Working the Pool

- While in urgent care, juniors and/or senior residents are expected to stay logged into the Urgent Care pool to check results and messages. It is always a challenge to balance this responsibility with that of seeing patients in clinic. It is usually best to work the pool first thing in the morning and then first thing after returning from lunch before clinic gets busy. Culture results often come in later in the day so if possible shift back to review the pool results after 4 pm as well. If you are having a hard time deciding whether to see patients or work the pool, check in with the Doc of the Day and they can help guide you on where to focus your efforts.

- You can access results and messages from the In Basket (In Basket button in the upper menu bar); make sure you are logged into the pool (In In-Basket click Edit Pools, then check BAS PEDI ACUTE UC PROVIDER)

- All results and messages need to be checked and "Reviewed" (Reviewed) off to clear/remove them from the Pool once they have been addressed (see buttons in the 3rd menu bar when a result is selected, screen shot below):

  - Normal results can simply be "Reviewed" off without further action unless parents need to be notified (ie: negative pertussis swabs, negative results for pts currently on treatment)

  - You can attach a comment to a result for future providers to see by placing a **Result Note** (like writing something on a paper lab report). To do this click the Rslt Note button and leave a brief note (interpretation/action) in the result note field e.g. "Ucx positive, on appropriate therapy" or "Mild anemia, forwarded to PCP to follow up" or "See Telephone Encounter from 2/11/16".

  - For abnormal results that require intervention, open a **Telephone Encounter** via Tel Call button in the third menu bar when a result is highlighted. In the encounter that opens:
    - Place orders such as meds or labs in the Meds/Orders section
    - Click on Documentation to write a note about what actions were taken
    - Use the DOD for a supervising provider if needed and cc the note to them and the PCP if needed.
    - Close the encounter

  - Once a result has been addressed remember to click the Reviewed button to remove the result from the list.

- From time to time as you are reviewing the Pool results you may come across results from an Encounter from another clinic that was ordered by a Moonlighter. We expect this and is known side effect of a safety mechanism to prevent studies from going unreviewed. If you come across a result from EVC UC in the Bascom Pool for instance,

simply forward it to the EVC Pool. To do this, click the ✉Forward button. In the dialogue that pops up enter "P EVC PED" and a select EVC PEDI URGENT CARE PROVIDERS (second screen shot below). Please note the two radio buttons next to the "To:" field, "Reassign Responsibility" (default) and "Information only". Leaving it as "Reassign responsibility" will remove the result from the pool and assign management to the receiving pool or provider. If you only want to notify a PCP or specialist of a result, change the selection to "Information only" and these results will still need to be reviewed off.