



Tips & Tricks Weekly



Tasks

- ◆ Don't send multiple patient information on one patient. Instead use *Not about a patient.*

The left screenshot shows a task with a comment: "Kendra Allscripts discharged 11/24/21 appt schedule George Allscripts dob 1/1/1950 discharged 10/20/21 Greg Superuser dob 6/11/78 needs refills on gout med Susan Allscripts dob". A red 'X' is drawn over this comment. The right screenshot shows the same task but with the "1 - Not about a patient" radio button selected and a red checkmark, indicating the correct way to handle multiple patient mentions.

- ◆ Don't reply to yourself and click Done. Tasks are NOT like email. If you have it in your Tasks or Inbox, then you didn't reply back.
- ◆ IF YOU CLICK DONE, **YOU DID NOT REPLY!**
- ◆ Look at Assign To field. The Inbox isn't an email inbox.

The screenshot shows a task for "ALLSCRIPTS, Fiona" with a "Call Back" task type. The "Assign To" field is set to "User" and "ALLSCRIPTS, Cardiologist". The "Comments" section contains a message: "Livingston, Amanda - 25-Oct-2021 10:59 am TASK CREATED Call this patient about labs."

Don't Remove Tasks.
 Do what the task wants. If not sure or task broken, sent to Team: Allscripts Help Team.