made it interchangable.

If you touch any help text that is at the top of any PDQ screen it will temporarily disappear, increasing your screen space a little.

PDQ Begin Screen & the QNotes Office scheduler:

V7.2

The **Today's Patient List** feature has been upgraded to work with the scheduler, even if you do not actually use the scheduler directly. This list will also remind you which notes you have already completed for the day. After a note is completed for the day the room number will be set to **DONE**.



PAD and browser security:

Some of you are aware that we had to push out part of the 7.2 update to offices sooner than expected and before the general release. This was because of changes to Chrome and Safari that were out of our control. In the case of Chrome we had advanced notice and we were ready to provide the 7.2 update for all offices that used Google's Chrome on the PAD or PC to add Service Workers*. In the case of Apple's new iOS 15 we are still working on a complete rewrite of the database side of PDQ to add indexedDB*. All of these Google and Apple changes were made in the name of increased security and we just have to adapt and accept the delays that it caused. There will ofcourse be more updates down the road and we will try to be ready.

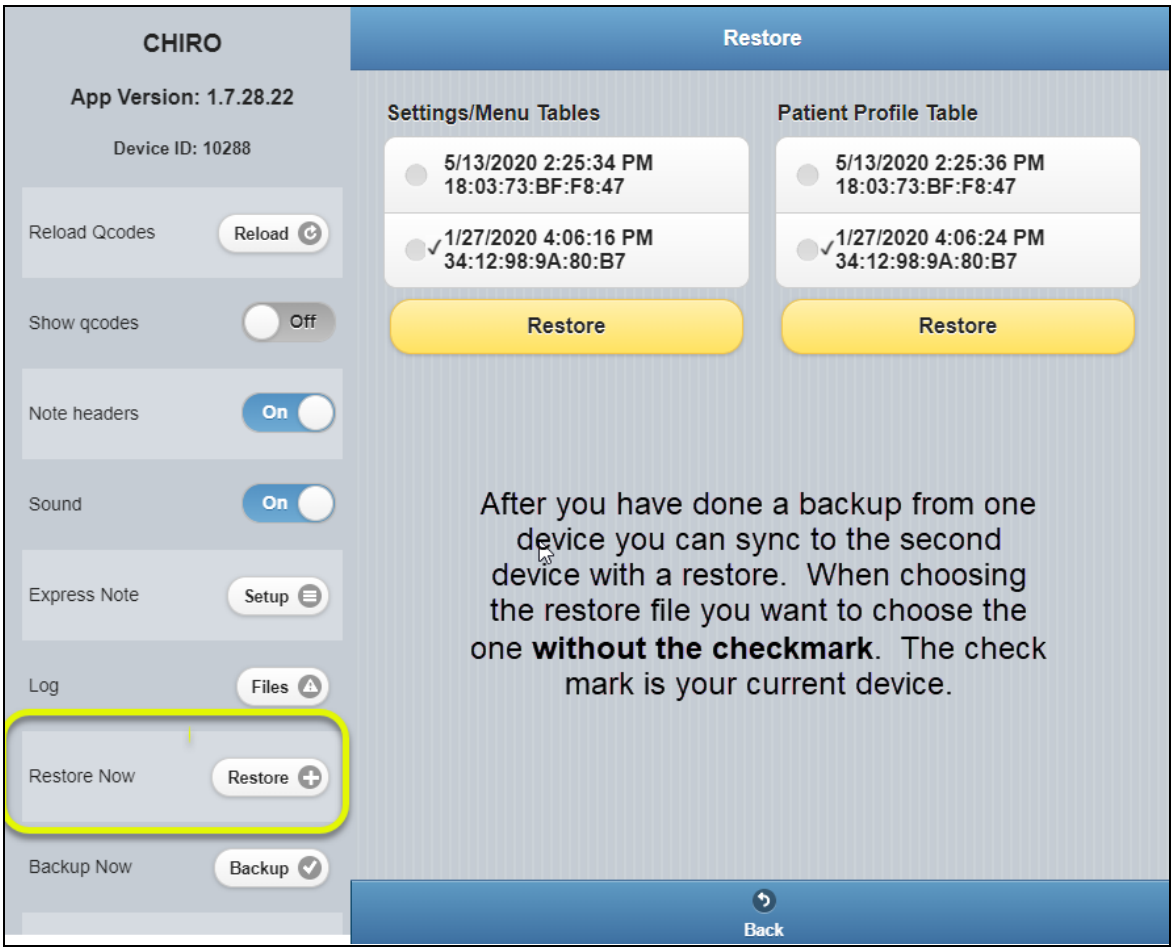
*You can Google **Service Workers** or **indexedDB** if you want more information on this topic or call us.

Transferring PDQ's data to an alternate device:

Note: We have added a new feature if a single Provider office would like to share patient info between 2 PDQ Touch devices (such as 2 PDQ tablets, or a PDQ tablet and a desktop PDQ). This way, each device will have the same, most current Patient Profile Information for use with Express Note (Quick Note button, etc). The devices do not remain in Sync (see below).

Note: **This will be updated in the version 7.2 series to partially automate the process.** There will be a new button added for a Sync-Restore. Once a backup is performed, it will be compared to the last backup from the other device and the newest records from both devices will be offered in the form of the new Sync-Restore. **Expected delivery of this feature is mid 2022.** This update will allow devices to remain in sync in a semi-automated way.

Simply go to the first device and do a PDQ Data Backup ("Backup Now") in the Settings sidebar (on the Begin Screen). Then go to the second device, and do a PDQ Data Restore ("Restore Now") in the Settings sidebar (on the Begin Screen). You do the Restore from the Right Side ("Patient Profile Table") of the popup screen. You must be sure to only Restore the most current Backup (usually with a check mark).



Addendum 1:

SmartBackup™ your data and HIPAA:

The backup service that we partnered with provides HIPAA compliant transmission and storage of your protected data. Please point your browser here for SmartBackup cloud HIPAA information.
www.infrascale.com/wp-content/uploads/pdf/Infrascale-HIPAA-Statement.pdf

Triple-Layer Military-Grade AES 256-Bit Encryption: Data is encrypted at the source, transferred via a secure connection and then encrypted again in the cloud. We call it Ultrasafe for good reason.

Triple Layer Encryption & the Key:

We use private key encryption along with double blind encryption so only you can view or decrypt your data in the cloud.

Source Encryption: Your data is encrypted at the source with your private key.

Transit Encryption: Data is sent through a secure tunnel with 256-bit SSL.

Rest Encryption: Your data is encrypted at rest in the data center.

Addendum 2:

150 more ICD10 codes were added in 7.2 for Sprains, Strains and Fractures.
There will be a link created to a PDF document so this guide can stay shorter.

100 ICD10 codes were added in 7.0.