Your practice is our specialty

Communications

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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.



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.

Jackie Doe '	12/31/1986 29	y.o. DOEJA009								0 🍇 🗖	PRO
		• IUP. 1P. US.	14 CO. 10 THINE, 14					3. Neovasc immediately recomment vegetables 4. Dermato 5. Pseudop 6. Senile C	cular AMD OD. Advised regular us y if eye pain or loss of vision. Intra ded. Discussed AREDS supplement chalasis RUL. ohakia OD (s/p 04/04/2015). lataract OS.	e of Amsler grid. Advised to call witreal anti-VEGF therapy was ents, BP Control, and dark leafy (green
Patient (Communicati	ions / Chart Not	es Add								Print
Date/	Time		Initials	Туре	(1/0	M	lessage			View	5 🔻
											Save

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.

ackie Doe 12/31/1986 29 y Patient ~ Procedures	No. DOEJA009 Shared Care + Rx -	- Comm -	Studies Consents Images Do	cuments Reports F	'ortal		🕑 🍀 📑 🐺 📗
Patient Communication	ons / Chart Notes 🛃	dd Initials	Type Mess	ige			Print
Details Priority:			Patient Reminder (MU Stag: Cancel/Reschedule Appointment Eye Pain/Vision Loss - Not Post-Op/Injec Referring/PCP/Other Doctor Other Prescription Refill N Billing/Authorization	cated By:	Ţ	Is Resolved:	Delete
Follow Ups Add		Initials	Eye Pan/Vision Loss - Post-Op/Injection Preventive Care (MU Stage 2) Connect On Call Continuing Care (drops, etc.) Patient Keminder (MU Stage 1) Record Request				
		>	(1/1)	_			View: 5
							Save

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

Type your Notes in the yellow text field.

e Doe 12/31/1986 29 y.o. DOI	EJA009		08	PRO
			jes Documents Reports Portal	
atient Communications / C	hart Notes Add			Prir
Date/Time	Initials	Туре	Message	
> 11/27/2016 3:54 PM	DD ©	▼ Patient Reminder (MU Stage	Called Mrs. Doe to remind her of her appointment tomorrow. Left message on voicemail.	Delet
Details				
Called Mrs. Doe to remind he	r of her appointment tomorrow	v. Left message on voicemail.		
1100000-11		140404-2		
Priority:	•	Notify:	Communicated By: Is Resolved:	
Follow Ups Add				
Follow Up Date/Time	Initials	Notes		
Follow Up Date/Time	Initials	• Notes	Designed and the second se	elete
Follow Up Date/Time		votes		elete
Follow Up Date/Time	Initials	Notes	P 	elete w 5
Follow Up Date/Time	Initials	Notes	Vie	w: 5 👻

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.

ient Communications / Char	t Notes Add					
Date/Time	Initials	Туре	Message			
11/27/2016 3:54 PM	DD 🕑 🗐	▼ Patient Reminder (MU Stag	Called Mrs. Doe to	remind her of her appointm	ent tomorrow. Left message o	n voicemail. De
1.5 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1 - 1.1						-5847
Details						
Called Mrs. Doe to remind her of h	ner appointment tomorro	w Left message on voicemail				
CONTRACT MEMORY		and a second		(Terrarian Contraction		
Priority: High	-	Notify: TB	Communicated By	Home Phone 🛛 🔻	Is Resolved:	
Priority: High	•	Notify: TB	Communicated By	Home Phone 🔻	Is Resolved:	-
Priority: _{High}	•	Notify: TB	Communicated By	Home Phone Home Phone	Is Resolved:	
Priority: _{High} Follow Ups Add	•	Notify: TB	Communicated By	Home Phone Home Phone Mobile Phone Work Phone	Is Resolved:	
Priority: _{High} Follow Ups Add Follow Up Date/Time	▼ Initials	Notify: TB	Communicated By	Home Phone Home Phone Mobile Phone Work Phone Other Phone	Is Resolved:	
Priority: High Follow Ups Add Follow Up Date/Time	Initials	Notify: TB	Communicated By	Home Phone Home Phone Mobile Phone Work Phone Other Phone Email	Is Resolved:	
Priority: _{High} Follow Ups Add Follow Up Date/Time	Initials	Notify: TB	Communicated By	Home Phone Home Phone Mobile Phone Work Phone Other Phone Email Secure Email Mail	Is Resolved:	Detete
Priority: High Follow Ups Add Follow Up Date/Time	Initials	Notify: TB	Communicated By	Home Phone Home Phone Mobile Phone Other Phone Email Secure Email Mail Connect On Call	Is Resolved:	Detete

Jackie Doe 12/31/	1986 29 y.o. DOEJA009							😂 🍓 🤜 🐺 🊋
Patient - Pro								
Summary Demographics Insurance & Auth	ith, D.O.			Copay: 1	Not Provided			Insurance: Not Provided
Primary Info	mation		Identifying	g Information			Contact Information	
Last Name:	Doe		Gender:	Male® Female			Home Phone: (727)271-7894	
First Name:	Jackie	MI:	Language:	Arabic		*	Mobile Phone:	
Title:	8.		Races:				Work Phone:	
Occupation:	Retired		Ethnicity:	Hispanic Origin		*	Other Phone:	
Familiar:			Birth Infor	mation			Email:	
SSN:	xxx-xx-8056	View Edit	DOB:	12/31/1986	Ē		Secure Email:	
Chart Number:	DOEJA009		Age: 2	29 y.o.	Minor:		Preference: Home Phone	•
Opt Out:	Iris Registry × Vestrum ×							

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.

gcrc -	Clearwater 🔹 - Retina 🔹 - tb	iondo	Refresh Q		11/27/2016	Admin Logout
Time 🔺 Name	Reason For Visit	Area	Task	Doc Wait	Not Incomplete Charts (655) Bitting (67/324) Pending Studies (180) Study Review (1) Int. Comm (8/9)	fications Pt Comm (11) Prenoing Letters (30) Document Review (478) eRx Notification (21) Unmatched Patients (8)
Hide Other	Patient Processing (0) * Tech1	▲ Waiting	g 2 (0) 🔺	Exam1/Laser 🔺	Checkout	

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.

11 m	cords				Refresh Workflow
	Patient Name	Call Date	Notify	Issue	Message
0	Doe, Jackie	11/27/2016	тв	Patient Reminder (MU Stage 1)	Called Mrs. Doe to remind her of her appointment tomorrow. Left message on voicemail.
	Doe, Pauline	9/23/2016			Beta test.
0	Doe, Heather	9/20/2016	тв	Cancel/Reschedule Appointment	Message,
	Phillips, Robert	7/24/2015	тв		Tia- for DOS J3490- they are denying the authorization saying it is not valid. Please ask Lee why the authorization is not going through. Thanks! :)
	Wood, James	7/24/2015	тв		Tia- This Patients insurance is stating that the gave auth for 67042 and 67113- we billed a 67108 so they are denying. Let me know what's going on with these sx pts. if we need to change and bill the other code. Please get back with me ASAP as we are hitting timely filing. Thank you :)
0	SMITH, FRANCIS M	4/7/2015	тв	Other	ERROR DELETING
	BETANCOURT, ANDRES	3/31/2015	тв		ERROR DELETING
	Hudson Jr., Michael	3/19/2015		Other	vdASFvADVD
0	Hudson Jr., Michael	3/10/2015	c0	Other	Test Message
0	Hudson Jr., Michael	10/21/2014	тв	Other	This is a sample note.
0	Doe1, John	4/10/2013	тв	Eye Pain/Vision Loss - Post-Op/Injection	c/o eye pain and floaters-started 2 days following injection
	ৰ <u>1</u> ৮ ৮: 20 🛪 items p	er page			1 - 11 of 11 items

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.

Jackie Doe 12/31/1986 29 y.o. DOEJA009	O #s =	PRO MA
	Comm - Studies Contents Images Documents Reports Portal	
	Patient Communications	Sava
Patient Communications	Internal Communications	
	Secure Messages Referrals Cell Phone: Work Phone: Other Phone: Preference:Home Phone	
Image Not Available Get All 11/27/2016 DD/Pr	atient Reminder (MU Stage 1).	
NOTES: Called Mrs. Do voicemail. NOTIFY: TB	be to remind her of her appointment tomorrow. Left message on	
Patient Communications / Chart Notes Add		Print
Date/Time In	nitials Type Message	
11/27/2016 4:36 PM	DD Y Patient Reminder (MU Stage Called Mrs. Doe to remind her of her appointment tomorrow. Left message on voicemail.	Delete
	€ 1/1 >	5 🔻
		Save

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.

e Doe 12/31/1986 29 y.o. DOI	EJA009			O 😽 📑 🔤 1
atient Communications / C	hart Notes Add			Prir
Date/Time	Initials	Туре	Message	
11/27/2016 3:54 PM	🗊 🛈 DD	▼ Patient Reminder (MU Stag	Called Mrs. Doe to remind her of her appointment tomorrow. Left mess	sage on voicemail. Delet
Details				
Called Mrs. Doe to remind he	of her appointment tomorrow	Left message on voicemail		
	of their appointment territories.	Lett measage on rolceman.		
Priority: High		Notify: TB	Communicated By: Home Phone V Is Resolved:	
Follow Ups Add				
Follow Up Date/Time	Initials	Notes		
11/27/2016 4:49 PM	🗐 🔘 тв	Mrs. Doe	alled in to reschedule her appointment.	Deleto
h				**
		(1/1)		View: 5

Once completed, place a check mark in the box next to Issue Resolved. This will lock the notes. Click Save.

									-
atient Communi	cations / Chart Notes	Add							Pri
Date/Time		Initials	Туре		Message				
11/27/2016 3:5	4 PM 🛛 🗑 🖸	DD	▼ Patient R	eminder (MU Stagi 🔻	Called Mrs. Doe to remind her of I	er appointment tomorro	ow. Left message on voice	email. D)elet
Details		_	_						
Called Mrs. Doe	to remind her of her appointi	nent tomorro	w. Left message	on voicemail,					٦
Priori	ity: High	-	Notify: TB	•	Communicated By: Home Phone	•	Is Resolved		1
Priori Follow Ups	ity: High	~	Notify: TB	•	Communicated By: Home Phone	*	Is Resolved 🖌		
Priori Follow Ups Follow Up Date/I	ity: High	Initials	Notify: TB	▼ Notes	Communicated By: Home Phone	•	Is Resolved 🖌		
Priori Follow Ups Follow Up Date/ 11/27/2016 4:45	ity: High Time 9 PM ញ	 Initials ◯ TB 	Notify: TB	Notes	Communicated By: Home Phone	•	Is Resolved 🖌	Delota	
Priori Follow Ups Follow Up Date/7 11/27/2016 4:45	ity: High Time 9 PM	Initials © TB	Notify: TB	Notes Mrs. Doe ca	Communicated By: Home Phone	•	Is Resolved 🥜	Dekota	
Priori Follow Ups Follow Up Date/ 11/27/2016 4:45	ity: High Time D PM.	Initials © TB	Notify: TB	Notes Mrs. Doe ca	Communicated By: Home Phone	•	Is Resolved 🖌	Delote View: 5	
Priori Follow Ups Follow Up Date/ 11/27/2016 4:49	ity: High Time 9 PM	initials ⊙ тв	Notify: TB	Notes Mrs. Doe ca	Communicated By: Home Phone	•	Is Resolved 🥜	Dokto View: 5	

Click the refresh icon in the top right corner to display the patient communication/chart note in the Encounter Summary.

Doe 12/31/1986 29	y.o. DOEJA009								0 👬 🗖	PRO
		Home Pho	one:(727)271-7894 c	ell Phone: Worl	k Phone: Other	Phone: Preference:Ho	me Phone			
Image Not Available	Get All 11/27/201	6 DD/Patient Re	minder (MU Stage 1)					• 🔺 💌		
	 NOTES: Called voicemail. NOTIFY: TB 	Mrs. Doe to rem	ind her of her appointme	nt tomorrow. Left	message on	 DATE: 11/27/2016 4: NOTES: Mrs. Doe ca 	49:00 PM - TB Illed in to rescher	dule her appointment.		
tient Communicat	ions / Chart Notes	s Add								Print
Date/Time		Initials	Туре		Message					
11/27/2016 3:54 PI	M 🗊	O DD	 Patient Reminde 	r (MU Stagi 🔻	Called Mrs. D	oe to remind her of her a	appointment tom	orrow. Left message on vo	cemail.	Delete
Details									52215	
Called Mrs. Doe to r	remind her of her appo	intment tomorrov	v. Left message on voice	email.						٦
Priority:	High	•	Notify: TB	*	Communicate	d By: Home Phone	*	Is Resolved: 🖌		T)
Follow Ups										
Follow Up Date/Time	9	Initials		Notes						
11/27/2016 4:49 PM	1	🗊 🎯 тв	•	Mrs. Doe calle	ed in to reschedu	le her appointment.			Delete	
				(1/1)					Mour 5	

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.

gcrc		Clearwat	ter		Retina		- tbiondo		R	fresh Q			11/27/2016		Admin	Logout
Time +	Name		Reasor	ı For Vi	sit			Area		Fask	Doc	Wait	Not Bilting (67/324) Pending Studies (180) Study Review (1) Int. Comm (870)	ifications Pt Comm (Pending Le Document eRx Notifi Unmatche	(10) etters (30) : Review (478 cation (21) ed Patients (8	B) B)
D Hide C	other 2 PM (0)		Patient	Proces	sing (0) 🔺	Te	ch1 🔺		Waiting 2 (0)		Exam1/La	ser	* Checkout		Exit (0)	

Click on the link to display the names. That patient is no longer in the list.

10 re	cords				Refresh W	Vorkflow
	Patient Name	Call Date	Notify	Issue	Message	
	Doe, Pauline	9/23/2016			Beta test.	-
0	Doe, Heather	9/20/2016	тв	Cancel/Reschedule Appointment	Message.	
	Phillips, Robert	7/24/2015	тв		Tia- for DOS J3490- they are denying the authorization saying it is not valid. Please ask Lee why the authorization is not going through. Thanks! :)	
	Wood, James	7/2 4 /2015	тв		Tia- This Patients insurance is stating that the gave auth for 67042 and 67113- we billed a 67108 so they are denying. Let me know what's going on with these sx pts. If we need to change and bill the other code. Please get back with me ASAP as we are hitting timely filing. Thank you :)	~
\circ	SMITH, FRANCIS M	4/7/2015	тв	Other	ERROR DELETING	
	BETANCOURT, ANDRES	3/31/2015	тв		ERROR DELETING	
	Hudson Jr., Michael	3/19/2015		Other	vdASFvADVD	
\circ	Hudson Jr., Michael	3/10/2015	co	Other	Test Message	
	Hudson Jr., Michael	10/21/2014	тв	Other	This is a sample note.	
0	Doe1. John	4/10/2013	тв	Eye Pain/Vision Loss - Post-Op/Injection	c/o eye pain and floaters-started 2 days following injection	*

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.



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.

Dan P. Montzka Jason M. Handz Oren Plous, M.J Phone: (727) 862 Fax: (727) 862-30	A, M.D. A, D.O. D. -3090 23			Gulf Coast Retina Center Viree-Retinal Disease and Surgery www.gulfcoastretina.com	10730 US 19, Suite 7 Port Richey, FL 34668 3001 Eastland Blvd, Suite 1 Clearwater, FL 33761
Jac	Name kie Doe			Chart# DOEJA009	DOB 12/31/1986 (29 y.o.)
Date	Туре	Priority	Initial	Message	
11/27/2016 3:54:00PM	Patient Reminder (MU Stage 1)	High	DD	Called Mrs. Doe to remind her of her ap voicemail.	pointment tomorrow. Left message on
11/27/2016			TB	Mrs. Doe called in to reschedule her app	ointment.

Internal Communication

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

Jackie Doe 1	2/31/1986 29 y.o. DOE	JA009										😂 🎼 🚅 💷 🏨
			Comm +									
Referring: S	arah C Smith D O		Patient Co	mmunication	15	Copay: Not	Provided					Insurance: Not Provided
iterenning, e			Internal Co	ommunication	ns	oopuj. no.	TIONGED					
Chart Su	mmary		Secure Me	essages	_							PL
Image No	• MR WET (8	/1/2016): OD: +2.7	Referrals		.50-1.00	x 070 = cc2	0/40					1
Available	WEARS SP	ECTACLE (8/1/201	6): OD: +2.50	1.00 x 070 =	cc20/200. OS	6: +2.25-1.00) x 070 = cc20/	40				
	 MR WET (8 cc20/200. C 	/1/2016): OD: +2.7	5-1.00 x 070 A 0 ADD +1.25 =	DD +1.25 = c = cc20/40-	c20/200. OS:	+2.50-1.00	x 070 ADD +1.	25 = cc20/40-	WEARS SI	PECTACLE (8/	1/2016): OD: +2.5	50-1.00 x 070 ADD +1.25 =
	GENERAL	NOTES: Pt prefers	to be called M	rs. Doe.								
	TREATMEN	IT NOTES:										
	PROCEDU	RE NOTES:										
	 OCULAR M 	EDS: Murine Tears	Plus 0.6%-0.0	5% 1 gtt prn	OU (for 4 wee	eks). Pred Fo	orte 1% 1 gtt qi	d.				
	LAST DILAT	TION OD: 08/01/20	16. LAST DILA	TION OS: 08	3/01/2016.							
	PACHYME	RY: (8/01/16) OD:	532 OS: 524									
						D.						

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.

Jackie Doe 1	12/31/1986 29 ;	y.o. DOEJA009													0 🏭	PRO MA
Interna	l Commu	nications														Save
			ŀ	lome Phone	:(727)271-78	94 Cell Ph	one: Work	Phone: Oth	er Phone: P	referenc	e:Home Pl	hone				
image N Availabl	ot.	Get All 11/2	7/2016 DD/Pat	ient Remind	er (MU Stage ')							-			
		 NOTES: C voicemail. NOTIFY: T 	alled Mrs. Doe B	to remind h	er of her appo	ntment tomo	errow. Left m	essage on	DATE: NOTES	11/27/20 6: Mrs. Di	16 4:49:00 F be called in	PM - TB to resched	ule her app	sintment.		
Internal	Communicat	ions / Messa	ges Add													
Date		То	Fre	om	Message									Priority		
11/27/201	16 5:25 PM	🗊 🕑 🛛 тв	▼ TE	3 🔻	Remembe	er to check o	n authorizat	ion for Mrs. D	be.					Urgent		Delete
														Routine High Urgent		Save

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.

gcrc	-	Clearwater	• -	Retina	•	- tbiondo		<u>Refresh</u> Q	l	11/27/2016	Ē	Admin	Logout
Time 🔺	Name	Reason	1 For V	īsit			Area	Task	Doc Wait	Not Billing (67/324) Pending Studies (180) Study Review (1) Int Comm (177)	ifications Pt Comm (1 Pending Let Document F eRx Notific Unmatched	10) tters (30) Review (478 ation (21) I Patients (8	2) 2) 2)
El Hide C	other PM (0) 📥 Patient	Proce	ssing (0) 🔺	Те	ch1 ▲	Waiting 2	. (0)	Exam1/Laser	Checkout	A E	xit (0)	

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.

4 re	cords					Refresh	Workflow
Incom	ing 🔻						
	Patient Name	Message Date	Reci	Sen	Message		
	Doe, Jackie	11/27/2016	тв	тв	Remember to check on authorization for Mrs. Doe.		
	Doe, Heather	9/20/2016	тв	CMD	Message.		
0	Doe, Madison	3/25/2015	тв	DPM	pt c/o Travatan burns wants replacement		
0	Potts, Nancy Y	11/25/2014	тв	jnw	Shantelle from Florida Blue called and said that she does not need auth for 76512- any question you can call back. here is ref. number	er 1-149880	16361
(je)	🔹 🧿 🕨 🕴 20 🔹 items p	er page				1 - 4 of	4 items

1 re Outgo	cords					Refresh Workflow
	Patient Name	Message Date	Reci	Sen	Message	
	Doe, Jackie	11/27/2016	тв	тв	Remember to check on authorization for Mrs. Doe.	Ĵ.
н	ৰ 🚺 ⊨ ⊨ 20 💌 items pe	r page				1 - 1 of 1 items

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.

Jackie Doe 12/31/1986 29 y.o. DOEJA009		😂 🏭 🔜 💷 🏨
	Comm - Studies Contents Imagés Documents Reports Portal	
	Patient Communications	Carrie
Internal Communications	Internal Communications	Cave
	Secure Messages	
	Referrals Cell Phone: Work Phone: Other Phone: Preference:Home Phone	
Insage Not. Get All 11/27/2016 DD/	Patient Reminder (MU Stage 1)	
NOTES: Called Mrs. I voicemail. NOTIFY: TB	Doe to remind her of her appointment tomorrow. Left message on • DATE: 11/27/2016 4:49:00 PM - TB • NOTES: Mrs. Doe called in to reschedule her appointment.	
Internal Communications / Messages		
Date To	From Message Priority	
11/27/2016 5:25 PM III O TB	TB Remember to check on authorization for Mrs. Doe.	t 🔻 Delete
		Save

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.

Jackie Doe 1	2/31/1986 29 y	7.0. DOEJA009			🗘 👬 🛄 🐺 🎆
Internal	l Commur	nications			Save
			Home Phone	(727)271-7894 Cell Phone: Work Phone: Other Phone: Preference:Home Ph	ione
Image No Available	x I	Get All 11/27/2	016 DD/Patient Remin	r (MU Stage 1)	▼ ▲ ▼
		 NOTES: Call voicemail. NOTIFY: TB 	ed Mrs. Doe to remind	or of her appointment tomorrow. Left message on on OATE: 11/27/2016 4:49:00 P NOTES: Mrs. Doe called in t	M - TB o reschedule her appointment.
Internal (Communicat	ions / Message	as Add		
Date		то	From	Message	Priority
11/27/201	6 5:25 PM	🗊 🖸 тв	▼ ТВ ▼	Remember to check on authorization for Mrs. Doe.	Urgent Vetete
					Save

lackie Doe	12/31/1986 29	y.o. DOEJA009												0	
Interna	al Commu	nications													Save
				Home Phone	(727)271-7	894 Cell Ph	one: Work	Phone: Other	Phone: Pre	eference:Ho	ne Phone				
Image N Availabl	Vot.	Get All 11/27/	2016 DD/P	atient Remind	er (MU Stage	1)						-	A 🔻		
		 NOTES: Ca voicemail. NOTIFY: TE 	lled Mrs. Do	oe to remind h	er of her app	ointment tomo	orrow. Left m	lessage on	DATE: 11 NOTES:	1/27/2016 4:4 Mrs. Doe ca	9:00 PM - TE led in to rescl	3 hedule he	er appointmen	L:	
Internal	Communicat	tions / Messag	es Add												
Date		То	F	rom	Message								Pric	rity	
11/27/201	16 5:33 PM	0	v 1	тв 🔻											Telete
															Save

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

gcrc	Clearw	ater 🔹	- Retina		- tbiondo		Refresh Q			11/27/2016		Admin Logou
Time 🔺 Name		Reason Fo	r Visit			Area	Task	Doc	Wait	Not Incomplete Charts (555) Billing (67/324) Pending Studies (180) Study Review (1) Int Somm (870)	ifications Pt Comm (10) Pending Lette Document Re eRx Notificati Unmatched P	rs (30) view (478) on (21) atients (8)
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Secure Messages

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

Jackie Doe 1	12/31/1986 29	y.o. DOEJ/	A009										0 🍇 🗖	PRO
				- Comm -										
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ocourc	mooduge			Secure M	essages									
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	3	-	1.1										New	Send

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.

Jackie Doe	ackie Doe 12/31/1986 29 y.o. DOEJA009										🗢 🏭 🔜 🐺 🏨	
Outgo	ing Referrals 🔒	vdd										Save
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	8/1/2016	🕮 DPN	u 🔹	Neuro		•	Jason Handz	a, DO			Contact Neuro asap	Delete
												Save

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.

atient +	Procedures	Shared Ca	ire 👻							
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							Omar F. Ahmad, M.D.			Sa
							Omar F. Ahmad, M.D.			
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							John Altenburg, M.D.	-		
2016 -	IntelleChart, MDInte	elleSys, A Ne	extech Co	mpany	(1323)		Dr. Bruce Anderson, O.D.			gcrc - tbio

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.

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		And a second second						Donald Johns	on, MD			
								Michael A Jol	nson M.D.			D-1

The Notes field provides a place to document pertinent information regarding this referral.

Jackie Doe | 12/31/1986 | 29 y.o. | DOEJA009 🕑 👬 🖂 💷 Outgoing Referrals Add Date of Referral Docto Туре Refer To Notes 11/27/2016 Michael A Johnson, M.D. Send for bleph eval. DPM Oculoplastics 8/1/2016 DPM Jason Handza, DO Contact Neuro asap

To Document the Outgoing or Incoming Communications, click on the blue arrow.

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.

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Outgoin	ig Referrals	Add								Save
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> 8/1	1/2016	DPM	•	Neuro		Jason Handza, DO	1. A S	Contact Neuro asap		Delete
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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.