Health PEI

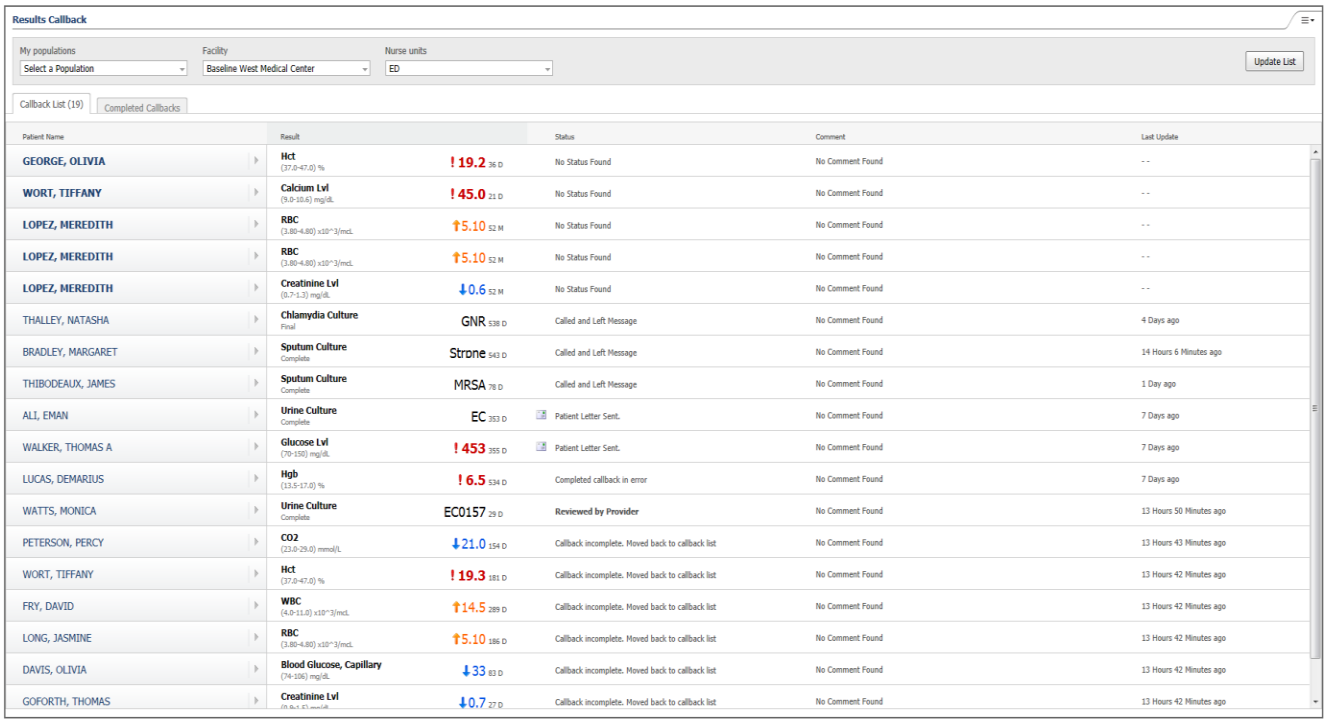
CLINICAL INFORMATION SYSTEMS

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.



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

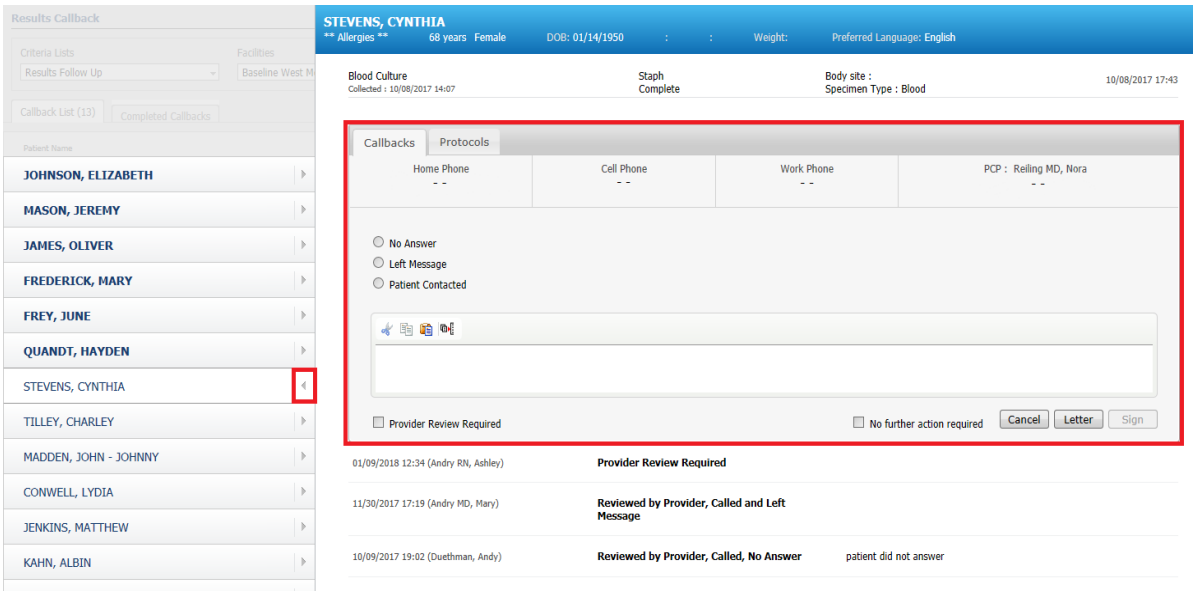
      Only one result is displayed directly in the worklist. If multiple results for that patient qualify for the worklist, then the most critical result is displayed in the worklist view. The remaining results are displayed in the Follow-Up dialog box.

    - 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

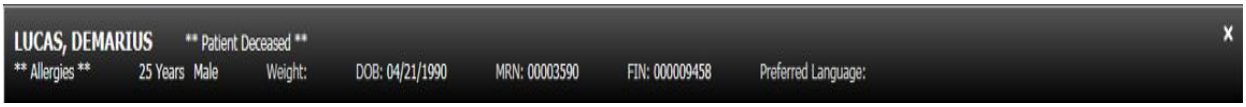
      The list is sorted automatically by new patients (in bold), then by patients with a critical result, then by the time since a callback action was documented with the longest time displayed toward the top. In the Provider view, patients who require provider review are sorted to the top, with subsequent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



Note

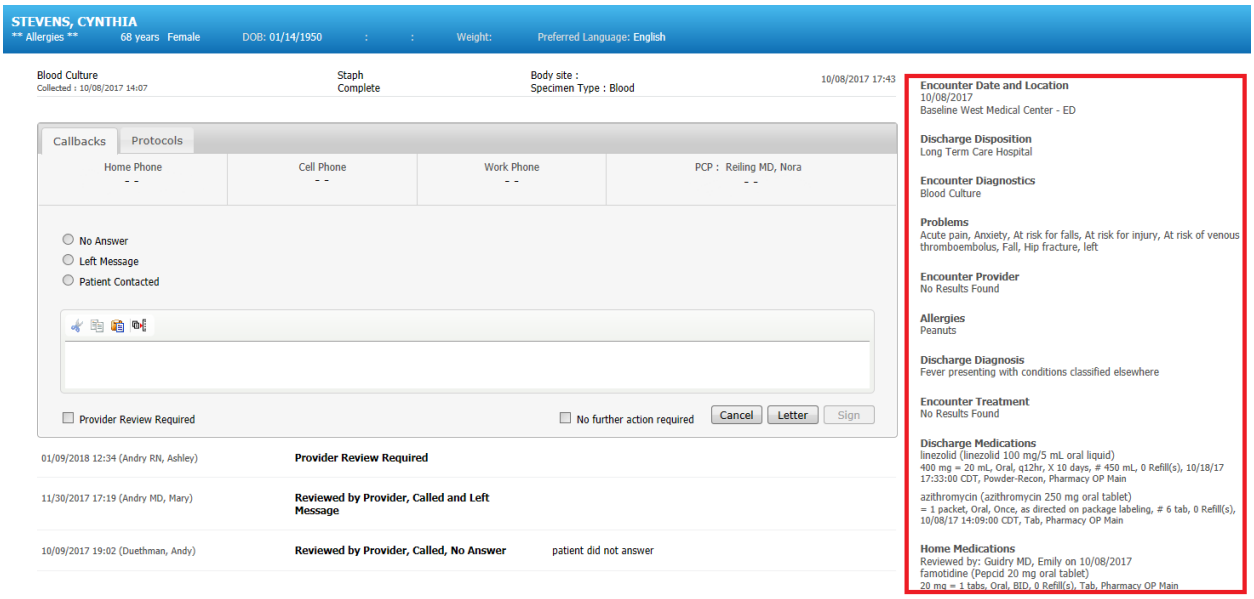
The demographics bar for deceased patients is displayed in black. This helps to ensure that unnecessary calls are not made to the patient's family.



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.

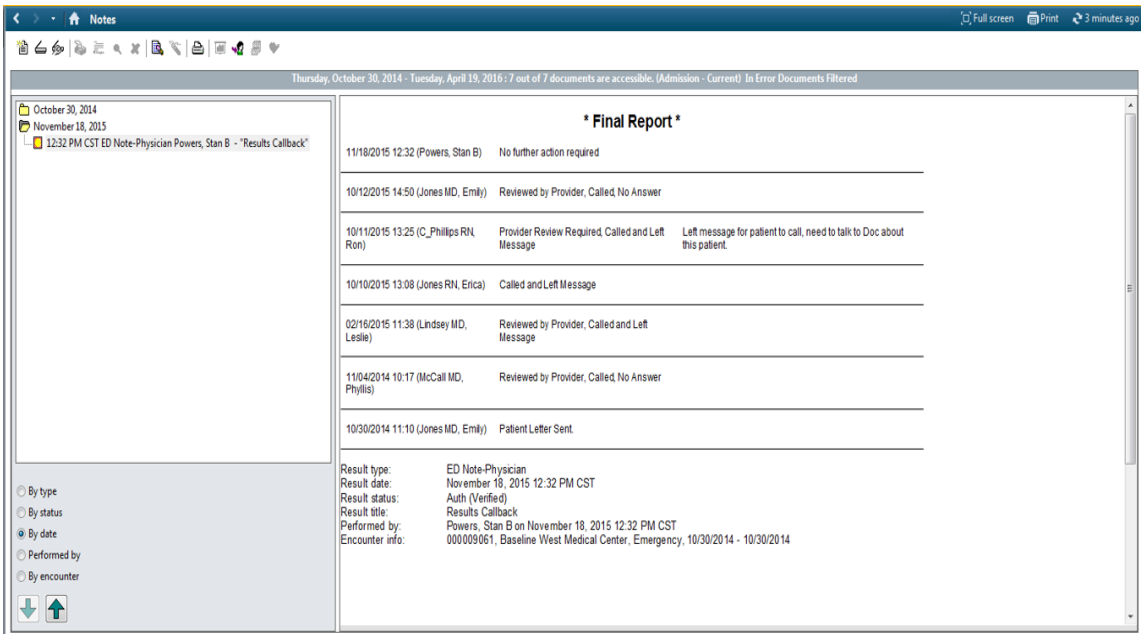


Entering Follow-Up Status and Comments

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:

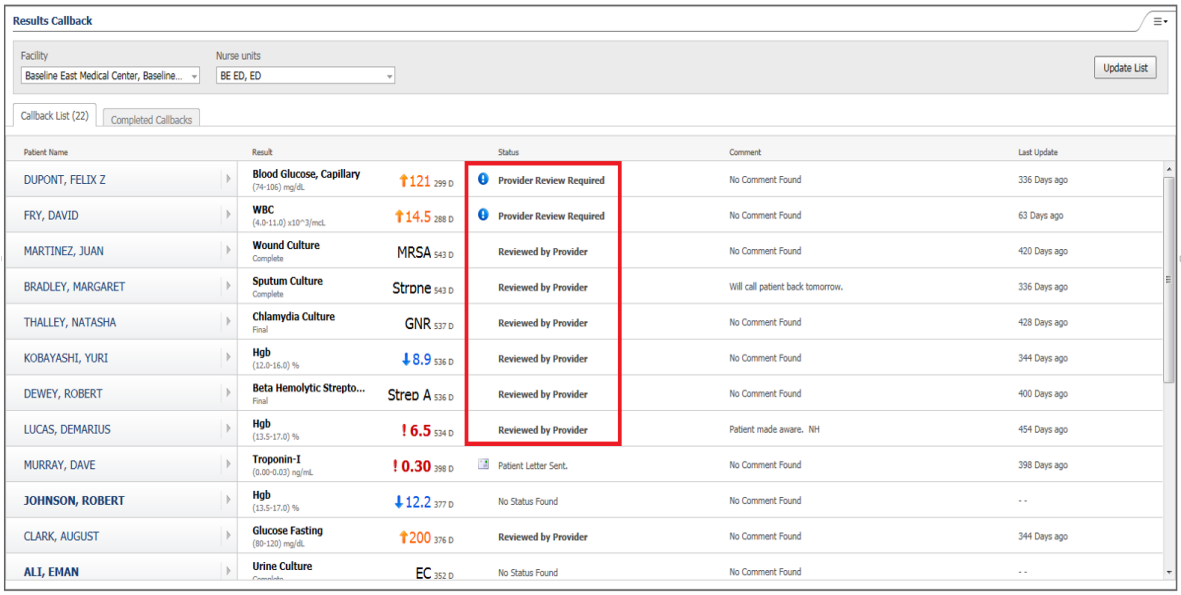
1. Select the appropriate status option (No Answer, Left Message, or Patient Contacted).
2. Enter your comments in the comments box.
3. Click **Sign**. The status updates and comments are displayed in the time-stamped log below the Callbacks tab. You can also view the log in the patient chart.



Flagging Patients for Provider Review

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

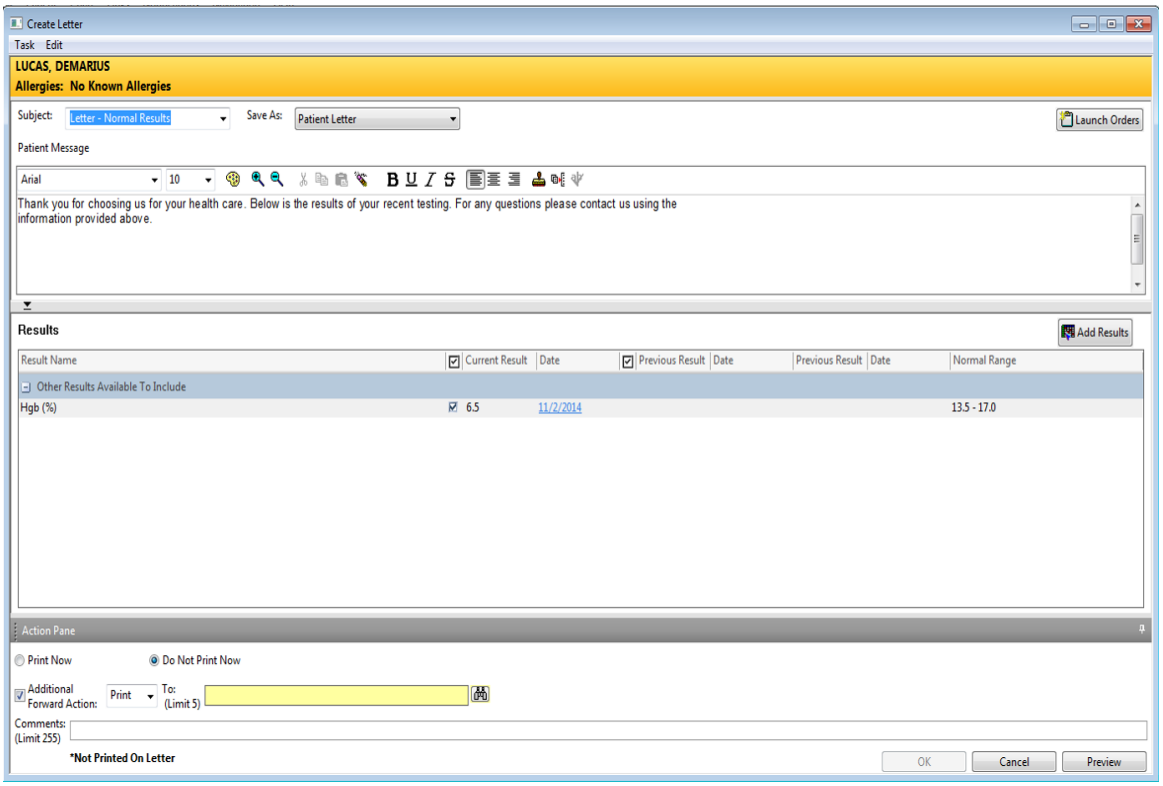
1. If a callback requires review by a provider, select the **Provider Review Required** check box in the Callbacks tab.
2. Click **Sign**. The patient name is displayed at the top of the provider worklist with a status of **Provider Review Required**. Once a provider opens the Callbacks tab for the patient,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



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.

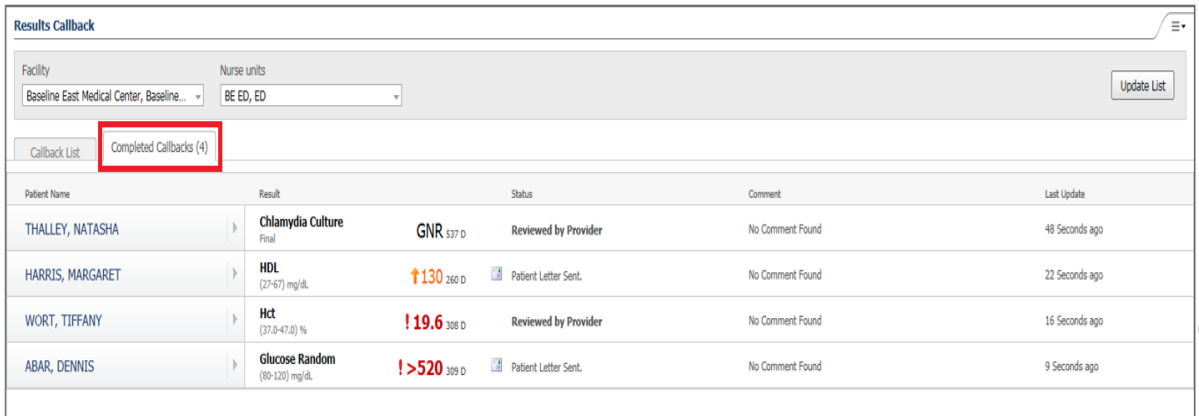


Moving a Patient to the Completed Callbacks List

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.



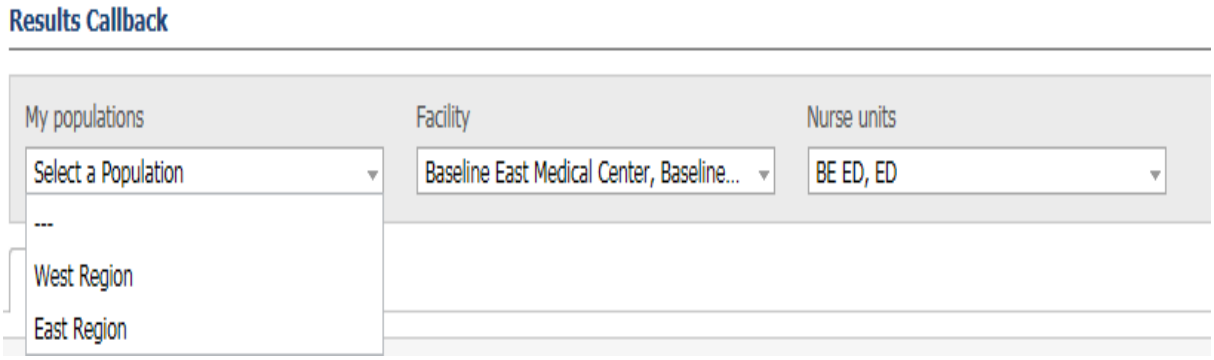
2. If a patient was moved to the list in error, or if additional follow-up is needed, select the **Mark Callback Incomplete** or **Completed Callback in Error** option. The patient is moved back to the Callback list.

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 worklist:

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.