

PHONE FOLLOW-UP DOCUMENTATION

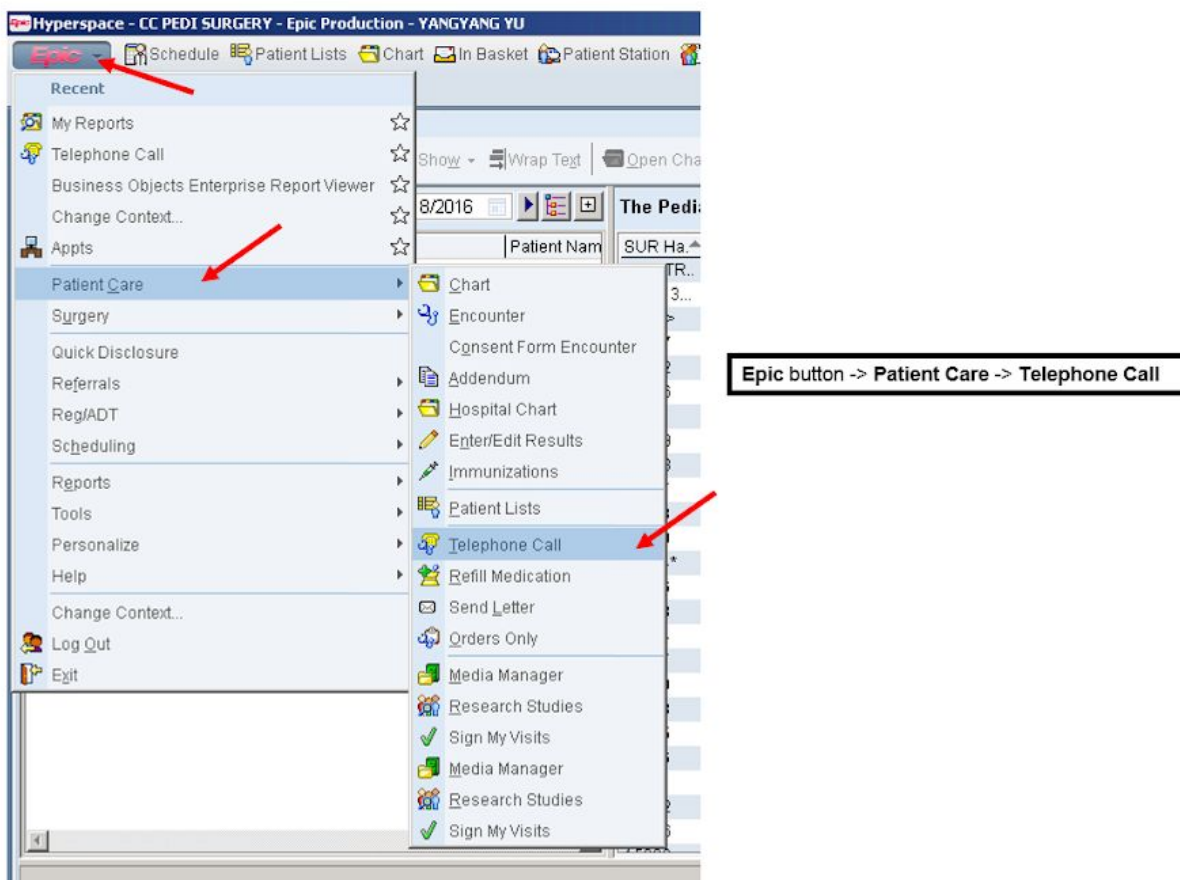
AFFECTED USER: Residents, Nurses, and Surgeons

EFFECTIVE DATE: January 13, 2016

Purpose: In order to expedite care of patient's diagnosed with simple appendicitis, a same day discharge protocol is being implemented. To ensure patients are continuing to recover well after their surgery, all patients who are discharged as part of the same day discharge protocol will receive a phone follow-up call by a nurse or physician within 24 hours of their discharge.

PHONE FOLLOW-UP SMARTPHRASE

- Create a Telephone encounter for your patient.



- Enter patient name in the **Name/MRN** field, click Accept or press Enter on your keyboard

The screenshot shows the 'Patient Lookup' dialog box in Epic. It has two tabs: 'Extended Select Patient' and 'Recent Patients'. The 'Name/MRN' field is highlighted with a blue border. Other fields include 'SSN', 'Birth Date', 'Enc Provider', 'EPI ID', 'Sex', and 'Guarantor'. There is a checkbox for 'Use sounds-like'. At the bottom, there are buttons for 'Find Patient', 'Clear', 'Accept', and 'Cancel'.

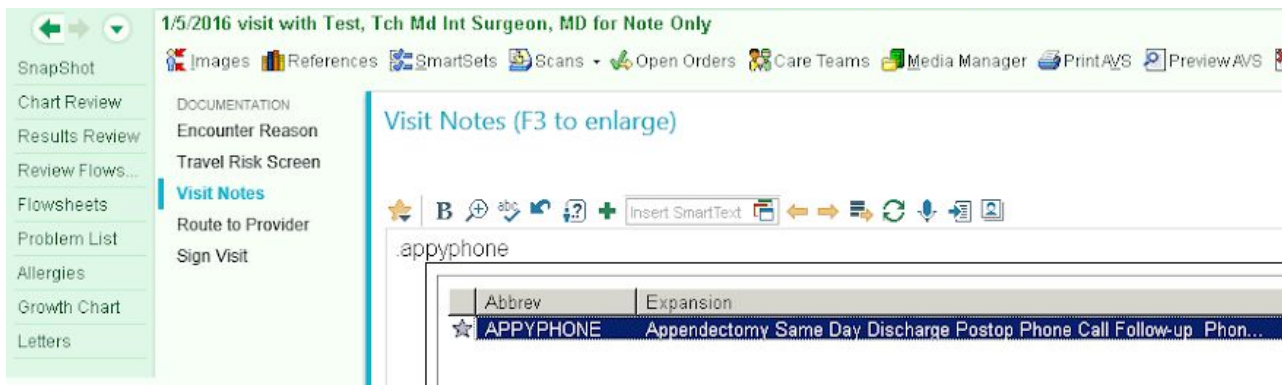
- Populate **Provider** and **Department (CC PEDI SURG)** fields and click **Accept**

- The telephone call navigator will appear

Document outgoing call, select who you spoke to (Mom, Dad, Patient)

Select Reason for Call and select "appendectomy follow-up"

- In the Documentation section enter .appyphone2 and select the SmartPhrase that appears



- The SmartPhrase opens in the Notes activity.
- Use the forward arrow or F2 in the Notes toolbar to move through the Note. Complete each SmartList selection, according to the provided phone follow-up script.
- Don't forget to sign the note and close the encounter to complete documentation.

