

We look forward to working with you in Bascom Urgent Care. I am sending you a few HealthLink Tips. See the information below on writing notes, working the results pool and general clinical workflow for Urgent Care. Screen shots for some of the steps are attached at the end.



Note Workflow


- Create a blank note and use the SmartPhrases .PEDUCNOTERESIDENTS (routine Urgent Care visits) or .NBCRESIDENTS (for newborn weight and jaundice checks). F2 through the note to complete all of the needed fields.
- Before completing the A/P section, always enter Visit Diagnoses for every patient and associate your orders with a diagnosis
- In the Assessment/Plan section of the note you may use .DIAGMED to pull in the diagnoses and associated orders.
- At the wild card under each diagnosis you can enter prose as needed for your assessment and plan. We have created many A/P SmartPhrases for common diagnosis that can be pulled into the note here using .PXXX, where P is for plan and XXX is the diagnosis, e.g. .PURI or .PAOM for assessment/plans for URI and AOM.
- ***When your note is complete, route it to the attending using the Follow-up screen*** (*See screenshot below)

Reminders

- Always enter Visit Diagnoses for every patient
- Associate your orders with a diagnosis
- Pend your prescriptions but you can sign other orders

Working the Pool

- While in urgent care, juniors and/or seniors are expected to stay logged into the Urgent Care pool to check results and messages
- You can access results and messages from the In Basket; make sure you are logged into the pool (In In-Basket click Edit Pools, then check BAS PEDI ACUTE UC PROVIDER)
- You can attach a comment to a result for future providers review by placing a **Result Note** (like writing something on a paper lab report). Click the  **Result 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".
- All results and messages need to be addressed and "Reviewed"  Reviewed (cleared/removed) from Pool.



- For abnormal results that require intervention:
 - Open a telephone encounter--Epic Button—Patient Care—Telephone Encounter or click  in the upper right corner of the screen to add Telephone Call to the upper toolbar
 - 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 Doc of the Day attending (DOD) as a supervising provider if needed and cc the note to them (Routing)
 - Close the encounter
- Pertussis—We are seeing an increased number of positive cases recently. Please call families with all positive AND negative pertussis results since children will often be kept home from school while the test is pending. Remember to wear a mask as well.

Reminders

- Please check on the previous resident's In-Baskets (from the preceding rotation) during your rotation in Urgent Care – click Attached in Baskets in lower left corner.
- **Remember to work your In Basket and try to keep it cleared out.**

Junior and Senior Residents Clinical Work Flow

- **Accept** a patient from the board and initial the sticker log
- **Preview** the patient, open the chart in HealthLink
- **See** the patient and chart as you go
 - Mark as Reviewed" for the patient's meds, allergies, and Problem List
- **Present to Preceptor**
 - Choose any available attending and present the patient
 - See the patient and finalize the plan
- **Place orders** via a SmartSet or in the Meds & Orders activity in the visit navigator
 - POCT, Meds, labs, diagnostics, nurse procedures etc. When ordering a med to be given in clinic, choose Clinic Administered Meds".
 - When you are ready for orders to be carried out, sign orders, change the dot to Red to notify staff and place sticker on tracking log on RN desk
 - Send prescriptions to the pharmacy
 - SmartSets include: Asthma (HHS AMB UC PED ASTHMA), UTI, and Microbiology

- **Complete the visit**
 - Finish Charting, make sure to F2 through your note to complete all variables/wildcards
 - CC your note/orders to the attending under the Follow Up activity → Send Note Upon Closing Section
 - Attending will submit billing and close the overall encounter
 - Add Patient Instructions by clicking on References (along the top) and choosing an appropriate handout. You can also type directly into the Patient Instructions field.
 - If you discharge the patient, print and give the AVS for patients <12 years old.
 - Close the patient file with the X in upper tab.
- **Working the Pool results**
 - While in urgent care, juniors and/or seniors are expected to review lab results returned to the Urgent Care pool
 - You can access the results from the in-basket; make sure you are logged into the pool (In In-Basket click Edit Pools, then check BAS PEDI ACUTE UC PROVIDER, see the screen shots below). Pool results have a question mark over the green dot
 - When a lab is normal you can simply click  Reviewed to remove it from the list.
 - For abnormal results that require intervention – open a telephone encounter to place orders and write a note about what actions were taken. Use the DOD for a supervising provider if needed and cc the note to them.
- **Going off service**
 - When you leave the rotation we ask that you change your in-basket status to Out of Office and assign the incoming resident replacing you as your delegate to cover any messages that may come to your in-basket. Also make sure to check yourself out of the pool (Edit Pools → uncheck BAS PEDI ACUTE UC PROVIDER).
 - Set Out of Office by clicking the  Out button, New in the lower left hand corner of screen, set the dates for one year (or as appropriate) and then choose the on-coming resident as the delegate, then Accept.

Please feel free to email or call us if you have any questions or problems with HealthLink during your two weeks in Urgent Care. During your rotation, please let us know if there is other information that would have been helpful to receive before starting. We look forward to working with you in Bascom Urgent Care.

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SCREEN SHOTS

How to route your note to the preceptor from the Wrap-Up Section: Within the Follow-up field, under “Send Chart Upon Closing Workspace”, Enter preceptor’s name into the Recipient field

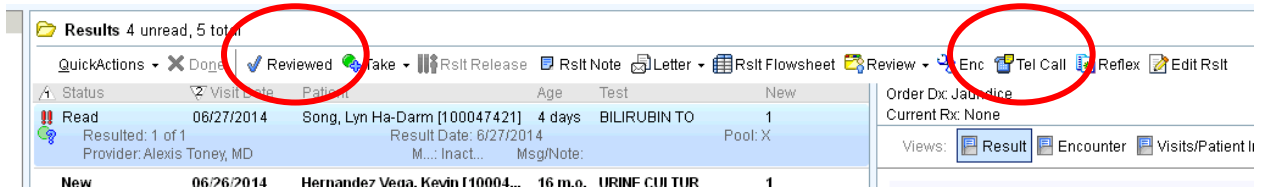
The screenshot shows the 'Follow-up' section of a medical software interface. The left sidebar contains navigation options: Conf. Hx, Dx/Tx, Problem List, Wrap-Up, Communicatio..., Sign Visit, Demographics, FYI, Review Flows..., Order Entry, Request Outsi..., DataArk, This Visit, and Screening Tools. The main area is titled 'Follow-up' and includes fields for 'Return in:' (1 Day, 3 Days, 2 Weeks, 1 Month, 3 Months), 'Return on:' (with a calendar icon and a checked 'Approximately' box), and 'For:' (with various checkboxes for medical checks like ADHD, BMI check, etc.). Below these is a 'Check-out note:' field with a rich text editor toolbar. At the bottom, the 'Send Chart Upon Closing Workspace' section is highlighted with a red box. It contains a table with two columns: 'Recipient' and 'Modifier'. To the right of the table are buttons for 'Add PCP', 'Add My List', and 'Build My Lists'.

Recipient	Modifier

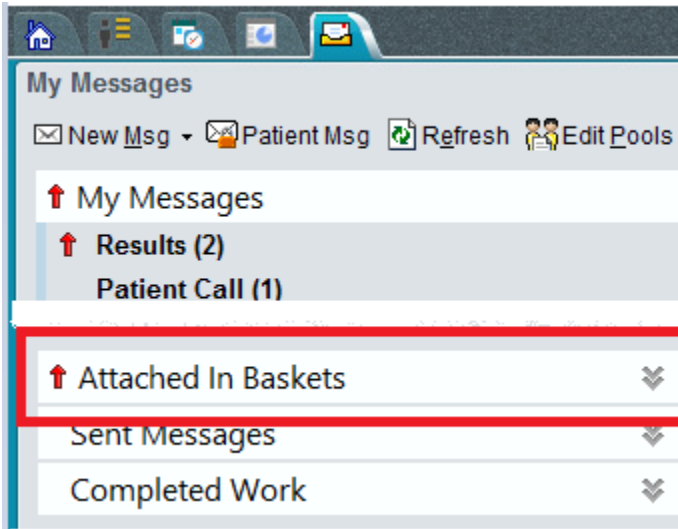
How to add yourself to the UC Pool: click Edit Pools, then check BAS PEDI ACUTE UC PROVIDER

The screenshot shows the Epic software interface. The top navigation bar includes 'Epic', 'Schedule', 'In Basket', 'Patient Station', 'Chart', 'Telephone Call', and 'Media Manag'. Below this is the 'In Basket' section with a toolbar containing 'New Msg', 'Patient Msg', 'Refresh', 'Edit Pools' (circled in red), 'Manage Pools', 'Settings', and 'Search'. The main area is divided into 'All Reminders (1)', 'Hospital ADT (1)', 'Staff Message', and 'CC'd Charts (8)'. On the right, the 'Folder Summary' section shows a 'Favorite' folder named 'Sign Into Pools and Covering Groups'. Underneath, there is a 'Pers' section with a 'Pools' list. The list contains two items: 'BAS PEDI ACUTE UC PROVIDER' (unchecked) and 'BAS PEDIATRICS PROVIDERS' (checked).

How to mark a result as “Reviewed” and to initiate a “Telephone Call” encounter to document patient management of results when patient contact is necessary.



How to check on the preceding Resident’s attached in-basket: in lower left hand corner, click on “Attached In Baskets”



How to mark yourself “Out of Office” when rotating off VOP - set the dates for one year (or as appropriate) and then choose the on-coming resident as the delegate, then Accept.

