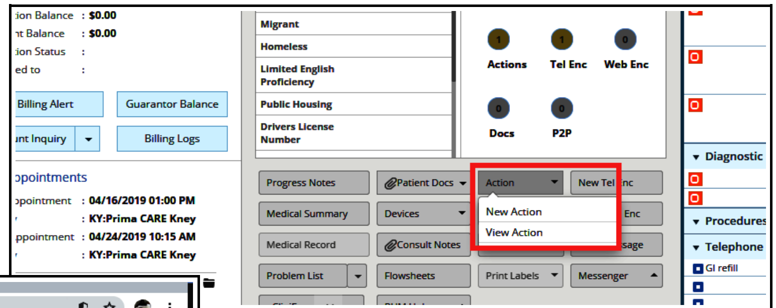
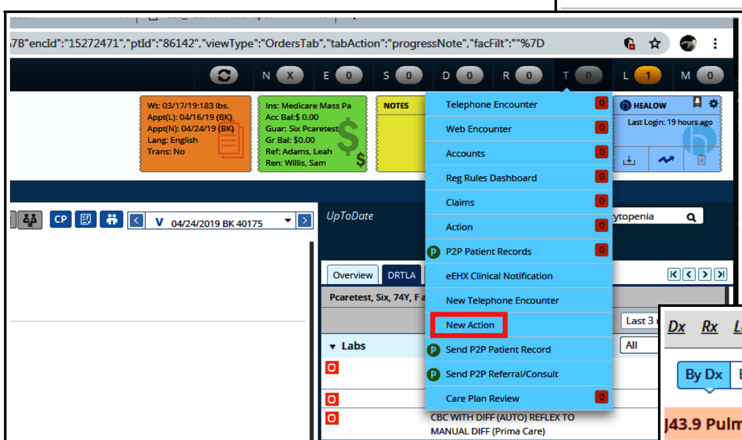
Working with Actions and
Patient Specific Alerts in ECW 11e

Actions

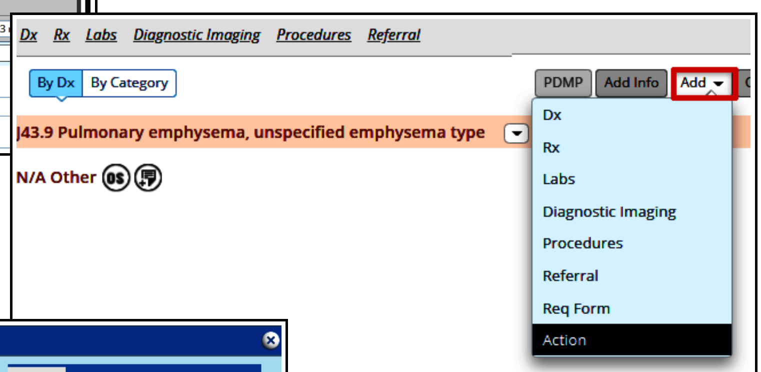
Actions are short messages that can be set to activate in the future, or can be set to recur at regular intervals. Patient documents, encounters, and specialty forms can be attached to an action.

There are a few ways to open an action. The method I use most often is to start from the Hub. The small advantage of this method is that the patient name automatically populates the action.

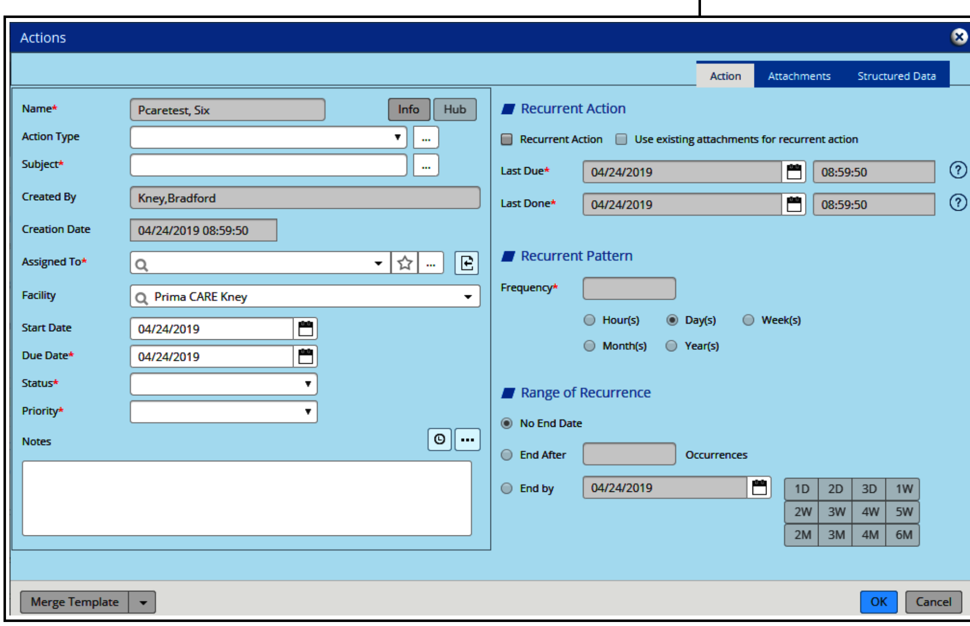




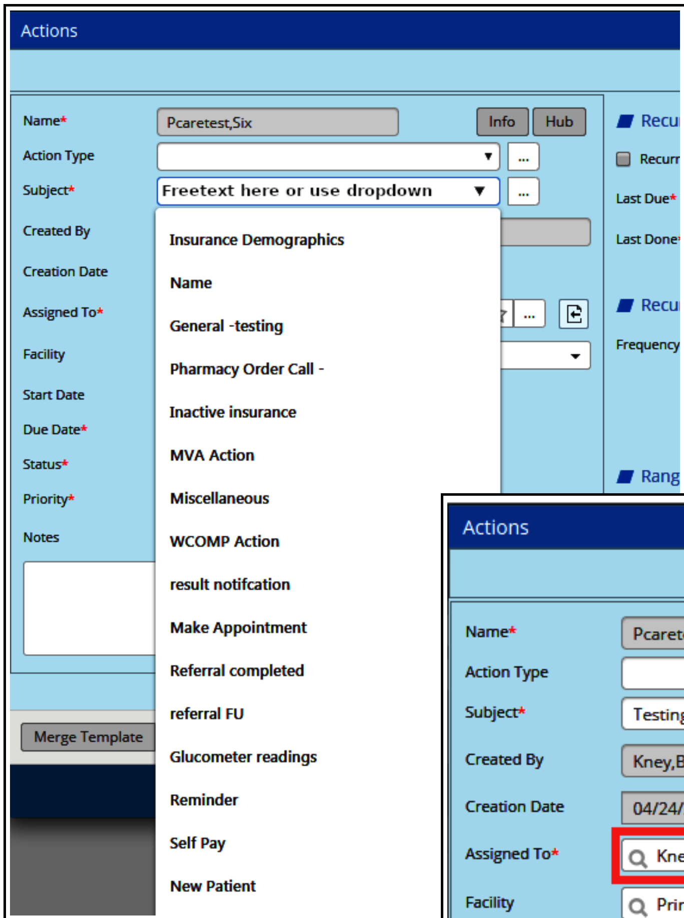
The second method is to hover over the "T" of the the T jellybean – and choose "New Action".



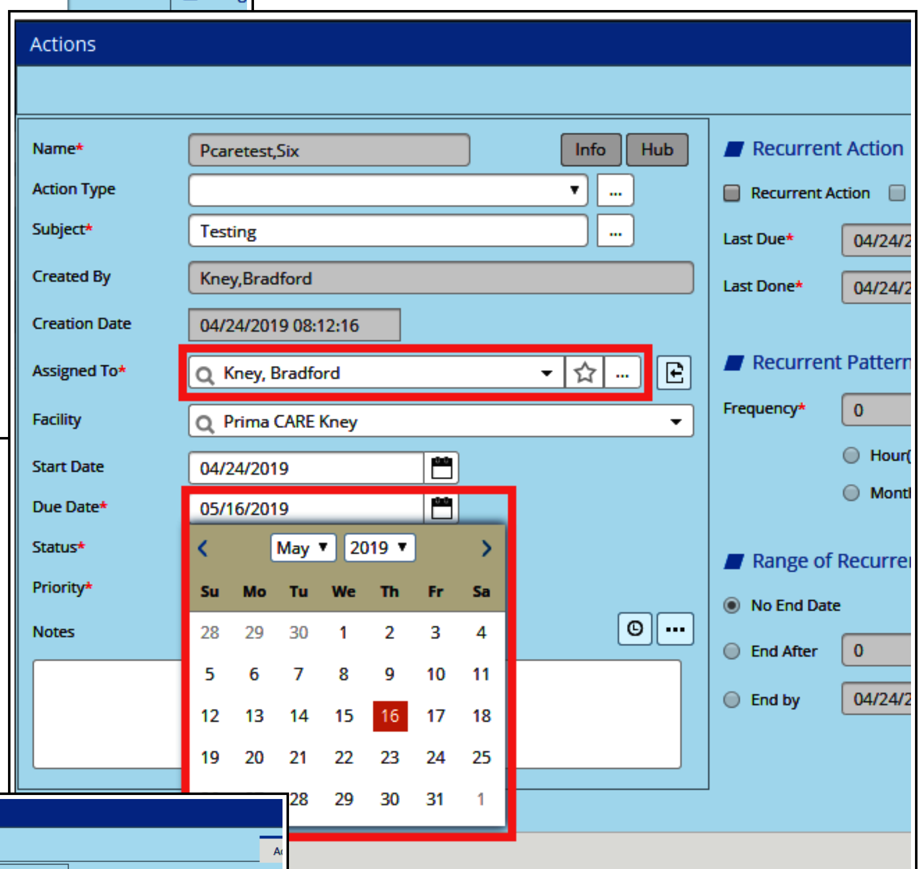
Yet another method is to open a new action from the treatment section of a progress note.



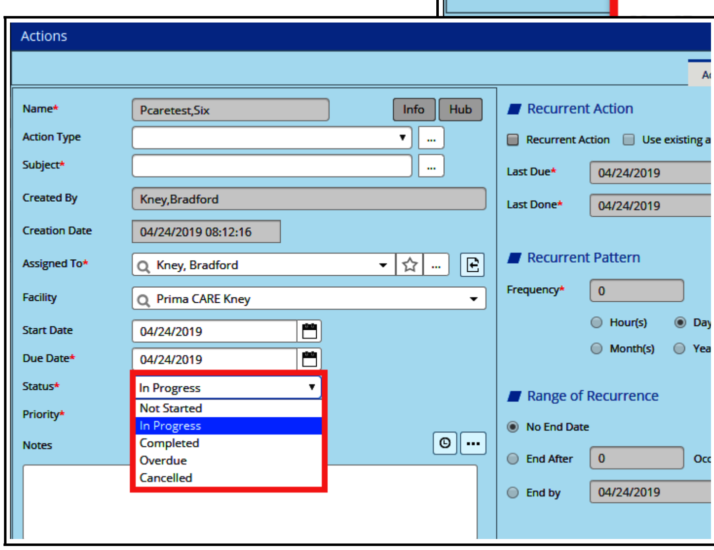
The items marked with a red asterisk are required. The other items do not need to be completed if you choose not to.



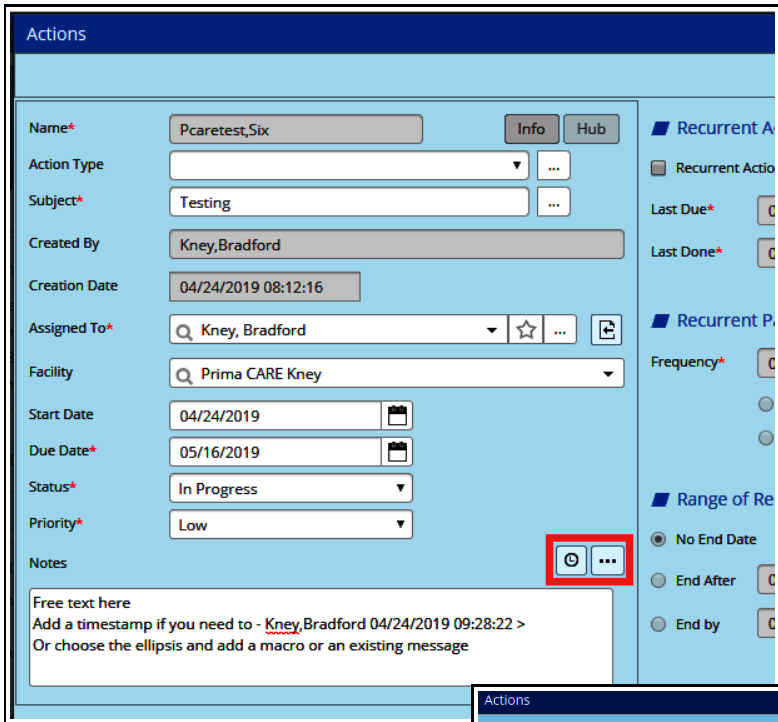
Once the patient name has been entered, the next field to be populated is the subject. You can freetext into the box, or use the dropdown list of options.



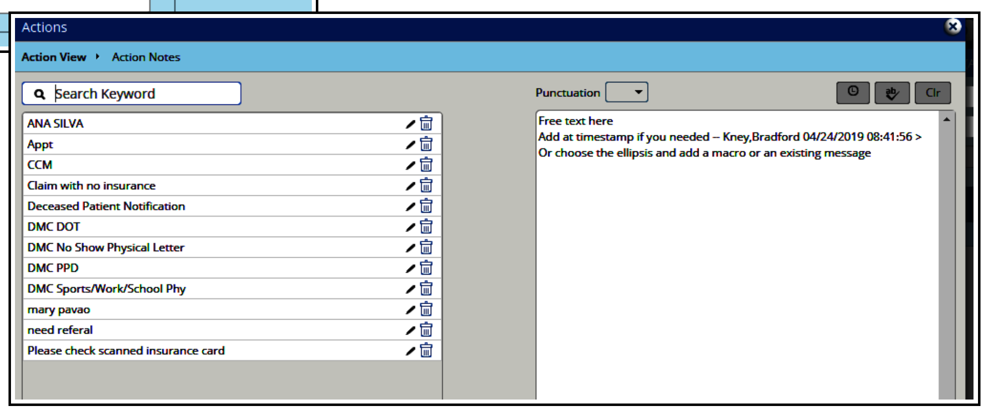
Next, assign the action to someone, and add a due date. The due date is the same as the creation date by default, but can be changed to any date in the future.

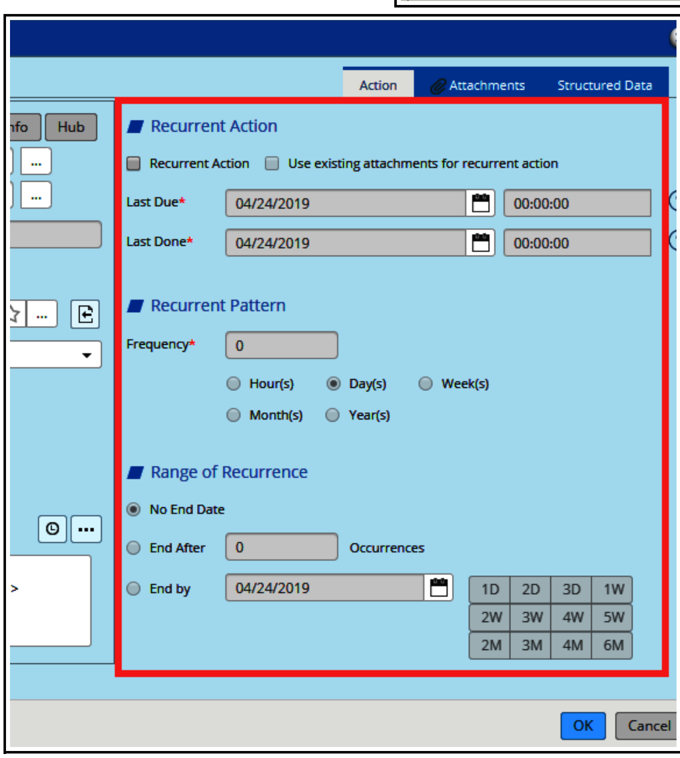


The status needs to be set – typically this is set to “In Progress” when the action is started.



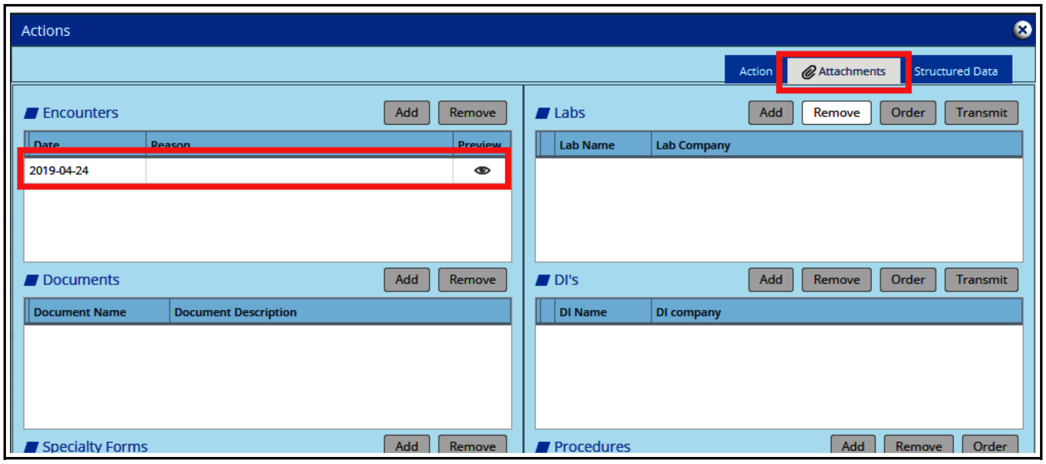
Now, add a message in the Notes section of the action. A timestamp can be added by clicking on the icon of a clock. Clicking on the ellipsis opens a larger Notes screen in which macros can be used.



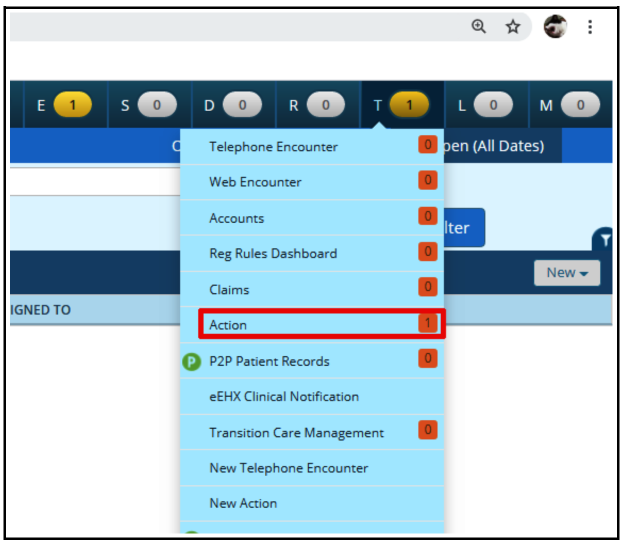


I don't personally have much use for recurrent actions, but say you have a patient with a volatile INR – you might set up an action to remind someone to make sure that the INR is being done weekly. Or to remind someone to make sure that a patient on clozapine is getting a CBC every week.

Here, I have attached the encounter from 4/24/19 to the action. Clicking on the eye to the right of the encounter date opens a preview of the encounter.

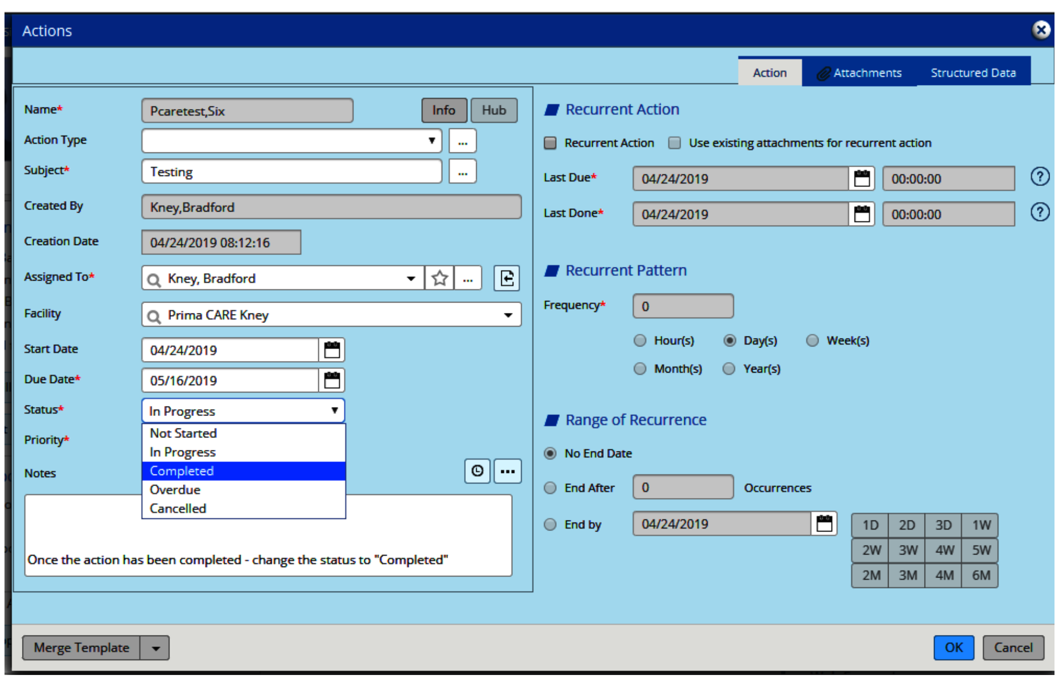


Although there is the option to order a lab, DI, or procedure from the action screen, this workflow is not supported by Prima CARE.

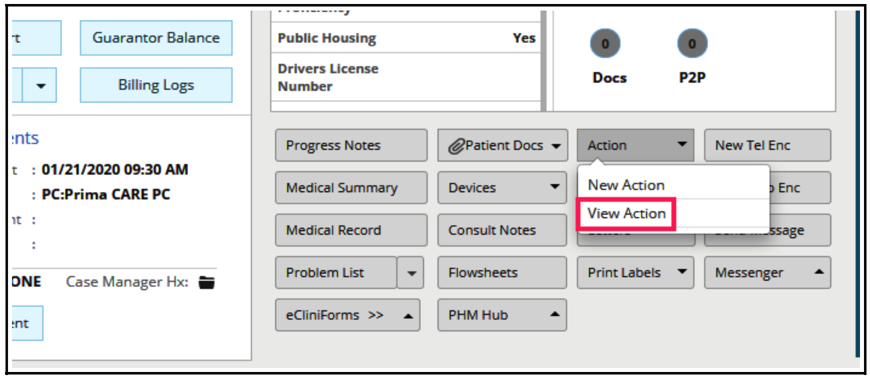


The action shows up in the number in the T jellybean – hovering over the "T" opens the dropdown menu where the number of active/due actions can be seen. Clicking on "Action" in this menu opens the list of actions assigned to the user. The user can then open the action and change the status to "Completed".

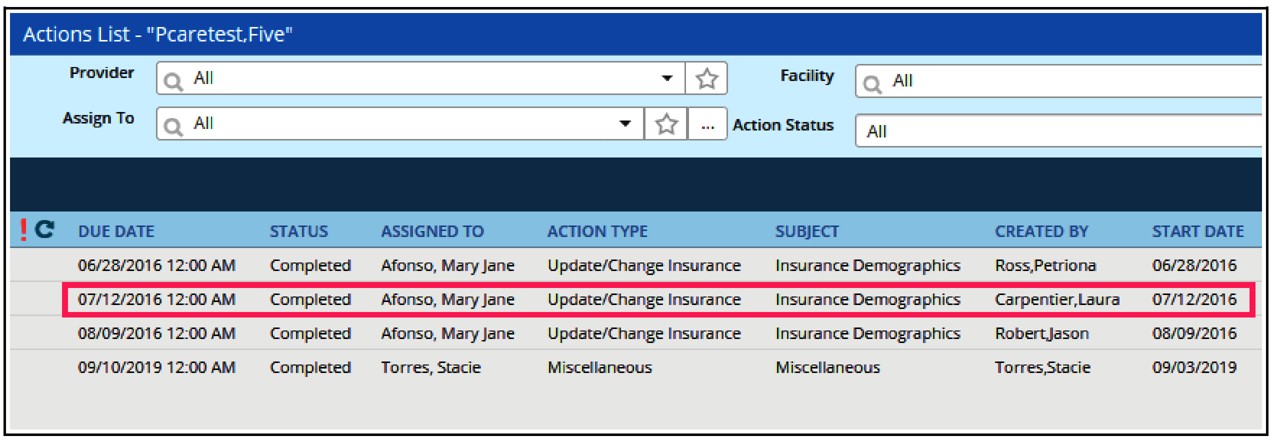
Once the status is changed to "Completed", it is locked, and no longer shows up in the T jellybean.



To view a completed action, click on "View Action" from the Hub.

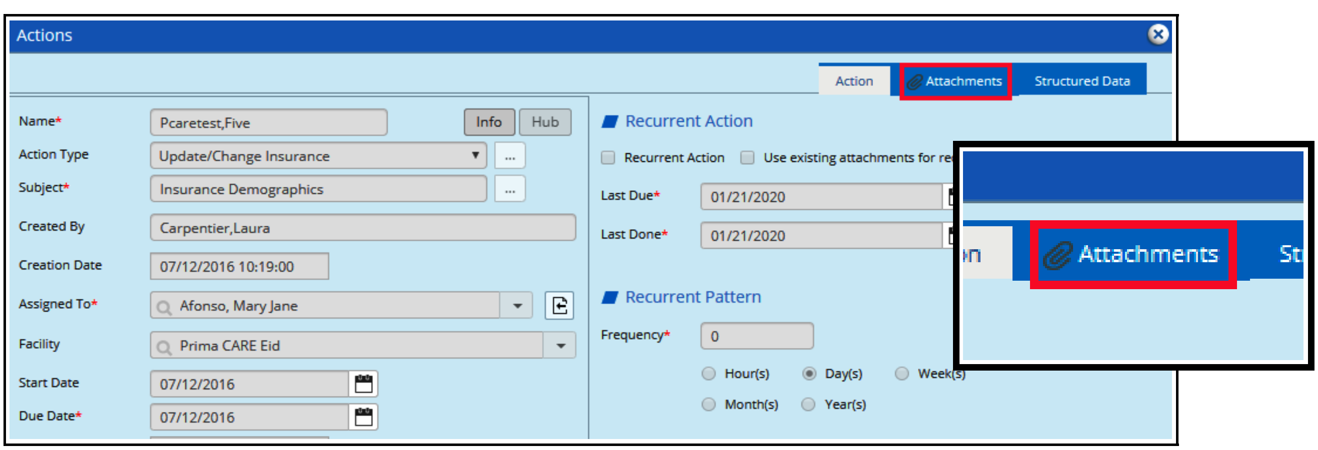


Click anywhere along the action to be reviewed.

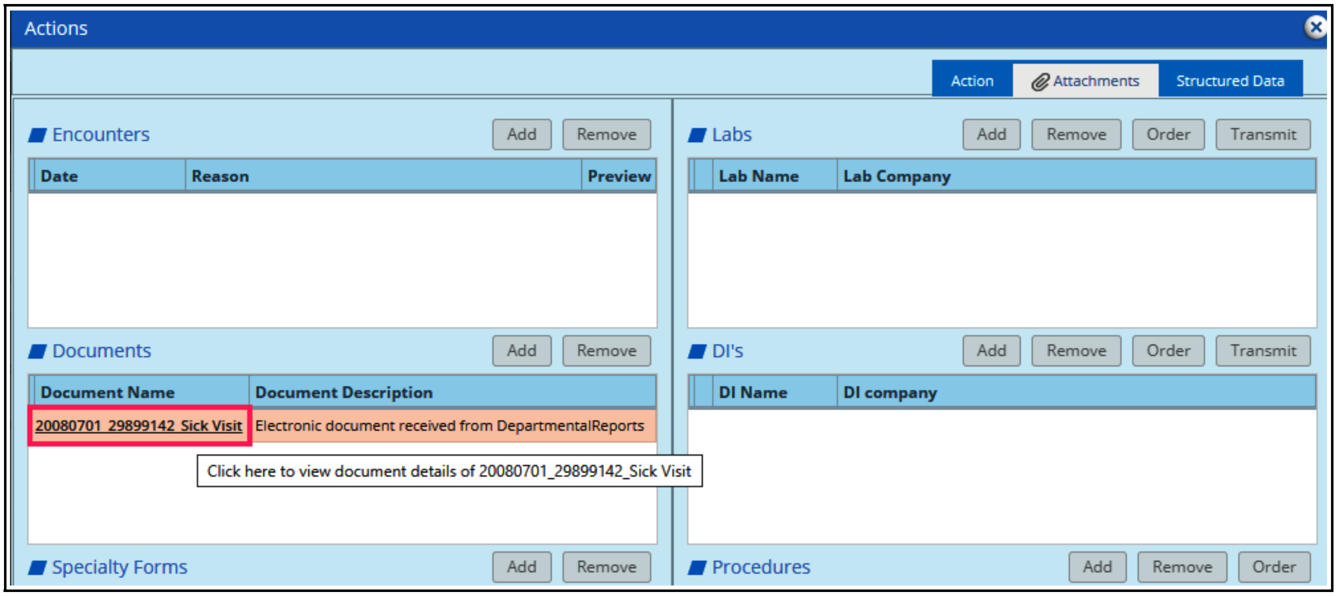


DUE DATE	STATUS	ASSIGNED TO	ACTION TYPE	SUBJECT	CREATED BY	START DATE
06/28/2016 12:00 AM	Completed	Afonso, Mary Jane	Update/Change Insurance	Insurance Demographics	Ross,Petriona	06/28/2016
07/12/2016 12:00 AM	Completed	Afonso, Mary Jane	Update/Change Insurance	Insurance Demographics	Carpentier,Laura	07/12/2016
08/09/2016 12:00 AM	Completed	Afonso, Mary Jane	Update/Change Insurance	Insurance Demographics	Robert,Jason	08/09/2016
09/10/2019 12:00 AM	Completed	Torres, Stacie	Miscellaneous	Miscellaneous	Torres,Stacie	09/03/2019

The paperclip in the attachment tab indicates that there is something attached to this action. Clicking on this tab opens the attachment screen.

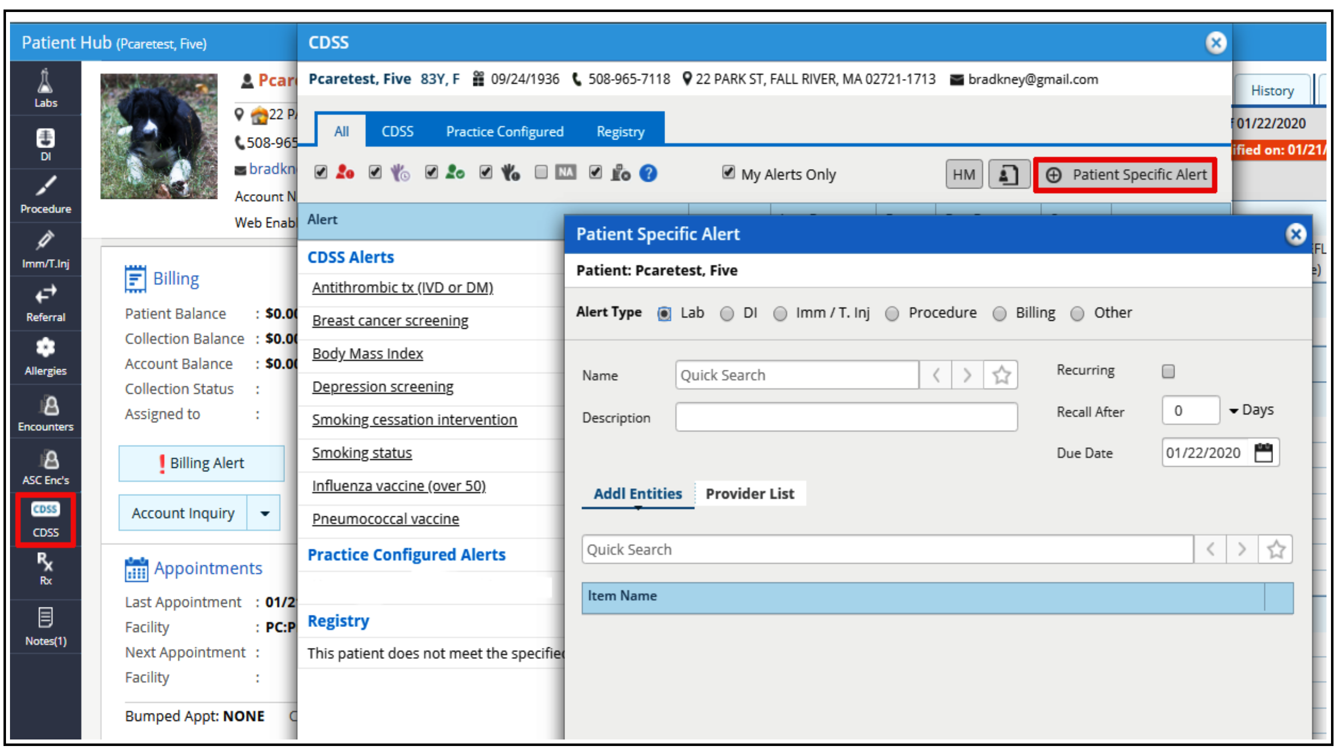


Clicking on the document name in the attachment screen opens the contents of the attachment.

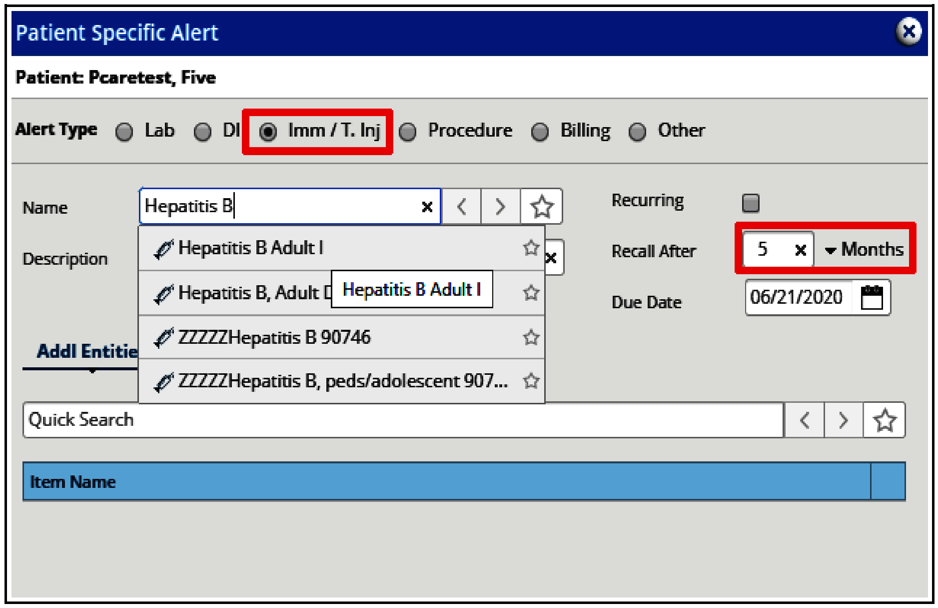


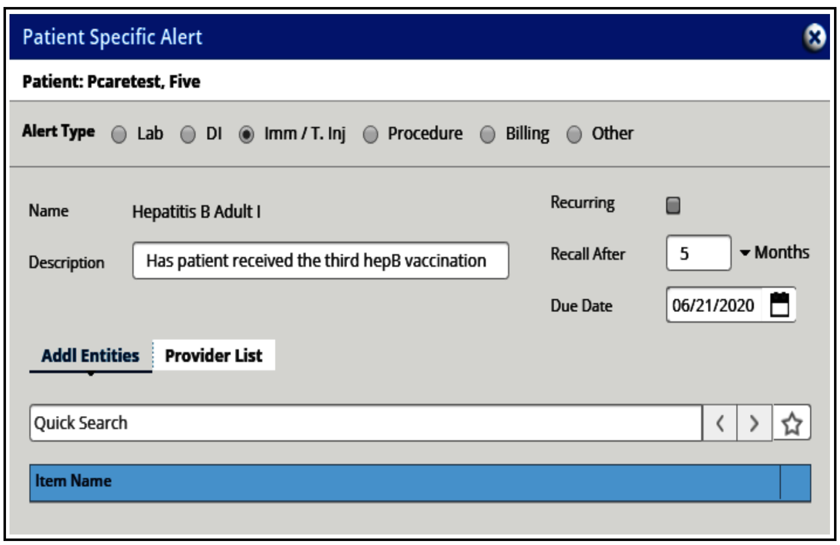
Patient Specific Alerts

Patient specific alerts have some similarities with actions. To create a patient specific alert, click on the CDSS icon found in the navigation panel along the left side of the Hub. Then click on “Patient Specific Alert” - which opens the screen at the bottom right of this screenshot.



Choose the alert type from the options listed across the top of the alert screen. A provider might create an alert to make certain a follow-up chest CT is done on a patient with a small nodule, or an alert to make certain a creatinine is repeated at some interval after a medication was started, or an alert to make certain a patient followed up for a third hepatitis B vaccination.

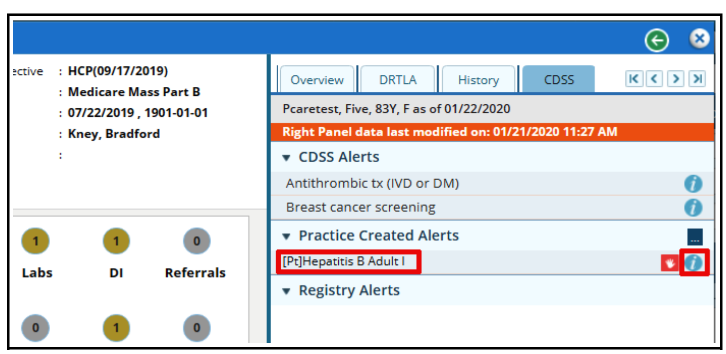




This alert will now appear in the CDSS/alert tab of the right panel whenever the Hub, a telephone encounter, or a progress note is opened for Five Pcaretest.

The advantage of an alert is that all users will see this when accessing Five Pcaretest's chart. The advantage of an action is that the patient's chart does not need to be accessed for user notification – the action will show up automatically in the T jellybean.

This screenshot of the right panel in the Hub illustrates the appearance of the alert. Clicking on the "i" provides more information about the alert.



Brad Kney, MD
April 22, 2019
updated 1/22/20