

ER Process for Calls, Allscripts

Script for calling the patient (does not need to be followed verbatim, just use as a guide).

Hello Ms./Mr. _____ this is _____ calling from ETSU Family Physicians of _____. We were notified you were in the ER on _____, I wanted to see if you were needing to schedule a follow-up visit with us or had any questions we could help with? I hope you are doing well and wanted to make sure you knew about our same day appointments and extended hour's clinic on _____ day.

I appreciate you taking the time to speak with me, should you need anything please do not hesitate to give us a call.

Process within Allscripts

1. PHM sends a **Hospital Call** task to the **Appointment Team** or **designated individual**.

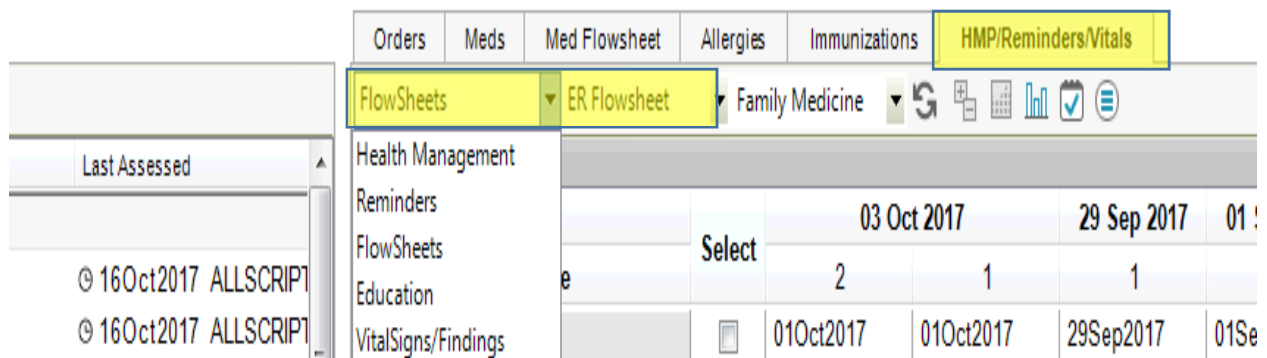
A. Tasks will only be sent to the front if the patient has 4 or Less ED visits within the past 6 months.

2. Front desk will open the patient's chart and go to the **clinical desktop** and make sure you are defaulting to the **ETSU-Non-Clinical Staff Chart View**.

The screenshot shows the Allscripts clinical desktop interface for patient R. TEST, MONACO. The patient's chart is open, displaying a list of active problems and their last assessed dates. The table on the right shows the patient's ED visit history.

Item Name	Select	03 Oct 2017	29 Sep 2017	01 Sep 2017	03 Aug 2017	04 Feb 2017
Date of ED Visit	<input type="checkbox"/>	01Oct2017	01Oct2017	29Sep2017	01Sep2017	01Oct2017
FIU Communication Date	<input type="checkbox"/>	03Oct2017	03Oct2017	6:00AM	12AM	02Oct2017
Afterhours?	<input type="checkbox"/>	Yes	Yes	No	Yes	
Communication Type	<input type="checkbox"/>					
Comments	<input type="checkbox"/>					blah, blah

3. Next, go to the **HMP/Reminders/Vitals tab**. Change the dropdown from Health Management to **Flowsheets**. Change the next dropdown to **ER Flowsheet**.



4. After the ER Flowsheet is selected, the Front Desk will be taken to the following screen. Front Desk will be responsible for entering the following items: **F/U communication Date, Communication Type, and any comments you feel are needed.**






Item Name
Date of ED Visit
F/U Communication Date
Afterhours?
Communication Type
of ER visits/6months
Comments

*Date of ED visit, and afterhours?, and # of ER visits/6months will be filled in by the PHM prior to the front desk receiving the Hospital Call task.

5. Once on the ER flowsheet, click on the **New Column** button on the bottom toolbar.



*You may need to click on the  button (bottom, right side) before you see New Column and Enter Result.

FlowSheets ER Flowsheet Family Medicine     						
Data Includes: All						
Item Name	Select	19 Oct 2017	03 Oct 2017		29 Sep 2017	01 Sep 2017
		1	2	1	1	1
Date of ED Visit	<input type="checkbox"/>		01Oct2017	01Oct2017	29Sep2017	01Sep2017
F/U Communication Date	<input type="checkbox"/>	19Oct2017	03Oct2017	03Oct2017	6:00AM	12AM
Afterhours?	<input type="checkbox"/>		Yes	Yes	No	Yes
Communication Type	<input type="checkbox"/>					
# of ER visits/6months	<input type="checkbox"/>					
Comments	<input type="checkbox"/>					

6. Click in one of the empty boxes and choose **Enter Result**.

Date of ED Visit	<input type="checkbox"/>		01Oct2017	01Oct2017	29Sep2017	01Sep20
F/U Communication Date	<input type="checkbox"/>		03Oct2017	03Oct2017	6:00AM	12AM
Afterhours?	<input type="checkbox"/>		Yes	Yes	No	Yes
Communication Type	<input type="checkbox"/>					
Comments	<input type="checkbox"/>					

Defer	Stop Deferral	Done Today	Last Done	Create Reminder	Edit	New Column	Enter Result
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7. The following page will display. This is where the front desk will enter the information. Once the information is entered, click OK.

Order	Results	Goals	<input checked="" type="checkbox"/> Record with
Results Details			
Vital Signs Input			
Date of ED Visit:	<input type="text"/>		
F/U Communication Date:	<input type="text"/>		
Afterhours?:	<input type="text"/>		
Communication Type:	<input type="text"/>		
# of ER visits/6months:	<input type="text"/>		
Comments:	<input type="text"/>		

8. If the patient is unable to be reached by phone an ER letter may be sent. To do this go to the **Chart** tab and choose **New Note**.

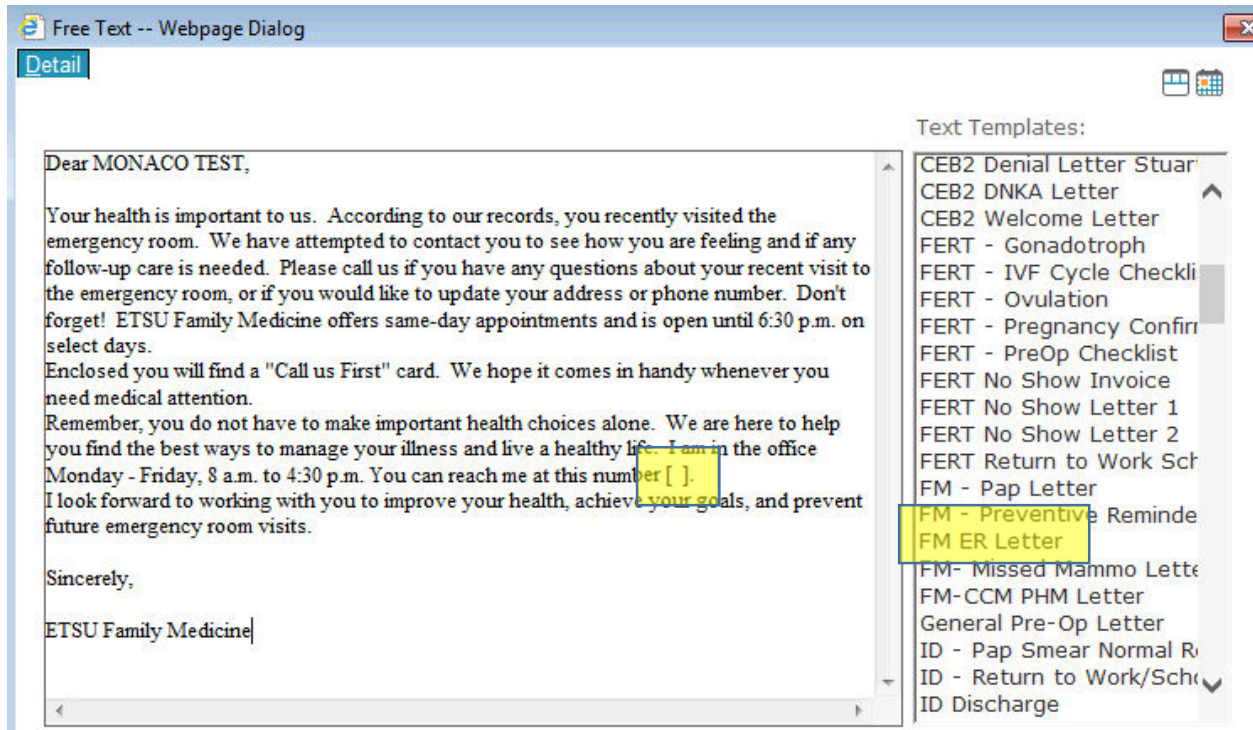
Problem	Notes	Chart	Worklist
All by Section by Sub-Section <input type="text" value="None"/>			
493 of 1318 Chart Items (69 Invalid and 752 Audit Items)			
Notes			
Office Notes			
<ul style="list-style-type: none"> Initial Evaluation - Psych (Initial Evaluation - Psych) - Shah, Stephanie Annual Wellness Note (Annual Wellness Visit) - ALLSCRIPTS, Pr Office Visit (Office Visit) - Briggs, Monaco; Enc: 16-Oct-2017 - C Office Visit (Office Visit) - Briggs, Monaco; Enc: 08-Oct-2017 - Ch ACOG Flowsheets - Cooper, Gregory; Enc: 14-Jul-2017 - Chart U Annual Wellness Note (Annual Wellness Visit) - Lingerfelt, Amand Care Coordination Note (Care Coordination Note) - Montgomery, Care Coordination Note (Care Coordination Note) - Montgomery, Care Coordination Note (Care Coordination Note) - Montgomery, Care Coordination Note (Care Coordination Note) - Montgomery, Annual Wellness Note (Annual Wellness Visit) - ALLSCRIPTS, Fa Care Coordination Note (Care Coordination Note) - Montgomery, ACOG Flowsheets - ALLSCRIPTS, Obstetrician/Gynec; Enc: 03-F Chart Documentation (Chart Documentation) - ALLSCRIPTS, App Care Coordination Note (Care Coordination Note) - Porambo, Ma Care Coordination Note (Care Coordination Note) - Musselwhite, Chronic Care Management Note (Chronic Care Management Note Care Coordination Note (Care Coordination Note) - Montgomery, Care Coordination Note (Care Coordination Note) - Montgomery, Nutrition Visit (Nutrition Visit) - Briggs, Monaco; Enc: 02-Nov-2016 Nutrition Visit (Nutrition Visit) - Briggs, Monaco; Enc: 02-Nov-2016 New Patient (New Patient) - Khalid, Muhammad; Enc: 01-Nov-20 Care Coordination Note (Care Coordination Note) - Montgomery, Established (Established) - ALLSCRIPTS, AppAdmin; Enc: 26-Sep-2 Follow-Up (Follow-Up) - ALLSCRIPTS, AppAdmin; Enc: 20-Sep-2 Follow-Up (Follow-Up) - ALLSCRIPTS, AppAdmin; Enc: 15-Sep-2 New Patient (New Patient) - ALLSCRIPTS, AppAdmin; Enc: 15-S New Patient (New Patient) - ALLSCRIPTS, AppAdmin; Enc: 15-S Established (Established) - ALLSCRIPTS, AppAdmin; Enc: 14-Sep-2 Well Woman Visit (Well Woman Visit) - ALLSCRIPTS, AppAdmin; Office Visit (Office Visit) - ALLSCRIPTS, Resident; Enc: 08-Sep-2 Office Visit (Office Visit) - ALLSCRIPTS, AppAdmin; Enc: 08-Sep- 			
View New Note Print Fax Task			

9. Click on **Unstructured** and choose the Visit Type of **FM ER Letter**.

The screenshot shows the 'Note Selector' window for patient TEST, Monaco (03-Mar-1979, 38 years, F). The 'Create New' section has 'Style' set to 'Unstructured' (highlighted in yellow) and 'Admin Forms' unselected. The 'Visit Type' dropdown is open, showing a list of options with 'FM ER Letter' highlighted in yellow. Other options include ACOG E Form, ACOG Flowsheets, ACOG Initial PE, ACOG Plans and Education, ACOG Pre-OB, ACOG Progress Note, Appointment Letter, BFM ACOG Flowsheets, Collection Letter, Discharge Letter, FERT - Gonadotrophin, FERT - IVF Checklist, FERT - Ovulation Monitoring/Artificial Insemin, FM CCM Welcome Letter, FM- Missed Mammogram, and Medical Records Tracking Form. The 'Owner' field is empty, and the 'Incomplete Notes' section shows a warning icon and the text '<< Choose an incomplete Note. >>'. The 'Chief Complaint' section is collapsed.

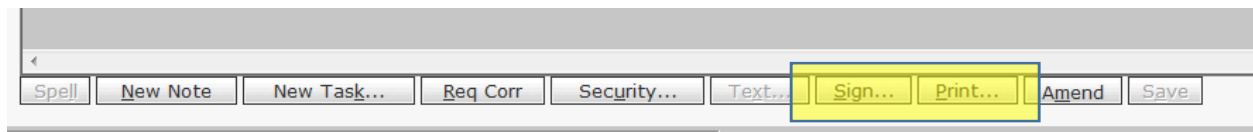
10. Click on **Text** (bottom of screen) and choose **FM ER Letter** again. Be sure to fill out the phone number box and then click OK.

The screenshot shows the bottom toolbar of the Note Selector interface. The 'Text...' button is highlighted in yellow. Other buttons in the toolbar include 'Spell', 'New Note', 'New Task...', 'Req Corr', 'Security...', 'Sign...', 'Print...', 'Cancel', and 'Save'.

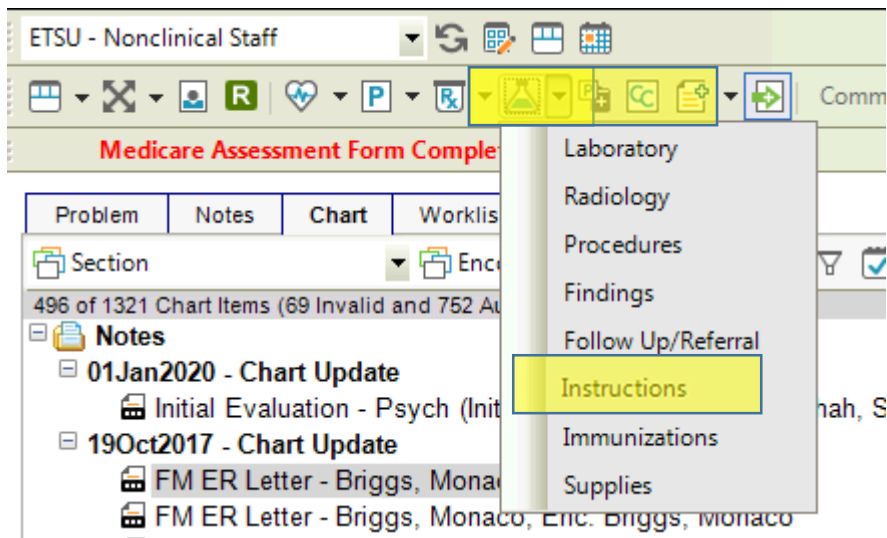


*Make sure to fill in the phone number.

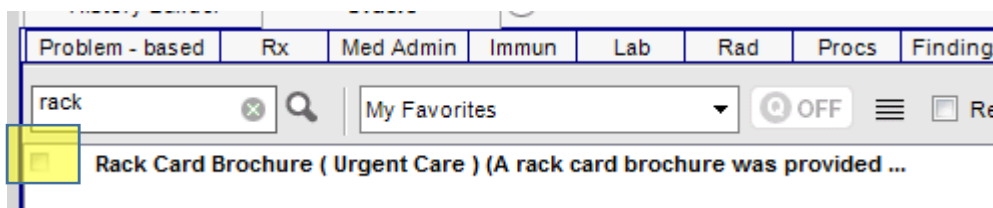
11. Click **Sign** (bottom of screen) and then click **Print**, then place the letter in the mail.



12. Lastly, click on the dropdown by the beaker and choose **Instructions**.



13. Type in **Rack** and hit **Enter**. The following instructions pull up. Put a check in the box besides Rack.



14. The following yellow fields are required.

The screenshot shows a patient's 'Rack Card Brochure (Urgent Care)' form. The patient is identified as 'TEST, Monaco 03-Mar-1979 (38 years) F'. The form includes a 'For:' field with '[0]' (highlighted in yellow), a 'Status:' dropdown set to 'Active', and a 'Details' button. Below this, there are tabs for 'Order' and 'Education', with 'Details' selected. The 'Details' section contains a description: 'A rack card brochure was provided to the patient.' and a 'View Instructions' button. There are also fields for 'Ordered By:' (Briggs, Monaco), 'Supervised By:' (highlighted in yellow), and 'Managed By:' (Briggs, Monaco). The 'Authorization:' field is set to 'Not Required'.

15. In the **For** field, use the dropdown and choose **Health Maintenance**. Put the PCP's name in the **Ordered By, Supervised By, and Managed By** fields. Click **Save and Close ACI**.

For: [1] Health Maintenance

Status: Active Details

Order Education Record w/o Ordering

Details Add'l Details Charging Encounters History Annotations

Details

A rack card brochure was provided to the patient.

View Order List View Instructions

Ordered By: ALLSCRIPTS, Family Medicine

Supervised By: ALLSCRIPTS, Family Medicine

Managed By: ALLSCRIPTS, Family Medicine

Authorization: Not Required

Order Instructions:

Additional Details

Charging Details

Medical Necessity Checking: CPT-4: Code: Status:

Medical Necessity Details:

Verify charges being submitted for: None Specified Encounter

Code	Display Name	When to Charge	Units	Time Based

Override Encounter Details:

Special Billing: Injury Date:

Account #: Description:

Billing Provider: Division:

Perf. Provider: Billing Area:

Ref. Provider: Billing Location:

Associated Encounters

Save and Return to ACI Save and Close ACI

PHM Process

- The ER Flowsheet will be sent out on every patient
- For patients with more than 4 ER visits within the past 6 months, a **Care Coordination** note will be opened.

