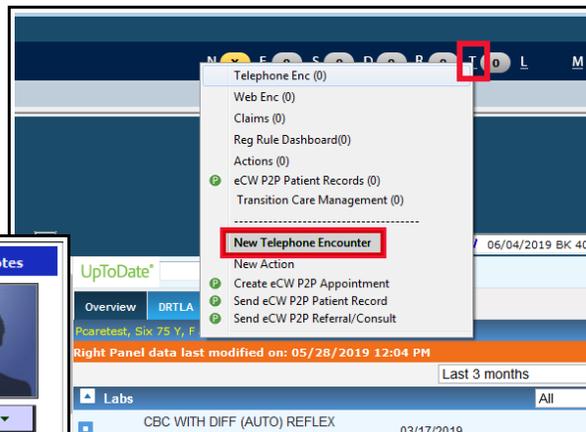


Telephone Encounters in ECW 11

Telephone encounters are used to address patient issues outside of an appointment: prescription refills, phone calls with patients, some communications with other providers, documentation of attempts to contact the patient for some reason (often used by GI when trying to book a follow-up colonoscopy) – and whatever else makes sense to you to document outside of a face-to-face visit.

You can start a new telephone encounter (TE) from the “T” jellybean or from the Hub. When started by clicking ON the “T”, no patient is selected, and you must search to find the patient to associate with the TE.

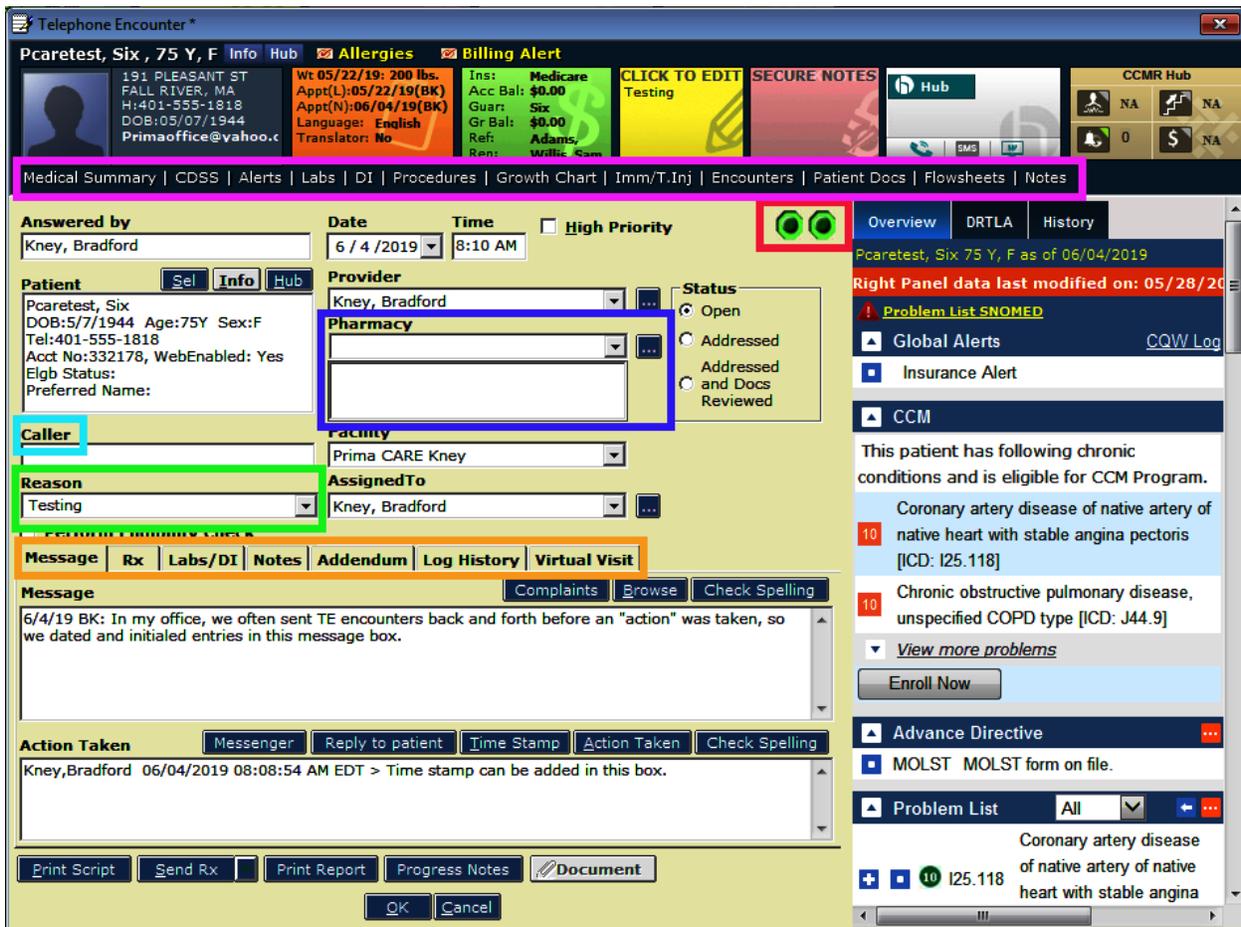


Labs	DI	Procedures	Imm/T.Inj	Referrals	Allergies	CDSS	Alerts	Notes																														
<p>Pcaretest, Six Home: 401-555-1818</p> <p>191 PLEASANT ST Work:</p> <p>FALL RIVER, MA-02721-3013 Cell:</p> <p>DOB: 05/07/1944 Email: Primaoffice@yahoo.co</p> <p>Age: 75 Y Sex: F Insurance: Medicare Mass Part B</p> <p>Advance Directive: MOLST PCP:</p> <p>(05/14/2019) Rendering Pr: Willis, Sam</p> <p>WebEnabled: Yes Default Facility:</p> <p>Messenger Enabled: Yes</p> <p>Last VMsg: 05/27/2019 1901-01-01</p> <p>Account No: 332178</p> <table border="1"> <tr> <td>Patient Balance:</td> <td>\$0.00</td> <td>Collection Status:</td> <td>Labs</td> <td>8</td> <td>Tel Enc</td> <td>1</td> </tr> <tr> <td>Account Balance:</td> <td>\$0.00</td> <td>Assigned To:</td> <td>DI</td> <td>3</td> <td>Web Enc</td> <td>-</td> </tr> <tr> <td>Coll. Balance:</td> <td>\$0.00</td> <td></td> <td>Referrals</td> <td>-</td> <td>Documents</td> <td>-</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Actions</td> <td>1</td> <td>P2P</td> <td>-</td> </tr> </table> <p>Last Appt: 05/22/2019 09:00 AM Facility: KY:Prima CARE Kney</p> <p>Next Appt: 06/04/2019 09:00 AM Facility: KY:Prima CARE Kney</p> <p>Bumped Appts: NONE Case Manager Hx:</p>									Patient Balance:	\$0.00	Collection Status:	Labs	8	Tel Enc	1	Account Balance:	\$0.00	Assigned To:	DI	3	Web Enc	-	Coll. Balance:	\$0.00		Referrals	-	Documents	-				Actions	1	P2P	-		
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If started from the Hub, the patient data is automatically associated with the new TE.

This is a portion of a TE. The pharmacy information is blank, but this would typically be automatically pulled from the chart. You can click the ellipsis to the right in the dark blue box to see a list of possible pharmacies.

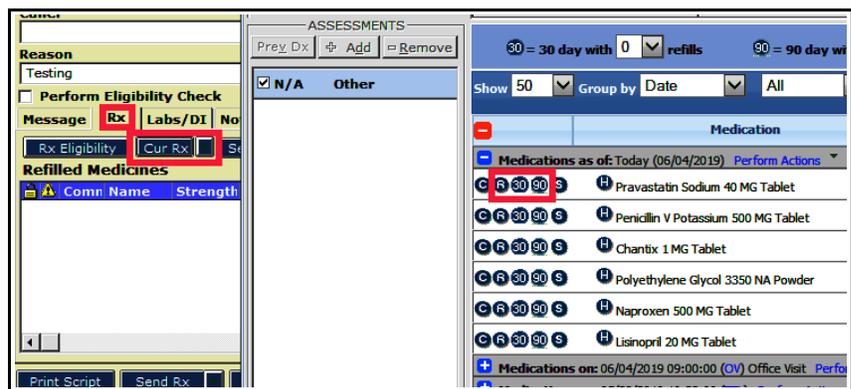
<p>Pcaretest, Six DOB:5/7/1944 Age:75Y Sex:F Tel:401-555-1818 Acct No:332178, WebEnabled: Yes Elgb Status: Preferred Name:</p>	<p>Kney, Bradford</p> <p>Pharmacy</p> <p><input type="text"/></p> <p>Facility</p> <p>Prima CARE Kney</p> <p>AssignedTo</p> <p>Kney, Bradford</p>	<p><input checked="" type="radio"/> Open</p> <p><input type="radio"/> Addressed</p> <p><input type="radio"/> Addressed and Docs Reviewed</p>
<p>Caller</p> <p><input type="text"/></p>	<p>Reason</p> <p>Testing</p>	
<p>Message Rx Labs/DI Notes Addendum Log History Virtual Visit</p> <p>Message Complaints Browse Check Spell</p>		



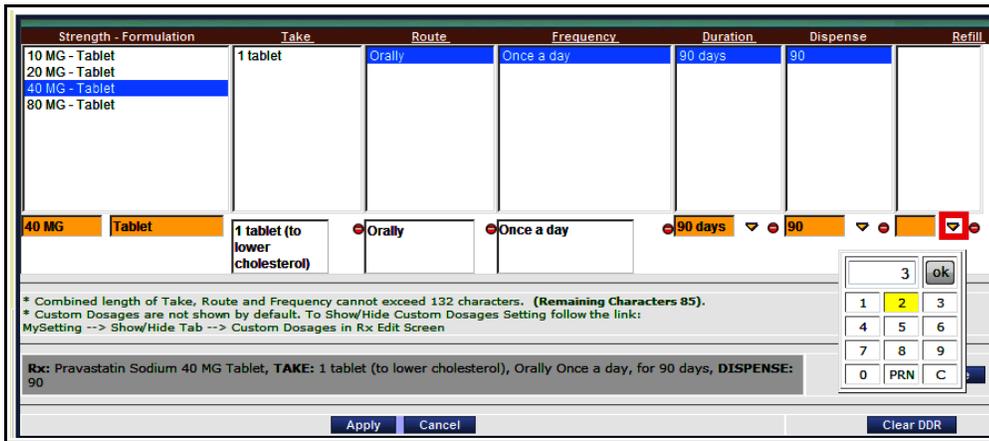
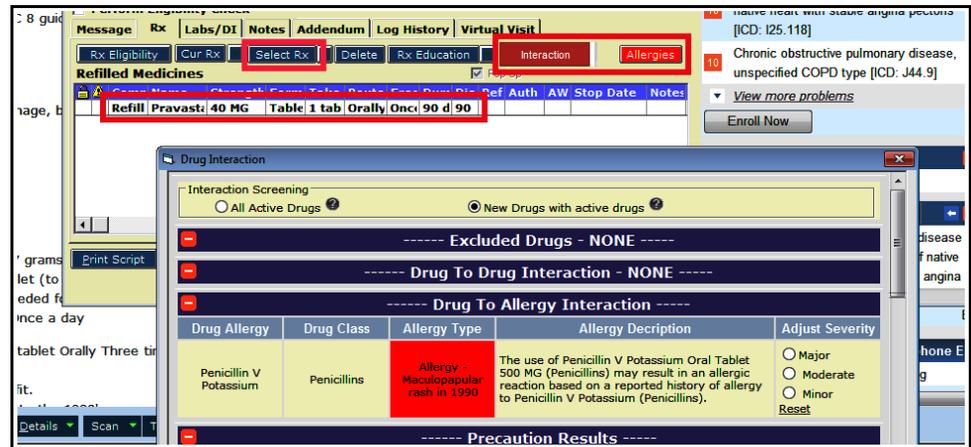
Some components of a telephone encounter include:

- the navigation bar (surrounded by the purple box)
- a spot to enter the name of the caller (if appropriate)
- the reason for the TE - you can use the dropdown list, but I have always just typed in the reason rather than trying to find an appropriate reason in the dropdown list
- the 2 olives (surrounded by red) that will hide/show the right panel (right olive) and top panel (left olive)
- the various navigation tabs within the TE (surrounded by the orange box)
- the “Message” and “Action Taken” boxes for text

A very common reason for a TE is a prescription refill. Ideally, this would come to you in the ePrescribing “E” jellybean, but sometimes a prescription needs to be filled via a TE. Just choose the “Rx” tab, then “Cur Rx”, and then “R”, “30” (for 30 days), or “90” (for 90 days).

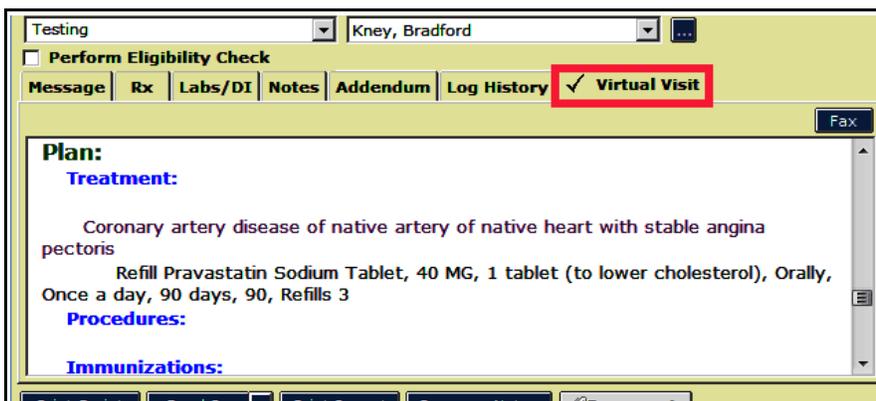
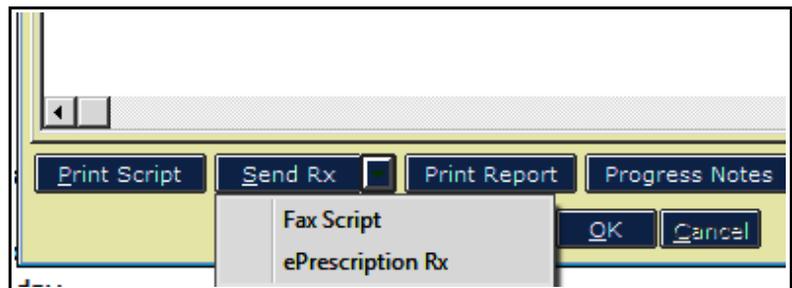


Clicking on the interaction button opens the screen called “Drug Interactions” seen in this view. You can also check allergies. Click on the pravastatin to open the “Rx Edit” screen. Click on “Select Rx” to write a new prescription.



In the “Rx Edit” screen, you can change the strength, directions, number to dispense, and refills. Unfortunately, duration, dispense, and refill require you to click on the down arrowhead to alter the numbers.

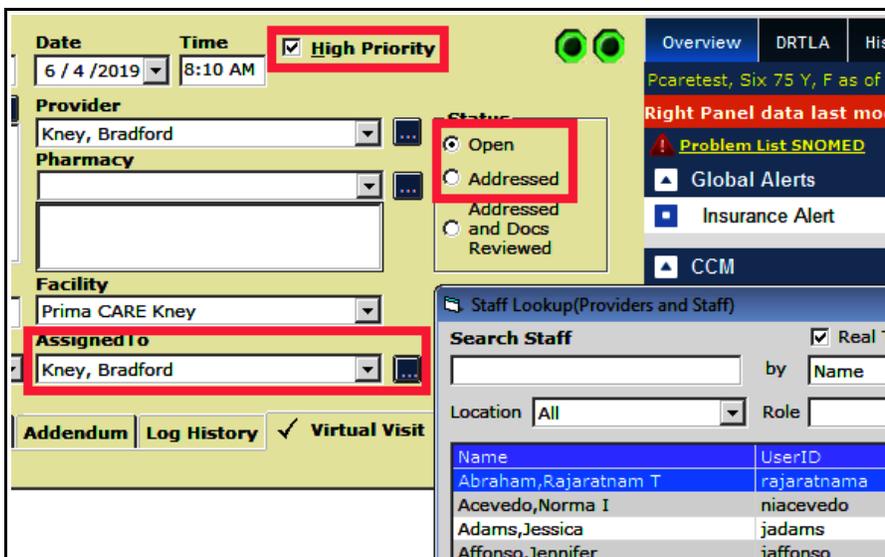
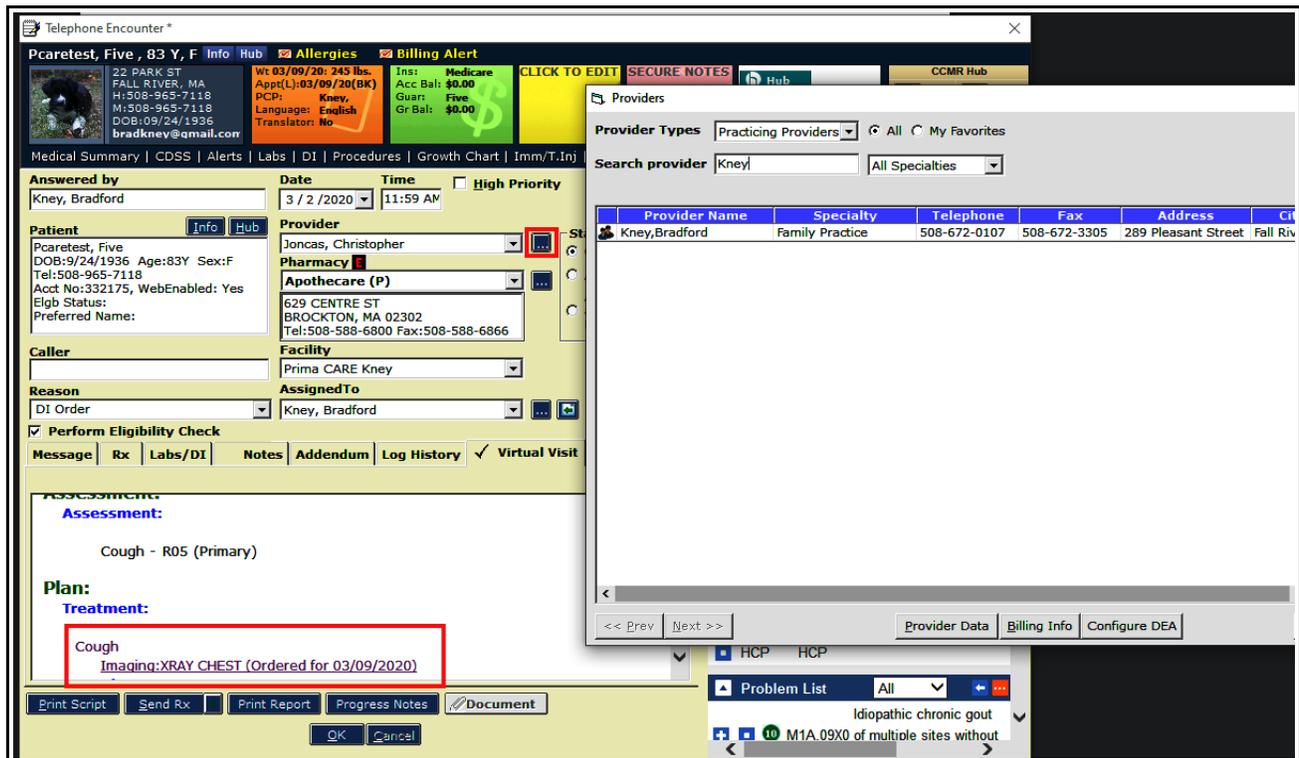
At the bottom left of the TE screen, you have the option to print or send the prescription. There is a dropdown list for “Send Rx” - but if your settings are correct, hitting the “Send Rx” button should open the ePrescribing screen.



The “Virtual Visit” tab opens a screen identical to a progress note. In this screen, you can order labs and DI under the “Treatment” tab, as you would in a normal progress note. There is a way to do this from the “Labs/DI” tab, but I find the workflow easier in this visit screen.

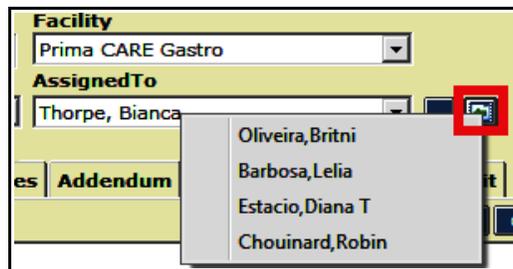
One issue that comes up quite often is that the provider identified in the telephone encounter is not the provider ordering the test. In offices with multiple providers, the provider selected by eCW by default may not be the provider actually ordering the test. In the following example, Dr. Joncas is listed as the provider, and a staff member ordered a chest X-ray under my direction but forgot to change the provider in the telephone encounter to me. They realize their error after ordering the chest X-ray, and change the provider in the telephone encounter to me. The interface of eCW with Prima CARE radiology has **already linked this order to Dr. Joncas, and any update made AFTER the order is placed is not transmitted to radiology.**

So in this example, the original order for the chest X-ray needs to be deleted, and a NEW order needs to be generated with me listed as the provider in the telephone encounter. This same workflow should be used for lab orders.



Once you have finished completing whatever task was required in the TE, you can address it (which locks the TE), or reassign it to another person. In this case, I clicked on the ellipsis to open the “Staff Lookup” screen.

If the TE had been sent to you by someone else, clicking on the arrow shown in the screen to the right opens a list of previous people who had contact with the TE. This is an easy way to reassign the TE back to the sender after you have answered a question or added something to the TE.



Brad Kney, MD
June 4, 2019
updated 3/9/20