



- 1.) Access your patients from the **ED Look Up** or **ED Follow-Up Patients** Tracking List.

The screenshot shows a 'Tracking List' window with a menu bar at the top containing options like 'ED Available Staff', 'ED Look Up', 'ED Follow-Up Patients', etc. Below the menu, a patient is selected: 'zztest, Inpatient'. A table below displays patient details:

Discharge DT/Tm	Disposition	Info	A	Name	Age	Reason for Visit	DR	ACP	Res	Nurse Tech	Sign	Activities	Events	IV	Lab	Rad	Comment	Dispo/LOS
2/6/2019 14:04	Discharge to Hor			zztest, Inpatient	61 ye													0.04

- 2.) If you need to review the record first you can do this by opening the patients chart by double clicking on the far left blue triangle.
- 3.) If you are just following up and want to see how the patient is doing then select the phone icon

on the tool bar  or select the AdHoc folder from the top menu bar  and select "Post Discharge Follow Up Phone Call".

- 4.) The "Post Discharge Follow up Phone Call" PowerForm will pop-up.

The screenshot shows a 'Post Discharge Follow up Phone Call' window. It includes a header with 'Post Discharge Follow up Phone Call - zztest, Inpatient' and a sidebar with navigation options. The main form area is titled 'Post Discharge Contact Information' and contains several sections:

- Clinician calling patient:** A text field for the clinician's name.
- Date/Time of contact:** A date and time picker.
- Person contacted:** A large text area for the name of the person contacted.
- Contact information:** A text field for a phone number, with '(659)624-2000' entered.
- Comments:** A large text area for additional notes.
- Phone call history:** Radio buttons for 'First call', 'Second call', 'Third call', 'Patient called department', and 'Other'.
- Relationship to patient:** Radio buttons for 'Self', 'Spouse', 'Significant other', 'Mother', 'Father', 'Sister', 'Brother', 'Son', 'Daughter', and 'Caregiver'.
- Results of call:** Radio buttons for 'Spoke with patient', 'Spoke with parent', 'No answer', 'Left message to return ca', 'Number disconnected', and 'Wrong number'.
- Document Result Follow up:** A radio button for 'Document result follow up information'.
- Document Phone Follow up:** A radio button for 'Document follow up phone call information'.
- Document Moderate Sedation follow up:** A radio button for 'Document moderate sedation follow up information'.

- 5.) It's important to insert your name in the "Clinical Calling Patient" as this will be a mechanism for us to pull a report from. The Patients callback number is listed in the "Contact Information" section of the form.

- 6.) Select the radio button under “Document Phone Follow up” on the main page on the right.
- 7.) This will bring up another “General Follow up” form. This form has a good number of check boxes for ease of documentation. When you are finished documenting on this form select the blue circle arrow at the top left.

The screenshot shows a web-based form titled "General Follow up Form" for a patient named "zztest, Inpatient". The form is organized into several sections with checkboxes and radio buttons for data entry.

General Follow up Form

Patient Feels	Current Pain Status	Nausea/Vomiting	Oral Intake	Appetite	Bowel/Bladder Concerns
<input type="checkbox"/> Better <input type="checkbox"/> Same <input type="checkbox"/> Worse <input type="checkbox"/> Other:	<input type="radio"/> None <input type="radio"/> Pain controlled <input type="radio"/> Pain not controlled <input type="radio"/> Other:	<input type="checkbox"/> Nausea <input type="checkbox"/> Vomiting <input type="checkbox"/> Other:	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Other:	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Other:	

Patient Actions Post Discharge	Follow up Since Visit	Follow up Appointments	Prescriptions Were Filled	Taking Medications as Prescribed
	<input type="checkbox"/> Primary care physician <input type="checkbox"/> Instacare <input type="checkbox"/> Emergency department <input type="checkbox"/> Urgent Care Center <input type="checkbox"/> Prompt Care Center <input type="checkbox"/> Other:	<input type="checkbox"/> Appointments arranged <input type="checkbox"/> Some appointments arranged <input type="checkbox"/> No appointments arranged <input type="checkbox"/> Other:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Other:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Other:

Questions Regarding Visit	Recommendations	Comment

Result Follow up Form

☐ Document result follow up information

8.) This will take you back to the original screen for you to select the green check to “Sign” the form.

Post Discharge Follow up Phone Call - zztest, Inpatient

*Performed on: 02/08/2019 1527 PST By: Brown, IT - DBA Account, Rick

Post Discharge Contact Information

Clinician calling patient
Haley, MD, Roger J

Date/Time of contact
no per phone

Person contacted

Contact information
[659]624-2000

Comments

Phone call history
☐ First call
☐ Second call
☐ Third call
☐ Patient called department
☐ Other:

Results of call
☐ Spoke with patient
☐ Spoke with parent
☐ No answer
☐ Left message to return ca
☐ Number disconnected
☐ Wrong number

Relationship to patient
☐ Self
☐ Spouse
☐ Significant other
☐ Mother
☐ Father
☐ Sister
☐ Brother
☐ Son
☐ Daughter
☐ Caregiver

Document Result Follow up
☐ Document result follow up information

Document Phone Follow up
☒ Document follow up phone call information

Document Moderate Sedation follow up
☐ Document moderate sedation follow up information

In Progress

9.) This will place a note in the patients chart.

zztest, Inpatient
 Allergies: Allergies Not Recorded
 Transfusion: Acceptable Products: MyHealth: No
 Age: 61 years
 Sex: Female
 Advance Directive: Pain Mgmt:
 MRN: 009525900
 FPN: 0975199055
 Code Status: <No Data Available>
 Emergency FPN: 0975199055 [Admit Dt: 2/6/2019 2:00 PM Disc... Lock/DIAC ED]

Documentation

Service Date/Time	Subject	Type	Facility	Author: Contributor(s)	Status
2/8/2019 3:27 PM PST	Post Discharge Follow up Phone Call	Post Discharge Follow up Phone Call - Text	KD Medical Center	Brown, IT - DBA Account, Rick	Auth (V)
2/4/2019 2:53 PM PST	PT Inpatient Daily Documentation	PT Inpatient Daily Documentation - Text	KD Skilled Nursing	Wilson, RN, Michelle A	Auth (V)
1/21/2019 3:36 PM PST	SLP Inpatient Communication Evaluation	SLP Inpatient Communication Eval - Text	KD Skilled Nursing	Wilson, RN, Michelle A	Auth (V)
1/21/2019 3:36 PM PST	Inpatient SLP Communication Eval	Inpatient SLP Communication Eval - Text	KD Skilled Nursing	Wilson, RN, Michelle A	Auth (V)
1/21/2019 3:33 PM PST	Inpatient OT Evaluation	Inpatient OT Evaluation - Text	KD Skilled Nursing	Wilson, RN, Michelle A	Auth (V)
1/21/2019 3:33 PM PST	SNF-MDS Functional Abilities and Goals Ad...	SNF-MDS Functional Abilities and Goals	KD Skilled Nursing	Wilson, RN, Michelle A	Auth (V)
1/21/2019 3:31 PM PST	Inpatient PT Evaluation	Inpatient PT Evaluation - Text	KD Skilled Nursing	Wilson, RN, Michelle A	Auth (V)
1/5/2019 4:53 PM PST	Coding Summary	Coding Summary	KD Medical Center	Unchart	Auth (V)
1/5/2019 4:53 PM PST	Coding Summary	Coding Summary	KD Medical Center	Unchart	Auth (V)
1/4/2019 3:20 PM PST	Advance Directive Documents	Advance Directive Documents	DeGimaz, Danny	Unchart	Auth (V)
12/13/2018 5:12 PM P...	Coding Summary	Coding Summary	KD Medical Center	Unchart	Auth (V)
12/13/2018 5:12 PM P...	Coding Summary	Coding Summary	KD Medical Center	Unchart	Auth (V)
12/4/2018 9:38 PM PST	Admission Note Physician	Admission Note Physician	KD Medical Center	CERNER, CERNER	In Error

Post Discharge Follow up Phone Call Entered On: 2/8/2019 3:26 PM PST
Performed On: 2/8/2019 3:27 PM PST by Brown, IT - DBA Account, Rick

Post Discharge Phone Contact
 Clinician Calling Patient: Haley, MD, Roger J
 Document ED phone follow up: Document follow up phone call information
 ED follow up patient feels: Better
 Brown, IT - DBA Account, Rick - 2/8/2019 3:27 PM PST

General Follow up Form
 Result type: Post Discharge Follow up Phone Call-Text
 Result date: February 08, 2019 15:27 PST
 Result status: Auth (Verified)
 Result title: Post Discharge Follow up Phone Call
 Performed by: Brown, IT - DBA Account, Rick on February 08, 2019 15:27 PST
 Verified by: Brown, IT - DBA Account, Rick on February 08, 2019 15:27 PST
 Encounter info: 0975199055, KD Medical Center, Emergency, 02/06/19 - 02/06/19