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Cancel

Deceased Patient Workflow for all Staff

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eClinicalWorks Ambulatory EDUCATION

FIOIL DESK							
When a notification is received the patient has died, a telephone encounter needs to be created.	Reason Perfor	Telephone Encounter ZZZTEST, Train Ann - Dec 20, 1985(37 yo F) - Acc No. eCW127974 Reason AssignedTo* Image: Smith and Smi					
 Scan any documentation provided and attach it to t telephone encounter. Set the Assigned To field t clinical staff member and 	co a	ken Mess	enger			Check Spelling	< >
Clinical Staff							
Remove the PCP from the Patient Information screen by clicking Clear next to the PCP field.	Personal Info Account No eC Last Name* Zzz Eirst Name* Tra Previous Name Address Line 1 122	W127974 E ztest s in Ann Preferred	Prefix	PCP Cer eferring Provider andering Provider/ mary Care Giver Ce	nter,Sleep nter,Sleep	Age: 37Y	

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

- 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 cancelation 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.

! Alert

Misc Info

Options 🔻

If no provider signature is needed, assign the encounter to Quality Staff.

Additional <u>I</u>nfo



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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.
 - Click the box next to Deceased and add the date of death if known.
 - 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.

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<u>F</u> irst Name [*] Trai	🖪 Patient Informa	ation ZZZTEST, Trair	n Bob - Jun 12, 1984	39 yo M) - A	cc No. eCW1281	37			
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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.