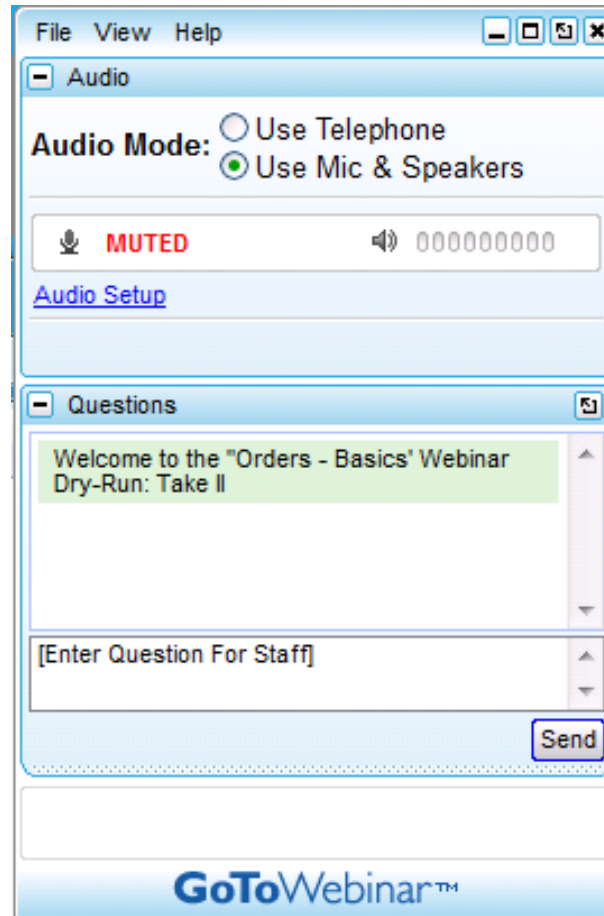# Enterprise EHR Call Processing

Allscripts Enterprise EHR

Version 11.2

Cyn Gerson, RHIA

Empowering Extraordinary Patient Care

Submit questions during the webcast

Objectives

This webcast will provide a review of the configuration needed to implement Allscripts Enterprise EHR Call Processing, as well as a general overview of end-user workflows for processing incoming telephone calls.

What is Call Processing?

A method to document incoming patient & non-patient calls and route them to the appropriate user.

Roles

Typical roles involved in the Call Processing workflow are:

- **Call Center**
- **Front Desk**
- **Clinical Staff**

Configuration Prep

Information Gathering:

- **Current process for answering and routing phone calls?**
- **Types of phone calls typically received?**
- **Policy for Urgent Needs items?**
- **Policy for non-patient related calls?**

Configuration Items

- **Reason For Call Dictionary**

- **Encounter Type Dictionary**

- **Task Name Dictionary**

- **Document Type Dictionary**

- **Note Input Templates**

- **Call Processing Text Templates**

- **Admin HMP preference**

Reason for Call Dictionary

- Reasons for "why" a caller is calling

- Not part of the patient's Medical Record

- Examples: General Medical Question, test result request, Medical Complaint, Referral Request, Renew Medication, etc.

SSMT Content Category

Reason for Call

Encounter Type Dictionary

- Utilized when a user selects the "Copy to Note" action.
- Examples: Telephone Call, Message, Non-Appointment, Other, etc.

SSMT Content Category

      − Encounter Type

Task Name Dictionary

- Utilized when a user selects the "Copy to Task" action. Comes with pre-delivered entries for clients to review.

- Examples: Call Back, Confirm Patient Address, Confirm Patient Pharmacy, Document Appointment, Med Renewal Request, Medical Complaint, Personal, etc.

SSMT Content Category

− Task Name

Document Type Dictionary

- Utilized when a user selects a "Visit Type" from the Note Selector dialog when utilizing the "Copy to Note" action.

- Pre-delivered Telephone Note.

SSMT Content Category

- − Document Type Dictionary.

Note Input Templates

- Connected to the pre-delivered Document Type of Telephone Note.

- No SSMT content category.

- The Content Management Tool (CMT) can be used to move Input and Output Templates from the Test to the Live (or other) environments.

Call Processing Text Templates

- Used to collect complete information from the caller

- Many come pre-delivered

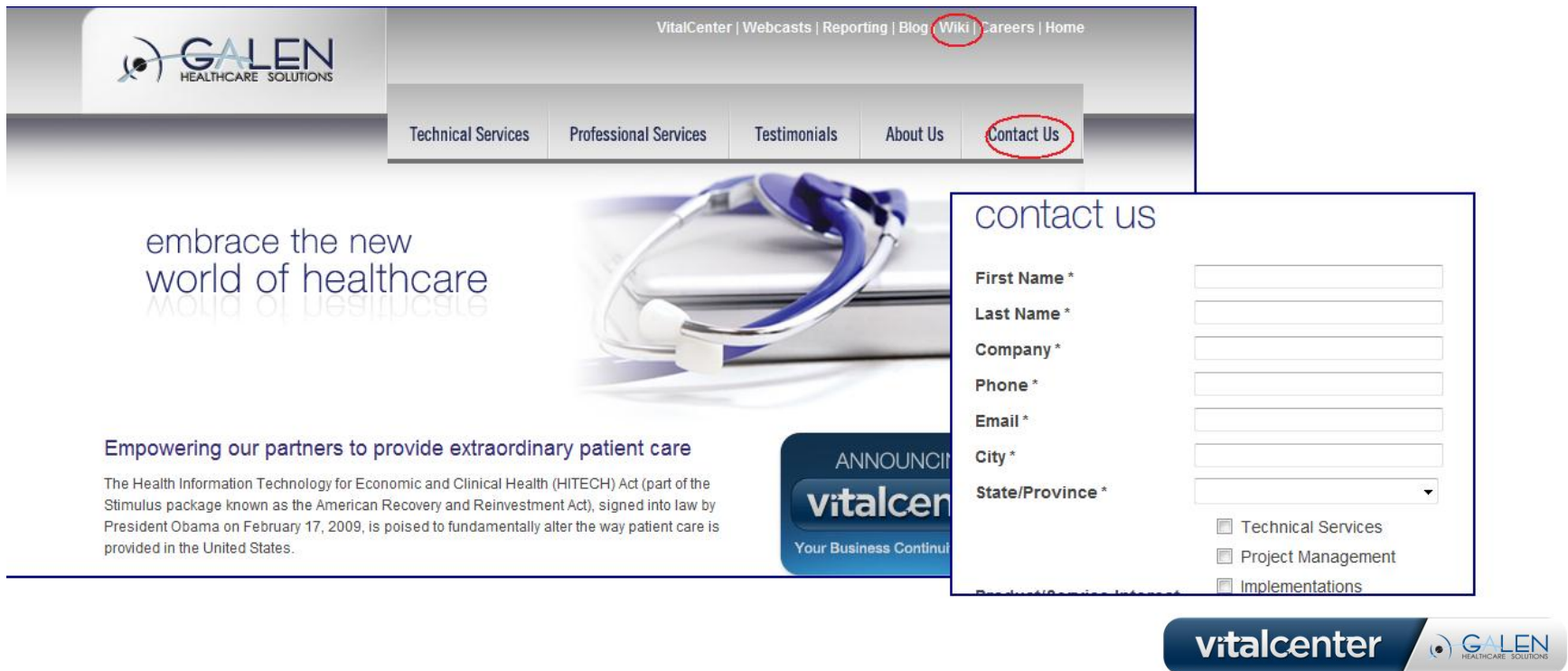**SSMT Content Category**

- − Call Processing

Admin Preference

WorkflowCPShowHMPAlerts

Y: Near-due and overdue HMP alerts display.

N: Near-due and overdue HMP alerts do not display.

Thank you for joining us today, for additional assistance….

You can contact us through our website at

www.galenhealthcare.com