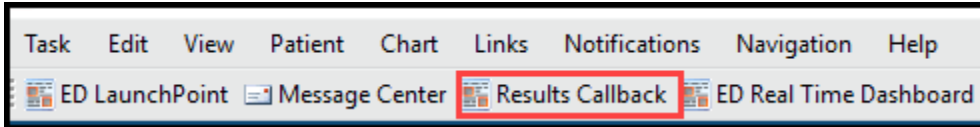


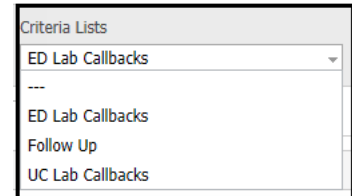
## Managing the Results Callback List

1. Click Results Callback.



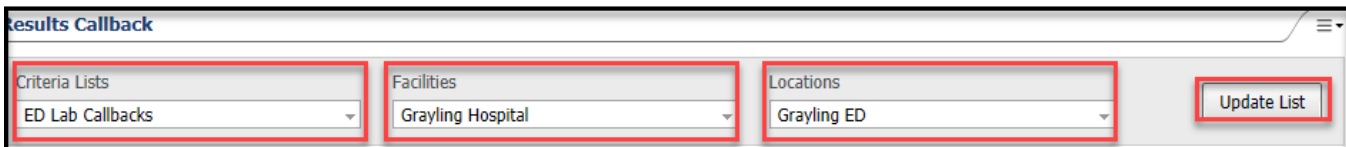
2. Select the appropriate list(s) from the Criteria List dropdown:

- A. ED Lab Callbacks: Populated with patients who have abnormal microbiology and sent out lab results.
- B. UC Lab Callbacks: Populated with every patient that has labs resulted from their Urgent Care visit, excluding most point of care labs.
- C. Follow Up: Includes Patients with 'Post Discharge Follow - Up Needed', selected on the Disposition PowerForm by the Provider or Nurse.



3. Work from Left to Right, make selections for Criteria Lists, Facilities, and Locations.

4. Click Update List.



5. Patient Name and Result display.

6. Click on the result(s) or -- to confirm the status of the lab is final. **NOTE:** Do not move the lab to completed if the status is not final.

7. Click the gray arrow to open the pop-up window for follow-up documentation.

Callback List (8)	Completed Callbacks				
Patient Name	Result	Status	Comment		
[Red Arrow]	Vaginal Microscopic	--	Completed callback in error	No Comment Found	
[Red Arrow]	C. Reactive Protein (0.0-0.9) mg/dL	↑22.1 3 D	No Status Found	No Comment Found	
[Red Arrow]	C. Reactive Protein (0.0-0.9) mg/dL	↑3.4 2 D	No Status Found	No Comment Found	

Click on the result(s) or -- to confirm the status is final.

8. Select: No Answer, Left Message or Patient Contacted.
9. When 'No further action required' is selected, the patient will move off the Callback List and on to the Completed Callbacks tab. **NOTE:** After 48 hours the patient will fall off the Completed Callback List.

10. Selecting, 'Provider Review Required', will update the status to Provider Review Required. The Patient will remain on the Callback List.
  - \*Please note selecting 'Provider Review Required' does not notify the provider. Facilities using this option would need to follow their process for provider follow up and communicate with the appropriate provider.

Callback List (2)		Completed Callbacks
Patient Name	Result	Status
HOP, DOREEN GRY	Post Discharge Follow-up Ne... --	Yes 2 H 50 M Provider Review Required
CLASS, 5 GRY	Post Discharge Follow-up Ne... --	Yes 2 H 4 M Provider Review Required

- Should you need to place a patient back on the Callback List, locate your patient on the Completed Callbacks list. Click the arrow next to their name. Select Mark callback incomplete or Completed callback in error. Click Sign.

## Adding a Patient to Results Callback, Follow Up List

- Select ED Discharge or UC Discharge.
- Select Disposition PowerForms component, Click the dropdown arrow.
- Click Post Discharge Follow-Up.

- Select Post Discharge Follow-Up Needed.
- Enter Post Discharge Follow-Up Comment.

## Reviewing the Post Discharge Follow-Up Comment

Note: There is no way to review comments entered into the Post Discharge Follow-Up Comment text box from Results Callback.

**Post Discharge Follow-Up**

For use at Grayling, Kalkaska, Paul Oliver and MMC Urgent Care.

**Post Discharge Follow-Up Needed**

 Yes

**Post Discharge Follow-Up Comment**

Note: Comments entered in this text box will not display in Results Callback.

To review a Post Discharge Follow-Up comment:

1. Select a patient from the Follow Up Criteria List at your facility and location.
2. Click the patient's name, to open the chart and take you directly to the workflow Mpage.
3. From workflow UC Discharge or ED Discharge tab:
  - A. Select Disposition PowerForms.
  - B. The Post Discharge Follow-Up Reason, is available for review.
  - C. Hover or click on the comment, for full comment display.

The screenshot shows the EHR interface with the following elements:

- 3**: Tab for "UC Discharge" is selected.
- A**: "Disposition PowerForms (3)" is selected in the left sidebar.
- B**: A row in the table is highlighted: "Follow-Up Reason, ED/UC Discharge" with result "Check with patient for symptom improvem...".
- C**: A tooltip is displayed over the comment text: "Check with patient for symptom improvement--pain improved, tolerating walking. Repeat x-ray if pain not improving in the next 5 days."

Result/Form Name	Result	Author	Date/Time
▼ Results (2)			
Post Discharge Follow-up Needed	Yes	Pflugrad MD, Chester L	AUG 29, 2021 15:52
Follow-Up Reason, ED/UC Discharge	Check with patient for symptom improvem...	Pflugrad MD, Chester L	AUG 29, 2021 15:52
▼ Forms (1)			
Post Discharge Follow-Up	Auth (Verified)		AUG 29, 2021 15:52