

Task Creation

System Generated – automatically created based off some action taken by a user of the system

Examples:

**Verify Results
Submit Encounter Form
Sign Note**

User Generated (or Manual Tasks) – manually created by a user

Examples:

**Call Back
Follow Up
Med Renewal**

Delegated v/s Non-Delegated

A delegated task is one that is assigned to one user (such as the provider), but worked by another user or team (such as a nurse or call back team)

Delegated tasks will display in a view set up specifically to house those tasks and will not display in the users “My Active Tasks” view

Non-Delegated tasks are those that are worked by the user they are assigned to and are viewable from the user’s “My Active Tasks “ view

❖ Task Team – users that are assigned a task view in order to work specific tasks

Managing your Task Queue in the EHR

An inside look at Task Views from the perspectives of:

- ❖ **Front Desk**
- ❖ **Clinical Staff**
- ❖ **Provider**

Task Dictionaries

Associated Dictionaries:

- ❖ Task Name
- ❖ Task Priority
- ❖ Team
- ❖ Task Status

Task Administration

Task Admin:

- ❖ Manage Personal
- ❖ Personal Views
- ❖ Enterprise
- ❖ Custom Task Filters

Note Admin:

- ❖ Manage Text Templates

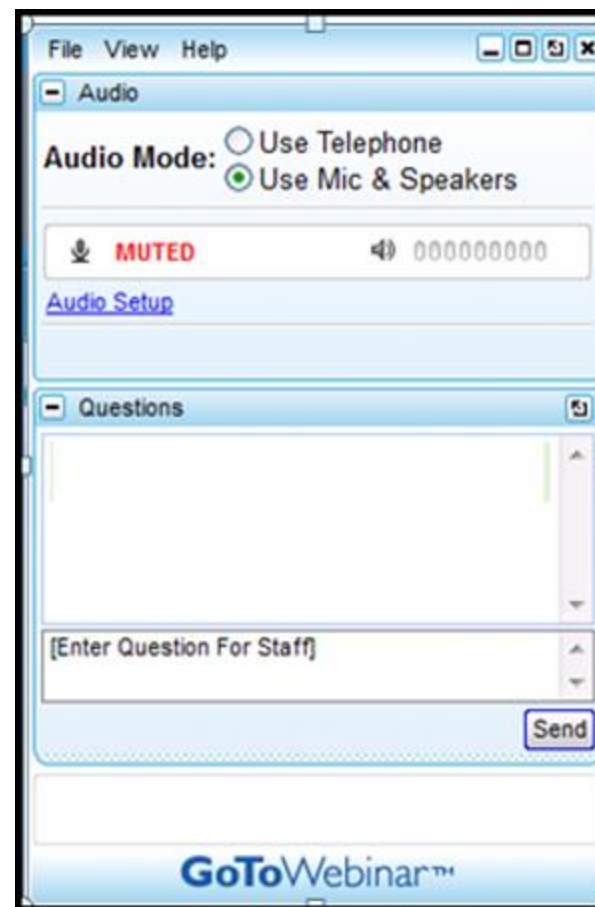
SSMT

SSMT can be used to perform various functions of task configuration:

- Create new task names in bulk and assign task views to users
- Set defaults and behaviors, including delegating, per Task Name
- Inactivate tasks, assign security codes, and set task actions
- Set priority, routine and overdue dates in days, hours or minutes

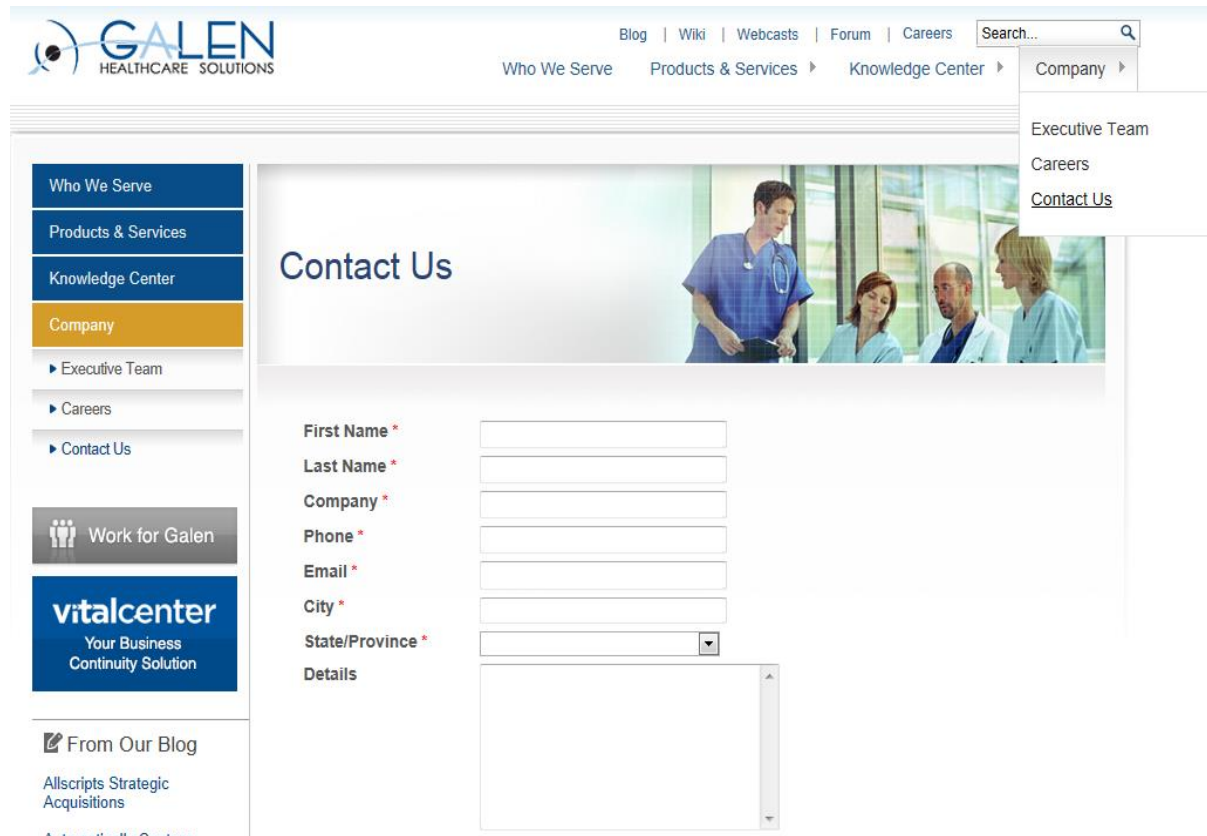
SSMT also comes in handy if you need to perform an audit or housekeeping on the users that have access to certain views.

Q & A



<http://wiki.galenhealthcare.com/Webcasts>

Thank you for joining us today. For additional assistance contact us through our website at www.galenhealthcare.com



The screenshot displays the Galen Healthcare Solutions website interface. At the top left is the Galen logo. The navigation menu includes 'Who We Serve', 'Products & Services', 'Knowledge Center', and 'Company'. A search bar is located in the top right. The 'Company' dropdown menu is open, showing 'Executive Team', 'Careers', and 'Contact Us'. The main content area is titled 'Contact Us' and features a photograph of healthcare professionals. Below the photo is a contact form with the following fields: 'First Name *', 'Last Name *', 'Company *', 'Phone *', 'Email *', 'City *', and 'State/Province *'. A 'Details' section is also present. On the left sidebar, there are links for 'Who We Serve', 'Products & Services', 'Knowledge Center', and 'Company', along with 'Executive Team', 'Careers', and 'Contact Us'. A 'Work for Galen' button and a 'vitalcenter' logo are also visible. The bottom right corner of the page features the 'vitalcenter' logo and the Galen logo.