Introduction:

- The ED Results Callback view tracks patients requiring follow-up, pushes clinical information from the encounter to the user, and improves communication between all the clinicians involved in the callback process.
- This view will display patients discharged from the emergency department, with a positive culture result.

Reviewing Encounter Information

Step 1

Clinical, encounter, and histories information is displayed to the right side of the Callbacks tab. This eliminates the need to open the patient’s chart for this information.
Entering Follow-Up Status and Comments

As you complete callback actions, you can update the status and enter comments directly from the Callback tab. These entries are viewable by other users working from the list. When multiple users are completing callbacks, this functionality helps to eliminate duplicate work and keeps everyone up-to-date on callback activity. These statuses also are saved to the patient’s chart for visibility after follow-up is complete, and the patient is no longer displayed on the worklist.

**Step 1**

Update the status by selecting the **No Answer**, **Left Message**, or **Patient Contacted** options, and click **Sign**.

**Step 2**

Enter comments into the comments box, and click **Sign**. For common phrases, use autotext or dot phrases.
Step 3  You can view status updates and comments in a time-stamped log in the **Callback** tab.

![Callback Log Example](image)

Today 16:44 (December, Brenda L) Reviewed by Provider, Called, No Answer
Spoke with husband, but need to call back. Evenings work best.

Step 4  You can also view the log in the patient chart when callback is complete.

![Patient Chart Example](image)
Sending Patients Letters
Complete the following steps to generate a letter to send to a patient.

**Step 1**
Click **Letter** in the Callbacks tab. The create letter dialog box in Message Center opens.

**Step 2**
Complete the message details, and click **Add Results** to display the applicable results. For common phrases, use autotext or dot phrases.
Flagging Patient for Provider Review

Complete the following steps to flag patients for provider review in the Results Callback MPages view.

**Step 1**
If a callback requires review by a provider, select the Provider Review Required checkbox in the Callbacks tab, and click Sign.

**Step 2**
The patient name is displayed at the top of the provider worklist with a status of Provider Review Required.

**Step 3**
Once a provider opens the Callbacks tab for the patient, the status is updated to Reviewed by Provider.

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Step 3

Select the Print Now button, and click OK to print a letter.

![Print Now button](image-url)

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**Step 1**
If a callback requires review by a provider, select the Provider Review Required checkbox in the Callbacks tab, and click Sign.

**Step 2**
The patient name is displayed at the top of the provider worklist with a status of Provider Review Required.

**Step 3**
Once a provider opens the Callbacks tab for the patient, the status is updated to Reviewed by Provider.
Moving a Patient to the Completed List

Once callback activities are completed and the patient no longer needs to be tracked on the worklist, you can move patients to the Completed Callbacks List. The patient will remain on the Completed Callbacks List for 72 hours before automatically being removed from the Completed Callbacks List. This allows clinicians to move patients back to the Callback List if something comes up. It also provides an easy way to access patient information for those patients that were just contacted.

**Step 1** Select the **No Further Action Required** checkbox in the Callbacks tab.

![Callback screenshot](image)

**Step 2** The patient now is displayed on the Completed Callbacks List. Patients are removed from this list automatically after 72 hours.

![Completed Callbacks List](image)

**Step 3** If a patient was moved to the list in error or if you determine that additional follow-up is needed, you can move the patient back on the worklist by selecting either **Mark Callback Incomplete** or **Completed Callback in Error**.

![Callback options](image)
Creating Populations

If you manage callbacks for multiple facilities and nursing units, you may want to save combinations of locations as a population. This prevents you from selecting the various facilities and nursing units every time you want to view a different set of locations.

**Step 1** Select *Save Population As* from the menu in the upper-right corner.

**Step 2** Enter the population name.

**Step 3** Your population now is displayed on the My Populations list.