

The Hospital Clinic Allergy & Immunology Imaging & Radiology Pulmonology Asthma Care Infectious Diseases Rehabilitation & Physical Therapy Behavioral & Psychological Health Kidney Disease Scoliosis Care Breast Imaging Men's Health Sleep Disorders Cancer Care Neuroscience Spine Care Cosmetic & Plastic Surgery Oral Surgery Surgical Services Dermatology Orthopedics Transplant Services Diabetes & Endocrinology Pain Management Urology Digestive Diseases Palliative Care Weight Loss Surgery Pediatric Care Emergency Care Pharmacy Services Women's Health Genetic Counseling Precision Medicine Wound Care Primary Care Heart & Vascular

Objectives

- Describe the clinic /patient challenges the phone note intends to solve
- Discuss the efforts from IS, Informatics and Clinical Staff required for configuring the phone note and workflow changes
- Describe the benefits and challenges of implementing the phone note

Situation

- Informatics and Practice Administrators discovered that there
 was not a streamlined way to capture patient encounters
 /communication outside of the clinic visit
- Staff either uses paper documents, email and other clinical systems (Teleresults)
- It became apparent that the existing processes for managing communications were not robust enough to ensure effective, and efficient care of patients

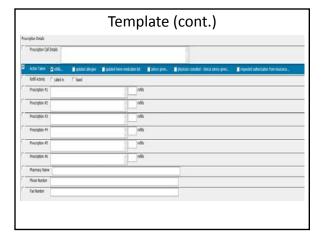
8

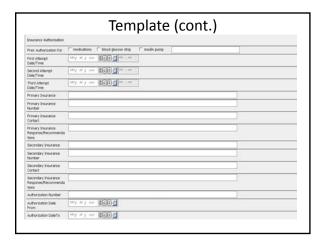
Strategy

- Designed and implemented a phone note document on the main EHR with the functionality to save on a Pre-Visit or Discharged account
- Implemented new workflows that capture communications on the phone note

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Template





Challenges

- Clinics requesting to add specific data elements
- Compliance
 - Some staff will continue with old workflow
- Configuration issues
 - Initial setting will generate a new visit

13

Outcomes

- Increased efficiency of issue identification and response
- Increased accuracy of communication
- Improved collaboration among physician and clinic staff
- Improved content in legal medical record for patient/staff communication

14

Significance

- Change management reinforced behavior modification and adherence to utilizing the one EHR source
- Standard data sets (documentation template) increase efficiency when identifying patient concerns
- Collaboration provides rich resource of knowledge and content exchange

15



Reference

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17

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18