Communications

Communications

Objective

The purpose of this document is to demonstrate how to use the Communications tab in the Patient Detail to document messages and referrals regarding a particular patient.

Accessing Communications

From the Patient Summary screen, click on the Comm tab. A menu of 4 additional options will appear; Patient Communication, Internal Communication, Secure Messages, and Referrals.
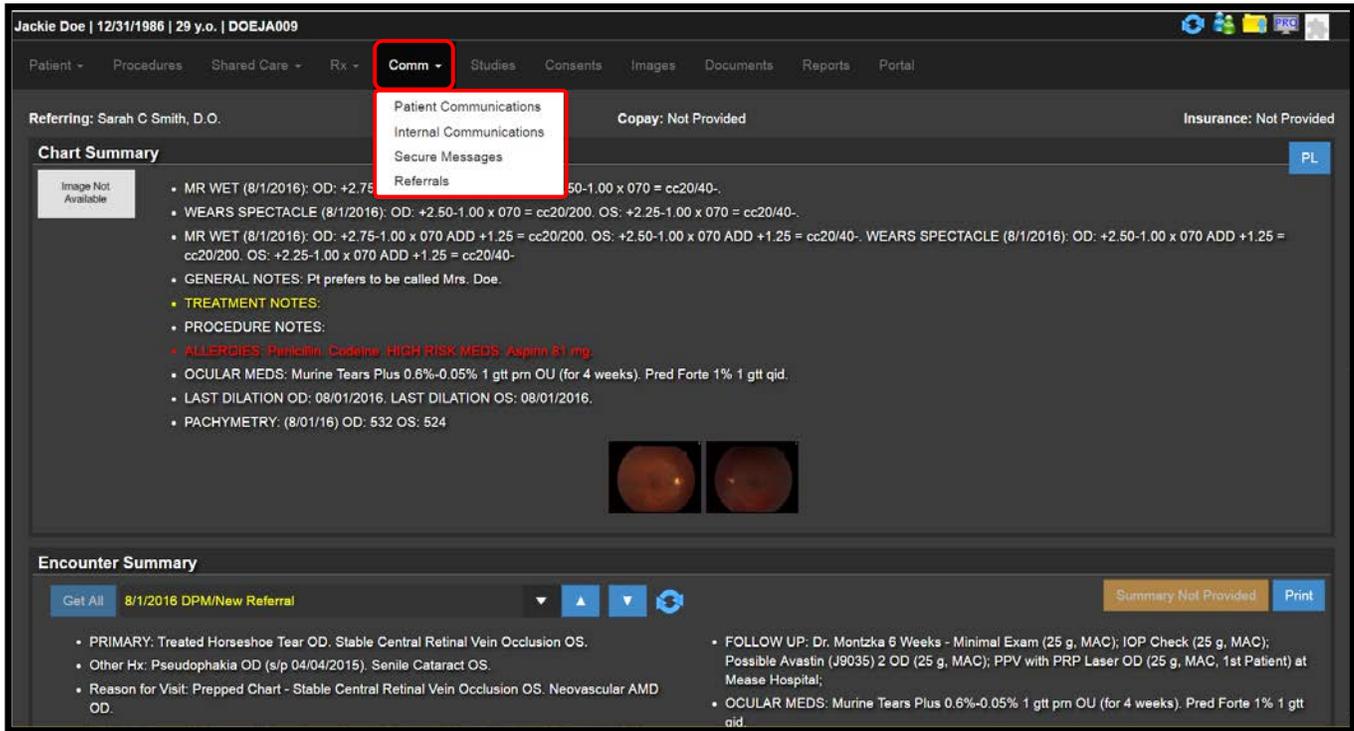
Patient Communication

The top half of the Patient Communication, Internal Communication and Secure Messages pages are all the same.

Phone Numbers

The patient's contact phone numbers are listed at the very top. As well as, their preferred contact method. This information comes forward from the demographics page.

Encounter Summary

The contact phone numbers are followed by a section that allows you to review the patient encounter summary information. It is the same information that comes from the Patient Summary page and works the same way. You can click on the dropdown arrow and select a specific encounter or use the blue up and down arrows to scroll through each encounter.

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Chart Notes/Phone Calls

The bottom half of this page is labeled Patient Communication/Chart Notes. This area allows you to document information that will save in the Encounter Summary portion of the Patient Detail page as well as the top portion of the Communications page. Click the Add button to start a new Communication.

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In the first dropdown box, select the Initials of the person sending the message, usually your own initials. The Date/Time box will auto-populate.

In the next box, select the Type of call or note from the dropdown menu.

Type your Notes in the yellow text field.

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Select the Follow Up Priority. The highlight around the Date/Time field will change color based on the priority selected. Routine=Yellow. High=Orange. Urgent=Red.
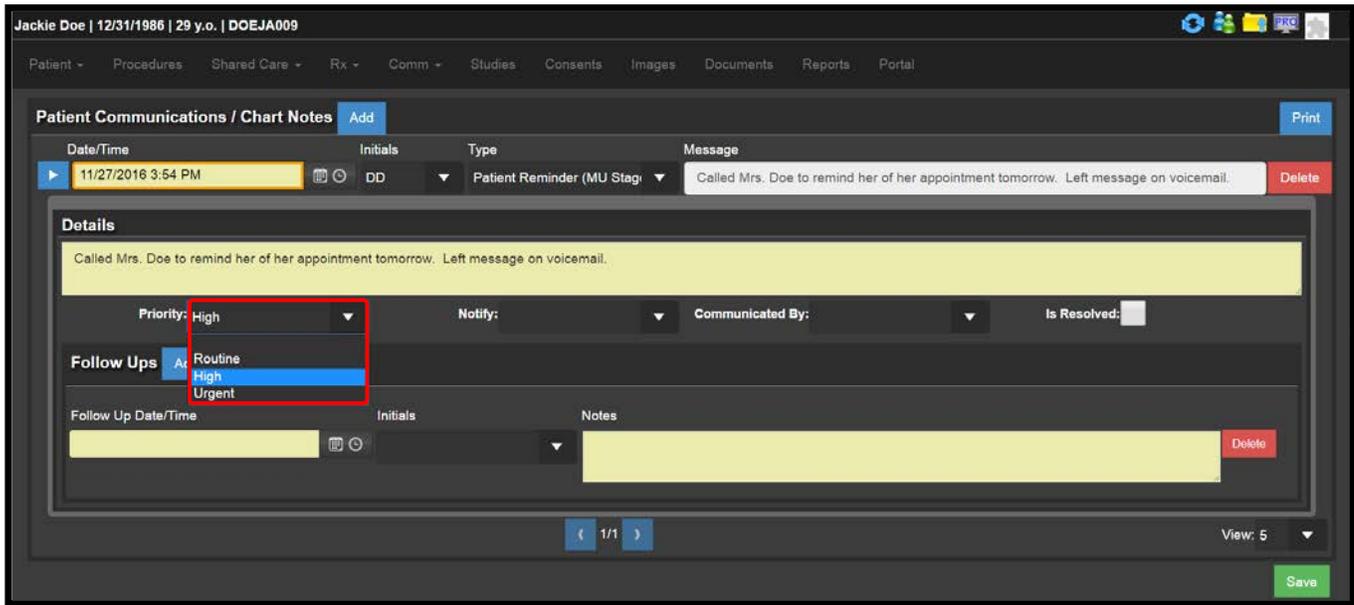
Select the initials of the person you would like to Notify to follow up with the patient.

The Communicated By box can be used to indicate how you communicated with the patient. For meaningful use, when the "Patient Reminder" communication type is selected, the Communicated By field must reflect the patient's preferred method of communication as indicated on the Demographics page. Click the Save icon to secure you message.

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Notifications (Pt Comm)

The Chart Notes/Patient Communication messages will appear in the notification window as Pt Comm. The color of the link will match the color of the highest priority level in the Patient Communication sections. Click on the link to view the messages you have received.

The circle on the left side matches the color determined by the priority level. This helps you to prioritize your messages. Click on the Patient Name to access the Patient Communications Tab.

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Anytime there is an active message in any section of the communications tab, the tab itself will have a highlighted box around it. The box will match the color of the highest priority level selected in the communications section. The dropdown menu will also display the highlight to indicate which Communication needs to be addressed.
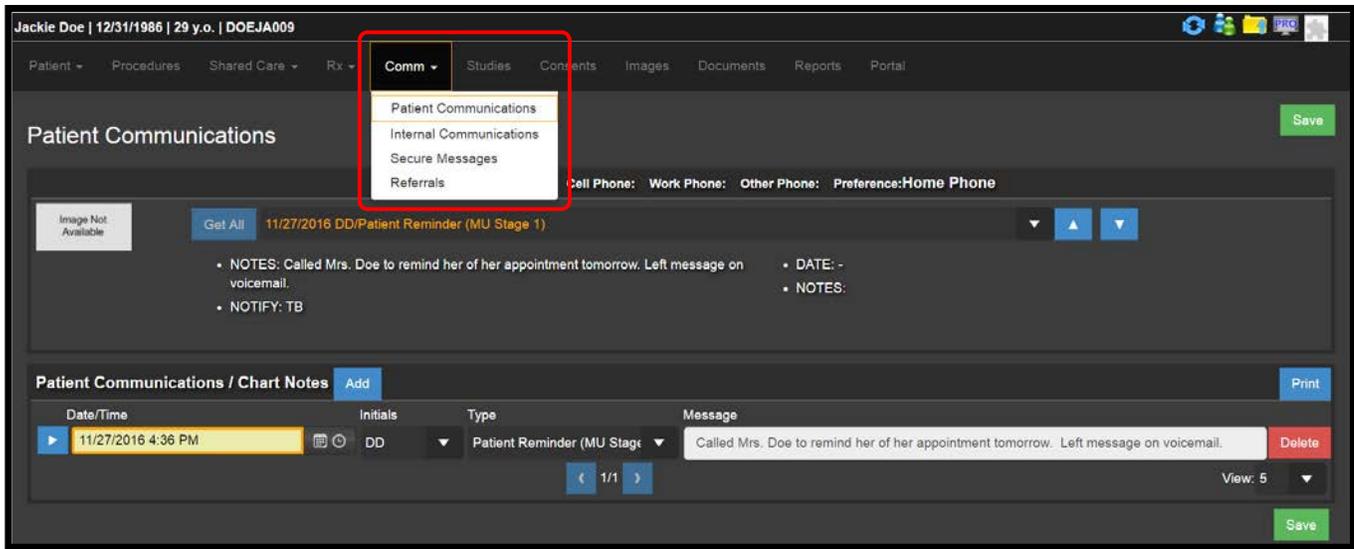
Issue Resolved

To document that you have followed up on the call, click the blue arrow to open the current Patient Communication. Select your Initials from the dropdown list and enter your Note in the yellow text field.
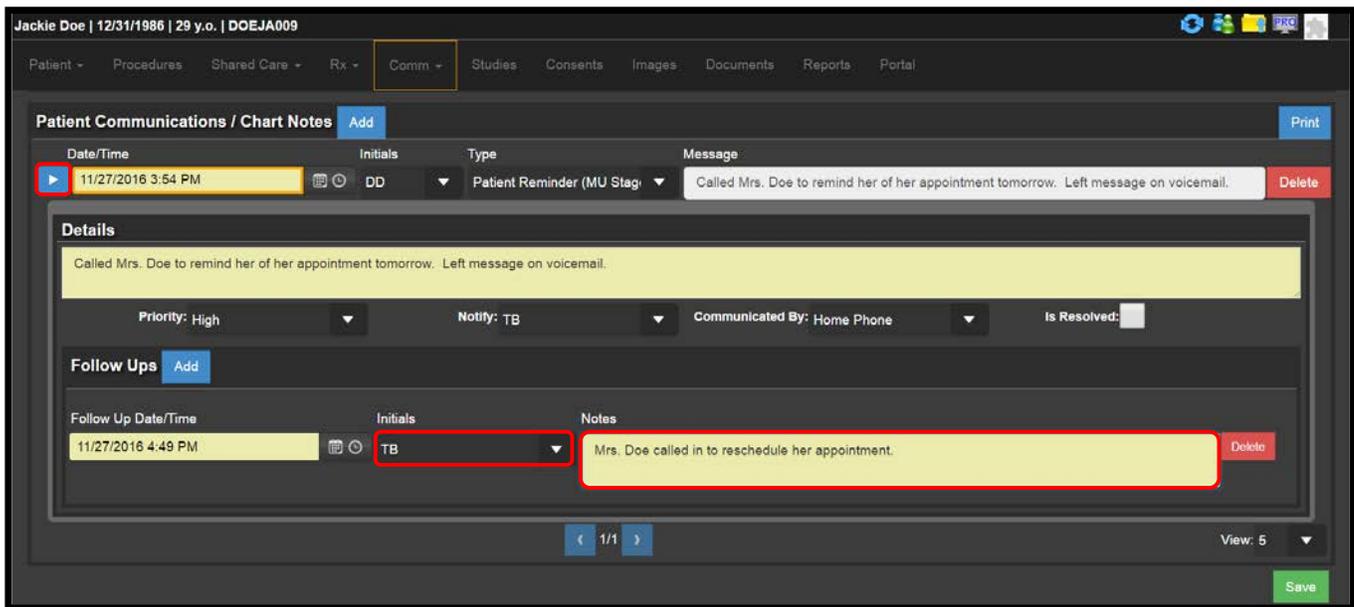
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Once completed, place a check mark in the box next to Issue Resolved. This will lock the notes. Click Save.
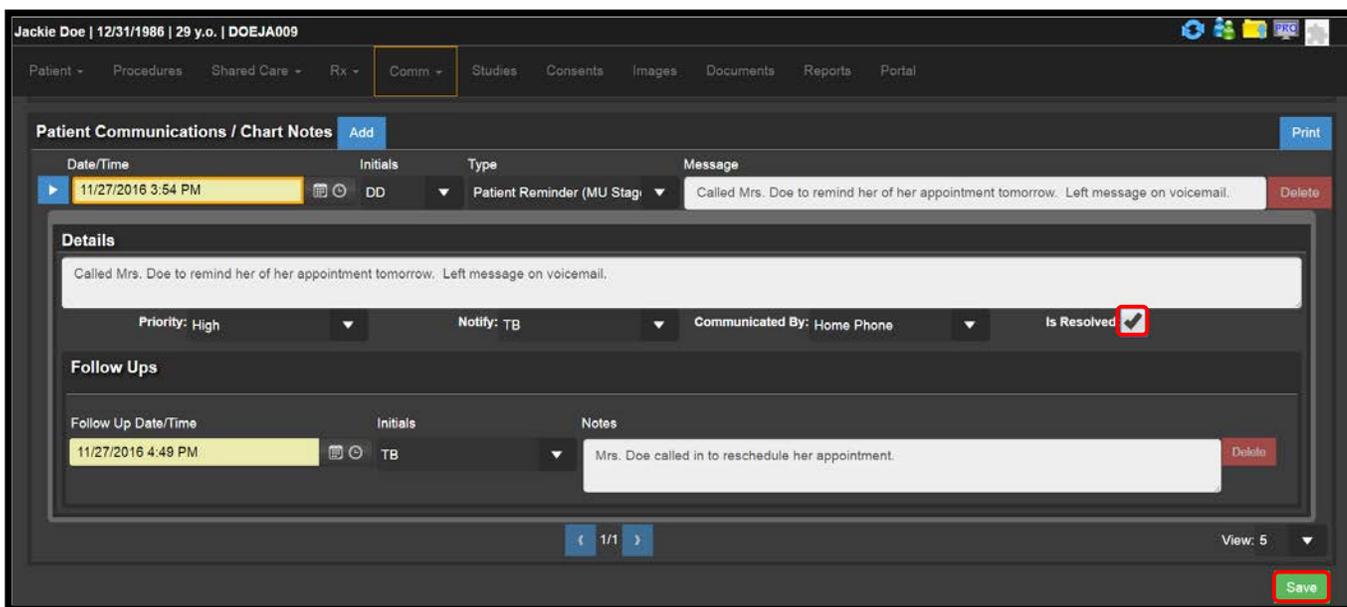
Click the refresh icon in the top right corner to display the patient communication/chart note in the Encounter Summary.
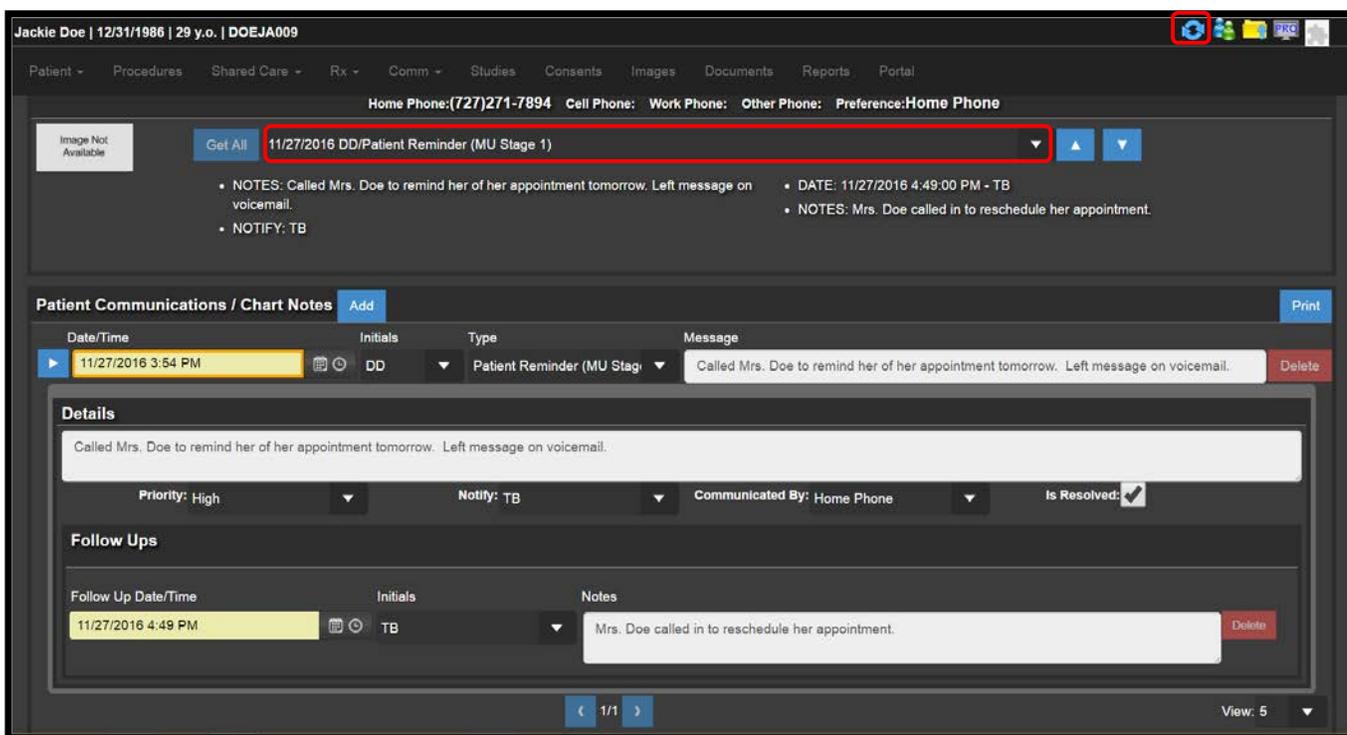
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Also, once resolved, the Pt Comm section in Notifications will update to reflect that there is no longer a pending issue. There are now only 10 items in Pt Comm instead of 11.

Click on the link to display the names. That patient is no longer in the list.
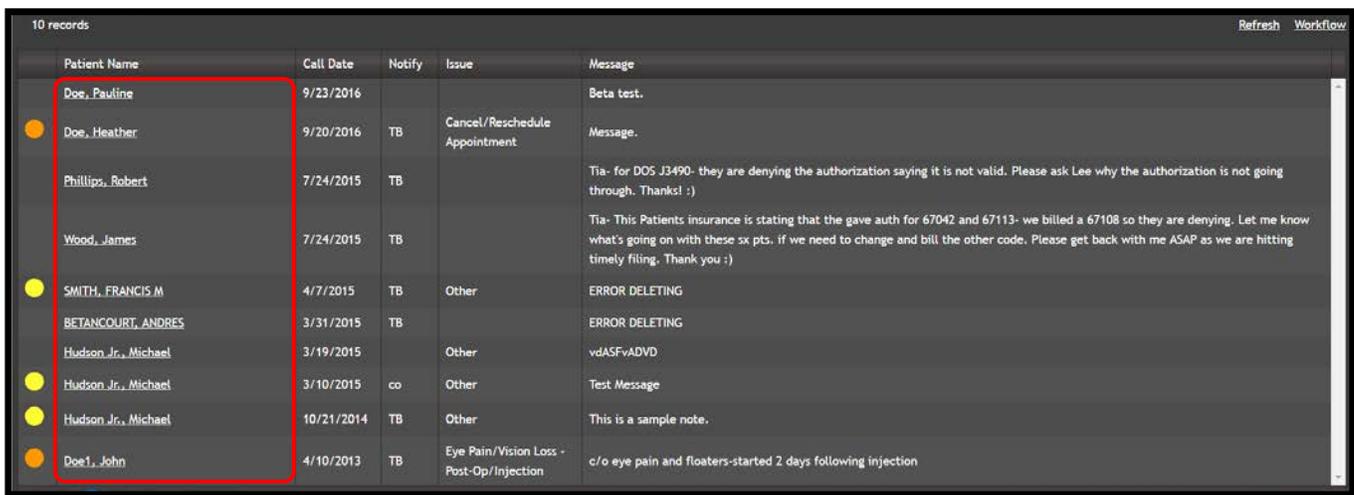
Adding/Deleting Messages

Multiple notes or messages can be added by using the Add button. Likewise, if available, notes can be deleted by using the Delete button.
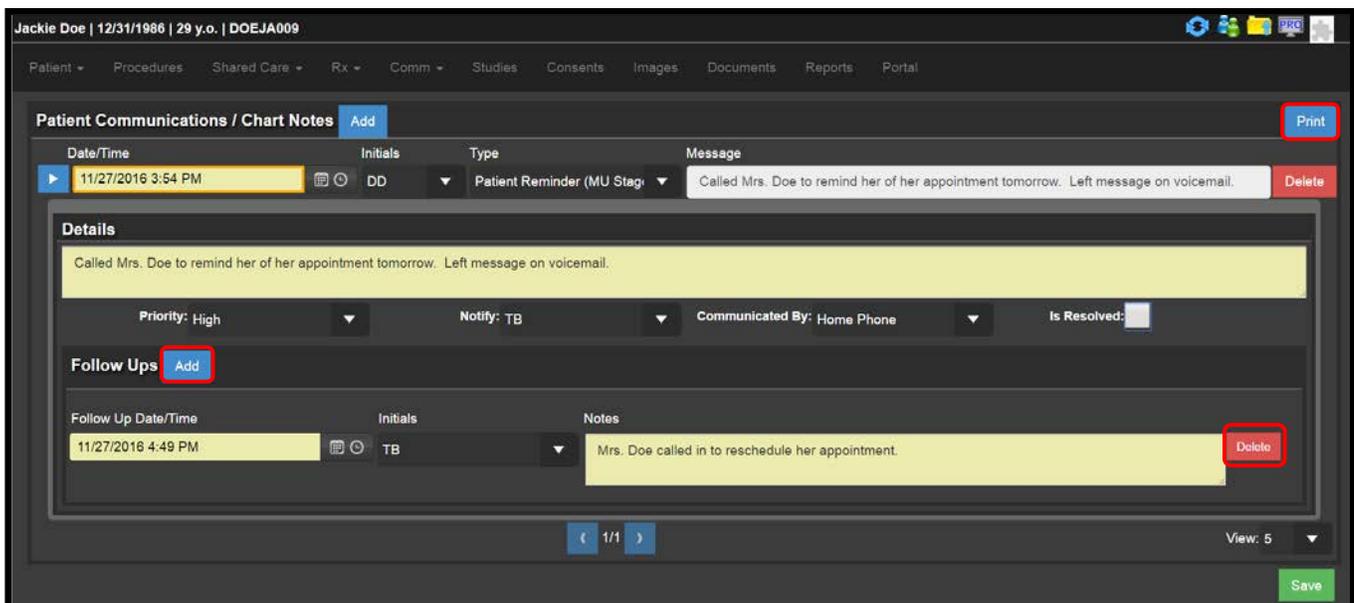
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Print

Lastly, there is an option available to print the items from the Patient Communication/Chart Note section. Click on the Print button on the top right corner of that section. A PDF document will display with each Patient Communication/Chart Note on a separate page. Right click on the document and select print. At this point you have the option to print all pages or select the page or pages you would like to print.

Internal Communication

Internal Communications are temporary messages that are entered to remind office staff of something that needs to be done for the patient.

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Select the initials of the person receiving the message and the initials of the person creating the message. This can be used as a reminder to yourself by placing your initials in both the To and From fields. Enter the message in the text box. Select the message priority and the date field on the left will change color based on the priority selected.
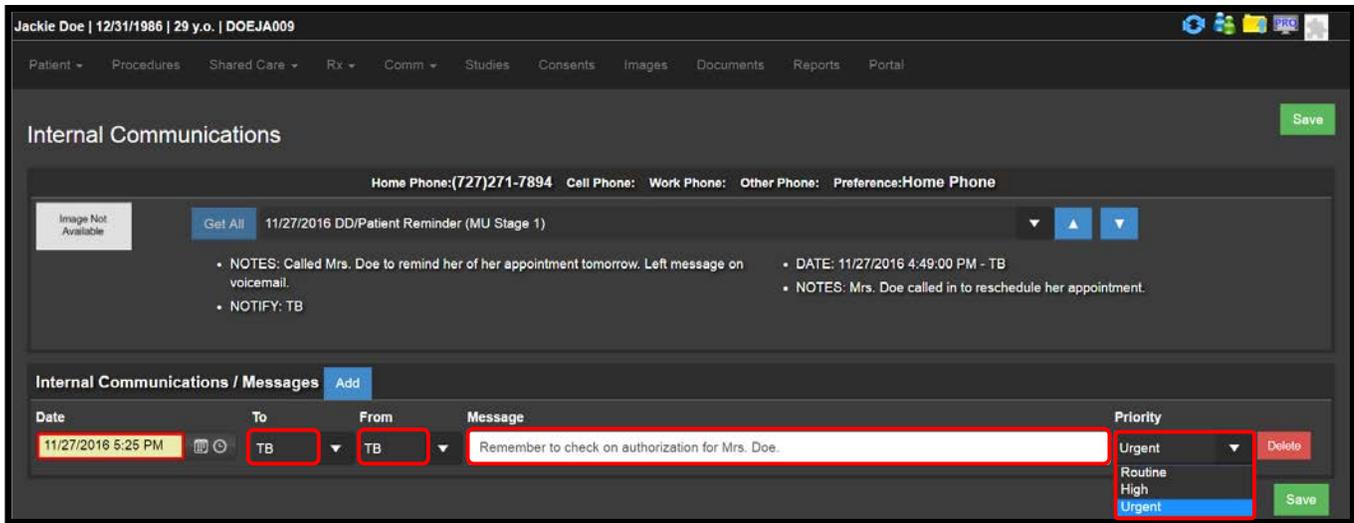
Notifications (Int Comm)

The Int Comm link in the notification window is where the internal messages will populate. The first number will be messages sent to you or your Incoming Messages. The second number will be messages you have sent to others or your Outgoing Messages. Click on the link to view the messages.

There is a dropdown at the top indicating your Incoming or Outgoing messages. It will automatically default to show your incoming messages first. The circle on the left side matches the color determined by the priority level. This helps you to prioritize your messages. Click on the patient's name to access the Internal Communications Tab.
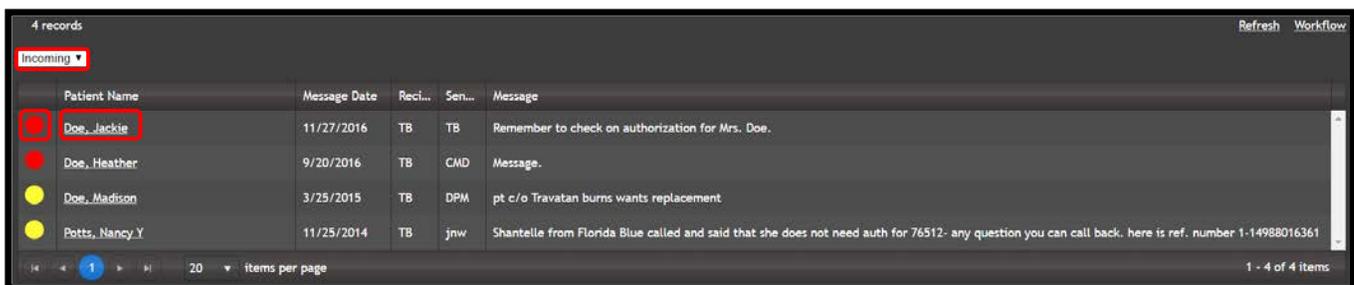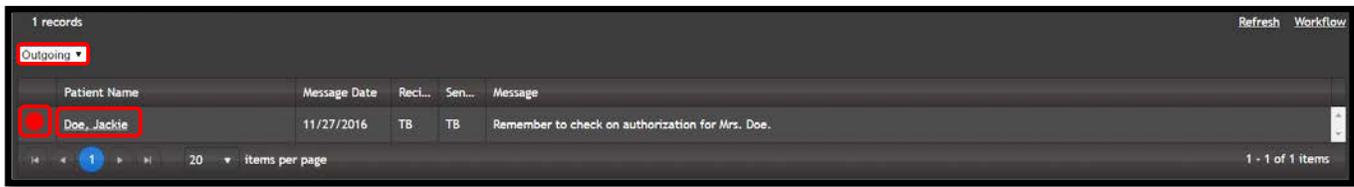
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Remember, anytime there is an active message in any section of the communications tab, the tab itself will have a highlighted box around it. The box will match the color of the highest priority level selected in communications section.
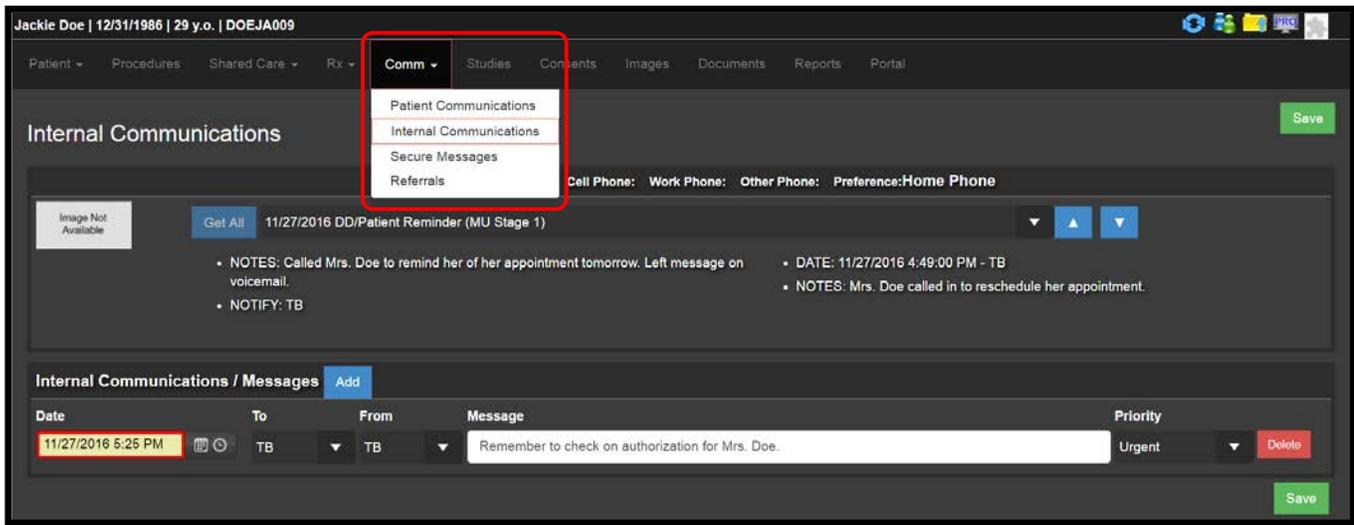
Deleting Messages

To get a message to clear from your Notifications, you must delete it from the Internal Communications tab. Remember, the Messages section is only for temporary notes. Click the Delete button and the message will be removed from the Communications tab. Again, remember to click Save anytime you make changes to the page.

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It will be removed from the Messages link in as well.

Secure Messages

Secure Messages are available for practices attesting for Meaningful Use Stage 2. Please contact Support for additional information.

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Referrals

The Referrals that are created inside the chart on the Imp/Plan tab will also display in the Communications Tab under Referrals.
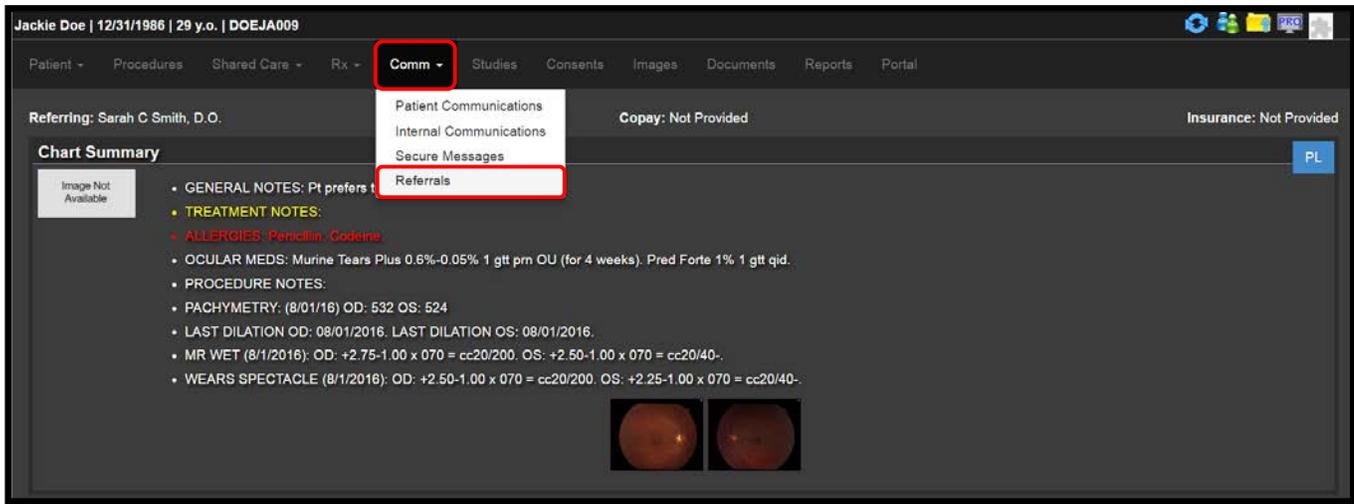
Creating Referrals from Communications

Click the Add button to create a new referral from the Communications page. The current date will automatically populate in the Date of Referral field. Click on the calendar icon to change the date.
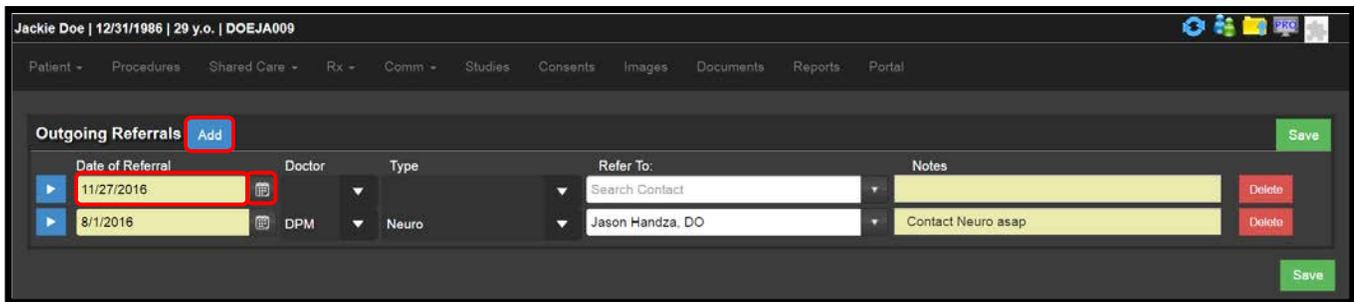
Click the dropdown next to Doctor to indicate the doctor that is sending the referral.

The Type field indicates the type of provider to whom you are referring the patient.
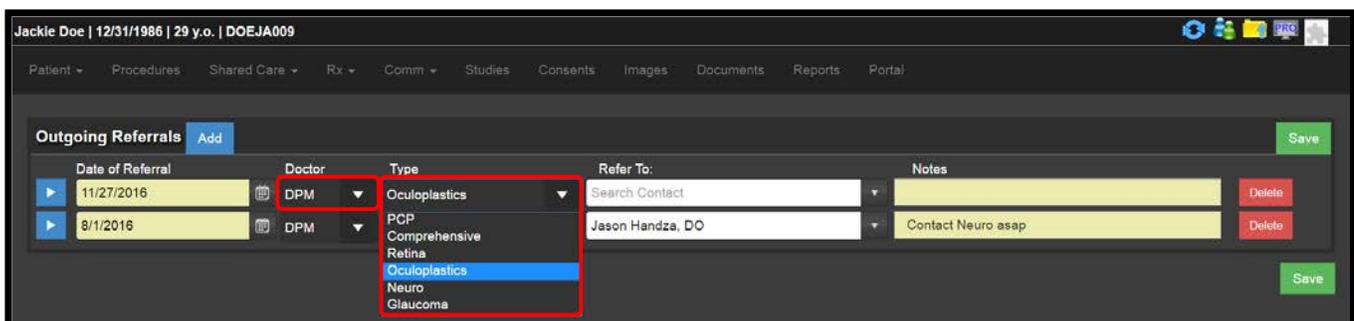
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The Refer To field indicates the doctor to whom you are referring your patient.
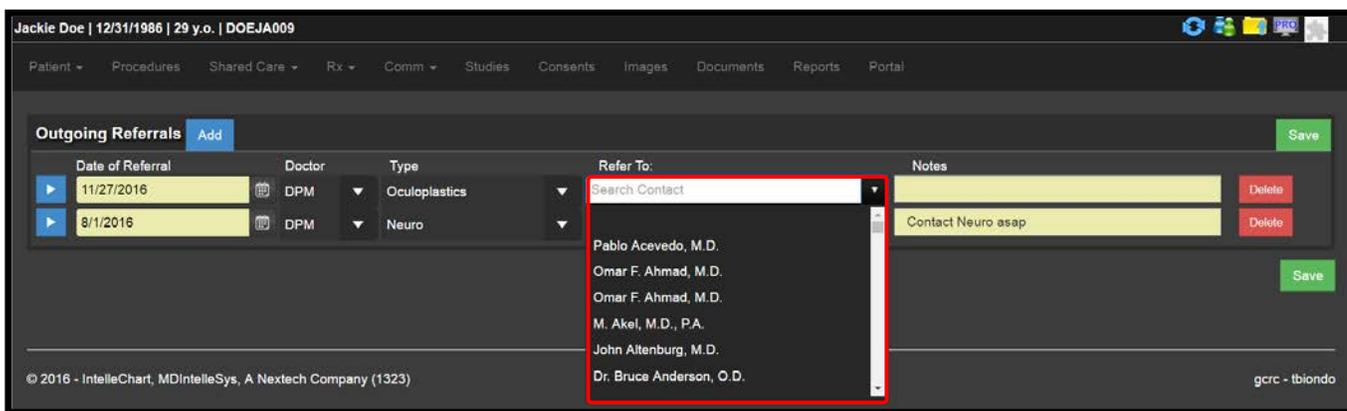
You can type in the field to search for the doctor. Keep in mind that they must be in your database in the Contacts section of the Practice Admin.
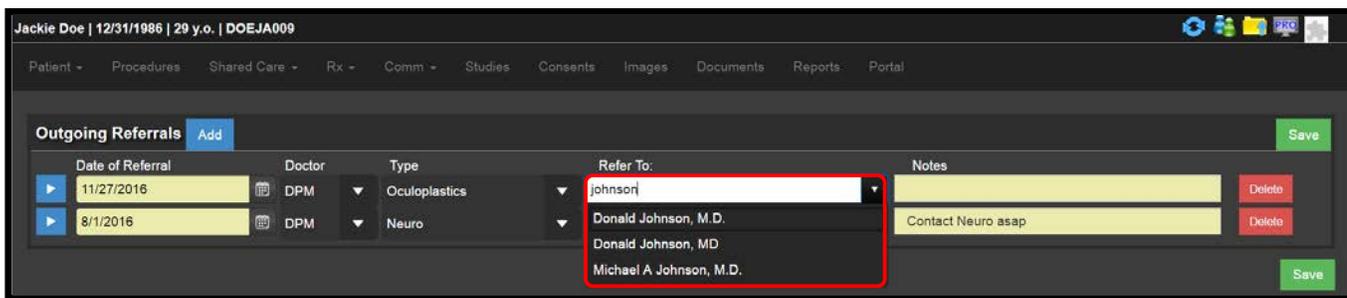
The Notes field provides a place to document pertinent information regarding this referral.

To Document the Outgoing or Incoming Communications, click on the blue arrow.
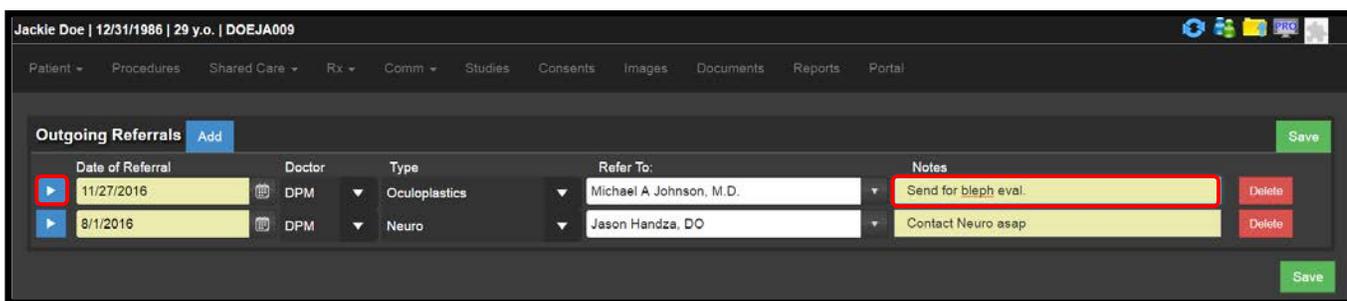
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Outgoing Referral Communications
In the Summary of Care box, select the method that this information was communicated with the referring doctor. Enter a Note regarding any additional information you wish to document.

Remember to click Save.
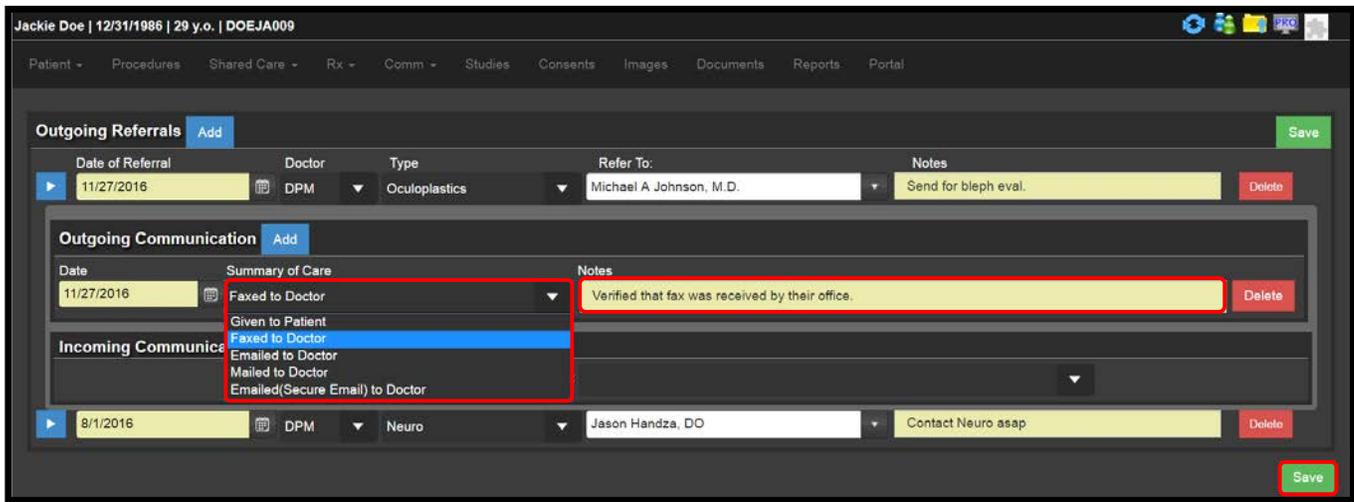
Incoming Referral Communications
In the Received Box indicate the method used by the physician to communicate back to your office regarding the patient you referred to them. This allows for closed loop communication as required by certain stages of Meaningful Use.

As always, remember to click Save.
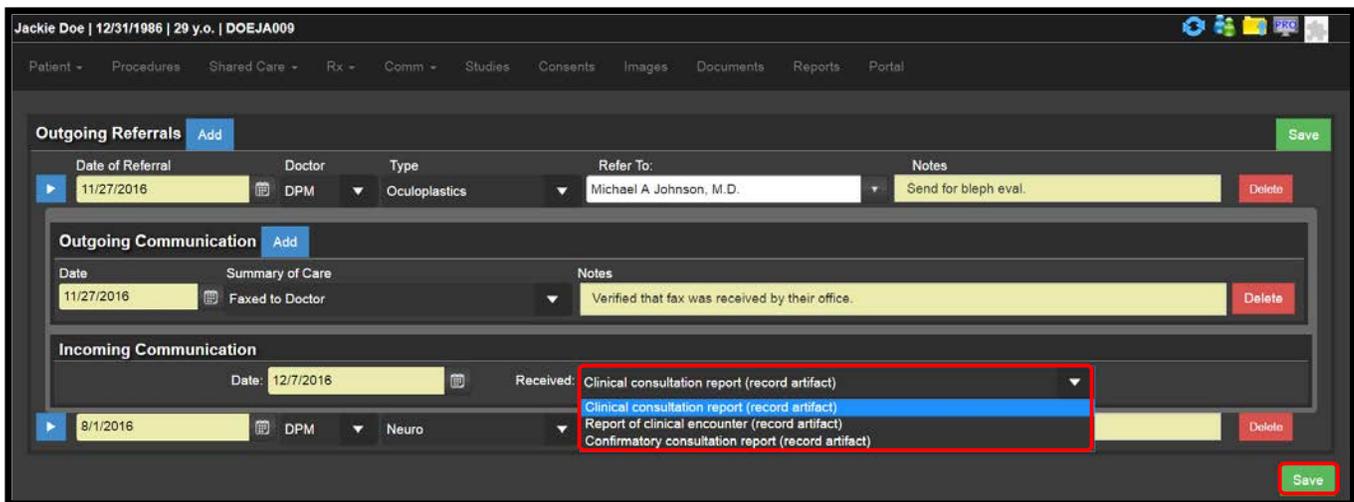
Thank You
Thank you for reviewing the lesson on the Communications Tab.

IntelleChart Support
If you have any additional questions, please contact Support at 727-386-4167 x1 or support@mdintellesys.com.