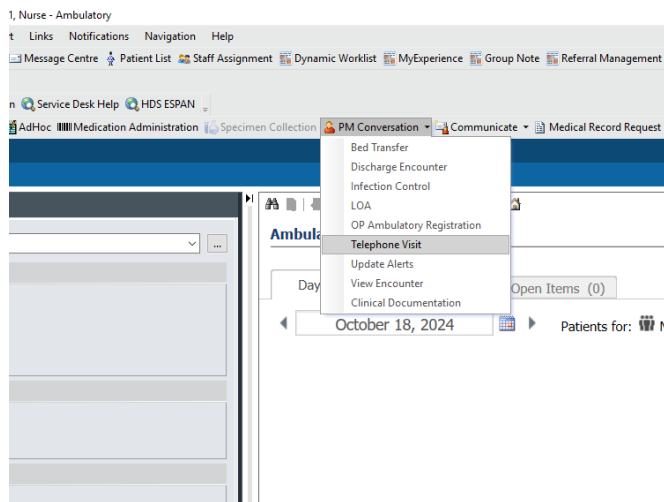


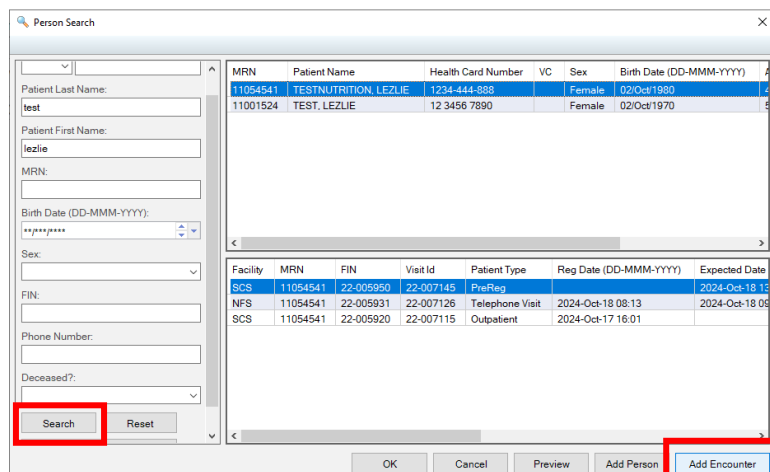
## Telephone Visits: Over 5 mins non-booked

The use of PM Conversations: Telephone Visits is for patient interactions that are not booked appointments, but need to be logged as visits for the purpose of keeping statics on the amount of time staff are spending with patients. This feature is to be used for any patient telephone interaction over 5mins in length that is not a pre-booked telephone visit.

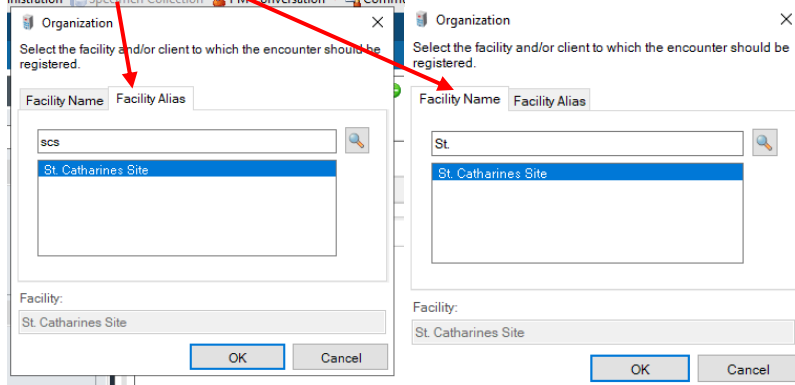
1. From the home page on the screen choose PM Conversation and Telephone Visit.



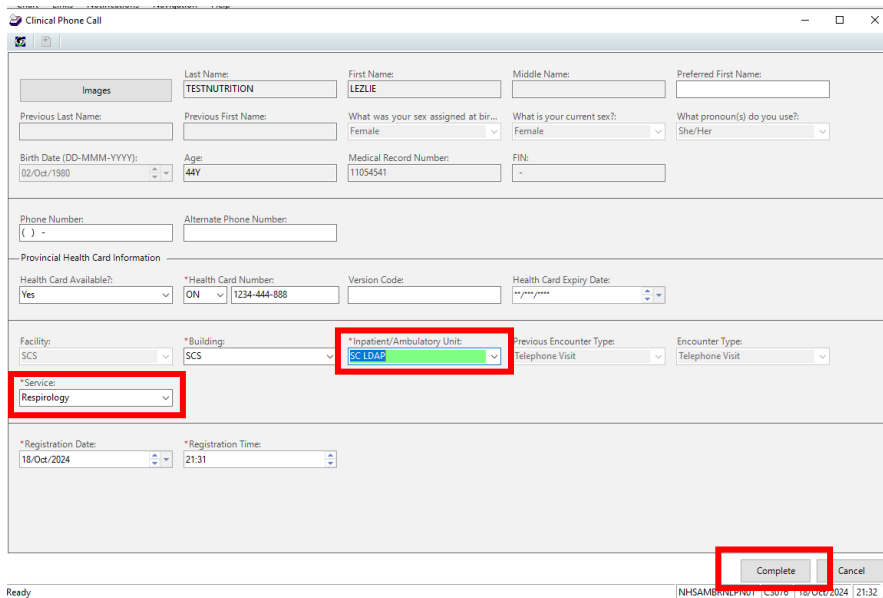
2. Type patient name in the search field and click the search button.
3. Once you find the patient click add encounter to make a telephone visit encounter.  
NOTE: if you do not find the patient, connect with your Ward Clerk to ensure patient information has been entered in the system.



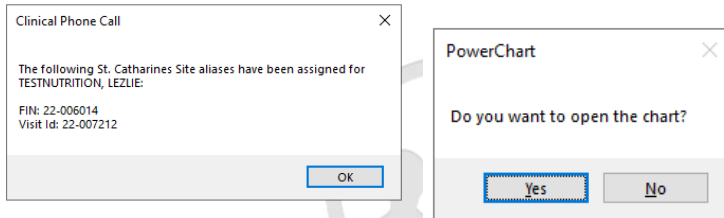
- Select the facility to which the encounter should be registered  
 Facility Name: Is the Name (ie: St Catharines)  
 Facility Alias: Is the Short Form (ie: SCS, NF, WS, FE, PC, HDS)



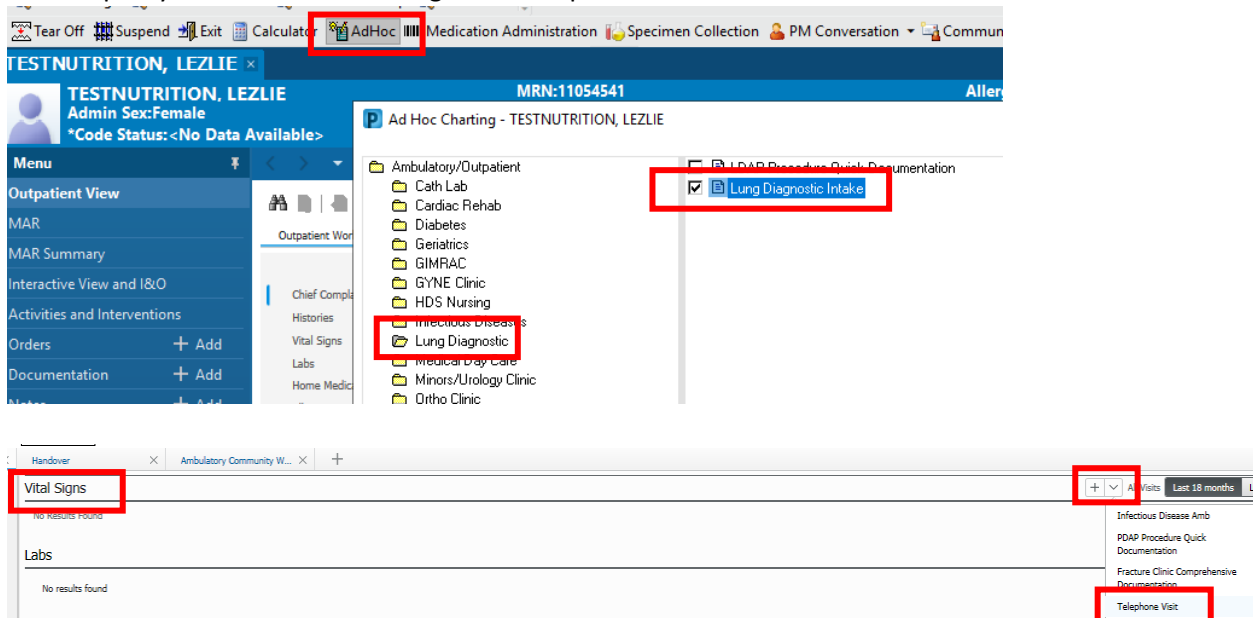
- Complete the required fields marked in "yellow" and with an "\*" to register the telephone visit to the appropriate clinic location. Can click complete when done.





- You will receive the following message and click "OK". You will get the following message asking if you would like to open the chart. Click "Yes".



7. Launch into the patient chart and locate the powerform you would like to complete. This can be done either through adhoc charting or through the vital sign drop down "carrot". You can pick your clinic form or the generic telephone visit form.



8. Document your patient encounter. On the telephone visit form you can add the caller name and number by searching with the  and finding the clinicians name. Once you complete the telephone visit click the green checkmark  to complete the documentation.

Telephone Visit - TESTNUTRITION, LEZLIE

\*Performed on: 18/Oct/2024 21:43 EDT

Telephone Visit

**Caller:** Leduc, Lezlie

Caller Telephone #:

Telephone Visit Note:

Segoe UI 9

9. This will document the power form in the chart and register a telephone visit as an encounter.

Outpatient View

MAR

MAR Summary

Interactive View and I&O

Activities and Interventions

Orders + Add

Documentation + Add

Submit Forward Provider Letter Modify In Error Preview

List

Display: All Advanced Filters

Service Date/Ti...	Subject	Type	Facility	Author; Contributor(s)	Status
2024-Oct-18 21:43:00	Telephone Visit	Telephone Visit - Text	SCS	NHS Test01, Nurse - Ambulatory	Auth (Verified)

Allergies: Allergies Not Recorded  
Age: 44 years  
Alerts: No Alerts Documented

Attending: LDC-SC LDAP  
Dose Wt: <No Data Available>  
HON: ON 1234 444 888  
Telephone Visit FIN: 22-006014 [Visit Dt: 2024-Oct-18 21:31:26] Visit Reason: <No - Reason for visit>

Custom Information: TESTNUTRITION, LEZLIE

Visit Type	Location	Admit Date	Discharge Date	FIN	Service	Visit Reason
Telephone Visit	NF GAC	18/Oct/2024 08:13:27		22-005931	Ambulatory	
Outpatient	SC CLINU	17/Oct/2024 16:01:49		22-005920	Ambulatory	consult
Telephone Visit	SC LDAP	18/Oct/2024 21:31:26		22-006014	Respirology	

10. Decision support and clinical managers will be able to pull reports on the number of registered telephone visit encounter for a Clinic area from this data.