

Health PEI

CLINICAL INFORMATION SYSTEMS

Results Call Back

Training Manual

Overview of the Results Callback

The Results Callback worklist tracks patients requiring follow-up, pushes clinical information from the encounter to the user, and improves communication between all of the clinicians involved in the callback process.

Results Callback

My populations

Facility

Nurse units

Select a Population

Baseline West Medical Center

ED

Update List

Callback List (19)Completed Callbacks

Patient Name	Result	Status	Comment	Last Update	
GEORGE, OLIVIA	Hct (37.0-47.0) %	! 19.2 36 D	No Status Found	No Comment Found	--
WORT, TIFFANY	Calcium Lvl (9.0-10.6) mg/dL	! 45.0 21 D	No Status Found	No Comment Found	--
LOPEZ, MEREDITH	RBC (3.80-4.80) x10 ¹² /mm ³	! 5.10 52 H	No Status Found	No Comment Found	--
LOPEZ, MEREDITH	RBC (3.80-4.80) x10 ¹² /mm ³	! 5.10 52 H	No Status Found	No Comment Found	--
LOPEZ, MEREDITH	Creatinine Lvl (0.7-1.2) mg/dL	! 0.6 52 H	No Status Found	No Comment Found	--
THALLEY, NATASHA	Chlamydia Culture Final	GNR 538 D	Called and Left Message	No Comment Found	4 Days ago
BRADLEY, MARGARET	Sputum Culture Complete	Strone 540 D	Called and Left Message	No Comment Found	14 Hours 6 Minutes ago
THIBODEAUX, JAMES	Sputum Culture Complete	MRSA 78 D	Called and Left Message	No Comment Found	1 Day ago
ALI, EMAN	Urine Culture Complete	EC 353 D	Patient Letter Sent.	No Comment Found	7 Days ago
WALKER, THOMAS A	Glucose Lvl (70-100) mg/dL	! 453 385 D	Patient Letter Sent.	No Comment Found	7 Days ago
LUCAS, DEMARIUS	Hgb (13.0-17.0) %	! 6.5 534 D	Completed callback in error	No Comment Found	7 Days ago
WATTS, MONICA	Urine Culture Complete	EC0157 29 D	Reviewed by Provider	No Comment Found	13 Hours 50 Minutes ago
PETERSON, PERCY	CO2 (23.0-29.0) mmol/L	! 21.0 154 D	Callback incomplete. Moved back to callback list	No Comment Found	13 Hours 43 Minutes ago
WORT, TIFFANY	Hct (37.0-47.0) %	! 19.3 181 D	Callback incomplete. Moved back to callback list	No Comment Found	13 Hours 42 Minutes ago
FRY, DAVID	WBC (4.0-11.0) x10 ³ /mm ³	! 14.5 289 D	Callback incomplete. Moved back to callback list	No Comment Found	13 Hours 42 Minutes ago
LONG, JASMINE	RBC (3.80-4.80) x10 ¹² /mm ³	! 5.10 186 D	Callback incomplete. Moved back to callback list	No Comment Found	13 Hours 42 Minutes ago
DAVIS, OLIVIA	Blood Glucose, Capillary (70-100) mg/dL	! 33 83 D	Callback incomplete. Moved back to callback list	No Comment Found	13 Hours 42 Minutes ago
GOFORTH, THOMAS	Creatinine Lvl (0.6-1.2) mg/dL	! 0.7 27 D	Callback incomplete. Moved back to callback list	No Comment Found	13 Hours 42 Minutes ago

Tasks

Setting up Worklists

The first time you sign in to the Results Callback worklist, you must set up the locations that you want to work from before any worklists are displayed. You can update and add locations at any time.

Complete the following steps to set up worklists in the Results Callback worklist:

1. From the Facility list, select the facilities for which you are completing callbacks.
2. Click **Submit**.
3. From the Nurse Units list, select the associated nursing units for which you are completing callbacks. Only nursing units with defined worklists are displayed.
4. Click **Update List** to refresh the page. The qualifying worklists are displayed.

Reviewing the Worklist

Complete the following steps to review a worklist for a patient using the Results Callback worklist:

1. Open the Results Callback worklist. The following information is displayed:
 - Patients not yet viewed by a clinician are displayed at the top of the list with their names in bold font.
 - The Result column displays the results that qualify for the list.

Note

Only one result is displayed directly in the worklist. If multiple results for that patient qualify for the worklist, then the most critical result is displayed in the worklist view. The remaining results are displayed in the Follow-Up dialog box.

- The Status column displays the last action performed.
- The Comment column allows you to communicate with other users.
- The Last Update column displays the time since the last action was taken.

Note

The list is sorted automatically by new patients (in bold), then by patients with a critical result, then by the time since a callback action was documented with the longest time displayed toward the top. In the Provider view, patients who require provider review are sorted to the top, with subsequent items sorted.

2. Select a patient's name to open the patient's chart.
3. Click the **arrow** next to the patient's name to open the Callbacks dialog box.

Results Callback

Criteria Lists: Results Follow Up, Facilities: Baseline West M

Callback List (13) | Completed Callbacks

Patient Name

JOHNSON, ELIZABETH	>
MASON, JEREMY	>
JAMES, OLIVER	>
FREDERICK, MARY	>
FREY, JUNE	>
QUANDT, HAYDEN	>
STEVENS, CYNTHIA	<
TILLEY, CHARLEY	>
MADDEN, JOHN - JOHNNY	>
CONWELL, LYDIA	>
JENKINS, MATTHEW	>
KAHN, ALBIN	>

STEVENS, CYNTHIA ** Allergies ** 68 years Female DOB: 01/14/1950 Weight: Preferred Language: English

Blood Culture Collected : 10/08/2017 14:07 Staph Complete Body site : Specimen Type : Blood 10/08/2017 17:43

Callbacks | Protocols

Home Phone: Cell Phone: Work Phone: PCP : Reiling MD, Nora

☐ No Answer
☐ Left Message
☐ Patient Contacted

☐ Provider Review Required
 ☐ No further action required
 Cancel Letter Sign

01/09/2018 12:34 (Andry RN, Ashley)	Provider Review Required
11/30/2017 17:19 (Andry MD, Mary)	Reviewed by Provider, Called and Left Message
10/09/2017 19:02 (Duethman, Andy)	Reviewed by Provider, Called, No Answer patient did not answer

Note

The demographics bar for deceased patients is displayed in black. This helps to ensure that unnecessary calls are not made to the patient's family.

LUCAS, DEMARIUS ** Patient Deceased **

** Allergies ** 25 Years Male Weight: DOB: 04/21/1990 MRN: 00003590 FIN: 000009458 Preferred Language:

X

- Click **Update List** to display new patients that may have qualified for the worklist since the page was last opened.

Reviewing Encounter Information

Clinical, encounter, and histories information is displayed to the right of the Callbacks tab. This eliminates the need to open the patient's chart for this information.

STEVENS, CYNTHIA
 ** Allergies ** 68 years Female DOB: 01/14/1950 : : Weight: Preferred Language: English

Blood Culture Collected : 10/08/2017 14:07 Staph Complete Body site : Specimen Type : Blood 10/08/2017 17:43

Home Phone	Cell Phone	Work Phone	PCP : Reiling MD, Nora
--	--	--	--

☐ No Answer
☐ Left Message
☐ Patient Contacted

☐ Provider Review Required
 ☐ No further action required

Date/Time	Provider	Status	Comments
01/09/2018 12:34 (Andry RN, Ashley)	Provider Review Required		
11/30/2017 17:19 (Andry MD, Mary)	Reviewed by Provider, Called and Left Message		
10/09/2017 19:02 (Duethman, Andy)	Reviewed by Provider, Called, No Answer	patient did not answer	

Encounter Date and Location
 10/08/2017
 Baseline West Medical Center - ED

Discharge Disposition
 Long Term Care Hospital

Encounter Diagnostics
 Blood Culture

Problems
 Acute pain, Anxiety, At risk for falls, At risk for injury, At risk of venous thromboembolus, Fall, Hip fracture, left

Encounter Provider
 No Results Found

Allergies
 Peanuts

Discharge Diagnosis
 Fever presenting with conditions classified elsewhere

Encounter Treatment
 No Results Found

Discharge Medications
 linezolid (linezolid 100 mg/5 mL oral liquid)
 400 mg = 20 mL, Oral, q12hr, X 10 days, # 450 mL, 0 Refill(s), 10/18/17 17:33:00 CDT, Powder-Recon, Pharmacy OP Main
 azithromycin (azithromycin 250 mg oral tablet)
 = 1 packet, Oral, Once, as directed on package labeling, # 6 tab, 0 Refill(s), 10/08/17 14:09:00 CDT, Tab, Pharmacy OP Main

Home Medications
 Reviewed by: Gaidry MD, Emily on 10/08/2017
 famotidine (Pepcid 20 mg oral tablet)
 20 mg = 1 tabs, Oral, BID, 0 Refill(s), Tab, Pharmacy OP Main

Entering Follow-Up Status and Comments

As you complete callback actions, you can update the status and enter comments directly from the Callbacks tab. These entries are viewable to other users working from the list. When multiple users are completing callbacks, this functionality helps to eliminate duplicate work and keeps everyone up-to-date on callback activity. These statuses also are saved to the patient's chart for visibility after follow-up is complete, and the patient is no longer displayed on the worklist.

Complete the following steps in the Callbacks tab to update the follow-up status and add comments:

1. Select the appropriate status option (No Answer, Left Message, or Patient Contacted).
2. Enter your comments in the comments box.
3. Click **Sign**. The status updates and comments are displayed in the time-stamped log below the Callbacks tab. You can also view the log in the patient chart.

Notes

Thursday, October 30, 2014 - Tuesday, April 19, 2016 : 7 out of 7 documents are accessible. (Admission - Current) In Error Documents Filtered

October 30, 2014
November 18, 2015
12:32 PM CST ED Note-Physician Powers, Stan B - "Results Callback"

*** Final Report ***

11/18/2015 12:32 (Powers, Stan B)	No further action required
10/12/2015 14:50 (Jones MD, Emily)	Reviewed by Provider, Called, No Answer
10/11/2015 13:25 (C_Philips RN, Ron)	Provider Review Required, Called and Left Message Left message for patient to call, need to talk to Doc about this patient.
10/10/2015 13:08 (Jones RN, Erica)	Called and Left Message
02/16/2015 11:38 (Lindsey MD, Leslie)	Reviewed by Provider, Called and Left Message
11/04/2014 10:17 (McCall MD, Phyllis)	Reviewed by Provider, Called, No Answer
10/30/2014 11:10 (Jones MD, Emily)	Patient Letter Sent.

Result type: ED Note-Physician
Result date: November 18, 2015 12:32 PM CST
Result status: Auth (Verified)
Result title: Results Callback
Performed by: Powers, Stan B on November 18, 2015 12:32 PM CST
Encounter info: 000009061, Baseline West Medical Center, Emergency, 10/30/2014 - 10/30/2014

By type
By status
By date
Performed by
By encounter

Flagging Patients for Provider Review

Complete the following steps to flag patients for provider review in the Callbacks tab:

1. If a callback requires review by a provider, select the **Provider Review Required** check box in the Callbacks tab.
2. Click **Sign**. The patient name is displayed at the top of the provider worklist with a status of **Provider Review Required**. Once a provider opens the Callbacks tab for the patient, the status is updated to **Reviewed by Provider**.

Results Callback

Facility: Baseline East Medical Center, Baseline... Nurse units: BE ED, ED Update List

Callback List (22) Completed Callbacks

Patient Name	Result	Status	Comment	Last Update
DUPONT, FELIX Z	Blood Glucose, Capillary (74-106) mg/dL ↑121 299 D	Provider Review Required	No Comment Found	336 Days ago
FRY, DAVID	WBC (4.0-11.0) x10 ³ /mL ↑14.5 288 D	Provider Review Required	No Comment Found	63 Days ago
MARTINEZ, JUAN	Wound Culture Complete MRSA 543 D	Reviewed by Provider	No Comment Found	420 Days ago
BRADLEY, MARGARET	Sputum Culture Complete Strone 543 D	Reviewed by Provider	Will call patient back tomorrow.	336 Days ago
THALLEY, NATASHA	Chlamydia Culture Final GNR 537 D	Reviewed by Provider	No Comment Found	428 Days ago
KOBAYASHI, YURI	Hgb (12.0-16.0) % ↓8.9 536 D	Reviewed by Provider	No Comment Found	344 Days ago
DEWEY, ROBERT	Beta Hemolytic Strepto... Final Streo A 536 D	Reviewed by Provider	No Comment Found	400 Days ago
LUCAS, DEMARIUS	Hgb (13.5-17.0) % ↑6.5 534 D	Reviewed by Provider	Patient made aware. NH	454 Days ago
MURRAY, DAVE	Troponin-I (0.00-0.03) ng/mL ! 0.30 398 D	Patient Letter Sent.	No Comment Found	398 Days ago
JOHNSON, ROBERT	Hgb (13.5-17.0) % ↓12.2 377 D	No Status Found	No Comment Found	--
CLARK, AUGUST	Glucose Fasting (80-120) mg/dL ↑200 376 D	Reviewed by Provider	No Comment Found	344 Days ago
ALI, EMAN	Urine Culture Prostatectomy EC 352 D	No Status Found	No Comment Found	--

Sending Patient Letters

Complete the following steps to send patient letters from the Results Callback worklist:

1. Click **Letter** in the Callbacks tab. The Create Letter dialog box in Message Center opens.
2. Complete the message details, then click **Add Results** to display the applicable results.

Create Letter

Task: Edit

LUCAS, DEMARIUS
Allergies: No Known Allergies

Subject: **Letter - Normal Results** Save As: **Patient Letter** [Launch Orders](#)

Patient Message

Arial 10

Thank you for choosing us for your health care. Below is the results of your recent testing. For any questions please contact us using the information provided above.

Results [Add Results](#)

Result Name	☒ Current Result	Date	☒ Previous Result	Date	Previous Result	Date	Normal Range
☒ Other Results Available To Include							
Hgb (%)	☒ 6.5	11/2/2014					13.5 - 17.0

Action Pane

☐ Print Now ☒ Do Not Print Now

Additional Forward Action: **Print** To: (Limit 5) [PDF](#)

Comments: (Limit 255)

*Not Printed On Letter

OK Cancel Preview

Moving a Patient to the Completed Callbacks List

Once callback activities are completed and the patient no longer needs to be tracked on the worklist, you can move patients to the Completed Callbacks list. The patient remains on the Completed Callbacks list for a designated amount of time before automatically being removed from the list. This allows clinicians to move patients back to the Callback list if something comes up. It also provides an easy way to access patient information for patients who were just contacted. Cerner recommends keeping patients on the Completed Callbacks list for 24 hours.

Complete the following steps to move patients to the Completed Callbacks list:

1. Select the **No Further Action Required** check box in the Callbacks tab. The patient is displayed in the Completed Callbacks list. Patients are removed from this list automatically after a certain number of activities are logged as designated by your organization.

The screenshot shows the 'Results Callback' interface. At the top, there are dropdown menus for 'Facility' (Baseline East Medical Center, Baseline...) and 'Nurse units' (BE ED, ED), with an 'Update List' button. Below these, there are two tabs: 'Callback List' and 'Completed Callbacks (4)'. The 'Completed Callbacks (4)' tab is selected and highlighted with a red box. Below the tabs is a table with the following data:

Patient Name	Result	Status	Comment	Last Update
THALLEY, NATASHA	Chlamydia Culture Final	GNR 337 D Reviewed by Provider	No Comment Found	48 Seconds ago
HARRIS, MARGARET	HDL (27-67) mg/dL	↑130 360 D Patient Letter Sent	No Comment Found	22 Seconds ago
WORT, TIFFANY	Hct (37.0-47.0) %	!19.6 308 D Reviewed by Provider	No Comment Found	16 Seconds ago
ABAR, DENNIS	Glucose Random (80-120) mg/dL	!>520 309 D Patient Letter Sent	No Comment Found	9 Seconds ago

2. If a patient was moved to the list in error, or if additional follow-up is needed, select the **Mark Callback Incomplete** or **Completed Callback in Error** option. The patient is moved back to the Callback list.

Creating Populations

If you manage callbacks for multiple facilities and nursing units, you may want to save combinations of locations as a population. This prevents you from selecting the various facilities and nursing units every time you want to view a different set of locations.

Complete the following steps to save a location as a population in the Results Callback workflow:

1. From the menu in the upper-right corner, select **Save Population As**.



2. Enter the population name.

3. Click **Create**. Your population is displayed in the My Populations list.

Results Callback

My populations	Facility	Nurse units
Select a Population ▾ --- West Region East Region	Baseline East Medical Center, Baseline... ▾	BE ED, ED ▾