

# 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 Select a Population		Facility Baseline West Medical Center	Nurse units ED		
Update List					
Callback List (19) <span style="float: right;">Completed Callbacks</span>					
Patient Name	Result	Status	Comment	Last Update	
GEORGE, OLIVIA	Hct (37.2-47.0) % <b>! 19.2</b> 36 D	No Status Found	No Comment Found	--	
WORT, TIFFANY	Calcium Lvl (9.2-10.6) mg/dL <b>! 45.0</b> 23 D	No Status Found	No Comment Found	--	
LOPEZ, MEREDITH	RBC (3.86-4.80) x10 <sup>12</sup> /mcL <b>! 5.10</b> 52 M	No Status Found	No Comment Found	--	
LOPEZ, MEREDITH	RBC (3.86-4.80) x10 <sup>12</sup> /mcL <b>! 5.10</b> 52 M	No Status Found	No Comment Found	--	
LOPEZ, MEREDITH	Creatinine Lvl (0.7-1.2) mg/dL <b>! 0.6</b> 52 M	No Status Found	No Comment Found	--	
THALLEY, NATASHA	Chlamydia Culture Final <b>GNR</b> 538 D	Called and Left Message	No Comment Found	4 Days ago	
BRADLEY, MARGARET	Sputum Culture Complete <b>Strone</b> 543 D	Called and Left Message	No Comment Found	14 Hours 6 Minutes ago	
THIBODEAUX, JAMES	Sputum Culture Complete <b>MRSA</b> 78 D	Called and Left Message	No Comment Found	1 Day ago	
ALL, EMAN	Urine Culture Complete <b>EC</b> 353 D	EC 353 D  Patient Letter Sent.	No Comment Found	7 Days ago	
WALKER, THOMAS A	Glucose Lvl (70-100) mg/dL <b>! 453</b> 358 D	EC 358 D  Patient Letter Sent.	No Comment Found	7 Days ago	
LUCAS, DEMARIUS	Hgb (13.8-19.0) % <b>! 6.5</b> 534 D	Completed callback in error	No Comment Found	7 Days ago	
WATTS, MONICA	Urine Culture Complete <b>EC0157</b> 29 D	Reviewed by Provider	No Comment Found	13 Hours 50 Minutes ago	
PETERSON, PERCY	CO2 (23.8-29.0) mmHg <b>! 21.0</b> 154 D	Callback incomplete. Moved back to callback list	No Comment Found	13 Hours 43 Minutes ago	
WORT, TIFFANY	Hct (37.2-47.0) % <b>! 19.3</b> 181 D	Callback incomplete. Moved back to callback list	No Comment Found	13 Hours 42 Minutes ago	
FRY, DAVID	WBC (4.8-11.0) x10 <sup>3</sup> /mcL <b>! 14.5</b> 289 D	Callback incomplete. Moved back to callback list	No Comment Found	13 Hours 42 Minutes ago	
LONG, JASMINE	RBC (3.86-4.80) x10 <sup>12</sup> /mcL <b>! 5.10</b> 186 D	Callback incomplete. Moved back to callback list	No Comment Found	13 Hours 42 Minutes ago	
DAVIS, OLIVIA	Blood Glucose, Capillary (74-126) mg/dL <b>! 33</b> 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 <b>! 0.7</b> 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.

The screenshot displays a patient list on the left and a detailed view for STEVENS, CYNTHIA on the right. The patient's name is highlighted in a red box in the list. The detailed view shows contact information, a 'Callbacks' tab with radio buttons for 'No Answer', 'Left Message', and 'Patient Contacted', and a table of call history.

Date/Time	Action	Notes
01/09/2018 12:34	Provider Review Required	(Andry RN, Ashley)
11/30/2017 17:19	Reviewed by Provider, Called and Left Message	(Andry MD, Mary)
10/09/2017 19:02	Reviewed by Provider, Called, No Answer	(Duethman, Andy) 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.



4. 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

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, # 5 tab, 0 Refill(s),  
 10/08/17 14:09:00 CDT, Tab, Pharmacy OP Main

Home Medications  
 Reviewed by: Guldry 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

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

## 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 <b>↑121</b> 299 D	<input checked="" type="checkbox"/> Provider Review Required	No Comment Found	336 Days ago
FRY, DAVID	WBC (4.0-11.0) x10 <sup>3</sup> /mL <b>↑14.5</b> 288 D	<input checked="" type="checkbox"/> 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) % <b>↓8.9</b> 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) % <b>↑6.5</b> 534 D	Reviewed by Provider	Patient made aware. NH	454 Days ago
MURRAY, DAVE	Troponin-I (0.00-0.03) ng/mL <b>! 0.30</b> 398 D	<input type="checkbox"/> Patient Letter Sent.	No Comment Found	398 Days ago
JOHNSON, ROBERT	Hgb (13.5-17.0) % <b>↓12.2</b> 377 D	No Status Found	No Comment Found	--
CLARK, AUGUST	Glucose Fasting (80-120) mg/dL <b>↑200</b> 376 D	Reviewed by Provider	No Comment Found	344 Days ago
ALI, EMAN	Urine Culture <b>EC</b> 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	<input checked="" type="checkbox"/> Current Result	Date	<input checked="" type="checkbox"/> Previous Result	Date	Previous Result	Date	Normal Range
<input checked="" type="checkbox"/> Other Results Available To Include							
Hgb (%)	<input checked="" type="checkbox"/> 6.5	11/2/2014					13.5 - 17.0

Action Pane

Print Now  Do Not Print Now

Additional Forward Action: Print To: (Limit 5)

Comments: (Limit 255)

\*Not Printed On Letter

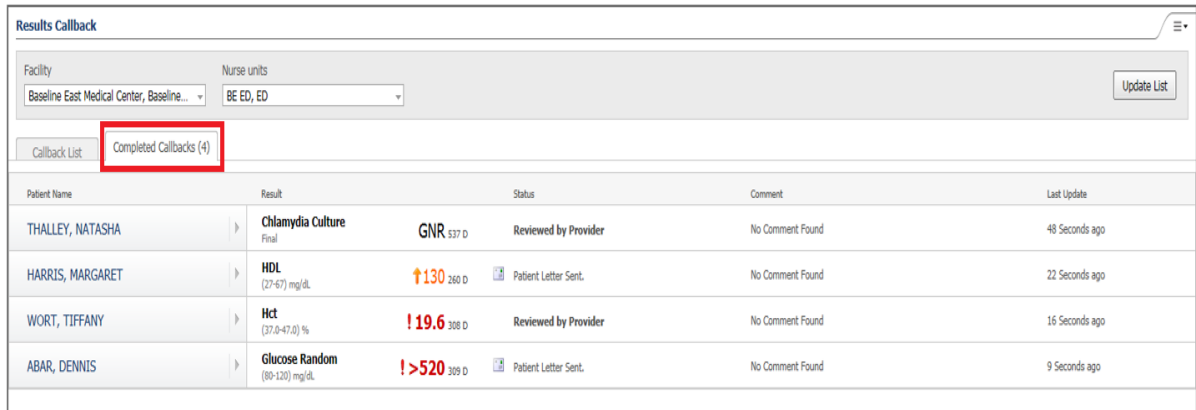
OK Cancel Preview

## 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.



Facility	Nurse units	Update List			
Baseline East Medical Center, Baseline...	8E ED, ED	Update List			
Callback List	<b>Completed Callbacks (4)</b>				
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

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My populations	Facility	Nurse units
<div data-bbox="305 422 662 464">Select a Population ▾</div> <div data-bbox="305 464 662 619">--- West Region East Region</div>	Baseline East Medical Center, Baseline... ▾	BE ED, ED ▾