

FirstNet EDUCATION

Managing the Results Callback List

1. Click Results Callback.

Task	Edit	View	Patient	Chart	Links	Notifications	Navigation	Help
📑 ED I	aunch	Point 🛛	Message	Center	👫 Result	s Callback	ED Real Time D	ashboard

- 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.

lesults Callback							
Criteria Lists	Facilities	Locations					
ED Lab Callbacks 👻	Grayling Hospital	- Grayling ED	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	1		Click on the result(s) or to confirm the status is final.	
 Patient Name	Result	OL, I	Status	Comment
FIGHER, 1499007148-0,2100.	Vaginal Microscopic	,	Completed callback in error	No Comment Found
NORMAL CARDS IN M.	C. Reactive Protein (0.0-0.9) mg/dL	†22.1 3	D No Status Found	No Comment Found
	C. Reactive Protein (0.0-0.9) mg/dL	1 3.4 ²	D No Status Found	No Comment Found

Criteria Lists							
ED Lab Callbacks	Ŧ						
ED Lab Callbacks							
Follow Up							
UC Lab Callbacks							



- 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.

Callbacks Protocols	Mobile 	Work 	PCP : Unknown 	Discharge Disposition HOME OR SELF CARE (O) Problems No Results Found	Highlights from the visit display including the admitting/attending
No Answer Left Message Patient Contacted # 19 10 101				Provider Humphrey MD, Tyler R Allergies No Known Allergies Discharge Diagnosis Non-ST elevation (NSTEMI) myocardial in fibrillation	provider
Provider Review Required		□ No fur	ther action required Cancel Letter Sign	Meds Given this Visit aspirin - 324 mg 324 mg, Oral, ONCE cefTRIAXone (Ceftriaxone IVPB) - 2000 m 2,000 mg, 50 mL, 100 mL/hr, IVPB, ONCE	g

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.

Callbacks Protocols						
Home (231) 935-5000	Mobile 	Work	PCP : Unknown			
O No Answer						
Patient Contacted						
* 🗈 🛍 🛯						
Provider Review Required]	🗌 No furt	ner action required Cancel Letter Sign			
	Callback List (2)	Completed Callbacks				
	Patient Name		Result		Status	
	HOP, DOREEN O	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	



11. 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.

Mark callback incomplete Completed callback in error	
	Cancel

Adding a Patient to Results Callback, Follow Up List

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

ED Provider V	lew	🖓 Full screen 📑 Print 🎲 Tminutes
🗚 📄 📥 📄 🔍 🔍 100%	- I = = d	
Manage - UC X	UC Discharge X ED Discharge X +	🖬 🛛 🐥 No Severity 🔖 🔍 🚍
Ŧ	Disposition PowerForms (1)	3 + V Selected Visit
Problem List	Result/Form Name Result	Date/Time Post Discharge Follow-Up
Vital Signs	▼ Results (1)	
Quick Visit	Post Discharge Follow-up Needed Yes	JUL 21, 2021 07:52
* Patient Education	• Forms (0)	
Patient Instructions		
* Follow Up	Assessment and Plan	Selected Visit 🛐 👩
Home Medications (2)		
Prescriptions	Font - Size - X h 🛱 B I U A- 🗄 = =	
MAPS - MI Only		
* Disposition Orders (8)		
Documents		
Disposition PowerForms (1)		

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





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Note: Comments entered in

this text box will not display in Results Callback.

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 Follo w -Up Needed	O Yes	Post Discharge Follow-Up Comment					

To review a Post Discharge Follow-Up comment:

- 1. Select a patient from the Follow Up Criteria List at your facilitity 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.

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N	Nanage - UC X	Urgent Care Orders X UC Disc	harge X ED Discharge	× +	🖬 o 👗 No Severity 🖣
	Ŧ	Disposition PowerForms (3)			+ V Sele
	Problem List	Result/Form Name	Result	Author	Date/Time
	Documents (1)	▼ Results (2)			
	Disposition PowerForms	Post Discharge Follow-up Needed	Yes	Pflugrad MD, Chester L	AUG 29, 2021 15:52
	(3)	Follow-Up Reason, ED/UC Discharge	Check with patient for symptom improvem	Pflugrad MD, Chester L	AUG 29, 2021 15:52
	vital Signs	▼ Forms (1)		e numetore insprovement e sin	
	QUICK VISIT Home Medications (0)	Post Discharge Follow-Up	Auth (Verified) improved, tolerating improving in the next	walking. Repeat x-ray if pain not t 5 days.	AUG 29, 2021 15:52