

Results Verification

Workflows November 22, 2013

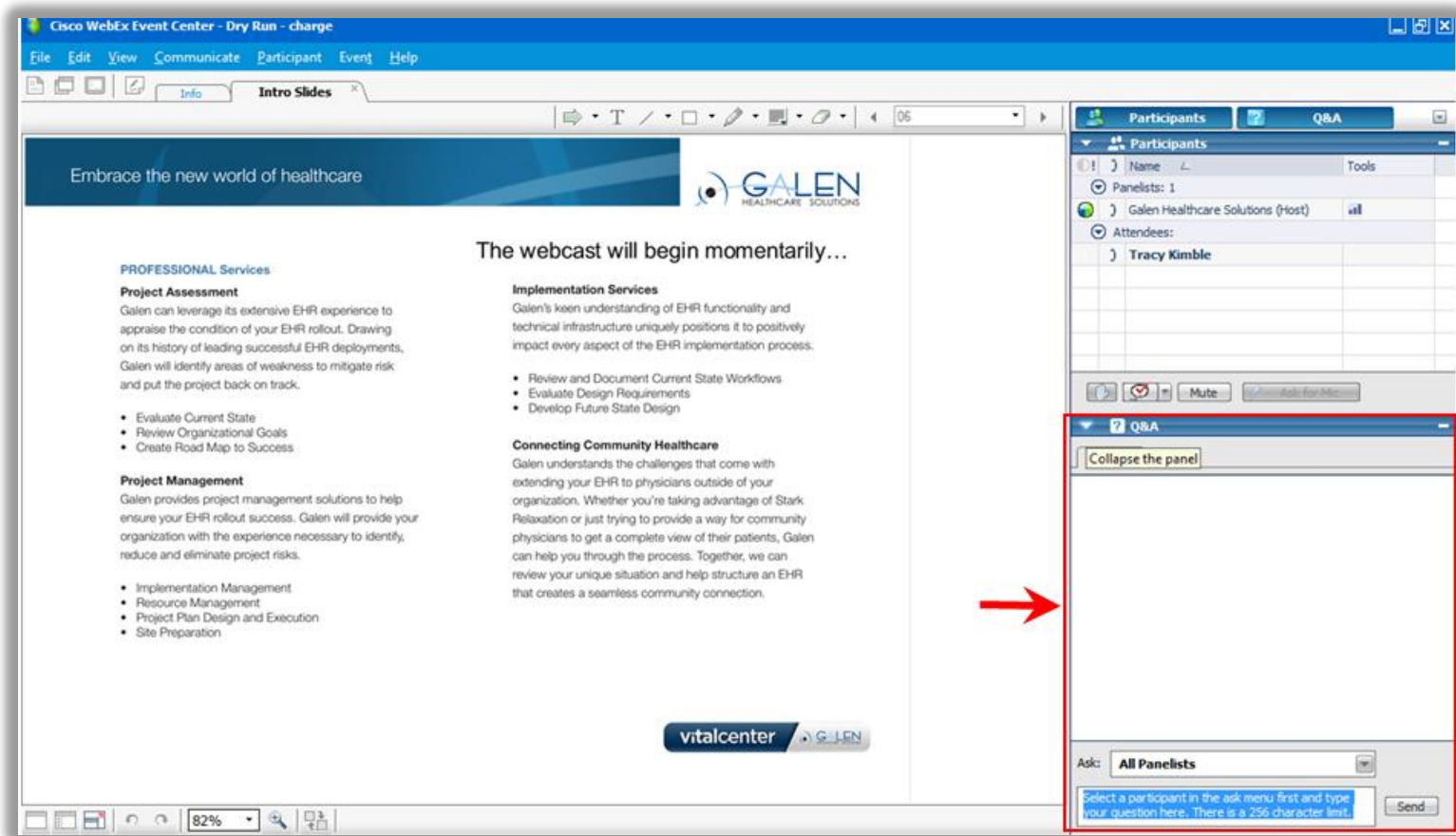
Empowering Extraordinary Patient Care

Today's presentors.....

Cece Teague and Laura Gold

Galen Certified -Enterprise EHR Consultants

Your phone has been automatically muted. Please use the Q&A panel to ask questions during the presentation!



The screenshot shows the Cisco WebEx Event Center interface. The main window displays a presentation slide with the title "Embrace the new world of healthcare" and the Galen Healthcare Solutions logo. The slide content is divided into three sections: "PROFESSIONAL Services", "Implementation Services", and "Connecting Community Healthcare".

PROFESSIONAL Services

Project Assessment

Galen can leverage its extensive EHR experience to appraise the condition of your EHR rollout. Drawing on its history of leading successful EHR deployments, Galen will identify areas of weakness to mitigate risk and put the project back on track.

- Evaluate Current State
- Review Organizational Goals
- Create Road Map to Success

Project Management

Galen provides project management solutions to help ensure your EHR rollout success. Galen will provide your organization with the experience necessary to identify, reduce and eliminate project risks.

- Implementation Management
- Resource Management
- Project Plan Design and Execution
- Site Preparation

Implementation Services

Galen's keen understanding of EHR functionality and technical infrastructure uniquely positions it to positively impact every aspect of the EHR implementation process.

- Review and Document Current State Workflows
- Evaluate Design Requirements
- Develop Future State Design

Connecting Community Healthcare

Galen understands the challenges that come with extending your EHR to physicians outside of your organization. Whether you're taking advantage of Stark Relaxation or just trying to provide a way for community physicians to get a complete view of their patients, Galen can help you through the process. Together, we can review your unique situation and help structure an EHR that creates a seamless community connection.

The right side of the interface shows the "Participants" and "Q&A" panels. The "Q&A" panel is highlighted with a red box and a red arrow pointing to it. The "Q&A" panel includes a "Collapse the panel" button, a "Mute" button, and an "Ask" dropdown menu set to "All Panelists". Below the dropdown is a text input field with a "Send" button. A red arrow points from the main content area towards the Q&A panel.

Result Verification Agenda

- **Introduction to Results Verification**
- **Considerations prior to starting**
- **Preferences, General and Results**
- **Worklist, Task lists and Worklist View**
- **Dictionaries and Note Types**
- **User setup and Security**
- **Demonstrate Workflows**
- **Q & A**

Results Verification

How is it Intended to Work?

Results are received via Interface as a Task

Verify Patient Result Task goes to the providers

Providers verify Results and select the Patient Communication method

Clinical staff communicate Results to patient

Verified Result is available in chart and can be trended

Considerations

- **How do results come back?**
- **Who will be verifying results?**
- **How are results verified when covering an absence?**
- **How are verified results documented and then communicated to the patient?**
- **Worklist and Task List**

Mock Client Workflows

- **Internal Medicine practice with Residents.**
- **Providers and Residents verify results starting from their My Active Task list.**
- **Providers and Residents cover for each other using an Order-Results Coverage Task list.**
- **Resident's result notes are reviewed and co-signed by their Supervising Provider.**
- **Call Patient with Results, and Schedule F/U tasks are routed to clinical staff.**
- **Mail Patient Result tasks are routed to Medical Records.**

General Preferences

- Encounter Selection from Worklist
- Encounter Type for Worklist
- WorkspaceViewTasks

Preference	SubKey	Description	Value	User Can Override
DefaultClinicalSummaryDocument		Sets the default Clinical Summary document to be used when printing, if no structured Note is defined as...	CED	<input type="checkbox"/>
DefaultEnteringForProviderID		Default Entering For Provider ID		<input checked="" type="checkbox"/>
DefaultSpecialtyID		Default Specialty ID	Family Medicine	<input checked="" type="checkbox"/>
DefaultSupervisingProviderID		Default Supervising Provider ID		<input checked="" type="checkbox"/>
DefaultToQuickListFavorites		Default to QuickList Favorites	N	<input checked="" type="checkbox"/>
DictionaryCache		Dictionary Cache		<input type="checkbox"/>
DictionaryEdit	MaxRowCount	Dictionary Edit Max Count	1000	<input type="checkbox"/>
DirectivesEditable		DirectivesEditable	N	<input type="checkbox"/>
Display «R» in Patient Banner for Restricted Documents		Display «R» in Patient Banner for Restricted Documents	Y	<input type="checkbox"/>
DisplayFutureEncounters		Show future encounters in selector X days in the future	1	<input type="checkbox"/>
DisplayPatientPicture		DisplayPatientPicture	N	<input type="checkbox"/>
Double Click Action		Double Click Action	View	<input checked="" type="checkbox"/>
Due/Start Date of a Newly Added Bulk Enrollment		Due Date or Start Date for Newly Added Bulk Enrollment	Start Date same as date of newly added Bulk Enro...	<input type="checkbox"/>
Enable Allergy Verification		Enable Allergy Verification	N	<input type="checkbox"/>
Enable E-Prescribe G Code Alert		Enable E-Prescribe G Code Alert	Y	<input checked="" type="checkbox"/>
EnableCSONScheduleDaily		Enables the Clinical Summary Icon on Daily Schedule	Y	<input type="checkbox"/>
EnableCSONScheduleProvider		Enables the Clinical Summary Icon on Provider Schedule	N	<input type="checkbox"/>
EnableMSHV		Enable Microsoft HealthVault?	N	<input type="checkbox"/>
EnableTOCONScheduleDaily		Enables the Transition of Care Checkbox on Daily Schedule	Y	<input type="checkbox"/>
EnableTOCONScheduleProvider		Enables the Transition of Care Checkbox on Provider Schedule	N	<input type="checkbox"/>
Encounter Selection from Worklist		Encounter Selection from Worklist	Create New Encounter	<input checked="" type="checkbox"/>
Encounter Type For Worklist		Encounter Type For Worklist	Chart Update	<input checked="" type="checkbox"/>

WorkspaceViewTasks	Workspace view for tasks that navigate to worklist	Worklist Desktop View
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Result Preferences

Provider Preferences

Result Verification Append Staff Message to Task Comment Default For Verify...	Y
Result Verification Disable To/CC	N
Result Verification If Did Not Order	Warn
Result Verification Navigate After Review	Stay on Worklist
Result Verification Navigation After QVerify	Go To Next Patient
Result Verification Note Type For QVerify	Result Note FoS
Result Verification Note Type For Verify...	Result Note FoS
Result Verification Note Use For QVerify	Create New Note
Result Verification Note Use For Verify	Create New Note
Result Verification Patient Communication Methods For QVerify	Mail Results to Patient
Result Verification Patient Communication Methods For Verify...	Call patient with results;Mail Results to Patient
Result Verification Task Assignment	Ordering Provider
Result Verification Shows Verified Results in results document for QVerify	Y
Result Verification Shows Verified Results in results document for Verify...	Y

Resident Preferences

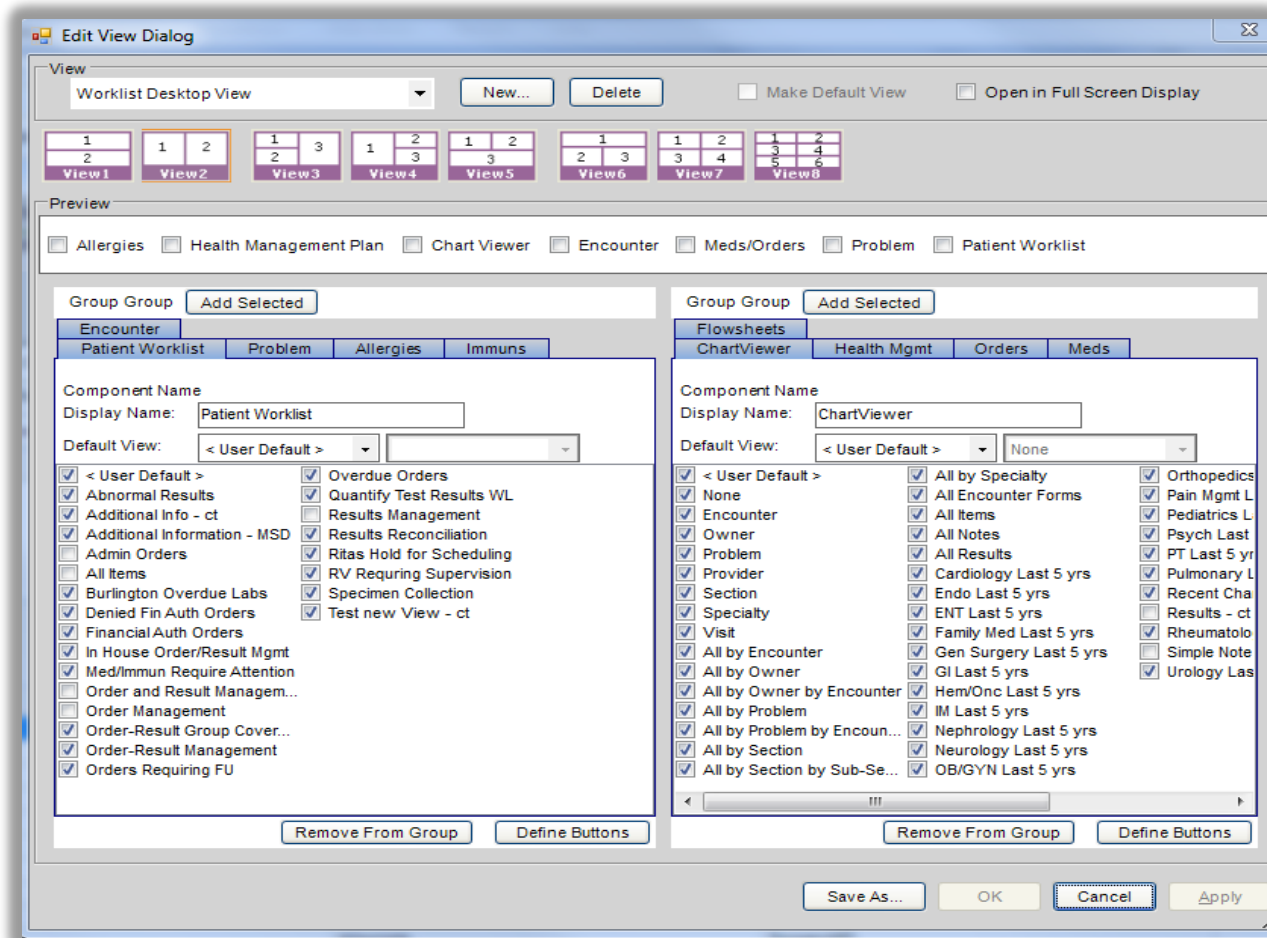
Y
N
Warn
Stay on Worklist
Go to Note
Result Note
Result Note
Create New Note
Create New Note
Mail Results to Patient
Call patient with results;Mail Results to Patient
Ordering Provider
Y
Y

A note is created for every verified result.

Provider Note Type: A Result Note that finalizes on save.

Resident Note Type: Prompts the Resident to send a task to their Supervising Provider to co-sign.

Worklist Desktop View



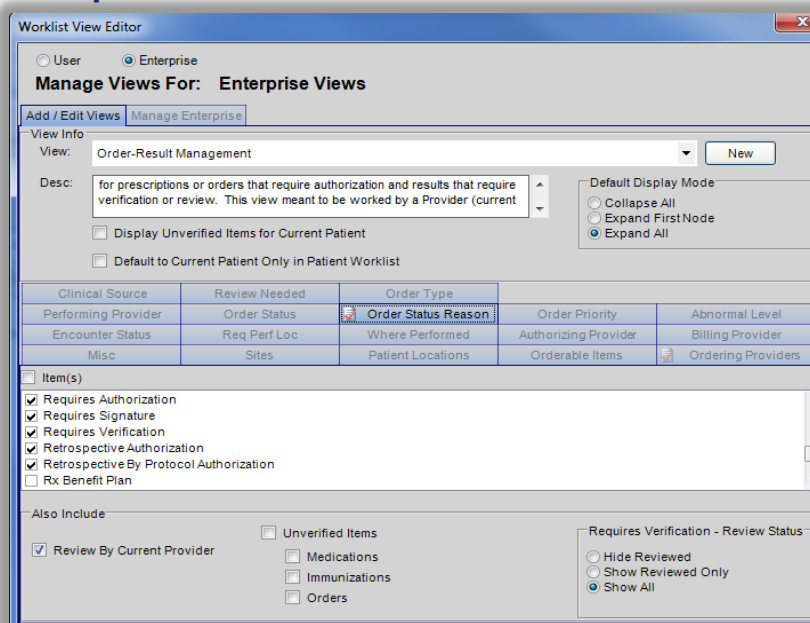
Order-Result Management Worklist Configuration

Order Status Reason

- Requires Authorization
- Requires Signature
- Requires Verification
- Retrospective Authorization
- Retrospective By Protocol Authorization
- Review By Current Provider
- Requires Verification-Review Status-Show All

Ordering Providers

- **Ordering Providers – Current Provider**
 - Use Ordering Providers filter, because the ordered by and supervised by fields for a resulted order could be different in our example.
- **Default to Expand All**



Worklist View Editor

Manage Views For: **Enterprise Views**

Add / Edit Views Manage Enterprise

View Info
View: Order-Result Management

Desc: for prescriptions or orders that require authorization and results that require verification or review. This view meant to be worked by a Provider (current)

Default Display Mode
 Collapse All
 Expand FirstNode
 Expand All

Display Unverified Items for Current Patient
 Default to Current Patient Only in Patient Worklist

Clinical Source	Review Needed	Order Type	Order Priority	Abnormal Level
Performing Provider	Order Status	Order Status Reason		
Encounter Status	Req Perf Loc	Where Performed	Authorizing Provider	Billing Provider
Misc	Sites	Patient Locations	Orderable Items	Ordering Providers

Item(s)

- Requires Authorization
- Requires Signature
- Requires Verification
- Retrospective Authorization
- Retrospective By Protocol Authorization
- Rx Benefit Plan

Also Include

Review By Current Provider

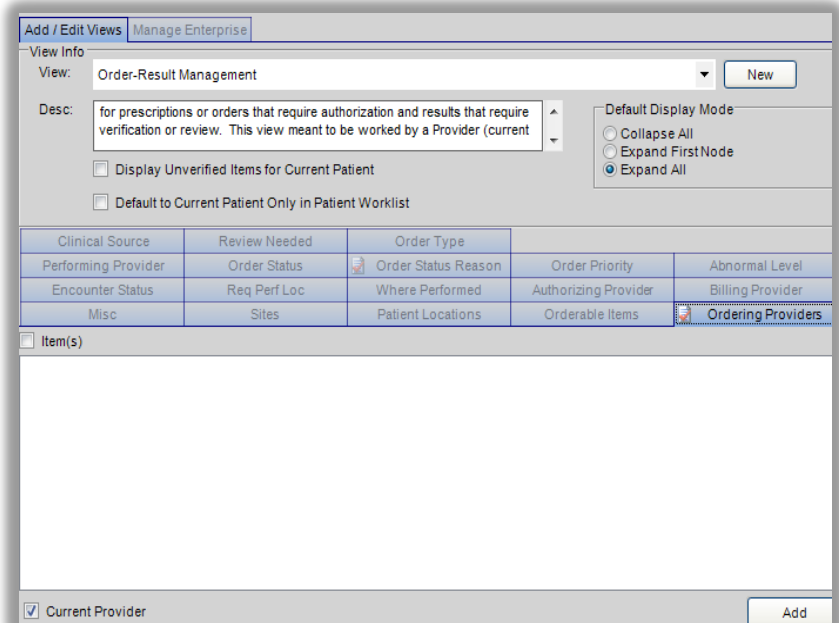
Unverified Items

Medications

Immunizations

Orders

Requires Verification - Review Status
 Hide Reviewed
 Show Reviewed Only
 Show All



Add / Edit Views Manage Enterprise

View Info
View: Order-Result Management

Desc: for prescriptions or orders that require authorization and results that require verification or review. This view meant to be worked by a Provider (current)

Default Display Mode
 Collapse All
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Clinical Source	Review Needed	Order Type	Order Priority	Abnormal Level
Performing Provider	Order Status	Order Status Reason		
Encounter Status	Req Perf Loc	Where Performed	Authorizing Provider	Billing Provider
Misc	Sites	Patient Locations	Orderable Items	Ordering Providers

Item(s)

Current Provider

Add

Order-Result Group Coverage Worklist Configuration

Order Status Reason

- Requires Authorization
- Requires Signature
- Requires Verification
- Requires Verification-Review Status-Show All

- Group coverage contains results that have been Reviewed in

Ordering Providers

- Covering Providers group: Internist and Residents
 - Use Ordering Providers filter, because the ordered by and supervised by fields for a resulted order could be different in our example.

- Default to Expand All

Worklist View Editor

User Enterprise

Manage Views For: Enterprise Views

Add / Edit Views | Manage Enterprise

View Info
View: Order-Result Group Coverage [New]

Desc: for orders that require authorization and results that require verification/review as part of a regularly scheduled on-call coverage. Leave

Display Unverified Items for Current Patient

Default to Current Patient Only in Patient Worklist

Default Display Mode
 Collapse All
 Expand FirstNode
 Expand All

Clinical Source	Review Needed	Order Type	Order Priority	Abnormal Level
Performing Provider	Order Status	Order Status Reason	Order Priority	Abnormal Level
Encounter Status	Req Perf Loc	Where Performed	Authorizing Provider	Billing Provider
Misc	Sites	Patient Locations	Orderable Items	Ordering Providers

Item(s)

- Requires Authorization
- Requires Signature
- Requires Verification
- Retrospective Authorization
- Retrospective By Protocol Authorization
- Rx Benefit Plan

Also Include

Review By Current Provider

Unverified Items

- Medications
- Immunizations
- Orders

Requires Verification - Review Status

- Hide Reviewed
- Show Reviewed Only
- Show All

Add / Edit Views | Manage Enterprise

View Info
View: Order-Result Group Coverage [New]

Desc: for orders that require authorization and results that require verification/review as part of a regularly scheduled on-call coverage. Leave

Default Display Mode
 Collapse All
 Expand FirstNode
 Expand All

Display Unverified Items for Current Patient

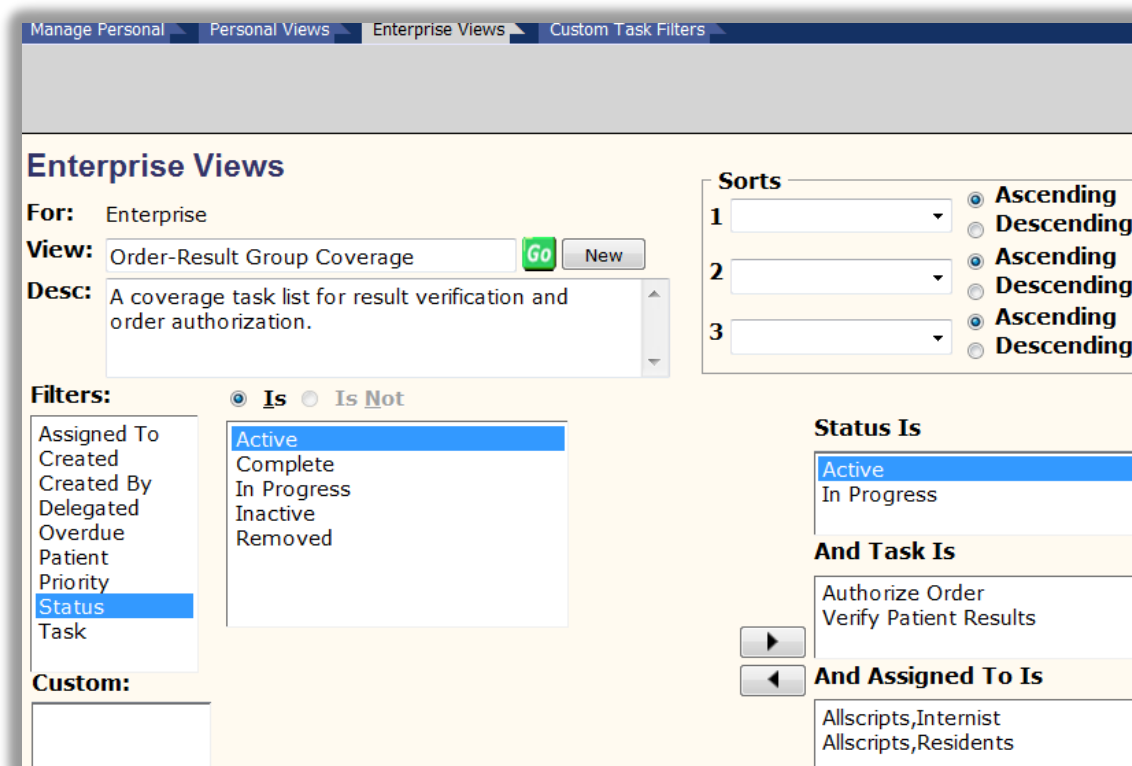
Default to Current Patient Only in Patient Worklist

Clinical Source	Review Needed	Order Type	Order Priority	Abnormal Level
Performing Provider	Order Status	Order Status Reason	Order Priority	Abnormal Level
Encounter Status	Req Perf Loc	Where Performed	Authorizing Provider	Billing Provider
Misc	Sites	Patient Locations	Orderable Items	Ordering Providers

Item(s)

- Allscripts, Internist
- Allscripts, Residents

Order-Result Group Coverage Task List



The screenshot shows the 'Enterprise Views' configuration page. At the top, there are tabs for 'Manage Personal', 'Personal Views', 'Enterprise Views', and 'Custom Task Filters'. The main content area is titled 'Enterprise Views' and includes the following sections:

- For:** Enterprise
- View:** Order-Result Group Coverage (with 'Go' and 'New' buttons)
- Desc:** A coverage task list for result verification and order authorization.
- Filters:** A list of filter categories on the left (Assigned To, Created, Created By, Delegated, Overdue, Patient, Priority, Status, Task) and a list of filter values on the right (Active, Complete, In Progress, Inactive, Removed). The 'Is' radio button is selected.
- Sorts:** Three sort criteria, each with a dropdown menu and radio buttons for 'Ascending' and 'Descending'. All three are currently set to 'Ascending'.
- Status Is:** A list of status options (Active, In Progress) with 'Active' selected.
- And Task Is:** A list of task options (Authorize Order, Verify Patient Results).
- And Assigned To Is:** A list of provider options (Allscripts, Internist, Allscripts, Residents).

After navigating to the Worklist Desktop View from these tasks, the user must manually select Order-Result Group Coverage Worklist View to be able to see another Ordering Provider's results.

Medical Records Task List

Manage Personal | Personal Views | Enterprise Views | Custom Task Filters

Enterprise Views

For: Enterprise

View: Patient Request Team

Desc: Contains tasks that are assigned to the patient request team that includes the mgmt of all medical records requests

Filters: **Is** **Is Not**

Assigned To	Active
Created	Complete
Created By	In Progress
Delegated	Inactive
Overdue	Removed
Patient	
Priority	
Status	
Task	

Custom:

Sorts

1	Priority	<input checked="" type="radio"/> Ascending
		<input type="radio"/> Descending
2	Assigned To	<input checked="" type="radio"/> Ascending
		<input type="radio"/> Descending
3	Patient	<input checked="" type="radio"/> Ascending
		<input type="radio"/> Descending

Status Is

Active
In Progress

And Assigned To Is

Patient Request Team

And Task Is

Mail Results to Patient Miscellaneous
--

Task Name Dictionary

Dictionary: Task Name

Name	Mnemonic	Code	Inactive
ABN Follow-up	ABNFup	V41-02	<input type="checkbox"/>
ABN Order Follow-up	ABNOrdFolp	ABNOrdFolp	<input type="checkbox"/>
Ad Hoc Note	AdHcNote	103	<input checked="" type="checkbox"/>
Ad Hoc Result	AdHcRslt	104	<input checked="" type="checkbox"/>
Adjust Charges	CanChrg	V36-01	<input type="checkbox"/>
Audit Order Int	AuditOrdI	AuditOrdI	<input type="checkbox"/>
Auth Order Int	AuthOrdI	AuthOrdI	<input type="checkbox"/>
Authorize Non-Formulary Medication	AuthNonF	AuthNonF	<input type="checkbox"/>
Authorize Order	AuthOrd	V48-01	<input type="checkbox"/>
Authorized Order	AuthdOrd	AuthdOrd	<input type="checkbox"/>
Authorized Rx	AuthMed	AuthMed	<input type="checkbox"/>
Call Back	CallBack	117	<input type="checkbox"/>
Call In Cancel Rx	CallCanRx	CallCanRx	<input type="checkbox"/>
Call In Failed Rx	CallFailRx	CallFailRx	<input type="checkbox"/>
Call In Rx	CallInRx	CallInRx	<input type="checkbox"/>
Call Order	CallOrd	CallOrd	<input type="checkbox"/>
Call Patient Communication	CallPtComm	CallPtComm	<input type="checkbox"/>
Call Patient with results	CALLPTV11	CALLPTV11	<input type="checkbox"/>
Call Pt with Results	PTCALL	PTCALL	<input checked="" type="checkbox"/>
Call ResultsN	CallResN	4005	<input checked="" type="checkbox"/>
Call ResultsR	CallResR	4003	<input checked="" type="checkbox"/>
Check Benefits - ct	CB - ct	CB - ct	<input type="checkbox"/>
Check Benefits-KW	CB-KW	CB-KW	<input type="checkbox"/>

Detail 1

Task Action: Process Note Results Delegate

Result Communications Dictionary

- Adding an item to the Result Communications Dictionary

Code	Name	Mnemonic	Inactive	Enforced
PTCALL	Call patient with results	PTCALL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DISCUSS	Discussed results with patient	DISCUSS	<input type="checkbox"/>	<input type="checkbox"/>
PTCOPY	Mail Results to Patient	PTCOPY	<input type="checkbox"/>	<input checked="" type="checkbox"/>
NOCOMM	No patient communication needed at this time	NOCOMM	<input type="checkbox"/>	<input type="checkbox"/>
MEDEM	Post to Medem	MEDEM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
POL	Post to Patient On Line	POL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PYSPTCALL	Provider will call patient with results	PYSPTCALL	<input type="checkbox"/>	<input type="checkbox"/>
PTAPPT	Schedule appointment to discuss results	PTAPPT	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Document Type Dictionary Result Note and Result Letter

Resident

Dictionary: Document Type

Search: Name Starting With result Grid

Code	Name
RSLLTR	Result Letter
RSLNOTE	Result Note
RSLLTR_FOS	Result Letter FoS
RSNOTE_FOS	Result Note FoS

General Properties

Required Finalization Authority: Level 8 Manifestation: NOTEFORM

Required Owner Authority: Level 6 Difficulty Factor: 1.0

Workflow: Electronic Signature Security Codes

General Properties II

Display Note Icon on Schedule Prompt User to Route for Further Signature

Include in Unsigned Notes Report Is Result

Auto CC Is Letter

Allow eReply to Patient Prompt For Signature Override

Req Corr - Allow Invalidate Only Is Clinical Summary

Note Properties

General

Description: TW Result Letter

Is Sub Type Parent Form: [dropdown]

Finalize Note on Save

Provider

Dictionary: Document Type

Search: Name Contains FoS Grid

Code	Name
RSLLTR_FOS	Result Letter FoS
RSNOTE_FOS	Result Note FoS

General Properties

Required Finalization Authority: Level 8 Manifestation: NOTEFORM

Required Owner Authority: Level 6 Difficulty Factor: 1.0

Workflow: Electronic Signature Security Codes

General Properties II

Display Note Icon on Schedule Prompt User to Route for Further Signature

Include in Unsigned Notes Report Is Result

Auto CC Is Letter

Allow eReply to Patient Prompt For Signature Override

Req Corr - Allow Invalidate Only Is Clinical Summary

Note Properties

General

Description: Result Letter FoS

Is Sub Type Parent Form: [dropdown]

Finalize Note on Save

Input Templates

Resident

Provider

Note Input Template Properties

Document Type: **Result Note**

Description:

Assign Specialties

Gender: Both, Male, Female

Age Range: Clear

Filter Default Note Forms by Selected Specialty

Note Attributes

Security

Finalization Authority: **Level 8**

Note Owner Authority: **Level 6**

Prompt to Route for Signature

eReply to Patient

Create Note Icon in Schedule

Permanently Lock Note when Finalized

Create Task

Referring Provider Notification on Finalization

Patient Notification Task on Finalization

Review Covered Note on Finalization

Force Amendment if:

Annotation Added

Carbon Copy Added or Edited

Encounter Changed

Note Owner Changed

Note Visibility

Visible on Saving

Visible on Initial Signing

Visible on Finalization

Note Input Template Properties

Document Type: **Result Note FoS**

Description:

Assign Specialties

Gender: Both, Male, Female

Age Range: Clear

Filter Default Note Forms by Selected Specialty

Note Attributes

Security

Finalization Authority: **Level 8**

Note Owner Authority: **Level 6**

Prompt to Route for Signature

eReply to Patient

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Force Amendment if:

Annotation Added

Carbon Copy Added or Edited

Encounter Changed

Note Owner Changed

Note Visibility

Visible on Saving

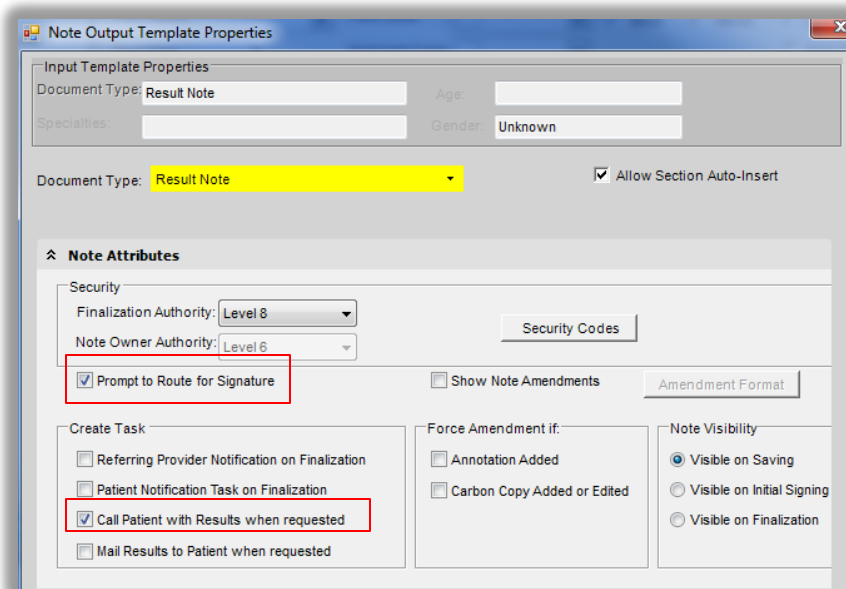
Visible on Initial Signing

Visible on Finalization

Output Templates

Result Note

Result Letter



Note Output Template Properties

Input Template Properties
Document Type: **Result Note** Age:
Specialties: Gender: **Unknown**

Document Type: **Result Note** Allow Section Auto-Insert

Note Attributes

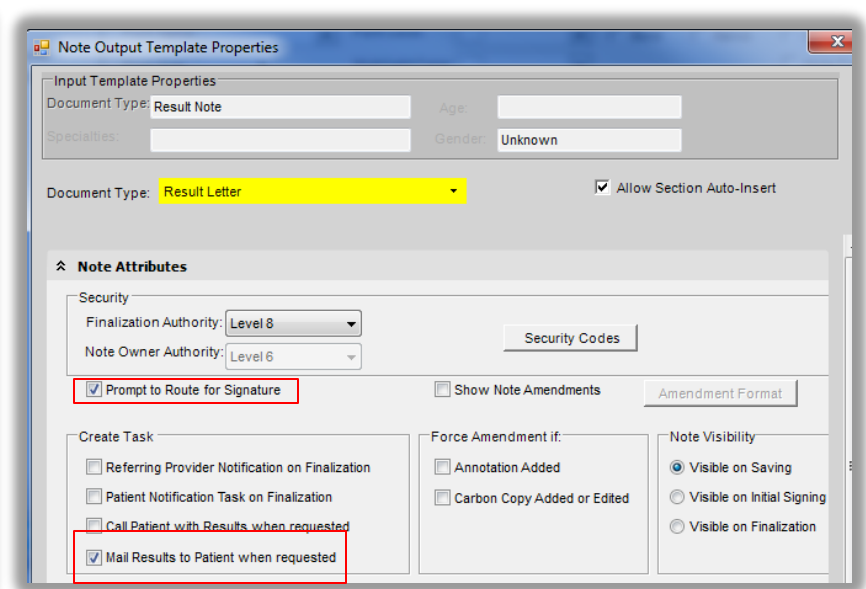
Security
Finalization Authority: **Level 8**
Note Owner Authority: **Level 6**

Prompt to Route for Signature Show Note Amendments

Create Task
 Referring Provider Notification on Finalization
 Patient Notification Task on Finalization
 Call Patient with Results when requested
 Mail Results to Patient when requested

Force Amendment if:
 Annotation Added
 Carbon Copy Added or Edited

Note Visibility
 Visible on Saving
 Visible on Initial Signing
 Visible on Finalization



Note Output Template Properties

Input Template Properties
Document Type: **Result Letter** Age:
Specialties: Gender: **Unknown**

Document Type: **Result Letter** Allow Section Auto-Insert

Note Attributes

Security
Finalization Authority: **Level 8**
Note Owner Authority: **Level 6**

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 Call Patient with Results when requested
 Mail Results to Patient when requested

Force Amendment if:
 Annotation Added
 Carbon Copy Added or Edited

Note Visibility
 Visible on Saving
 Visible on Initial Signing
 Visible on Finalization

User Set-Up

Provider

User/Provider | Allscripts | Provider

Default Site: Burlington Clinic | Profession: Physician | Preferences

Employee#: | Finalization Authority: Level 8 | Fingerprint

Credentials: M.D. | Ownership Authority: Level 8

Title: |

Password Never Expires | Force Password Change | Physician Homebase User

Electronic Workflow

Provider Detail I

Code: TWP01 | Mnemonic: TWP01 | CME Pilot: | Ordering Authority: 8

Prim. Specialty: Internal Medicine | DEA #: TW1111111 | DEA Exp: 31Jan2029

Sec. Specialty: |

Billing Provider | Schedulable | Don't Generate "Send Charge" Tasks

PCP | Secure Schedule | Show Optional Clinical Messages

Provider Detail II

Prescribing Authority Levels - DEA Schedules: II III IV V | License

Rx Supervision Required

Res. ID: TWP01 | UPIN: |

Def. CC Method: Review Task

Outbound Dictate ID: TW01 | License

Recording Format: GSM

Transcribe Difficulty: 1.0

Alt. License: |

Signature Image: |

Resident

User/Provider | Allscripts | Resident

Default Site: Burlington Clinic | Profession: Resident | Preferences

Employee#: | Finalization Authority: Level 6 | Fingerprint

Credentials: | Ownership Authority: Level 6

Title: |

Password Never Expires | Force Password Change | Physician Homebase User

Electronic Workflow

Provider Detail I

Code: TWP03 | Mnemonic: TWP03 | CME Pilot: | Ordering Authority: 6

Prim. Specialty: Internal Medicine | DEA #: TW3333333 | DEA Exp: 31Jan2029

Sec. Specialty: |

Billing Provider | Schedulable | Don't Generate "Send Charge" Tasks

PCP | Secure Schedule | Show Optional Clinical Messages

Provider Detail II

Prescribing Authority Levels - DEA Schedules: II III IV V | License

Rx Supervision Required

Res. ID: TWP03 | UPIN: |

Def. CC Method: Review Task

Outbound Dictate ID: TW03 | License

Recording Format: GSM

Transcribe Difficulty: 1.0

Alt. License: |

Signature Image: |

Provider and Resident Security

Provider Security Classification

Assigned Security Codes

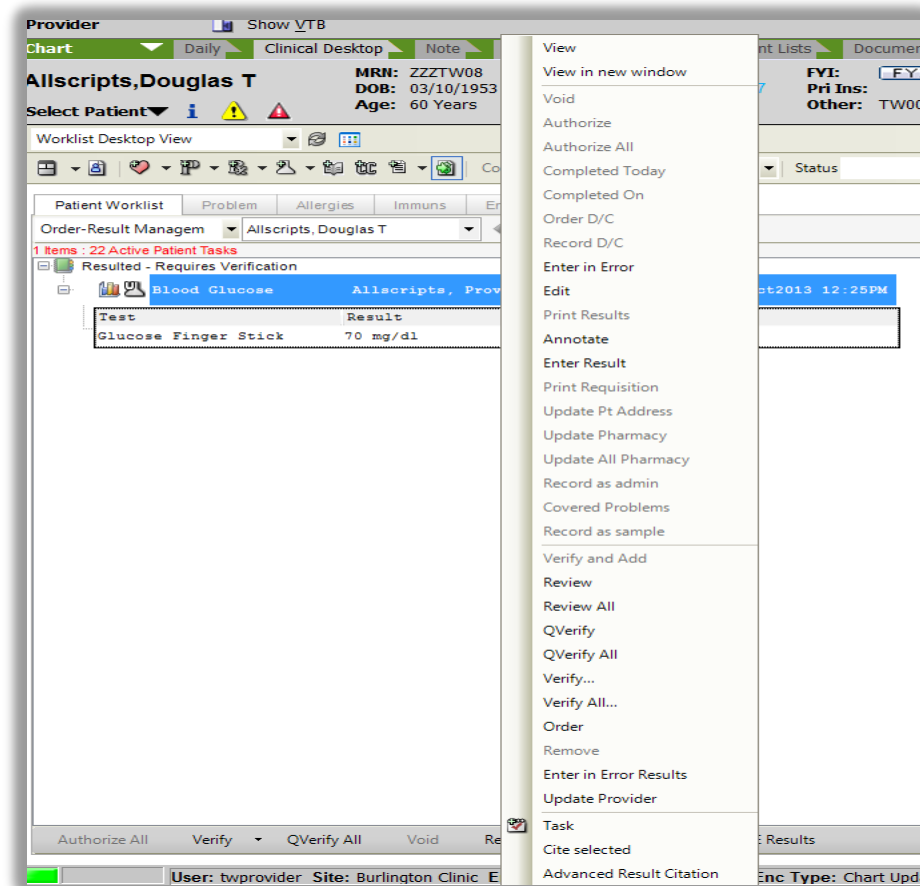
- Break Glass
- Can Prescribe
- Chart-Alert-Edit
- Chart-Alert-View
- Chart-Download
- Chart-Edit
- Chart-Print
- Chart-View
- Document-Invalidate
- Order-Edit
- Patient Profile - Edit
- Results-Edit
- Results-Invalidate
- Results-Verify

Resident Security Classification

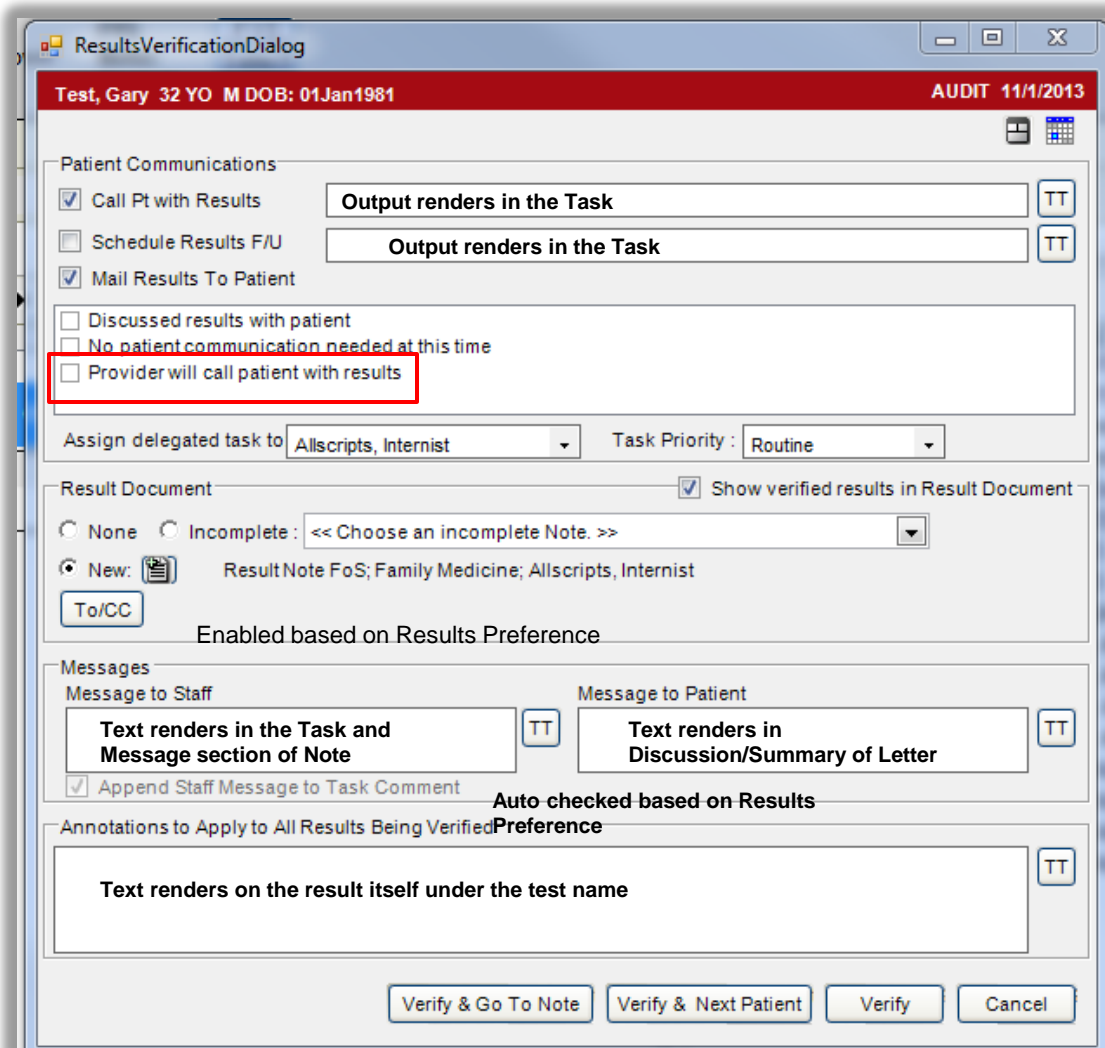
Assigned Security Codes

- Break Glass
- Can Prescribe
- Chart-Alert-Edit
- Chart-Alert-View
- Chart-Edit
- Chart-Print
- Chart-View
- Med Order Protocol
- Non-Med Order Protocol
- Order-Edit
- Results-Edit
- Results-Verify

Context Menu



Result Verification Dialog Box Details



ResultsVerificationDialog

Test, Gary 32 YO M DOB: 01Jan1981 AUDIT 11/1/2013

Patient Communications

- Call Pt with Results TT
- Schedule Results F/U TT
- Mail Results To Patient
- Discussed results with patient
- No patient communication needed at this time
- Provider will call patient with results

Assign delegated task to: Task Priority:

Result Document Show verified results in Result Document

None Incomplete: << Choose an incomplete Note. >>

New: Result Note FoS; Family Medicine; Allscripts, Internist

Enabled based on Results Preference

Messages

Message to Staff: TT

Message to Patient: TT

Append Staff Message to Task Comment **Auto checked based on Results Preference**

Annotations to Apply to All Results Being Verified

TT

Provider Verifying Results Workflow

Task List

View: **My Active Tasks**

P	D	Task	Patient	Assigned To	Created By	Created On
▲		Verify Patient Results	Allscripts,Fiona	Allscripts,Provider	Allscripts,Provider	10/23/2013 11:41



ResultsVerificationDialog

[R] Allscripts, Fiona 60 YO F DOB: 10Mar1953 Chart Update: 10/9/2013

Patient Communications

- Call Pt with Results
- Schedule Results F/U
- Mail Results To Patient
- Discussed results with patient
- No patient communication needed at this time
- Order Provider calls patient with results

Assign delegated task to: Allscripts, Provider Task Priority: Routine

Result Document Show verified results in Result Document

None Incomplete: << Choose an incomplete Note. >>

New: [New] Results Document FoS: Family Medicine; Allscripts, Provider

Messages

Message to Staff Message to Patient

Append Staff Message to Task Comment

Annotations to Apply to All Results Being Verified

Verify & Go To Note | Verify & Next Patient | Verify | Cancel

Select Patient Age: 60 Years Allergies: NKA Utner: TW009

Worklist Desktop View

Patient Worklist Problem Allergies Immuns Encounter

Order-Result Management Allscripts, Fiona

1 Items : 12 Active Patient Tasks

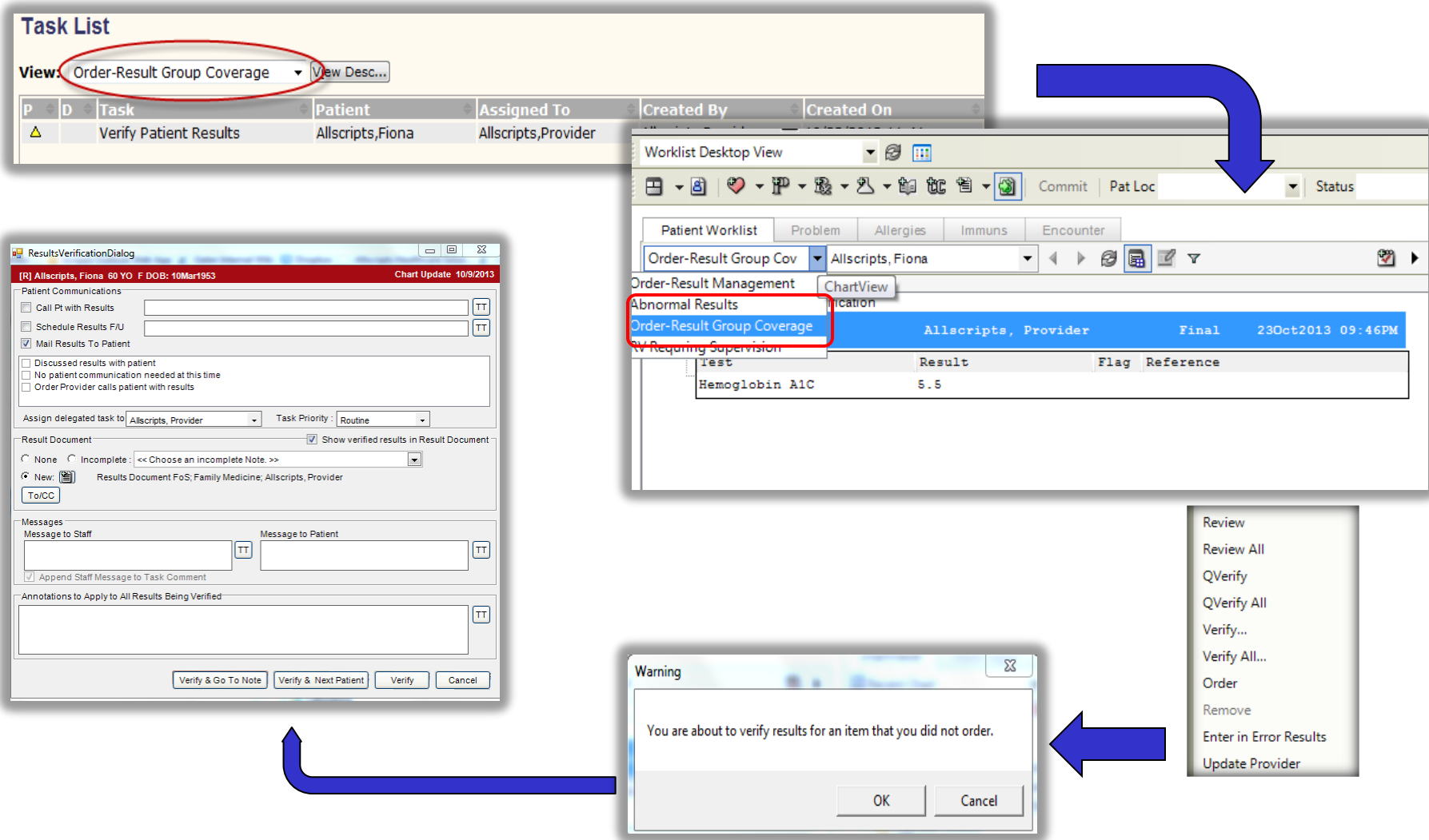
Resulted - Requires Verification

Blood Glucose	Allscripts, Provider	Final	23Oct2013 08:45PM
Test	Result	Flag	Reference
Glucose Finger Stick	178 mg/dl	A	

- Review
- Review All
- QVerify
- QVerify All
- Verify...
- Verify All...
- Order
- Remove
- Enter in Error Results
- Update Provider



Verifying Another Provider/Resident's Results Workflow



Resident Verifying Results Workflow

Task List

View: My Active Tasks [View Desc...]

P	D	Task	Patient	Assigned To	Created By	Created On
▲		Verify Patient Results	Allscripts,Fiona	Allscripts,Provider	Allscripts,Provider	10/23/2013 11:41



Select Patient [i] [▲] Age: 60 Years Allergies: NKA Other: TW009

Worklist Desktop View

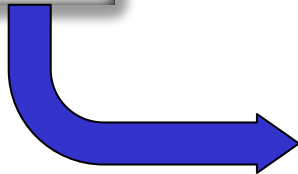
Order-Result Managem Allscripts, Fiona

1 Items : 12 Active Patient Tasks

Resulted - Requires Verification

Test	Result	Flag	Reference
Glucose Finger Stick	178 mg/dl	A	

- Review
- Review All
- QVerify
- QVerify All
- Verify...
- Verify All...
- Order
- Remove
- Enter in Error Results
- Update Provider



ResultsVerificationDialog

[R] Allscripts, Fiona 60 YO F DOB: 10Mar1963 Chart Update: 10/9/2013

Result Document: [X] Show verified results in Result Document

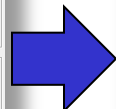
Assign delegated task to: Allscripts, Provider Task Priority: Routine

Result Document: None [X] Incomplete: << Choose an incomplete Note >>

Messages: Message to Staff [TT] Message to Patient [TT]

Annotations to Apply to All Results Being Verified [TT]

Buttons: Verify & Go To Note, Verify & Next Patient, Verify, Cancel



Task Detail - Webpage Dialog

Task Details

Task: [R] Concerning patient [R] Test,Candy

Assign To: [User] Team Task: Co-Sign Note

Priority: Routine Status: Active

Comment:

Buttons: OK, Cancel



Note

Current Meds

Verified Results

Discussion/Summary

Message

Signatures

Message: Much improved, repeat in 3 months

Buttons: Recompile, Sign, Copy Forward, Security Co

Note Signature

User Name: [wresident]

Password: []

Sig Type: Co-author

Buttons: OK, Cancel

Results Communication

Task List

View: Results Communication View Desc... Show: 25

P	D	Task	Patient	Assigned To	Created By	Created On	Status
Y		Schedule Results F/Up	Test,Sharon	Allscripts,Residents	Allscripts,Residents	10/31/2013 10:05	Active
Y		Schedule Results F/Up	Test,Test	Allscripts,Residents	Allscripts,Residents	10/31/2013 10:09	Active
Y		Call Patient with results	Test,Candy	Allscripts,Internist	Allscripts,Residents	10/28/2013 12:38	Active
Y		Call Patient with results	Test,Candy	Allscripts,Internist	Allscripts,Residents	10/28/2013 12:38	Active
Y		Call Patient with results	Test,Gary	Allscripts,Residents	Allscripts,Residents	10/30/2013 05:12	Active
Y		Call Patient with results	Test,Test	Allscripts,Residents	Allscripts,Residents	10/31/2013 10:09	Active

Note Viewer

Test, Candy 29 YO F DOB: 09Aug1984 Chart Update 10/28/2013

TW Result Note Owner: Allscripts,Residents Status: Final Previous Next

Result Note

Verified Results

Glucose Fasting		28Oct2013 11:39AM	Allscripts, Internist	
Test Name	Result	Flag	Reference	
Glucose Fasting	90 mg/dl			

Blood Culture		23Oct2013 04:34PM	Allscripts, Internist	
Test Name	Result	Flag	Reference	
Blood Culture	75			

Discussion/Summary
cxvfdxv
xzcxz

Message
dfd

Signatures
Electronically signed by : Residents Allscripts, ; Oct 28 2013 12:41PM EST (Author)

Annotate

Existing Annotations:
Oct 31 2013 10:18AM Allscripts, ClinicalStaff called pt and they were not home.

New Annotation:

Summary

Today we've demonstrated the various aspects that need to be reviewed and considered for a successful Results Verification Roll-out including:

- Configuration Preferences, Worklist, Task List, Dictionary and Note Type review, User set-up, and Security

Q&A

Questions?

- ❖ Submit questions to education@galenhealthcare.com
- ❖ Visit <http://galenhealthcare.com/calendar/> for future webcasts
- ❖ Presentation slides and complete Q&A will be posted at http://wiki.galenhealthcare.com/results_verification

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

You can contact us through our website at www.galenhealthcare.com

