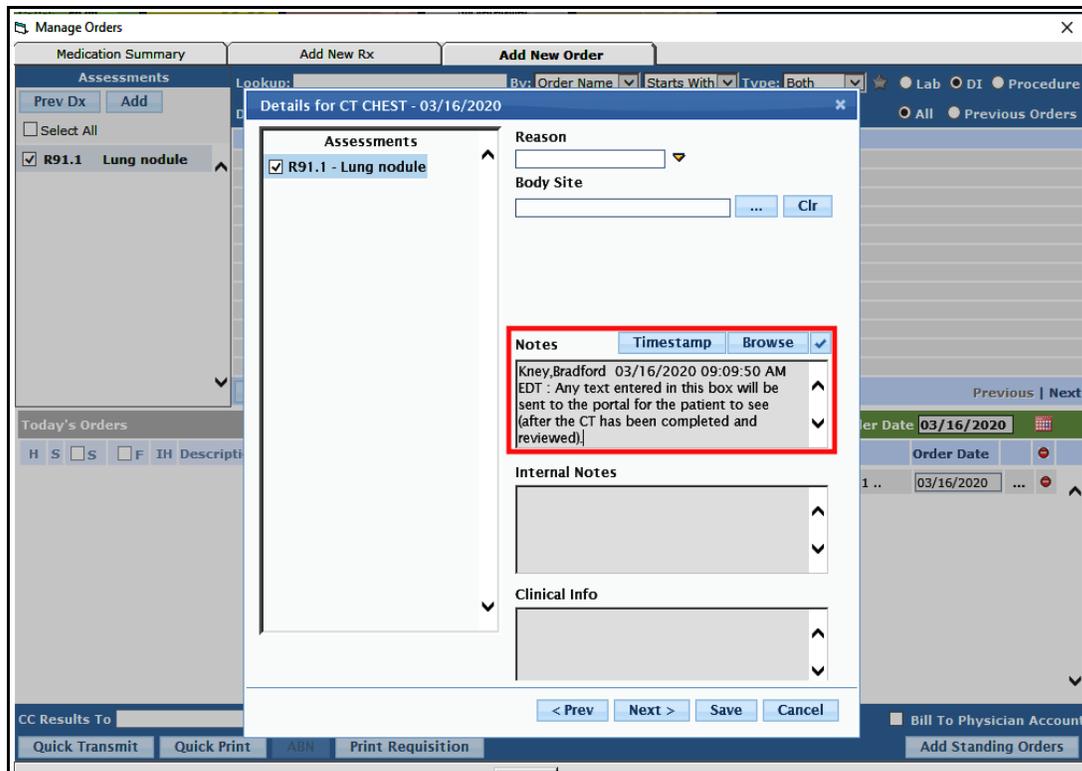


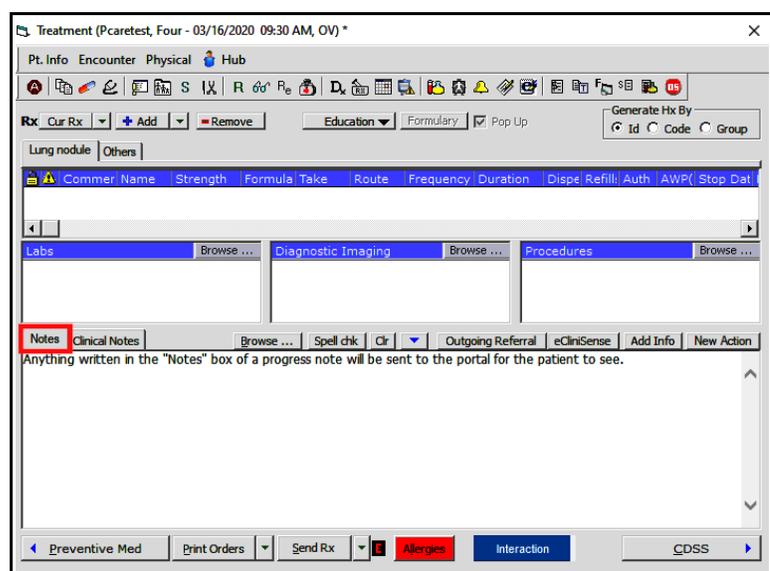
# Notes, Clinical Notes, and Internal Notes

When ordering/scheduling radiology procedures, office staff need to understand who sees and doesn't see text entries in various notes boxes in eCW 11 and eCW 11e.

**Notes:** Any text entered into this box will be sent to the portal (where the patient will see it) once the test (in this case, a chest CT) is completed and reviewed. However, staff in radiology DO NOT see text entered in the “Notes” box.



Text entered in the “Notes” box of the treatment screen is also sent to the portal – provider documentation should be entered in the “Clinical Notes” box of the treatment screen.



Referral (Outgoing)

Patient: Pcaretest, Four (332174)

Insurance: Medicare Mass Part B

Ref From: Kney, Bradford

Facility From: Prima CARE Kney

Start Date: 03/16/2020

Referral Date: 03/16/2020

Open Cases: [N]

Appt Date: 03/16/2020

Received Date: 03/16/2020

Priority: Routine

Ref To: Provider: [ ] Specialty: [ ]

Facility To: [ ]

Auth Code: [ ]

Start Date: 03/16/2020

Referral Date: 03/16/2020

Open Cases: [N]

Appt Date: 03/16/2020

Received Date: 03/16/2020

Priority: Routine

Assigned To: Claudia, Thibault

Unit Type: V (VISIT)

Status:  Open  Consult Pending  Addressed

Diagnosis / Reason | Visit Details | **Notes** | Structured Data

Add General Notes TimeStamp

Any text entered here will be sent to the portal for the patient to see.

Add Clinical Notes

Text entered in the “Notes”/”General Notes” section of the referral screen also ends up on the portal. Staff working with referrals should be cognizant of this fact, and use the “Clinical Notes” box for most documentation.

**Internal Notes:** Text entered in this box is seen by those in scheduling, as well as all other eCW users. This information is not sent to the portal. However, radiology staff does NOT see the text in this box due to restrictions in the eCW-radiology interface, so any special instructions for this chest CT meant for the radiology staff should NOT be entered in the “Internal Notes” box.

Manage Orders

Medication Summary | Add New Rx | Add New Order

Assessments

Prev Dx Add

Select All

R91.1 Lung nodule

Today's Orders

H S  S  F IH Descripti

CC Results To

Quick Transmit Quick Print ABN Print Requisition

Details for CT CHEST - 03/16/2020

Assessments

R91.1 - Lung nodule

Reason

Body Site

Notes Timestamp Browse

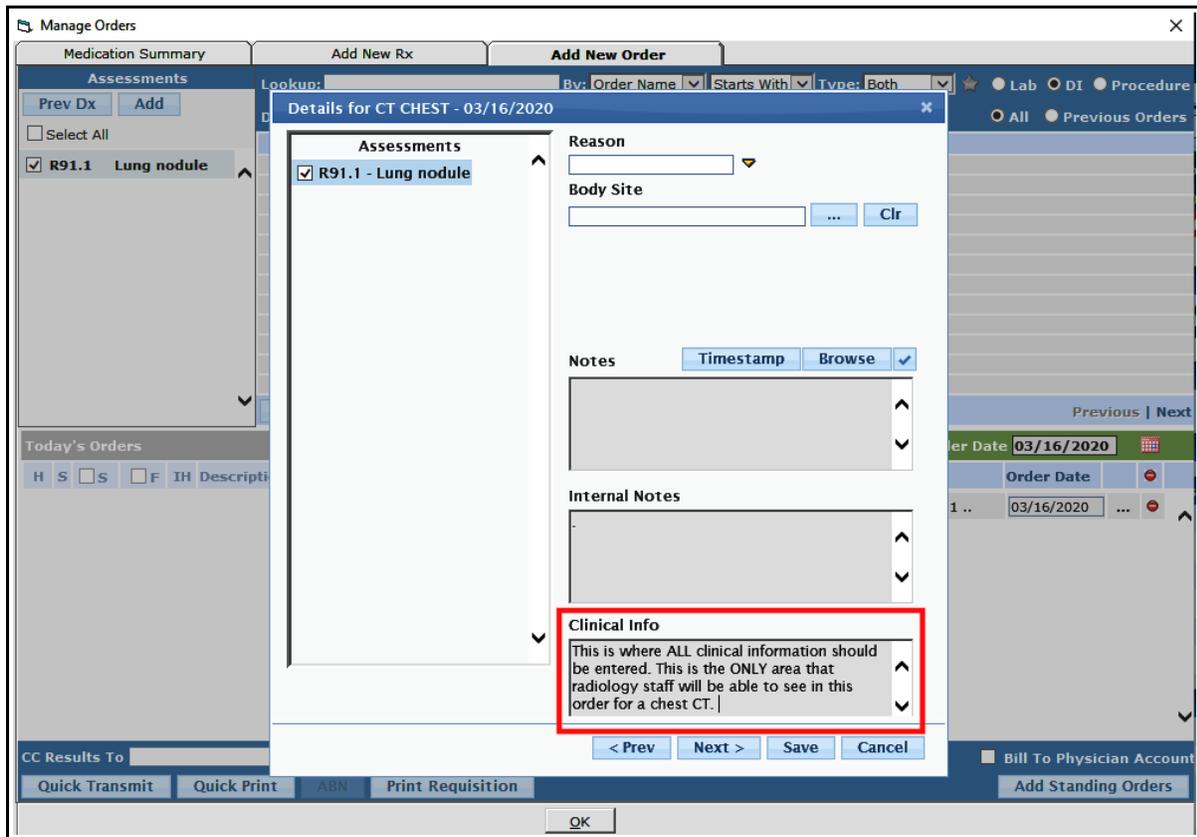
Internal Notes

The central scheduling staff will see this text, but the radiology staff will NOT see this text.

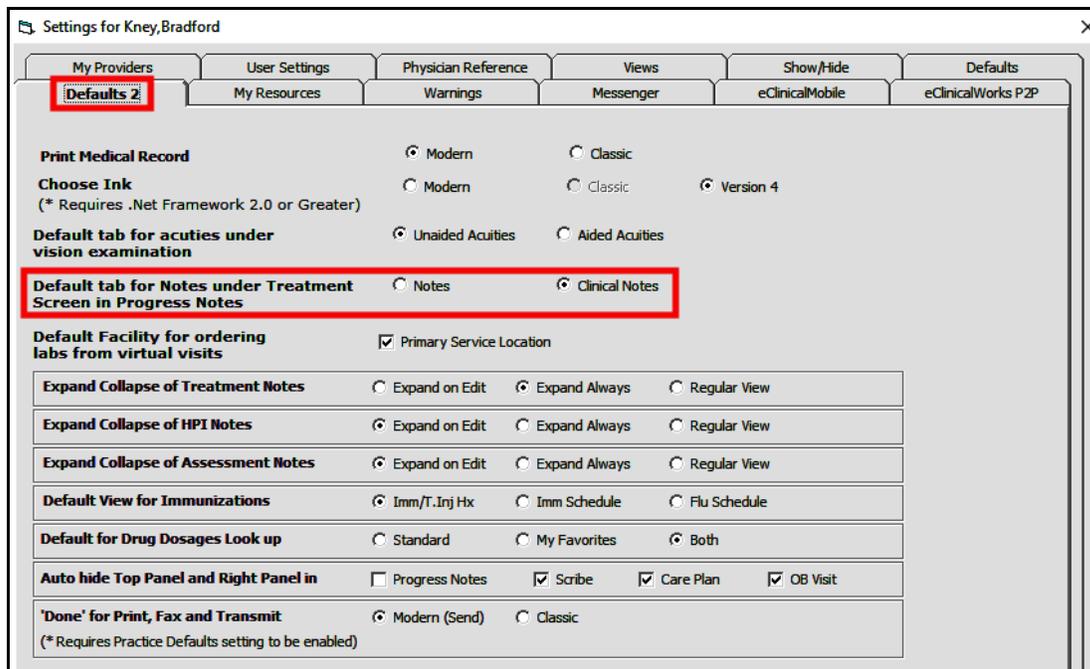
Clinical Info

< Prev Next > Save Cancel

**Clinical Info:** Staff in the scheduling department AND in the radiology department WILL be able to see any text entered in the “Clinical Info” box.



**My Settings:** If your eCW set-up opens the treatment section to “Notes” by default, changing the default to “Clinical Notes” can be done in the “Defaults 2” tab of My Settings.



**Ordering an X-ray from a telephone encounter:** If an X-ray order is being created from a telephone encounter, make sure that the provider listed in the “Provider” box is indeed the provider ordering the test BEFORE the test is ordered.

In the following example, assume that a staff member ordered a chest CT on this patient at the request of Dr. Kabak, but when the telephone encounter was first opened, eCW listed Dr. Joncas as the provider for the patient by default. The staff member ordered the CT, but on returning to the main telephone encounter screen, noticed that Dr. Joncas and not Dr. Kabak was listed as the provider – and changed the provider to Dr. Kabak. The CT order has already been linked to Dr. Joncas, and even though the provider was corrected in the telephone encounter, this information was not transmitted by eCW to radiology (due to restrictions in the eCW-radiology interface).

When this error occurs, the staff member needs to delete the first CT order, change the provider in the telephone encounter, and then re-order the CT. Now, when the CT is completed, the result will come to Dr. Kabak, and not to Dr. Joncas (as would happen if the original CT order were not deleted and re-entered).

**Telephone Encounter \***

Pcaretest, Four, 23 Y, F Info Hub Allergies Billing Alert

1232 Nintendo Dr.  
Swansea, MA 02777  
H: 508-555-1234  
DOB: 10/24/1996

Wt 03/10/20: 185 lbs.  
Appt(L): 03/10/20(BK)  
Appt(N): 03/16/20(BK)  
PCP: Philip  
Language: English  
Translator: No

Ins: Medicare  
Acc Bal: \$0.00  
Guar: Four  
Gr Bal: \$0.00  
Ref: Philip

CLICK TO EDIT test

SECURE NOTES

Enable  
Not web enabled

CCMR Hub  
NA NA  
0 \$ NA

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

Answered by: Kney, Bradford  
Date: 3/16/2020  
Time: 9:27 AM  
High Priority

Patient: Pcaretest, Four  
DOB: 10/24/1996 Age: 23Y Sex: F  
Tel: 508-555-1234  
Acct No: 332174, WebEnabled: No  
Elgb Status:  
Preferred Name:

Caller:

Reason:

AssignedTo: Kney, Bradford

Perform Eligibility Check

Message | Rx | Labs/DI | Notes | Addendum | Log History | Virtual Visit

Message: Do NOT change the provider in a telephone encounter AFTER an X-ray has been ordered. The radiology staff will not see the change, and the provider listed originally in the telephone encounter will receive the result in his/her L jellybean. If the provider who is actually ordering the study is not the provider identified by default in the telephone encounter (a common occurrence in offices with multiple providers), please change the provider listed in the "Provider" box BEFORE ordering the X-ray. This will ensure that the X-ray result is sent to the correct (ordering) provider.

Action Taken: Messenger | Time Stamp | Action Taken | Check Spelling

Print Script | Send Rx | Print Report | Progress Notes | Document

OK | Cancel

Overview | DRTLA | History | CDSS

Pcaretest, Four 23 Y, F as of 03/16/2020  
Right Panel data last modified on: 03/10/20  
Problem List SNOMED

Global Alerts

- HIPAA SIGNED
- Insurance Alert

CCM

This patient has following chronic conditions and is eligible for CCM Program.

- Essential hypertension [ICD: I10]
- Pulmonary emphysema, unspecified emphysema type [ICD: J43.9]

View more problems

Enroll Now

Advance Directive

- HCP HCP

Problem List

- I10 Essential hypertension
- R40.4 Alteration consciousness
- Q63.9 Kidney anomaly,

Brad Kney, MD  
March 15, 2020