



Frequently Asked Questions

Member in Context

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Overview

Q: What is Zephyr Member in Context (MIC)?

A: Zephyr Member in Context is a web browser extension designed to streamline patient care and save valuable time. With this extension, health care providers can now sync with the Zephyr application directly from their electronic health record (EHR) in a matter of seconds.

Member in Context supports the seamless transmission of documentation to Zephyr but does not track or retain any information beyond the intended delivery to the Zephyr system. It is only activated when the user chooses to “print” to Zephyr. When synchronizing Zephyr with an EHR patient, Zephyr observes the current member in the context of the EHR and simulates a Zephyr search on the user's behalf. However, it does not retain this information.

Q: What advantages does Zephyr Member in Context have?

A: This extension offers unique features not found in other solutions. These include communication between systems without the need for a costly API, adaptability to new EHRs and versions, and the ability to open patient records and attach files within Zephyr directly from their browser-based EHR or other browser-based system.

We believe that the Zephyr Member in Context extension will prove to be a valuable asset in assisting providers as they collect supporting documentation to close gaps in care. With Member in Context, Zephyr users can continue delivering the best possible outcomes for patients, providers and business alike.

Getting Started

Q: How do I get the Member in Context extension?

A: You will need to download it. The extension is only available through a direct link to the Google Chrome store, which you can access [here](#). It cannot be found by searching the Google Chrome store.

Q: What should I do if I am having issues with downloading the Member in Context extension?

A: You will need to call your company's Help Desk to receive downloading assistance. WellMed's Help Desk cannot assist with downloading issues.

Q: Do I need to be logged into Zephyr and my EHR or browser-based system at the same time for Member in Context to work?

A: Yes; you must be logged into both Zephyr and the EHR or browser-based system, and you must be using the same web browser (i.e., Google Chrome).

Supported Electronic Health Records (EHRs)

Q: Which EHRs are supported?

A: Zephyr Member in Context works best with eClinicalWorks (eCW) V11.52.305.41; it is provisionally compatible with V12.0.1.03007000 as well, making it a convenient solution for various providers.

Q: How do I get the browser-based version of eCW?

A: WellMed clinicians can click [here](#) to access the browser-based version of eCW. All other clinicians should simply log into eCW in Chrome.

Q: I have the desktop version of eCW. Will Member in Context still work?

A: No; it will only work with the browser-based version of eCW.

Q: Can I still use Member in Context if I don't have the browser-based version of eCW?

A: Yes. Our plan is to add more EHRs in the future. In the meantime, you can use any browser-based system you have access to (e.g., LabCorp, CPL, etc.). You must be logged into both systems using the same browser web browser (i.e., Google Chrome), in order to attach files within Zephyr directly.

Supported Web Browser

Q: Which web browser should I use for eCW and Zephyr?

A: Google Chrome is the best web browser for both eCW and Zephyr and is the only web browser available for Member in Context. Be sure you are using V108.0.5323.0 or higher. You must be logged in and have both Zephyr and the EHR or browser-based system open in Google Chrome. These can be in either separate tabs or separate windows. Using a browser other than Google Chrome for either system will not allow you to attach files within Zephyr; you will only have the ability to “print to” Zephyr, wherein data is converted to a PDF and sent to Zephyr.

Q: Does Member in Context work if I use a Google Chrome Guest Profile or Incognito mode?

A: No. These are not supported and will not allow you to use Member in Context.

Q: Can I see and print notes that may be associated with the conditions on the Attestations like in ePRG?

A: Yes.

Document Types

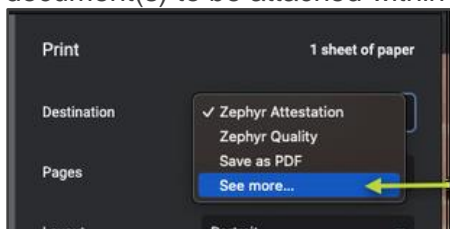
Q: Which document types can be transferred into Zephyr?

A: Any document type can be transferred into Zephyr, as long as you open the web browser's print dialog. Please note that Zephyr requires PDF, so Member in Context will convert any incoming document type into PDF.

Printing

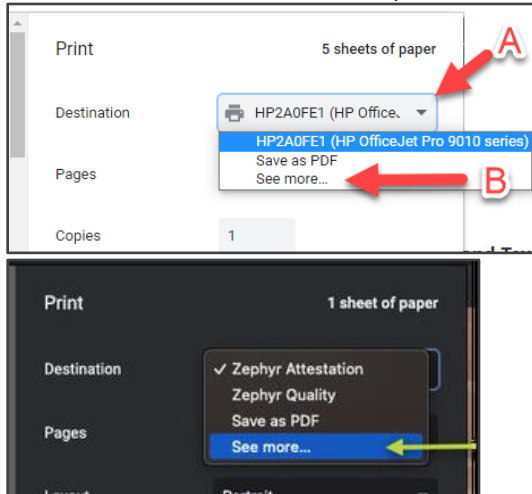
Q: How do I print from Zephyr Member in Context?

A: You can access the printing option by using your web browser's print function. You can also press and hold the CTRL and P keys and then select the appropriate destination of your document(s) to be attached within Zephyr directly.



Q: The two printer options are not displayed in the dropdown of destination options. How do I get them to appear?

A: When Member in Context is first installed, the two printer options, Zephyr Attestation and Zephyr Quality, will not be immediately displayed in the dropdown of destination options (see below). You will need to first click on the Destination dropdown (A), select “See more” (B) and then select each of these two printers, Zephyr Attestation and Zephyr Quality, in turn.



After performing this step, the printers should continue to show up in the initial dropdown list of destinations. However, if you regularly use many different print destinations, you may find that Google Chrome has cleaned up the list from time to time. This would necessitate going to the “See more” option in the Destination dropdown again to find these printers.

Q: What should I do if I have a print-related error?

A: The majority of print-related errors produce as a window within your current Zephyr tab to ensure you see the error message. However, a failure that occurs when you do not have a patient record open in Zephyr and you try to print will not produce any error message.