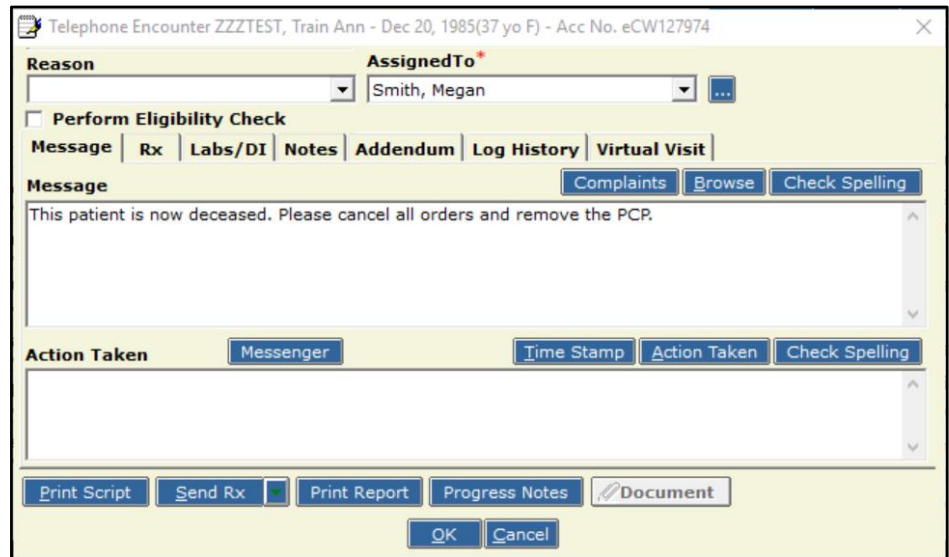


# Deceased Patient Workflow for all Staff

## Front Desk

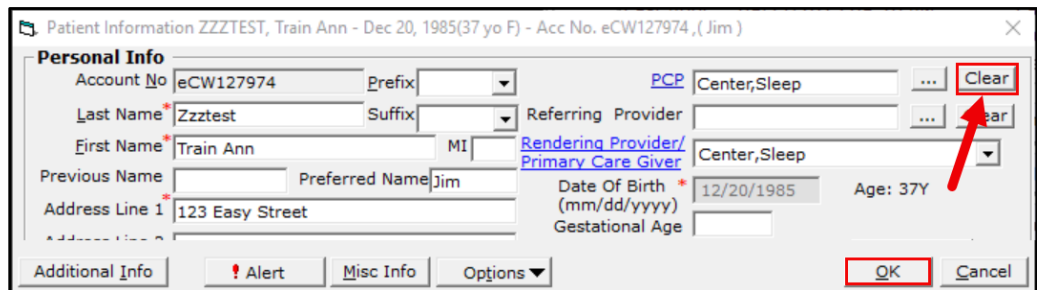
When a notification is received that a patient has died, a telephone encounter needs to be created.

- Scan any documentation provided and attach it to the telephone encounter.
- Set the Assigned To field to a clinical staff member and send.



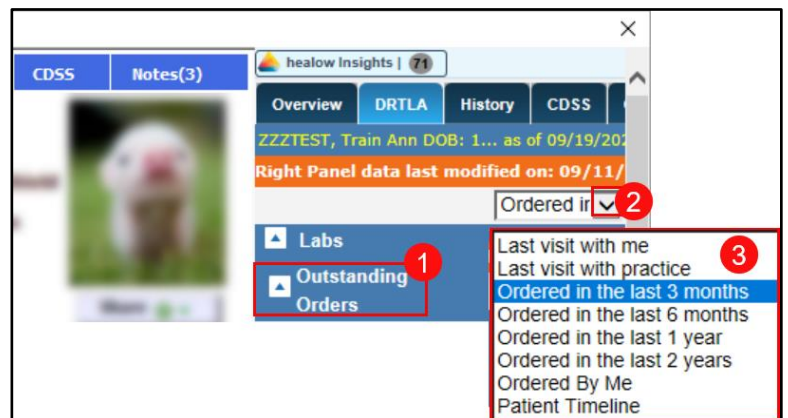
## Clinical Staff

Remove the PCP from the Patient Information screen by clicking Clear next to the PCP field.



All orders, referrals, and future orders need to be canceled.

1. Outstanding Orders can be viewed in the DRTLA tab in the patient's hub.
  2. To adjust the search parameters, click the drop-down.
  3. Select the desired parameters.
- If canceling the orders requires a provider signature, assign the encounter to the provider, request that order cancellation be signed, and the encounter be sent back to a clinical staff member for completion.
    - Once the provider has signed the orders, assign the encounter to the Quality Staff.
  - If no provider signature is needed, assign the encounter to Quality Staff.



## Deceased Patient Workflow for all Staff

eClinicalWorks Ambulatory EDUCATION

### Quality Team Members

When a telephone encounter that a patient has died is received, complete the following steps:

- Mark the message received from the clinical staff as addressed.
- Create a new Telephone encounter, navigate to Info.
- Mark the patient as deceased in the system.
  1. Click Additional Info.
  2. Click the box next to Deceased and add the date of death if known.
  3. Click the box next to Exclude From Registry.
  4. Click OK.
- Document that you have marked the patient as deceased, and mark the encounter as addressed the same day.

The screenshot shows the 'Patient Information' window for 'ZZZTEST, Train Bob'. The 'General Information' tab is active. Key elements are highlighted with red boxes and numbered:

- 1:** 'Additional Info' button at the bottom left.
- 2:** 'Deceased' checkbox in the 'Deceased' section.
- 3:** 'Exclude From Registry Search' checkbox.
- 4:** 'OK' button at the bottom right.

The 'Pharmacies' table at the bottom shows:

E	M	P	Pharmacy Name	Address Line 1	City	State	Zip	Tel	Fax
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Airway Oxygen	1908 N. Mitchell St	Cadillac	MI	49601	800-828-6160	231-775-6251

#### Note:

- In order for the process to function correctly, the following must be completed on the same day:
1. A new telephone must be created.
  2. The patient must be marked as Deceased.
  3. The newly created telephone encounter must be closed.