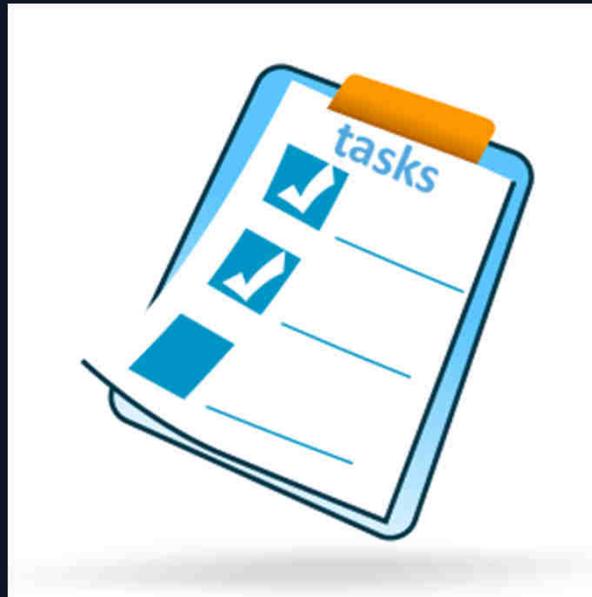


# Tasking



**Help Desk**  
423-282-6122

# Delegated vs. Undelegated Tasks

P	D	Task
*	Y	Call In Failed Rx
	Y	Overdue Order

**Delegated tasks** – system-generated tasks which are routed automatically to the nursing team. These tasks must be completed by doing what the system requires. If you have completed the task, but the task still won't drop off, do NOT remove the task. Undelegate it first, and then reassign it to the Allscripts Help Team.

If the task needs to be seen by the provider, clicking the "Undelegate" button will send it to the provider whose name is in the "Assigned to" field. You may want to check with your office manager or nursing supervisor about the protocol for undelegating tasks.

P	D	Task
		Follow Up
		Follow Up

**Undelegated tasks** – generally tasks which are manually sent from one person to another. These tasks can usually be completed by clicking "Done" on the toolbar.

# Reassigning Delegated Tasks

Select Patient Allergies: Med & Non Med HPhone: |

### Task List

View: Training Task List  Show: 50

P	D	Task	Patient	Assigned To	Created
Y		Call In Failed Rx	ALLSCRIPTS,BETSY	ALLSCRIPTS,Provider	System
Y		Mail Results to Patient	TEST,ETHAN	ALLSCRIPTS,Provider	ALLSCRIP
Y		FMH Update Pharm	TEST,MONACO	ALLSCRIPTS,Provider	System

If you need to reassign a delegated task to someone OTHER than the provider who is listed in the “Assigned to” field, you will need to Undelegate the task first. Otherwise, the doctor will never see it.

1. Highlight task. Click Undelegate.
2. The task will disappear from the nursing task list. Click the drop down and change your view to *Current Patient – Active*.

### Task List

View: Training Task List  Show: 50

P	D	Task	Patient	Assigned To
		Current Patient - Active		
		Current Patient - All		

# Reassigning Delegated Tasks

**ALLSCRIPTS,BETSY** Age: 69 Years DOB: 03/18/1946 MRN: 001000774665401  
Sex: F PCP: FYI: FYI  
Allergies: Med & Non Med HPhone: (423)123-4567 Other:

Select Patient ▼ i - ⚠

### Task List

View: Current Patient - Active View Desc...

P	D	Task	Patient
		Call In Failed Rx	ALLSCRIPTS,BETSY

Comments:  
Logan, Jennifer - 25 May 2015 3:30 PM  
UNDELEGATED TASK  
System - 18 May 2015 3:44 PM

Go To... In Progress Done

Undelegate

New... Reply... Reassign... Re

Details... Original... Pr

### Task Reassign -- Webpage Dialog

Patient: ALLSCRIPTS,BETSY Sex: F DOB: 18 Mar 1946 MRN: 001000774665401

Assign To:  User  Team Task: Call In Failed Rx

Priority: Routine Status: Active

Comment:

Comment History:  
Logan, Jennifer - 25 May 2015 3:30 PM  
UNDELEGATED TASK  
System - 18 May 2015 3:44 PM

Text Templates...

OK Cancel

Find the task, click Reassign, and pull in the correct user. Click OK. Now the task will go to that user's My Active Tasks list.

To send a task to the provider whose name IS in the "Assigned To" field, just click the "undelegate" button.

# FMH Messages

**ALLSCRIPTS, SOPHIA**    Age: 48 Years    DOB: 12/25/1966    MRN: 00100077  
Sex: F    PCP:    FYI: **FYI**  
Allergies: Med & Non Med    H Phone: (423)123-4567    Other:

Select Patient ▼ **i** **P** 

### Task List

View: Training Task List    View Desc...    Show: 50

P	D	Task	Patient	Assigned To	Created By	Created On
Y		Mail Results to Patient	TEST,ETHAN	ALLSCRIPTS,Provider	ALLSCRIPTS,Provider	05/19/2015 12:38
Y		FMH Update Pharm	TEST,MONACO	ALLSCRIPTS,Provider	System	05/20/2015 04:30
Y		FMH Patient Message	ALLSCRIPTS,SOPHIA	ALLSCRIPTS,Provider	System	05/22/2015 04:51

Follow My Health messages that come in from the patients need to be responded to within 48 hours (at the latest). So make sure these are handled before the end of the day (if possible). If they come in to a resident, and the message is something that needs to be addressed ASAP, please ask your office manager how best to handle the situation.

Think of the FMH tasks as another type of phone call – they should all be responded to before the end of the day, whenever possible.

# FMH Messages

**TEST, MONACO** Age: 36 Years DOB: 03/03/1979  
Sex: F PCP: Garrett, H Phone: (423)123-4567  
Allergies: Med & Non Med

### Task List

View: Training Task List | View Desc... | Show: 50

P	D	Task	Patient	Assigned To	Created
Y		Call In Failed Rx	ALLSCRIPTS,BETSY	ALLSCRIPTS,Provider	System
Y		Call In Rx	TEST,ISABELLA	ALLSCRIPTS,Provider	System
Y		Mail Results to Patient	TEST,ETHAN	ALLSCRIPTS,Provider	System
Y		FMH Update Pharm	TEST,MONACO	ALLSCRIPTS,Provider	System
Y		FMH Patient Message	ALLSCRIPTS,SOPHIA	ALLSCRIPTS,Provider	System
Y		FMH Patient Message	ALLSCRIPTS,SOPHIA	ALLSCRIPTS,Provider	System
Y		Overdue Order	TEST,BOBBY	ALLSCRIPTS,Provider	System
Y		Overdue Order	TEST,ETHAN	ALLSCRIPTS,Provider	System
Y		Overdue Reminders	Allscripts,Alan	ALLSCRIPTS,Provider	System
Y		Overdue Reminders	TEST,BRIDGET	ALLSCRIPTS,Provider	System
X		Overdue Reminders	TEST,JAMIE	ALLSCRIPTS,Provider	System

**Comments:**  
System - 20 May 2015 4:30 PM  
Patient request to change their preferred pharmacy.

**Follow My Health™ - Preferred Pharmacy Change Request**

**Patient Information**  
Name: TEST, MONACO Sex: F MRN: 001000651682701  
DOB: 03 Mar 1979  
Address: 222 E MAIN ST  
JOHNSON CITY, TN 37604  
Home Phone: (423)123-4567 Work Phone: (423)123-4567 Email:

**New Preferred Pharmacy**  
Name: CVS/PHARMACY #3717 2111 NORTH ROAN STREET #35  
Address: 2111 NORTH ROAN STREET #35  
JOHNSON CITY, Tennessee 37601

**Response to Patient:**

**End Communication**

**Communication History:**  
Sent: Wednesday, May 20, 2015 4:30:12 PM  
Sender: Monaco Test  
Subject: Preferred Pharmacy Update  
Body: Name = CVS/PHARMACY #3717 2111 NORTH ROAN STREET #35  
Address = 2111 NORTH ROAN STREET #35  
JOHNSON CITY, Tennessee 37601

Buttons: Go To..., In Progress, Done, Undelegate, Reply, Cancel

To read a FMH task, double click the task. Read the message in the Communication History. For Update Pharmacy, or other messages that deal with chart modifications, make the updates to the patient's chart, and then in the Response to Patient field, type that you have updated their chart. It's always a good idea to thank them for using the portal, too, as we want to encourage our patients to participate with the portal.



# Overdue Reminders - Order

Y	OverDue Reminders	TEST,BOBBY	ALLSCRIPTS,Provider	System	05/25/2015 12:11	Active
<b>Comments:</b>			<b>Task About:</b>			
System - 25 May 2015 12:11 PM Overdue Reminders			Mammogram - Screening - Bilateral Schedule Mode: Recurrence Schedule: 6 months Due: 25 Nov 2014			

If you get an overdue reminder, and the patient is in the office for a visit, you can order the item and make the task go away. To do this, double click on the task to take you to the patient's Clinical Desktop. Click on the HMP/Reminders tab.

Item	Schedule	S	Go	Most Recent	Dat	5y	To Do	Incc
Health Maintenance								
Education...				Complete	04N			
Nutrition for...				Complete	05D			
Smoking, stop				Complete	21N			
Mammogram - ...	Q 6 months						⚠ Due: ...	
Ophthalmology ...	Q 1 year			Complete	13N		Permanentl...	
1 month Follow up				Complete	04D			
1 week Follow up				Complete	28A			
10 day Follow up				Complete	18O			
10 month Follow...				Complete	04D			

# Overdue Reminders - Order

The screenshot shows a software interface for managing reminders. At the top, there are tabs for 'HMP/Reminders' and 'Growth Chart'. Below these are tabs for 'Vital Signs', 'Meds', 'Med FlowSheet', 'Orders', 'Allergies', and 'Immunizations'. The main area displays a table of reminders with columns: Item, Schedule, S, Go, Most Recent, Dat, and 5y. A red banner indicates 'Filter Applied: Suppress Other Orders'. A context menu is open over the '5y' column of the 'Mammogram' row, with the 'Order' option highlighted. The table data is as follows:

Item	Schedule	S	Go	Most Recent	Dat	5y
Health Maintenance		<input type="checkbox"/>				
Education...		<input type="checkbox"/>		Complete	04N	
Nutrition for...		<input type="checkbox"/>		Complete	05D	
Smoking, stop		<input type="checkbox"/>		Complete	21N	
Mammogram -...	Q 6 months	<input type="checkbox"/>				
Ophthalmology...	Q 1 year	<input type="checkbox"/>		Complete	13N	Permanently...
1 month Follow up		<input type="checkbox"/>		Complete	04D	
1 week Follow up		<input type="checkbox"/>		Complete	28A	
10 day Follow up		<input type="checkbox"/>		Complete	18O	
10 month Follow...		<input type="checkbox"/>		Complete	04D	
2 month Follow up		<input type="checkbox"/>		Complete	04D	
2 week Follow up		<input type="checkbox"/>		Complete	13S	
3 month Follow up		<input type="checkbox"/>		Complete	10J	

At the bottom of the interface, there is a toolbar with buttons: 'Order', 'Create Reminder', 'Edit', 'Last Done', 'Done Today', and 'Renew w/ Changes'.

Right click in the **To Do** field, and click **Order**

# Overdue Reminders - Order

Order Details  
TEST, BOBBY 36 YO F DOB: 03Mar1979 Appointment 05/22/2015

Mammogram - Screening - Bilateral

For: [2] Breast cancer screening, high risk patient; Health Maintenance

Status: Active

To Be Done: 25May2015

Order Results Goals

Record w/o Ordering

Details Questions Add'l Details Charging Encounters History Annotations

Details

Perform: Radiology Facility

Print Requisition Routine Print Copy

Ordered By: ALLSCRIPTS, Provider

Supervised By: ALLSCRIPTS, Provider Authorization: Not Required

Managed By: ALLSCRIPTS, Provider

CC Results

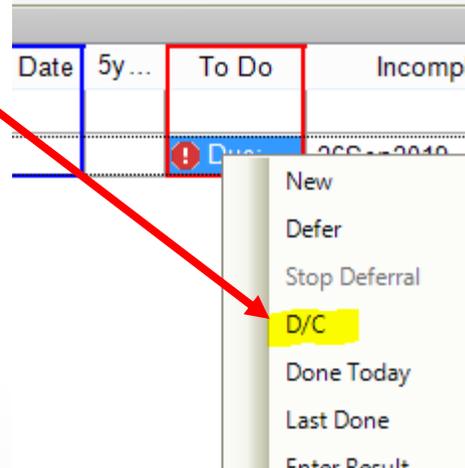
Performing Instructions: 255 Chars remaining

Cite Result

Patient

**Note:** The task will not drop off for this until the order has been completed.

*Right Click on  
Reminder, and  
choose D/C.*



If you want to Complete the Overdue Reminders task, you will need to wait until the order is completed or D/C the Reminder.

If you D/C the Reminder and want a new Reminder, then you will need to create it.

# Overdue Reminders – Completing

MRN: 001000641273801  
FYI: FYI  
Other:

es root beer suckers

HMP/Reminders Growth Chart

Vital Signs Meds Med Flowsheet Orders Allergies

Health Management Problem Refresh

Filter Applied: Suppress Other Orders

Item	Sch...	S	G...	Most Recent	D...
<input type="checkbox"/> Cataract		<input type="checkbox"/>			
<input type="checkbox"/> Vision Screen	Q 6...	<input type="checkbox"/>			
<input type="checkbox"/> Infective endocarditis		<input type="checkbox"/>			
<input type="checkbox"/> Scurvy		<input type="checkbox"/>			
<input type="checkbox"/> Visit for screening...		<input type="checkbox"/>			
<input type="checkbox"/> Health Maintenance		<input type="checkbox"/>			
<input type="checkbox"/> Other Medications		<input type="checkbox"/>			

Right click in the To Do field and choose the appropriate option:

- **Defer** – allows you to do a temporary or permanent deferral
- **D/C** – discontinues the reminder
- **Done Today** – indicates that the test was done today
- **Last Done** – lets you put in a date when the test was completed

# Overdue Reminders – Completing

If you choose the “Last Done” option, it allows you to put in a date, which completes the reminder on the HMP tab and drops the Overdue Reminder task from the task list.

Choosing “D/C” simply discontinues the reminder and drops it off the task list.

HMP/Reminders | Growth Chart

Vital Signs | Meds | Med FlowSheet | Orders | Allergies | Immunizations

Health Management | Problem | Refresh | [Icons]

Filter Applied: Suppress Other Orders:

Item	Sc...	S	Go	Most...	Date
Cataract					
Vision Screen			Complete		22May2015

[R] TEST, JANET | Age: 60 Years | DOB: 07/12/1954 | MR  
 Sex: F | PCP: ALLSCRIPTS, Internist | FYI  
 Allergies: Med Only | H Phone: (423)477-0954 | OI

Select Patient [v] [i] [x] [a]

Task List

View: Clinical Task List | View Desc... | Show: 50

P	D	Task	Patient	Assigned To	Created By
Y		Call In Failed Rx	ALLSCRIPTS,BETSY	ALLSCRIPTS,Provider	System
Y		Call In Rx	TEST,ISABELLA	ALLSCRIPTS,Provider	System
Y		Mail Results to Patient	TEST,ETHAN	ALLSCRIPTS,Provider	ALLSCRIPTS,Provide
Y		FMH Update Pharm	TEST,MONACO	ALLSCRIPTS,Provider	System
Y		FMH Patient Message	ALLSCRIPTS,SOPHIA	ALLSCRIPTS,Provider	System
Y		FMH Patient Message	ALLSCRIPTS,SOPHIA	ALLSCRIPTS,Provider	System
Y		Overdue Order	TEST,BOBBY	ALLSCRIPTS,Provider	System
Y		Overdue Order	TEST,ETHAN	ALLSCRIPTS,Provider	System
Y		OverDue Reminders	Allscripts,Alan	ALLSCRIPTS,Provider	System
Y		OverDue Reminders	ALLSCRIPTS,BETSY	ALLSCRIPTS,Provider	System
Y		OverDue Reminders	Allscripts,Chris	ALLSCRIPTS,Provider	System

# Overdue Reminders – Temporary Deferral

The screenshot shows the 'Health Management Reminder Details' window for a patient named ALLSCRIPTS, BETSY, 69 YO, F, DOB: 16Mar1946. The window is titled 'Chart Update: 05/21/2015'. The main window has a red header bar with the patient information and a 'Tools' menu with 'Print/F' visible. The main content area has a 'Recurrence' section with radio buttons for 'Daily', 'Weekly', 'Monthly', and 'Yearly'. The 'Yearly' option is selected, and the frequency is set to 'Every 3 years'. The 'Start Date' is '10Sep2013'. The 'End Date' section has radio buttons for 'No End Date', 'End After', and 'End By'. The 'Age Based' section is also visible. Below the recurrence section is a 'Years' grid with buttons for ages from 5 to 110. At the bottom, there are checkboxes for 'Order First Instance', 'Defer Temporarily', and 'Defer Permanently'. The 'Defer Temporarily' checkbox is checked, and the 'Defer until' box is highlighted in yellow. The 'Planned by' field is 'ALLSCRIPTS, Family IV'. The 'Deferral Reason' and 'Free Text Reason' fields are also visible.

The 'Select a Date' dialog box is open, showing a calendar for June 2015. The date '23' is selected. The dialog box has a 'Jump' section with '2' months and 'Today' button. The 'Selection' is '23JUNE2015'. The 'OK' and 'Cancel' buttons are at the bottom.

May 2015						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June 2015						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

To temporarily defer a reminder, **right click**, choose **Defer – Temporary Deferral**. In the Defer until box, click the calendar and put in a date. Click OK.

# Overdue Reminders – Temporary Deferral

Mammogram...		<input type="checkbox"/>	<u>Ne</u>	Complete	22	
Pap Smear	Q...	<input type="checkbox"/>		Complete	14J	Deferred 23Jun2015
<input type="checkbox"/> Prothrombin...		<input type="checkbox"/>		Complete	25	

This places the deferred date on the HMP/Reminders table, and drops the task from the task list.

We have seen instances where the task did not drop off after doing the temporary deferral. If that happens, reassign the task to the Allscripts Help Team and we'll take care of it.

# Overdue Reminders – Permanent Deferral

Health Management Reminder Details

[R] ALLSCRIPTS, BETSY 69 YO F DOB: 18Mar1946

Daily Every 1 years  
 Weekly  
 Monthly  
 Yearly

No End Date  
 End After: 1 occurrences  
 End By:

Start: 25May2013  
When no previous instance exists in the patient's chart

Age Based

Years: 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80, 85, 90, 95, 100, 105, 110

Order First Instance  
 Defer Temporarily Defer until:

Planned by: ALLSCRIPTS, Provider

Defer Permanently  
 Deferral Reason: Patient Cancelled Procedure

(50 Chars)

Annotations

Audit

OK Cancel

To permanently defer a reminder, **right click**, choose **Defer – Permanent Deferral**. The Deferral Reason box is a required field (even though it's not yellow). You will have to put in a Deferral Reason before you can click OK on this screen. The HMP will show that this reminder was permanently deferred.

<input type="checkbox"/> Health Maintenance		<input type="checkbox"/>					
Annual...	Q 1...	<input type="checkbox"/>				Perma...	
Colonoscopy ...		<input type="checkbox"/>	Complete	1...			

# Overdue Reminders – From the Encounter Selector

The screenshot displays a medical software interface for patient TEST, MITCHELL. The patient's age is 82 Years, sex is M, and allergies are Med & Non. The interface includes a toolbar with various icons, one of which is highlighted with a red box. Below the toolbar is a 'My Alerts' section listing several overdue reminders, including 'Annual Depression Screening 3 months; Overdue: 02/10/2015'. A context menu is open over this reminder, listing actions such as 'Edit', 'View', 'Order', 'Last Done', 'Done Today', 'Enter Result', 'Temporary Deferral', 'Permanent Deferral', and 'Move to All Other Alerts'. The menu is also highlighted with a red box. At the bottom of the screen, there are buttons for 'Print PLEd', 'Continue', 'Save and continue', 'Save', and 'Delete-Unsaved'.

You can also handle Overdue Reminders from the Encounter Selector screen. From the Clinical Toolbar, click the Encounter Selector icon, then right click on the Overdue Reminder.

# Overdue Orders

**TEST, BOBBY**

Select Patient   

Age: 36 Years    DOB: 03/03/1979    MRN: 001000647052001  
Sex: F    PCP: Bochis, Melania    FYI: **FYI**  
Allergies: Med & Non Med    H Phone: (423)111-1111    Other:

## Task List

View: Training Task List    [View Desc...](#)    Show: 50

Total Active Tasks: 1  
Last Updated: 05/25/2015 3:47 PM 

P	D	Task	Patient	Assigned To	Created By	Created On	Status	ID	Due	MRN
Y		Mail Results to Patient	TEST,ETHAN	ALLSCRIPTS,Provider	ALLSCRIPTS,Provider	05/19/2015 12:38	Active	3031618		001000778162801
Y		FMH Update Pharm	TEST,MONACO	ALLSCRIPTS,Provider	System	05/20/2015 04:30	Active	3036644		001000651682701
Y		FMH Patient Message	ALLSCRIPTS,SOPHIA	ALLSCRIPTS,Provider	System	05/22/2015 04:51	Active	3043403		001000774639901
Y		FMH Patient Message	ALLSCRIPTS,SOPHIA	ALLSCRIPTS,Provider	System	05/22/2015 04:52	Active	3043405		001000774639901
Y		Overdue Order	TEST,BOBBY	ALLSCRIPTS,Provider	System	05/17/2015 03:45	Active	3025525		001000647052001
Y		Overdue Order	TEST,ETHAN	ALLSCRIPTS,Provider	System	05/23/2015 10:15	Active	3043701		001000778162801
Y		OverDue Reminders	Allscripts,Alan	ALLSCRIPTS,Provider	System	05/25/2015 01:59	Active	3044345		120710142609537
Y		OverDue Reminders	TEST,BRIDGET	ALLSCRIPTS,Provider	System	05/25/2015 03:00	Active	3044379		00100055558601
Y		OverDue Reminders	TEST,JAMES	ALLSCRIPTS,Provider	System	05/25/2015 03:02	Active	3044380		001000663422401
Y		OverDue Reminders	TEST,KYLE	ALLSCRIPTS,Provider	System	05/25/2015 03:04	Active	3044381		001000655960301

### Comments:

System - 17 May 2015 3:45 PM  
Overdue Order

### Task About:

Provider: ALLSCRIPTS,Provider  
Ordering Provider: ALLSCRIPTS, Provider  
  
Hematology/Oncology Referral  
  
To Be Done: 17 Apr 2015  
Overdue: 05/17/2015

[Go To...](#)    [In Progress](#)    [Done](#)  
[Undelegate](#)

[New...](#)    [Reply...](#)    [Reassign...](#)    [Remove...](#)    [Copy To Note](#)  
[Details...](#)    [Original...](#)    [Print List...](#)    [Print Task...](#)

Overdue orders simply require research. Research and good documentation. Single click on an Overdue Order to see the order. The “Task About” field will give you the name of the ordering provider, the order, the To Be Done date, and the overdue date. Once you know what order to look for, double click on the task.

# Overdue Orders

The screenshot shows a medical software interface with the following elements:

- Navigation tabs: HMP/Reminders, Growth Chart, Vital Signs, Meds, Med Flowsheet, **Orders**, Allergies, Immunizations, Flowsheets.
- Order list filters: All Orders, Status, Alpha, and several icons (refresh, add, check, list).
- Order list items:
  - + 😊 CSF Glucose;
  - [-] Entered in Error - Training
    - + 😊 \* Biopsy - Liver;
    - + 😞 CBC Automated Differential;
  - [-] Hold For - Scheduling
    - + 😊 ⚠️ Mammogram - Screening - Bilateral; Requested for: 19Sep2019;
  - [-] Temporary Deferral - Report Pending
    - + Behavioral Health Referral - Frontier Health - -

Go to the Orders tab and find the order. You may need to go to All Orders and scroll down to see the Temporary Deferral. Basically, you need to find out if the patient had the test done/went to the referral visit, and also, if that result/letter is back in the chart.

# Overdue Orders

If the Radiology or Lab test is complete and we have the results in the chart, you can simply right click on the order and choose Completed On, and put in the appropriate date.

The screenshot displays a medical software interface with a patient's chart. At the top, there are tabs for 'Task List', 'Worklist', 'Printing Tasks', and 'Patient Lists'. Below these, patient information is shown: DOB: 03/03/1979, MRN: 001000647052001, PCP: Bochis, Melania, FYI: FYI, and H Phone: (423)111-1111. A 'line Allergy' section is visible. The main area shows a 'Current Orders' list with the following items:

- Abdominal lipoma
  - Hematology/Oncology Referral Scheduling Requested for: 1
- Breast cancer screening, high risk p
  - Mammogram - Screening - Bi 25May2015
- Cholelithiasis
  - 1 week Follow up - Follow-up 22May2015
- HTN (hypertension), benign
  - CBC Automated Differential
  - US Abdomen - Limited Statu

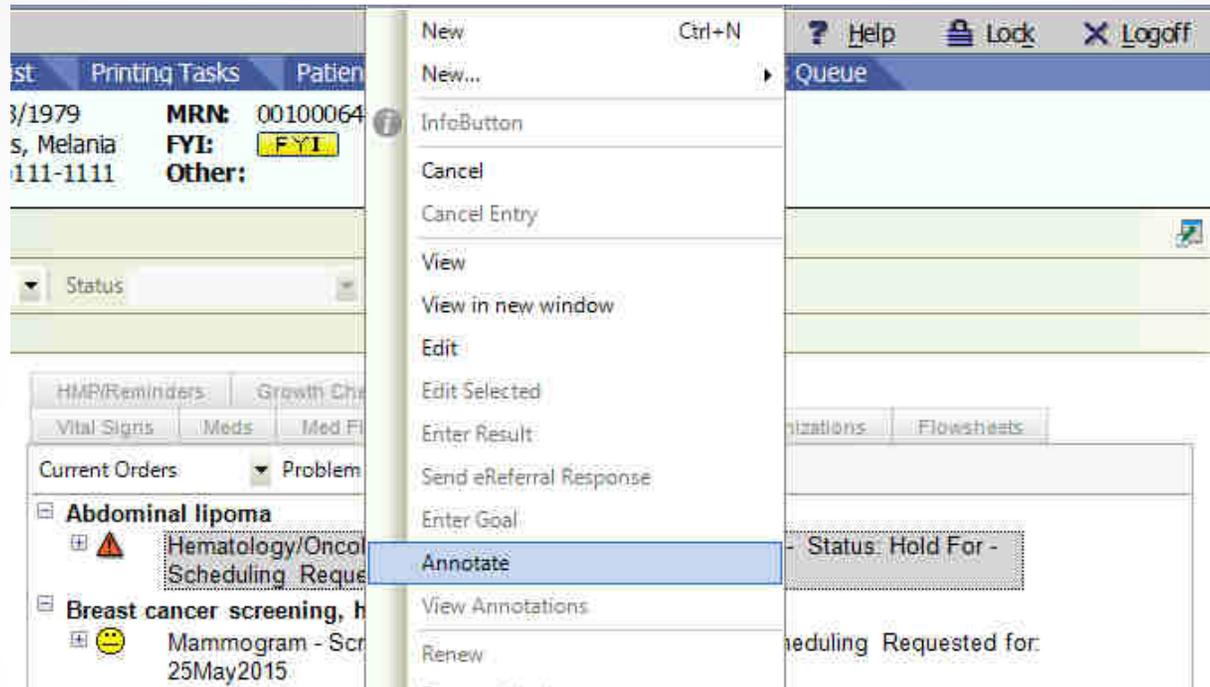
A context menu is open over the 'US Abdomen' order, listing various actions. The 'Completed On' option is highlighted in blue. Other options include 'New...', 'InfoButton', 'Cancel', 'Cancel Entry', 'View', 'View in new window', 'Edit', 'Edit Selected', 'Enter Result', 'Send eReferral Response', 'Enter Goal', 'Annotate', 'View Annotations', 'Renew', 'Renew with changes', 'Void', 'Authorize', 'Continue', 'Add On Orders', 'Completed Today', 'Order D/C', 'Record D/C', and 'Stop Deferral'.

# Overdue Orders

If the referral's report is in the chart, you complete the order and check the *Specialist Response Received*.

The screenshot shows a software interface for a "Behavioral Health Referral - Frontier Health". At the top, it identifies the user as "SUPERUSER, Loislane" and the patient as "01-Jan-1979 (40 years) F". The referral is for "[1] Anxiety about health". The status is set to "Complete", with a "Details" button next to it. The "To Be Done" date is "26Sep2019", and it is marked as "Overdue: 26Oct2019 04:44PM". The "Recipient" field is empty. There is an unchecked checkbox for "First Available Provider". At the bottom, there is an "Order" button, a checked checkbox for "Specialist Response Received", and an unchecked checkbox for "Record w/o Ordering".

# Overdue Orders



If they have not had the test done (or the referral), call the patient and ask if they are going to have it done. Once you have called, **right click** on the order and choose **annotate**. Write the date/time you called (or left a voice mail) and what the patient said about having the test done. Annotating the order lets anyone who is viewing the patient's chart (including the doctor) know what is going on in regards to the order.

# Overdue Orders

Task: Filters History

Patient: TEST,BOBBY Sex: F DOB: 03 Mar 1979 MRN: 001000647052001

Assign To: User Team Task: Overdue Order

ALLSCRIPTS,Provider All Priority: Routine Status: Active

Comment: Called pt on 5/25/15. Left vm. Asked her to call us back.

Comment History: System - 17 May 2015 3:45 PM Overdue Order

Activate: 17 May 2015 3:45 PM Overdue: 31 May 2015 3:45 PM

Create Notify Task When: Complete Overdue

Notify: All Priority:

Delegate

OK Cancel

Reply... Details... Original... Print List...

Once the order has been annotated, it's a good idea to edit the task, too, since multiple people generally work these task lists.

With the task highlighted, click Details, and in the Comment field, type what was done.

The next person that views the task will see that the patient was called. You can also mark the task as "In Progress" if you share the task list with other nurses.

In Progress

	Parent Message	ALLSCRIPTS,SOPIHA	ALLSCRIPTS,PROVIDER
Y	Overdue Order	TEST,BOBBY	ALLSCRIPTS,Provider
Y	Overdue Order	TEST,ETHAN	ALLSCRIPTS,Provider
Y	OverDue Reminders	Allscripts.Alan	ALLSCRIPTS.Provider

**Comments:**

Logan,Jennifer - 25 May 2015 4:15 PM  
 TASK EDITED  
 Called pt on 5/25/15. Left vm. Asked her to call us back.  
 System - 17 May 2015 3:45 PM  
 Overdue Order

# Call In Failed Rx

**Call In Failed Rx:** Often, these occur because the resident (or a nurse) accidentally leaves their name in one of the 3 ordering fields. Because they are not enrolled in the electronic prescribing program, their prescription is sent via fax, instead of electronically. If the pharmacy is completely electronic, and doesn't have a fax machine (like WalMart, etc.), the script fails.

To handle these, call in the prescription, and if the resident is still in the office, you may want to remind them not to leave their name in those fields. As you all know, it's easy to forget, but it causes extra work for you, and inconveniences the patient, so feel free to remind your residents not to do this!

**(This is MEAC residents only – does NOT apply to the Family Medicine residents!)**

## BuPROPion HCl - 100 MG Or

13May2015      **Start Date:** 04May2015  
**Dispensed:** Days: 30      **Qty:** 30 (Tablet)

**Status:** Active

**Ordered by:** Copeland,Rebecca  
**Last Updated By:** Copeland,Rebecca  
**Managed by:** Green,Jason

# Rx Renew Requests

Y	Override Order
Y	Rx Renew Request
Y	Overdue Order
Y	Overdue Order
..	..

Rx Renew Requests – double clicking this task pulls up a window where you can renew the medication. The patient's current meds, allergies and vitals are available in the panel on the right, and all you have to do is review the information and approve or deny the Rx.

The screenshot displays the RxRenewal application window. The main area shows a renewal request for **LISINAPRIL-HCTZ 10/12.5MG TABLETS**. The request details include: QTY: 90 TAB, Rx By: Copeland, Rebecca, Notes From: Walgreen Drug Store, R: 0, DAW: N, Last Filled: 10Feb2015, Date Written: 12May2015, and Last Dispensed On: 10Feb2015. Below this, the drug is identified as Lisinopril-Hydrochlorothiazide 10-12.5 MG Oral Tablet. Patient vitals are listed: Wt: 77.62 Kg, Ht: 171.45 cm, BSA: 1.90. The SIG (dosage instructions) section shows: TAKE 1 TABLET DAILY, TAKE 1 TABLET TWICE DAILY, and TAKE 1 TABLET BY MOUTH DAILY Days: 90; Qty: 90. At the bottom, there are DUR Alerts for Drug-Drug (0), PAR (0), Disease (0), Dup. Therapy (0), and Dose (0). A red box highlights the 'Approve' and 'Deny' buttons. On the right side, there are panels for 'Meds' (Current Medications) and 'Allergies' (Medication). The 'Meds' panel lists: Aspirin 81 MG Oral Tablet Delayed Release; Citalopram Hydrobromide 40 MG Oral Tablet; and Lisinopril-Hydrochlorothiazide 10-12.5 MG Oral Tablet. The 'Allergies' panel shows a medication: Ceclor CAPS.

# Expired Orders

P	D	Task	Patient	Assigned To	Created By	Created On
Y		Call Patient with results		Holmes,Sheri	Holmes,Sheri	05/21/2015 09:32
Y		Expired Order		Rouse,Ann	System	05/24/2015 01:02
Y		Med Renewal Due		Olsen,Martin	System	05/21/2015 01:08
Y		Overdue Order		Sarkodie,Olga	System	05/11/2015 04:00
Y		Overdue Order		Olsen,Martin	System	05/14/2015 09:45
Y		Overdue Order		Sarkodie,Olga	System	05/14/2015 09:45
Y		Overdue Order		Sarkodie,Olga	System	05/14/2015 10:45

Comments:	Task About:
System - 24 May 2015 1:02 AM Endocervical Currettage (ECC) requires Expired Order	Endocervical Currettage (ECC) Pathology Canceled - Expired

Expired orders are just notifications that an order has expired. Most of the orders are set to expire after one year. If everyone is working the Overdue Orders, you shouldn't see many of these, as most orders will be permanently deferred before they expire. However, if you do get one, you may want to undelegate it and send it to the provider so that they are aware that the patient never had the test done.

If the provider is aware, these tasks should be **“Done.”** (NEVER removed).