



Transworld Electronic Medical Record

A Quality-of-Care Improvement Service from the Hypertension Initiative

Frequently Asked Questions

❖ **What can I do in TEMR?**

TEMR is a full-service electronic medical record system and includes modules for labs, prescriptions, scheduling, patient records, and billing.

❖ **Can more than one person access a patient record at the same time?**

Yes, but they cannot make entries into the same section simultaneously. For example, if two staff have the same patient record open at different workstations, one person can make entries into “Billing” while the other person makes entries into “Prescriptions” at the same time. However, they cannot both make entries into the “Billing” section of that patient record at the same time.

❖ **Where can I access patient records?**

You can access patient records from any computer that is connected to the Internet as long as you have administrative clearance and passwords. These clearances will be assigned by the lead administrator at your work-place.

❖ **Can all users view and alter patient records?**

No, users are assigned clearance and passwords for various sections of the record. You will be able to view, access, and alter records based on what your job requires.

❖ **Can I use the same medical record numbers we already have?**

Yes. TEMR is programmed to accept the medical record number you enter as the local ID for a patient.

❖ **Who can I call if I have problems using TEMR?**

The Hypertension Initiative TEMR staff is available Monday-Friday from 7:00 AM to 3:30 PM to assist you with the electronic medical record system. Please call John Bercik or Shaun Wagner at (843) 792-7206 with questions about TEMR. For problems with your internet connection, please contact your internet service provider.