Future State: ED - Emergency Medicine - Results Callback MPage

ED Provider, ED Nurse

Start/Stop — Discharge patient with pending lab [24753]

Work Step — Abnormal labs test resulted [24754]

Work Step — Patient appears on the Result Call Back mPage [24752]

Work Step — Review results through mPage [24755]

Document — Attempt to call patient. Is patient available? [24858]

Decision — Have the proper amount of attempts been made? [24861]

Work Step — Notify physician and obtain follow up treatment, as applicable. [24757]

Decision — Notify patient of prescriptions, if applicable [24865]

- No (from 24858 to 24861)
- Yes (from 24858 to 24865)

ED Provider

Decision — Are any prescriptions or return visit(s) needed? [24761]

Work Step — Add comment in follow up MPage [24830]

Work Step — If no further action is required, check the 'No Further Action Required' check box [24853]

Start/Stop — Patient moved to Completed Callbacks List for 24 hours [24856]

Work Step — Notify of results [24885]

Work Step — Add prescriptions via electronic order [24762]

- No (from 24761 to 24830)
- Yes (from 24761 to 24762)
- yes (from 24856)

ED Unit Clerk

Work Step — Reviews Lab results in list [24872]

Work Step — Prescriptions faxed to patient's pharmacy or patient picks up prescription, or book appointment [24873]

Future State: ED - Emergency Medicine - Results Callback MPage

Workflow Details:

Workflow Name: ED - Emergency Medicine - Results Callback MPage

Workflow State: Future State

Workstream: Discharge/Check Out

Venue: Emergency Medicine

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): Emergency Medicine

Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP

TestBuilder Script(s):

Cerner Workflow ID: 6000 (v. 18.0)

Client Workflow ID: 385

Workflow Notes:

Introduced By: WS 6

Validated By: WS 7

Swim Lane:

Role(s): ED Provider
ED Nurse

Department(s):

Security Position(s): Emergency Medicine - Nurse

Start/Stop [24753]

Description: Discharge patient with pending lab

Work Step [24754]

Description: Abnormal labs test resulted

Comments: Trops >100, prelim blood cultures and all other finalized results that are outside of normal limits?

Work Step [24752]

Description: Patient appears on the Result Call Back mPage

Comments: Only available from the toolbar, must be checked on a regular basis; for example, once per shift.

Future State: ED - Emergency Medicine - Results Callback MPage

Work Step [24755]

    Description: Review results through mPage

Document [24858]

    Description: Attempt to call patient. Is patient available?

    Comments: Document in results call back.

Decision [24861]

    Description: Have the proper amount of attempts been made?

    Comments: If yes and no contact was made, at the discretion of the provider, police can be notified to help located the patient if the recall is serious in nature.

Work Step [24757]

    Description: Notify physician and obtain follow up treatment, as applicable.

    Comments: Do this by selecting the Provider Review Required check box at the bottom on the page

Decision [24865]

    Description: Notify patient of prescriptions, if applicable

Swim Lane:

    Role(s): ED Provider

    Department(s):

    Security Position(s): Physician - Emergency Medicine

Decision [24761]

    Description: Are any prescriptions or return visit(s) needed?

Work Step [24830]

    Description: Add comment in follow up MPage

Work Step [24853]

    Description: If no further action is required, check the 'No Further Action Required' check box

Start/Stop [24856]

    Description: Patient moved to Completed Callbacks List for 24 hours

Cerner Workflow ID: **6000** (v. 18.0)   Client Workflow ID: **385**

Last updated by Laura Agnoletto, Jul 31, 2024 2:55pm (UTC -4 hours)

Work Step [24885]

Description: Notify of results

Work Step [24762]

Description: Add prescriptions via electronic order

Swim Lane:

Role(s): ED Unit Clerk [Custom]

Department(s):

Security Position(s):

Work Step [24872]

Description: Reviews Lab results in list

Work Step [24873]

Description: Prescriptions faxed to patient's pharmacy or patient picks up prescription, or book appointment