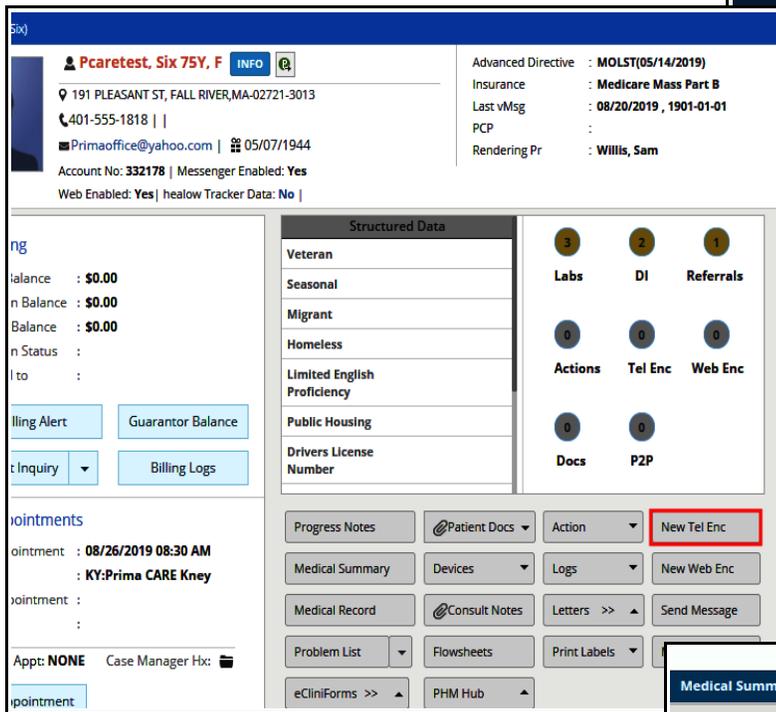
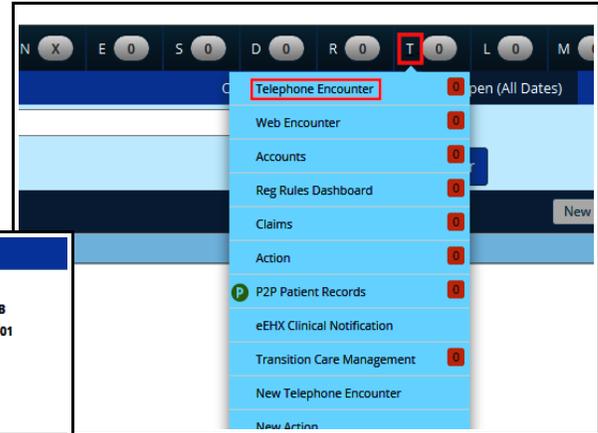


Telephone Encounters in ECW 11e

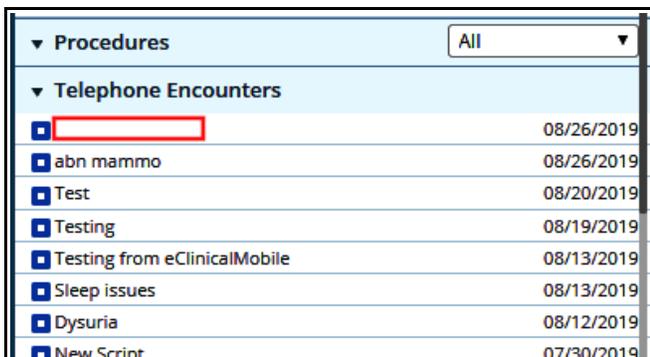
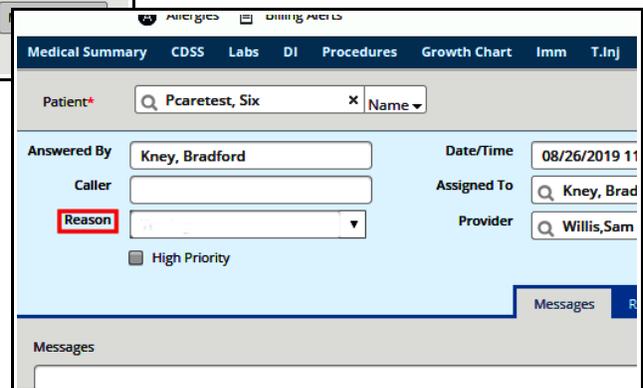
Telephone encounters are used to address patient issues outside of an appointment: prescription refills, phone calls with patients, some communications with other providers, documentation of attempts to contact the patient for some reason (often used by GI when trying to book a follow-up colonoscopy) – and whatever else makes sense to you to document outside of a face-to-face visit.

You can start a new telephone encounter (TE) from the “T” jellybean or from the Hub. When started by clicking ON the “T”, no patient is selected, and you must search to find the patient to associate with the TE.

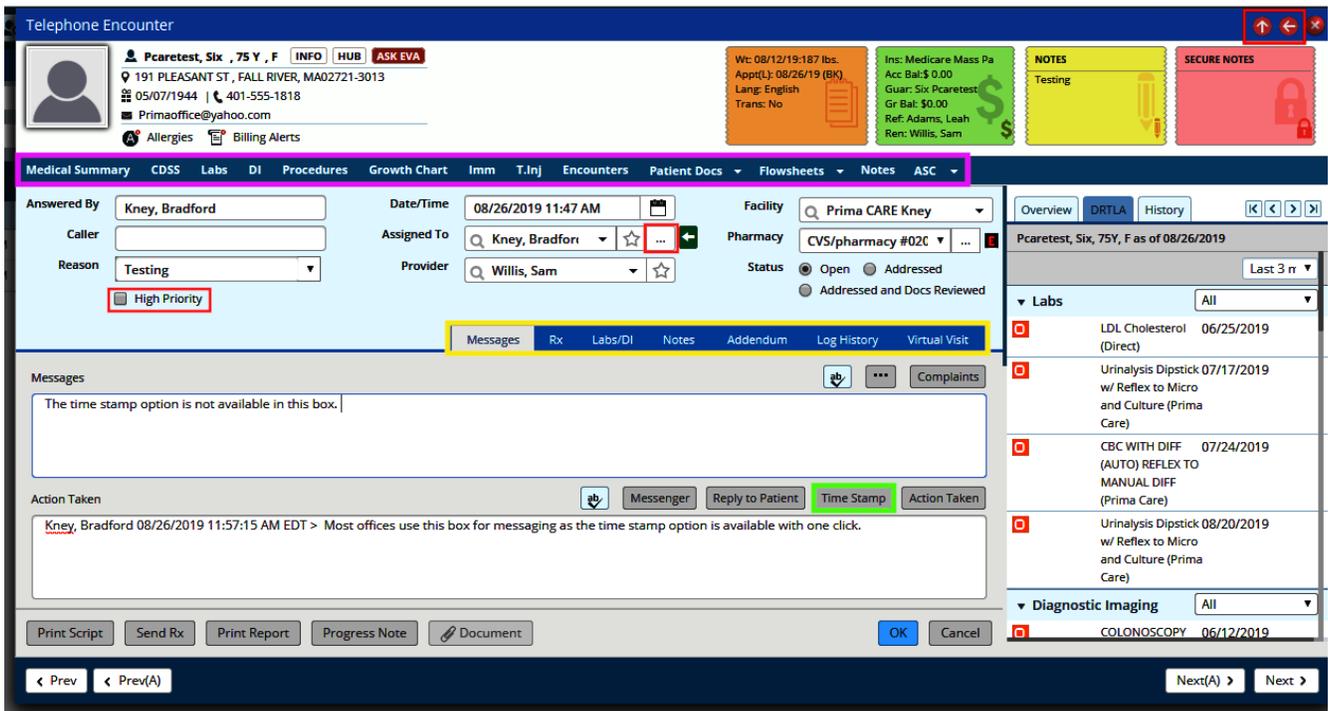


If started from the Hub, the patient data is automatically associated with the new telephone encounter.

Please always add a reason.



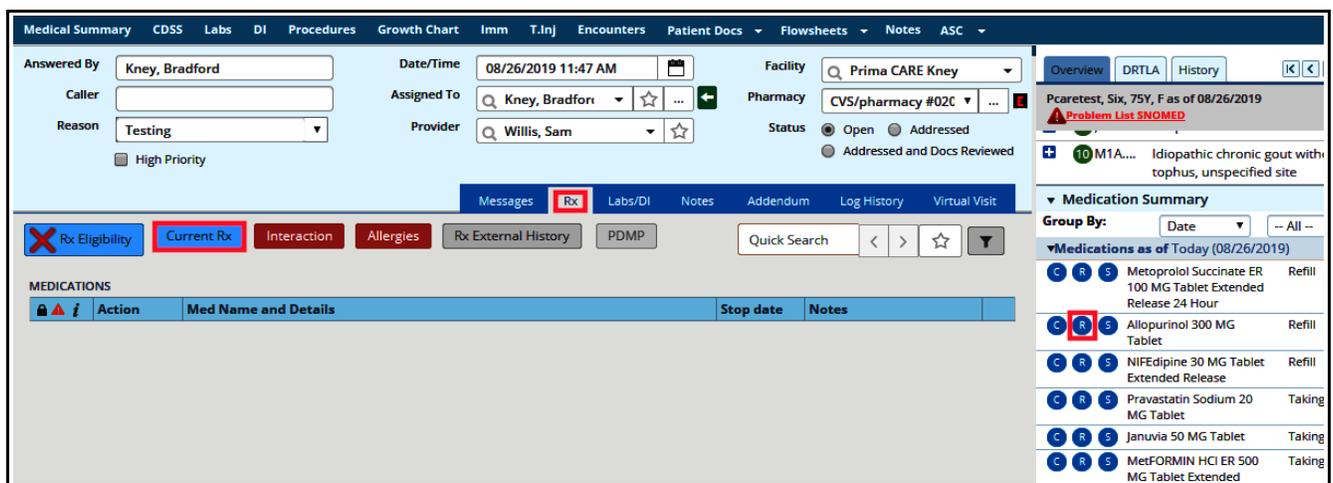
Otherwise, future users will have no idea what this telephone encounter was addressing.



Some other components of a telephone encounter include:

- the navigation bar (surrounded by the purple box)
- a spot to enter the name of the caller (if appropriate)
- the two arrows at the top right (surrounded by red) that will hide/show the right panel (right/left facing arrows) and top panel (up/down facing arrows)
- the various navigation tabs within the TE (surrounded by the yellow box)
- the “Message” and “Action Taken” boxes for text
- the ellipsis (surrounded by a red box) next to the “Assigned To” box – to search for users to whom you want to assign this telephone encounter (the green arrow next to the ellipsis provides names of other users who have accessed this telephone encounter)
- the option to make this a “High Priority” telephone encounter (surrounded in red under the “Reason” box) – this will turn the recipients “T” jellybean red

A common reason for a TE is to refill a prescription. Click on the “Rx” tab, and then refill from either the right panel or by clicking on “Current Rx” and choosing the refill as you would from a progress note.



Medical Summary CDSS Labs DI Procedures Growth Chart Imm T.Inj Encounters Patient Docs Flowsheets Notes ASC

Answered By: Kney, Bradford
 Date/Time: 08/26/2019 11:47 AM
 Facility: Prima CARE Kney
 Caller:
 Assigned To: Kney, Bradford
 Pharmacy: CVS/pharmacy #02C
 Reason: Testing
 Provider: Kney, Bradford
 Status: Open Addressed Addressed and Docs Reviewed
 High Priority

Messages Rx Labs/DI Notes Addendum Log History Virtual Visit

Rx Eligibility Current Rx Interaction Allergies Rx External History PDMP Quick Search

MEDICATIONS	Action	Med Name and Details	Stop date	Notes
	Refill	Allopurinol 300 MG Tablet 1 tablet Orally Once a day 30 days 30 Tablet 5		

Print Script Send Rx Print Report Progress Note Document OK Cancel

One problem that can arise when covering other providers: Since I was not selected in the “Provider” box (Sam Willis was the original provider in this TE), I was not able to send this prescription – I had to change the provider to myself.

Pcaretest, Six , 75 Y , F INFO HUB ASK EVA
 191 PLEASANT ST, FALL RIVER, MA02721-3013
 05/07/1944 | 401-555-1818
 Primaoffice@yahoo.com
 Allergies Billing Alerts

Wt: 08/12/19:187 lbs. Appt(L): 08/26/19 (BK) Lang: English Trans: No
 Ins: Medicare M Acc Bal: \$ 0.00 Guar: Six Pcaretest Gr Bal: \$0.00 Ref: Adams, Leah Ren: Willis, Sam

Medical Summary CDSS Labs DI Procedures Growth Chart Imm T.Inj Encounters Patient Docs Flowsheets Notes ASC

Answered By: Kney, Bradford
 Date/Time: 08/26/2019 11:47 AM
 Facility: Prima CARE Kney
 Caller:
 Assigned To: Willis, Sam
 Pharmacy: CVS/pharmacy #02C
 Reason: Refilled allopurinol
 Provider: Kney, Bradford
 Status: Open Addressed Addressed and Docs Reviewed
 High Priority

Messages Rx Labs/DI Notes Addendum Log History Virtual Visit

Messages Complaints

Action Taken Messenger Reply to Patient Time Stamp Action Taken

Kney, Bradford 08/26/2019 12:23:15 PM EDT > Refilled allopurinol during Dr. Willis's vacation

In this example, I refilled allopurinol for Six Pcaretest while Dr. Willis was on vacation. I assigned the telephone encounter to him – he can review this and address it upon his return.

Patient Information:
 Pcaretest, Six, 75 Y, F
 191 PLEASANT ST, FALL RIVER, MA02721-3013
 05/07/1944 | 401-555-1818
 Primaoffice@yahoo.com
 Allergies, Billing Alerts

Visit Details:
 Date/Time: 08/26/2019 11:47 AM
 Facility: Prima CARE Kney
 Pharmacy: CVS/pharmacy #02C
 Status: Open

Assessment:
 Idiopathic chronic gout without tophus, unspecified site - M1A.00X0

Plan:
Treatment:
 Idiopathic chronic gout without tophus, unspecified site
 Refill Allopurinol Tablet 300 MG 1 tablet Orally Once a day, 30 days, 30 Tablet, Refill: 5

Another common reason for a telephone encounter is to order a lab test or diagnostic image. Clicking on the “Virtual Visit” tab opens a typical progress note – and anything that can be done in a progress note can be done in a virtual visit, such as choosing assessments and ordering labs/DI.

Treatment Section:
 M1A.00X0 Idiopathic chronic gout without tophus, unspecified site
 Rx Refill Allopurinol 300 MG Tablet, 1 tablet Orally Once a day, for

Dropdown Menu Options:
 Dx
 Rx
 Labs
 Diagnostic Imaging
 Procedures
 Referral
 Req Form
 Action

Please refer to other documents and videos about ordering labs and diagnostic images if you are not familiar with this workflow in a progress note.

Brad Kney, MD
 August 26, 2019