

CARE4 MODULE NAME: Web ED

ED Call Back Routine

Overview

The ED call back routine in Web ED is used by physicians as a worklist to call and document about a patient's call back.

Note: Lab cultures are the only diagnostic test that fall into the ED Call Back Routine. All other call backs are managed by site specific processes.

Physician clicks on the call back button. Note: this button is only available if a call back exists.

DUE	PATIENT NAME	A/S	CALL BACK REASON	CALL ACTION	STATUS
16/09/2021	Cgmh,Endusermh2	33 M	Organisms present: Wound Culture		Pending

View Document Edit Call Pt Demographics

1. Clicking on the Call Back Reason allows you to view the result in the chart
2. Clicking on the View document allows the physician to view the ED Visit Document of the patient
3. Clicking on Edit Call allows the physician to edit the call log entry
4. Clicking on Pt Demographics allows the physician to view the patient's demographic information

The physician clicks on the Call Back Reason, and this launches the Microbiology Result. Click close in the right-hand corner to go back to the Call Back Routine.

The screenshot shows the EHR interface with a navigation bar at the top. The main content area is divided into several tabs: Diagnostics, Provider Notes, Nurse/Allied Health, and Medications. Under Diagnostics, there are sub-tabs for History & Problems, Administrative, Other Clinical, and Health Mgmt. A table below shows a list of activities, with the selected row for '16/09/2021 22:54' showing a 'Micro Wound Specimen' that is 'Complete'. Below this, the 'Source' is listed as 'Cheek Right' and the 'Procedure/Result' is 'Gram Stain - Final - Final', with the result being 'Staphylococcus aureus'. On the right side, there is a patient information panel for 'Cgmh,Endusermh2' and a 'Home Meds' section.

The physician clicks view document to determine what was documented during the patient's last visit. Click Close to close the ED Report.

The screenshot shows the 'Emergency Medicine ED Visit Report' window for patient 'Cgmh,Endusermh2'. The report is from 'Collingwood General and Marine Hospital' and is signed. It includes patient demographics, attending provider information, and an assessment. The assessment states: 'Patient came in with wound. Swab completed. Patient sent home - awaiting results of culture.'

The physician clicks Pt Demographics to determine the phone number of the patient. From here the physician calls the patient to discuss the Microbiology Result. Click Close to close the Pt Demographics Window.

The screenshot shows the 'Patient Demographics' window for patient 'Cgmh,Endusermh2'. It displays various fields including MPI DATA, DEMOGRAPHICS, COMMENTS, and NEXT OF KIN. The 'Primary Phone' field is highlighted with a red box, showing the number '(555)666-3333'.

The physician enters the Edit Call button to update the call.

Edit Call
Cgmh,Endusemh2 33 M 05/05/1988 Allergy/Adv: Not Recorded Cancel Save

* Call List
Emergency Department Call List

* Type
ED Follow Up Call

* Scheduled Date/Time
16/09/2021 23:02

* Actual Date/Time

Reason for Call
Organisms present: Wound Culture

Initiator

* Recipient

PCP Name:
PCP Phone:
PCP Fax:

* Status
Pending

* Action

Priority
Medium

* Rescheduled Date/Time

Update the Status based on what occurred:

* Status

Pending

Pending

Attempted

Completed

Cancelled

Update the action based on what occurred:

* Action

Deferred

Left Message w Family Member

No Answer Will Try Back

Patient Contacted

Scroll down the Edit Call window and document what occurred during the call in the free text box.

Edit Call
Cgmh,Endusermh2 33 M 05/05/1988 Allergy/Adv: Not Recorded

<Auto-Generated> Cgmh,Endusermh2

Initiator Phone * Recipient Phone
(555)666-3333

Subject/Summary of Call
Auto-generated call for the following results:
- Organisms present: Wound Culture

16 Sep 2021 23:02 EDT: The following MIC procedure has triggered this followup call. Please see EMR for result details:
- Organisms present: Wound Culture

TimeStamp Canned Text

PCP Name:
PCP Phone:
PCP Fax:

If the physician wants to dictate a note on the patient – instead of using the free text box in the call log – enter into the patient’s chart and use the “ED Call Back Note” Template

Select Document

MY ALL

You have no open documents for this visit

Add New Document Show All Search New Documents

Acute Pain Service Consult Acute Pain Service Prog Note Anesthesiology Consult Anesthesiology Progress Note ED Call Back Note ED Report

Cgmh,Endusermh2
33, M - 05/05/1988
HCN# None
MRN# M000001346
DEP ER, CGMH Main ED
Anxiety/Situational Crisis
Acc# ME0000193/21 Code Status Not Ordered No Hx Avail
Search Chart