



Be the Difference.

Reminders/FAQs

Douglas Moore Resident Clinic

This is an overview of the top questions and reminders that were found during activation support at the Douglas Moore Resident Clinic. These are in no particular order.

Entering Orders

Labs and Radiology Orders

Lab and Radiology orders require that the **Supervised By** field contain the name of the **attending** the Resident is precepting with for that patient. This is because of billing.

Ordered By:	<input type="text" value="Allscripts, Resident"/>	
Supervised By:	<input type="text" value="1Allscripts, Provider"/>	
Managed By:	<input type="text" value="Allscripts, Resident"/>	

Note ► Some orders will automatically enter the Resident's name in all 3 boxes, please make sure to change so it reflects above.

Medication and Referral Orders

Medication and Referral orders do **NOT** require the Supervised By field to contain the Attending. Therefore, the **residents name can be in all 3 boxes**. If they are unable to complete all 3 on these types of orders, they can contact the Command Center to investigate and assist.

Stat vs. Routine

All orders at Douglas Moore should be entered as **Routine**. The system defaults to this setting and it should not be changed.

Perform :

Ordered By:

In the system here is the definition of both options as it is a little different in the system than in traditional medical circles.

Stat = Scheduled by the front desk or concierge for services. Do not use at this time.

Routine = Scheduled by referral line, radiology, other respective departments by calling the patient directly. This is the method in place at Douglas Moore.

In Office vs. Performed Elsewhere Orders

This will mainly be applicable to lab orders however can be applied to other procedures as well. Below is an outline of each type and how they work.

In Office Orders

If there is an order that will be **collected** and **resulted** in the office, this is considered an **In Office order** in the system. When ordering this type of test, make sure that the test has IO in front of the name. This will give the MA/Nurse all of the options they will need to result this order.

To Be Done:

Entering For:

- Complete Blood Count
- Complete Blood Count + Differential
- IO CBC
- IO CBC w/ Platelets
- IO CBC with platelets, auto diff

****Notice the difference in the above example. The IO in front of the order stands for In Office. The order without IO would be what is used in the next 2 scenarios.**

UH To Be Collected

UH To Be Collected is the name we have given in the system to labs where the **specimen will be collected by the MA/Nurse**, then labeled and sent to the lab to result the order. By selecting these appropriately, in addition to the requisition, a label will be generated for the collected specimen automatically.

1. To order this type of lab order, **select the lab result** in the search that does NOT have IO in front. (As in the previous screenshot, selecting Complete Blood Count or Complete Blood Count + Differential would be appropriate.)
2. Once in the order details menu, change the pull down for **Perform to UH (Lab Services – To Be Collected)**.

The screenshot shows the 'Order' details screen with the 'Perform' dropdown menu open. The dropdown lists 'Lab Services - UH (Blood Test)' and 'Lab Services - UH To Be Collected (Blood Test)'. The 'Perform' field is currently set to 'Lab Services - UH (Blood Test)'. Other fields include 'Ordered By: St Johns Lab', 'Supervised By:', and 'Authorization: Not Required'.

3. Finish completing the rest of the order and click **Ok**.
4. Once you **commit the order**, both the requisition and the label will print out for this specimen to be sent to the lab.

Send Patient to the Lab

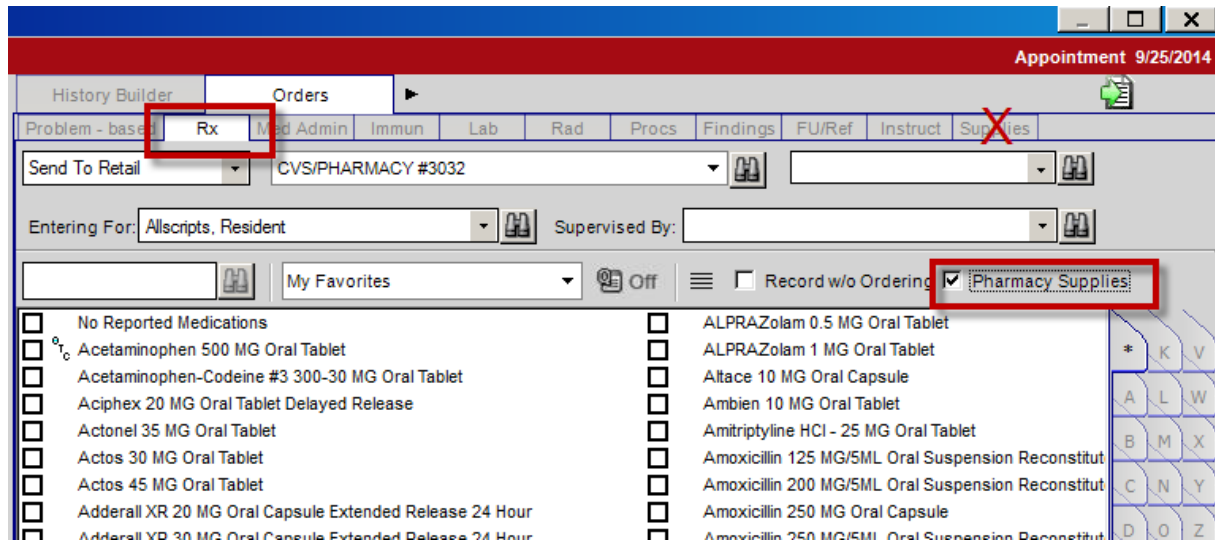
This process is for patients who will have their **specimen collected and resulted at the lab**.

1. Open the order just as outlined in step 1 in the UH To Be Collected section.
2. Once in the order details screen, the perform box should state **Lab Services – UH (Blood Test)**. This is the default setting so should not require much action.
3. Complete all items on the order as appropriate and **Commit** all orders once finished entering.

The screenshot shows the 'Order' details screen with the 'Perform' dropdown menu set to 'Lab Services - UH (Blood Test)'. The 'Send to Performing Location' dropdown is set to 'Routine'. The 'Ordered By' field is 'Allscripts, Resident'. The 'Print Copy' checkbox is checked.

Prescribing/Ordering Supplies

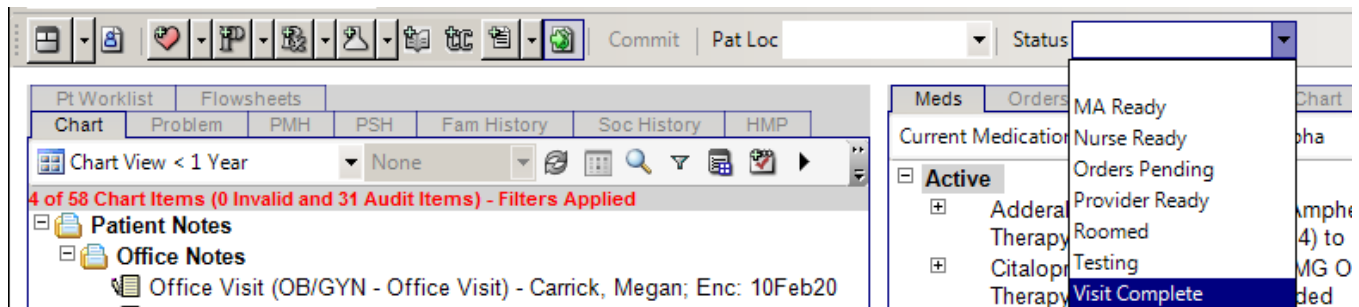
If a patient needs a prescription for supplies, this needs to be ordered from the **Rx tab** in the Add Clinical Item Window. **Do NOT use the Supplies tab.** On the Rx tab you will just need to **check the box for Pharmacy Supplies.**



Visit Complete

Always make sure to indicate Visit Complete on the schedule when you are finished with a patient and are ready for your next patient. This is a flag for the MA/Nurse to know the next patient may come back.

This can be changed from the **Clinical Toolbar** by selecting the **Patient Status** drop down and selecting **Visit Complete**.

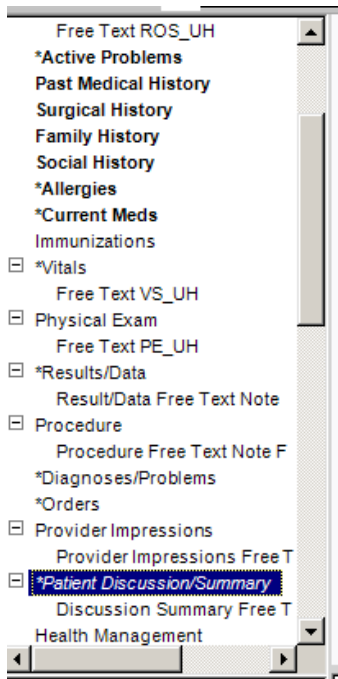


Note ► The toolbar is available docked in both the Clinical Desktop as well as the note. It also floats and can be selected from other screens.

Items to Complete before Patient Leaves



The following is a list of items that should be completed prior to the patient leaving.

1. **Complete all Asterisk items in the note.** Any item in the note with a * in front will generate on the clinical summary and should be addressed/complete prior to the patient leaving and the Clinical summary being generated.



2. **All Orders and Medications.** All orders will generate a paper requisition that needs to be handed to the patient. Make sure to enter them in the system and provide these requisitions to the patient prior to them leaving. Don't forget to click the **Reconciliation button** for Medications and Allergies.
3. **Print the Clinical Summary.** Print the clinical summary from the icon on the schedule.

Date: 23 Sep 2014

\$	N	TC	SOC	CS	A	Pt Loc	Pt Status	Time	Patient
		<input type="checkbox"/>	<input type="checkbox"/>		Arr			08:00 AM	Train,Loretta
		<input type="checkbox"/>	<input type="checkbox"/>		Arr			08:00 AM	Train,Laric

4. **Hand all Requisitions and Clinical Summaries from the printer to the patient.** Lab requisitions do not interface electronically at this time so patients will need to make sure they have these prior to leaving. It is best practice to hand all requisitions and the Clinical summary to the patient before they leave.

Daily Rx Summary

Make sure that you print and sign your Daily Rx Summary from your tasklist at the end of your clinic each day. This task can be found on your task list. All you have to do is double click on it. You will receive a Print Dialogue box. Set the printer if it is not already set and can click Ok. Sign this document and then place this in the billing basket near the front desk.

Qverifying Results

Residents should be using the **QVerify and QVerify All** buttons **ONLY**. The **Verify/Verify All** options are **NOT being used** in the Douglas Moore workflow. Refer to the workflow document for a full outline of the process of Qverifying results.