

Factor 2: Providing timely clinical advice by telephone

The practice would provide a documented process for staff to follow for providing timely clinical advice by telephone during and after office hours (including the practice's definition of timely).

PCC EHR allows users to document phone calls as phone encounters. For calls that need a callback, a task is created with an appropriate task type such as “Call Back Needed.” These tasks show on a messaging queue for the attention of the assigned clinician.

The clinician would open the phone task, call the patient back, and document the date and time that they completed the task as shown below:

The screenshot shows a 'Tasks' window with a dropdown menu set to 'Call Back Needed' and a 'TO' field set to 'Joan Abbott'. Below this is a 'NOTE' field containing 'Sample notes about callback.' At the bottom, a red circle highlights the 'Task Completed' status, the date '03/07/13', the time '5:08 PM', and the user 'Joan Abbott'.

PCC EHR users are able to generate a report of phone calls to monitor and report the response time for phone tasks. The report is accessible by selecting the “Phone Encounter Performance” entry in the “Reports” menu in PCC EHR. Here is a sample output of this report:

The screenshot shows a window titled 'Phone Encounter Performance' with a subtitle 'View Phone Encounter Performance'. It includes a box with the following text: 'PCC Pediatric Test Associates', 'Generated on 5/09/13 10:57am', 'Times between 12:00am and 11:59pm', 'Dates from 4/21/13 to 4/26/13', and 'and Task "Call Back Needed"'. Below this is a table with 6 phone encounters. The table has columns for 'Call Taken', 'Task Completed', 'Response Time', and 'Patient'. At the bottom, there is a dropdown menu for 'Optional Columns to Display' set to 'None - display standard report columns only', and buttons for 'Save as File', 'Back', and 'Close'.

Call Taken	Task Completed	Response Time	Patient
4/25/13 9:00am	4/25/13 2:17pm	5h 16m	Okamoto, Alexia PCC# 1233
4/25/13 9:15am	4/25/13 9:21am	6m	Arndt, Brian PCC# 1284
4/25/13 9:27am	4/25/13 11:29am	2h 1m	Buchinsky, Catherine PCC# 948
4/25/13 10:44am			Padrone, Shaquana PCC# 132
4/25/13 11:11am	4/25/13 1:33pm	2h 21m	Farkas, Quinn J. PCC# 1803
4/25/13 12:22pm			Lahan, Jordan PCC# 2091

The “Response Time” on this report represents the amount of time (in hours and minutes) between the time the phone encounter was first saved and the time the first phone task associated with the encounter was marked as completed. Phone encounters without assigned tasks are not included in this report as it is assumed there was no response necessary.

The user who responded to the phone call can be optionally included in the report output. This is one way to measure how timely each staff member is with phone call responses.