Nextgen
Out Of Office Tasking Demonstration
Out Of Office Tasking

Residency programs are like large group practices full of part-time physicians, since most everyone only sees patients a few half-days a week. This means providers often have to cover for each other, following complicated & frequently-changing coverage schedules. NextGen isn’t really designed to optimally help us with this, so customer service, & potentially patient care, can suffer.
Out Of Office Tasking

Wouldn’t it be better if you could just send tasks to the proper provider without worrying whether or not s/he is on duty? Then have the EHR route the task to the coverage partners if the intended recipient is off duty?

We have installed changes in the program that allow this, if your practice chooses to implement this workflow. Here’s how it works.
Tasking Workflow & Expectations

• If a provider will be officially off-duty for an entire business day, s/he should log as Out of Office in NextGen.
Do not enter names here; this will be set up for you.

Remember to log yourself as **In the Office** as soon as you return.
Tasking Workflow & Expectations

• Office staff will send tasks to the appropriate provider (usually the PCP), regardless of whether the provider is on or off duty.
  – DON’T send tasks to a GROUP—just the PCP.
    • If you specifically need 2 different providers to see a task, send an individual task to both.

• If the provider is logged as Out of Office, the task will be forwarded to the provider’s teammates.
The task description will indicate that it is an **Out of Office Forwarded** task. In this example, FM-Blue team members see tasks sent to their teammate Dr. Petty while he is Out of Office.

If everyone clears their task lists daily, all of these tasks will be completed every day. If all providers do this in a conscientious manner, no one should have to handle more than a couple of these each day. When one teammate accepts the task, it will drop off everyone else’s task list.
Any tasks not yet accepted by teammates will still be visible to the PCP when s/he returns to the office.
Sometimes you’ll want to let the PCP know about a task you handled while s/he was gone. Using the **Reminder Task template** is a good way to send the PCP a task that will appear on the future day when s/he returns.

Further details about the use of **Reminder Tasks** are available in another lesson.