NEXTGEN TELEPHONE & CLINIC NOTE DEMONSTRATION

This demonstration reviews usage of the USA version of the Telephone Template, which we also use to record brief clinic notes & memos.

This has been prepared with EHR 5.8 & KBM 8.3. Subsequent updates may display cosmetic and functional changes.

Use the keyboard or mouse to pause, review, & resume as necessary.

Introduction

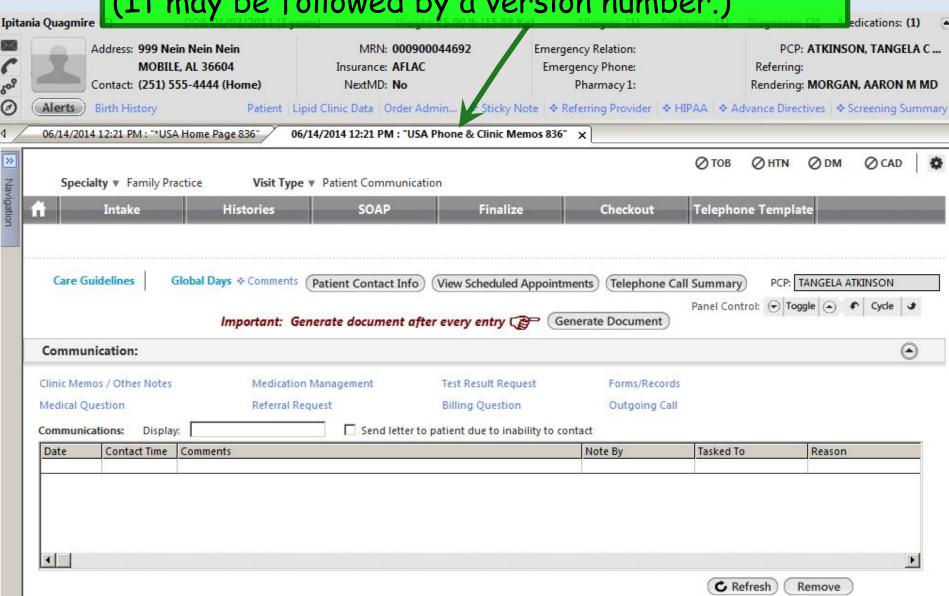
- The telephone template gives us a way to document communications with patients, as well as communications between nurses & providers about patients.
- The goal is to have a central location to create such notes, & then to generate a note that displays a history of these communications.

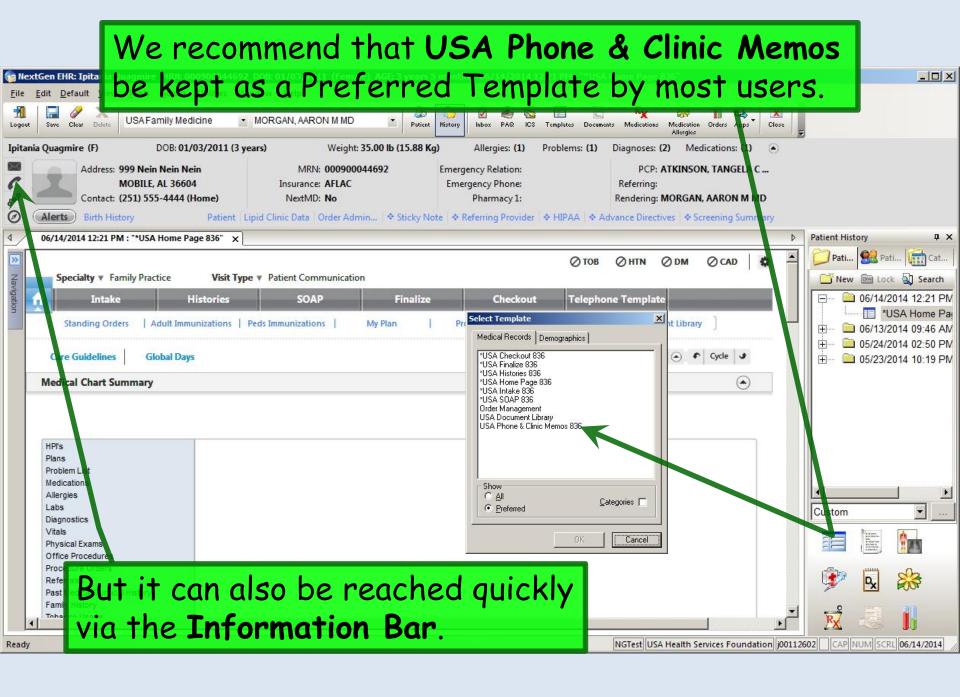
Introduction

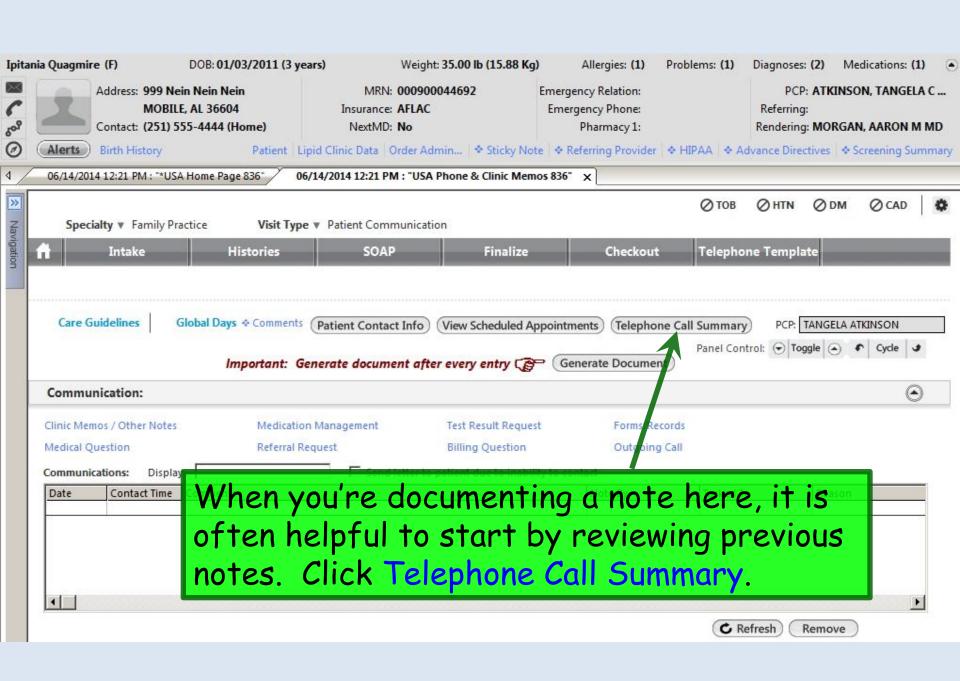
- Some of the usage of the telephone template has been confusing to our personnel at times, which has lead to it not being used to its full potential.
- We have made some changes to the telephone templates & associated documents to try to make them more intuitive, & at the same time expand their usage to include brief clinic notes & comments on test results.

First, you'll note that we call our version of the telephone template USA Phone & Clinic Memos. (It may be followed by a version number.)

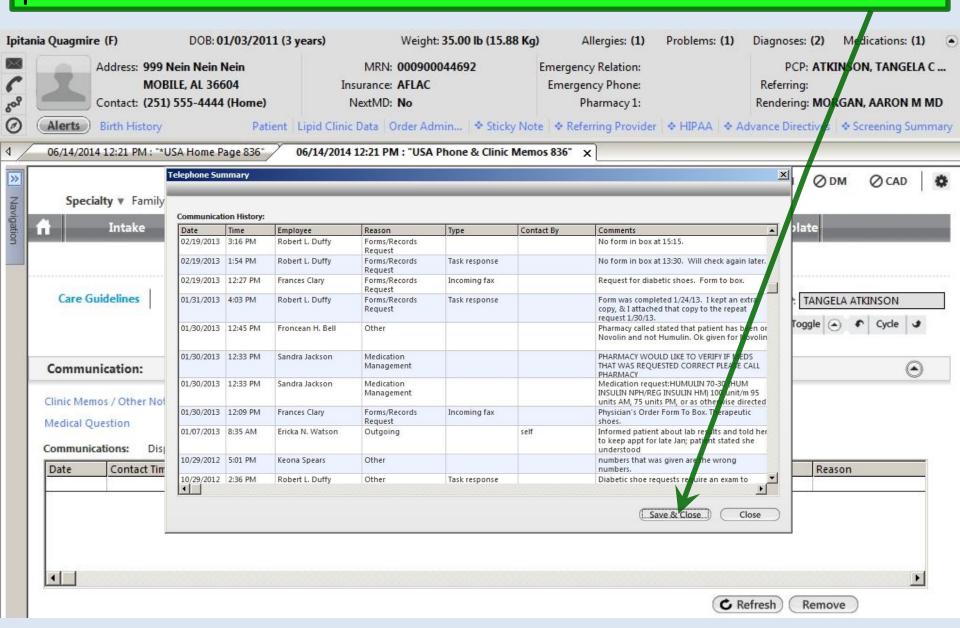
MRN: 000900044692 Emergency Relation: PCP: ATKIN

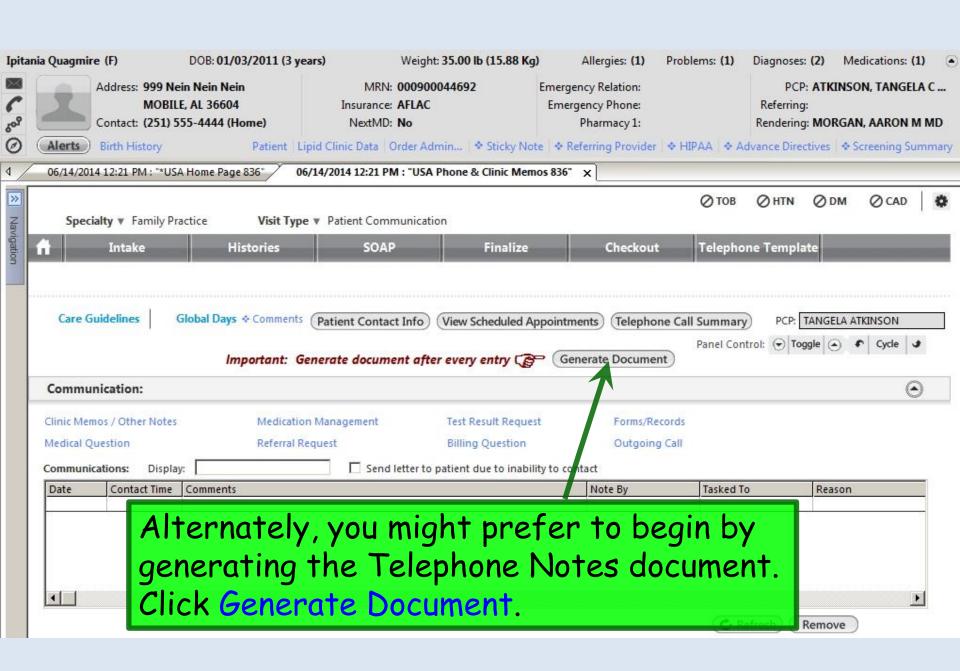


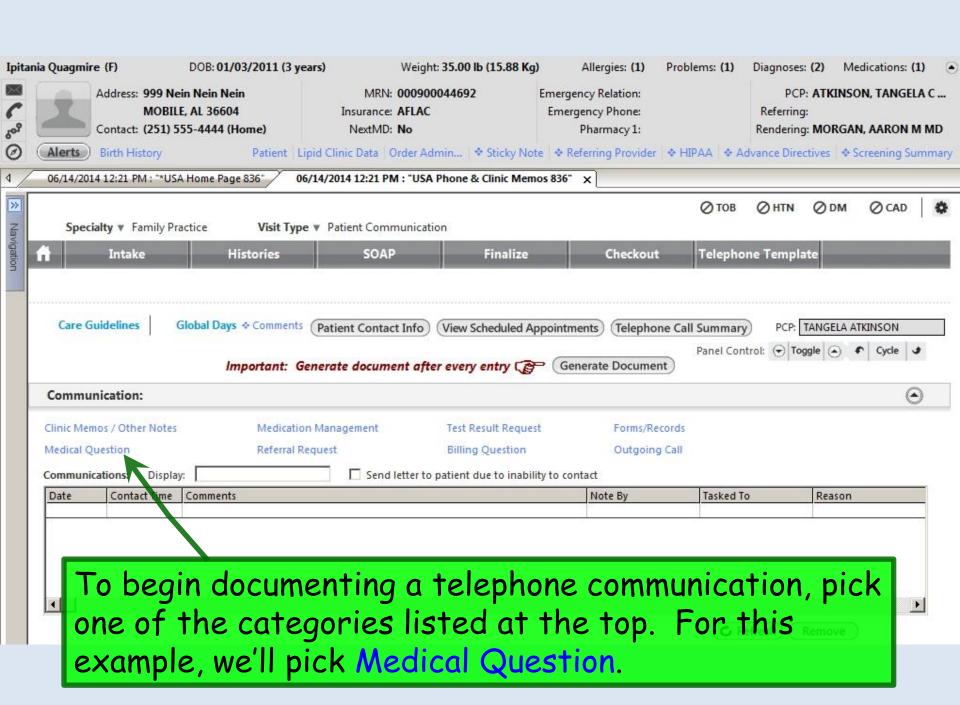


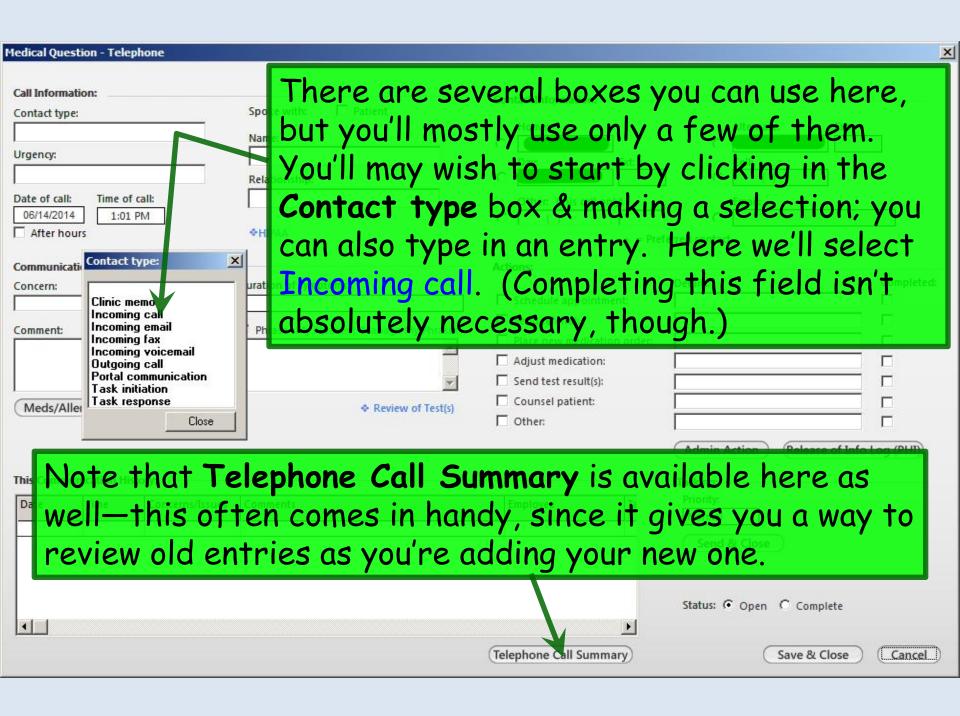


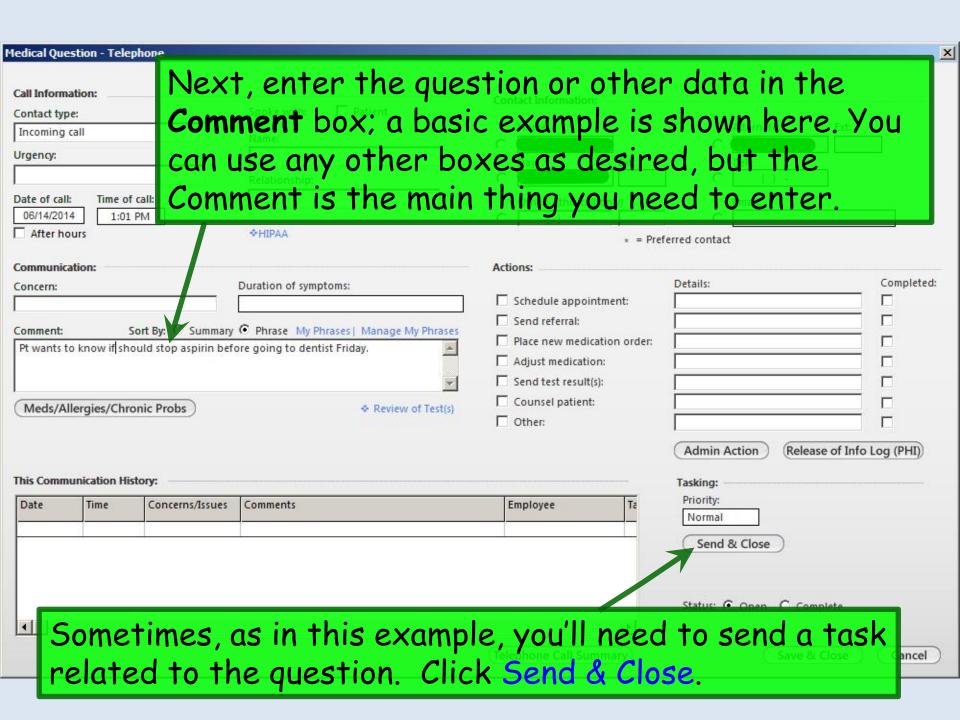
This brings up a popup that you can scroll through to review previous communications. When done click Save & Close.

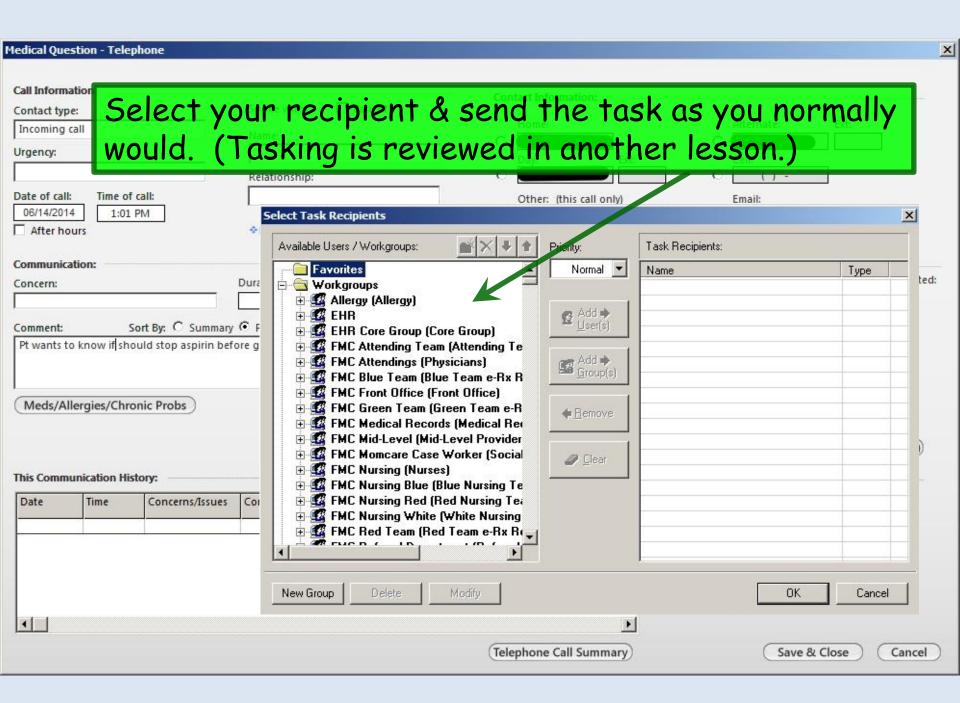


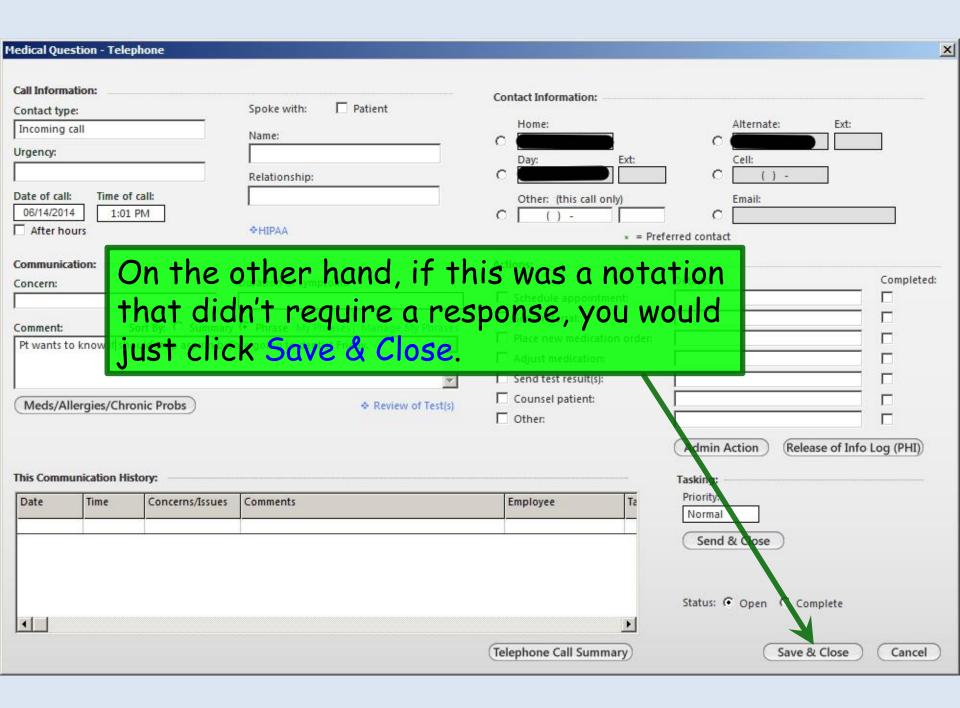


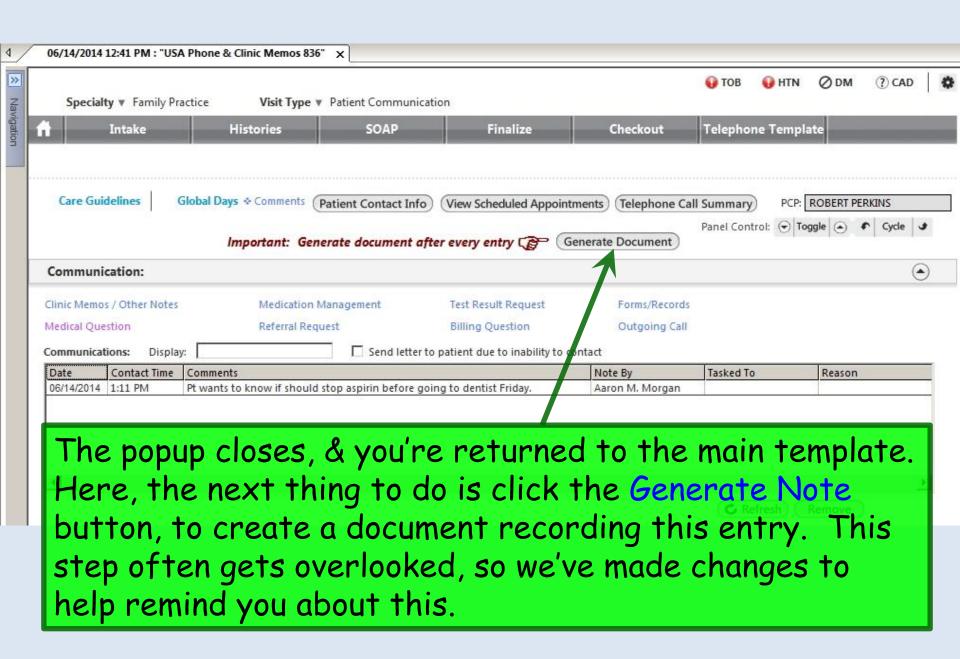






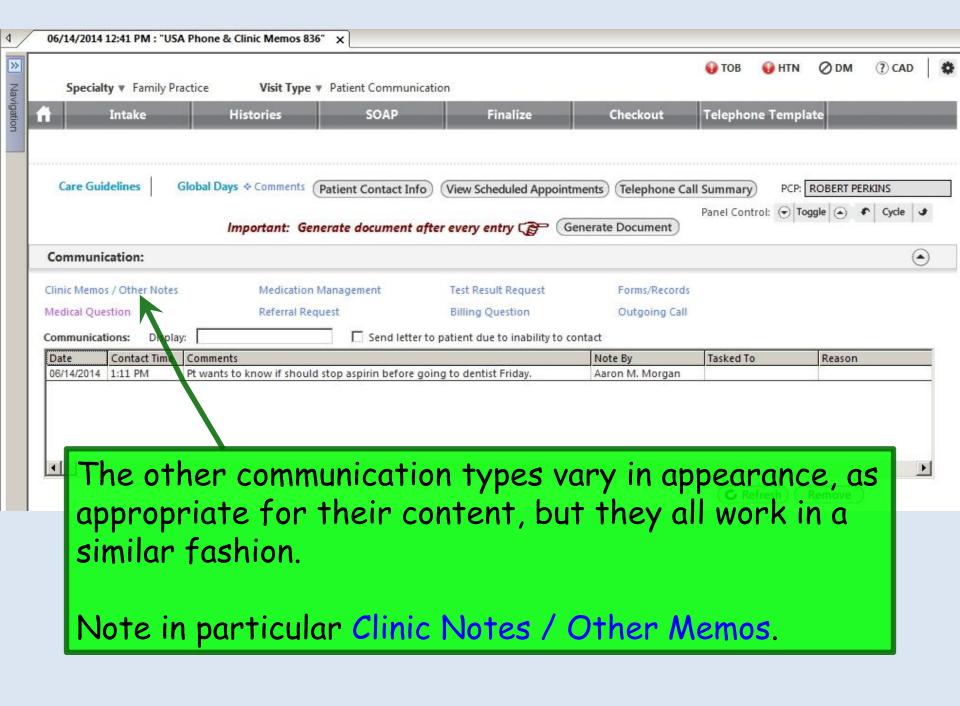






Telephone Note and Clinic Memo History (last 3 years)

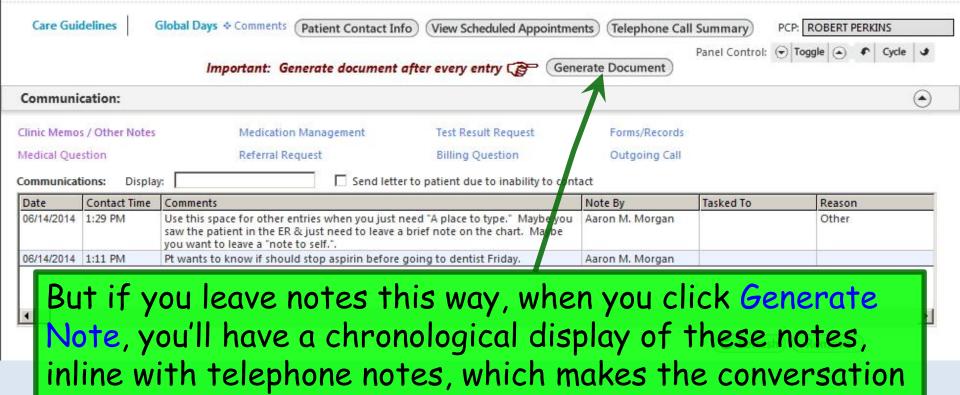
Date	Time	Notes	Note By	Tasked To
06/14/2014	13:12:47	Pt wants to know if should stop aspirin before going to dentist Friday.	Aaron M. Morgan	
11/26/2013	10:39:52	Forms to box from SAAD. However the certification period is from 5/29/13 - 7/27/13. Patient was last seen by you on 4/15/13.	Froncean H. Bell	Allen Perkins
03/28/2013	10:13:26	Records from Providence Hospital have been scanned into the patient's chart.	Pamela <u>Goubil</u>	Allen Perkins
03/27/2013	14:09:50	Called placed to Per Dr. Perkins to inform them of the excessive control substance use.	Froncean H. Bell	Allen Perkins
03/25/2013	16:31:57	pt called back requesting pain meds, per Dr. Perkins: informed	Elizabeth E. Edwards	Allen Perkins
		states understanding.	<i>S</i> *	



Sometimes you just need a place to leave a clinical note, sort of like the next blank space on a paper chart, where you'd just enter the date & write a few lines. This is a good place to do that.

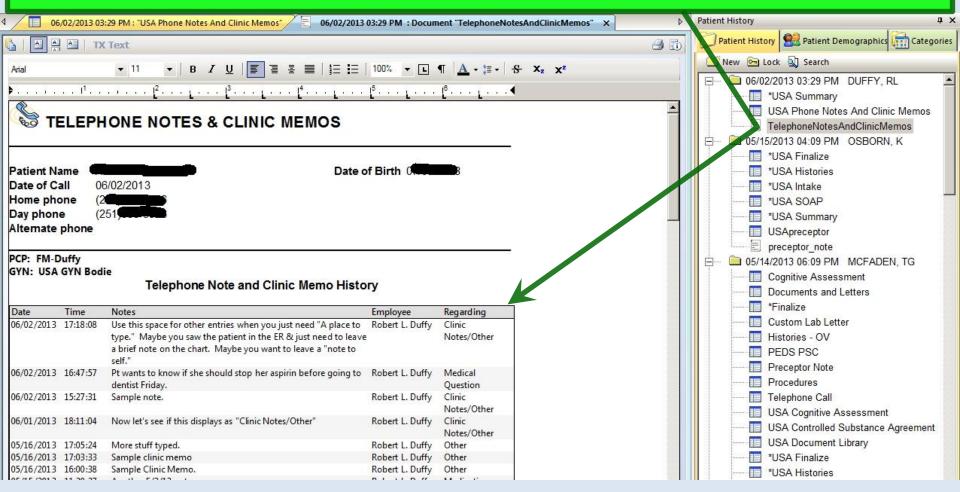
all Information:	Contact Information:
ontact type: Spoke with: Patient	Home: Alternate: Ext:
Name:	
rgency:	Day: Ext: Cell:
Relationship:	C () -
ate of call: Time of call:	Other: (this call only) Email:
06/14/2014 1:27 PM	0 ()-
After hours ♦HIPAA	*= Preferred contact
ommunication:	Actions: Details: Complet
omment: Sort By: C Summary © Phrase My Phrases Janage My	
Use this space for other entries when you just need "A place to type." Maybe you s	
the patient in the ER & just need to leave a brief note on the chart. Maybe you war	
leave a "note to self."	Adjust medication:
	Send test result(s):
	Counsel patient:
	Other:
Meds/Allergies/Chronic Problems	of Test(s)
	(Admin Action) (Release of Info Log (PH
his Communication History:	Tasking:
Date Time Concerns/Issues Comments	Employee T Priority:
	Normal
	Send & Close
When done, click Send &	& Close
When done, chek bend c	The second secon
<u> </u>	Status: © Open © Complete
	Telephone Call Summary Save & Close Cance
	Telephone Call Summary Save & Close Cance

We've devised several ways to do this in the past, often involving creating documents like FreeText to leave notes like these. While that works, & is still available to you, it can sometimes be a little hard to find those documents, especially when you're in a hurry, so subsequent users were overlooking them.



or train of thought quicker to find & easier to follow.

As mentioned earlier, you may wish to begin an encounter or telephone call by generating this document, so you can reference it during the encounter/call. If you need to make a new entry, you'll just generate it again to add the additional comments.



This concludes the NextGen Telephone & Clinic Note demonstration.

Change is inevitable, except from vending machines.

R. Lamar Duffy, M.D.
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