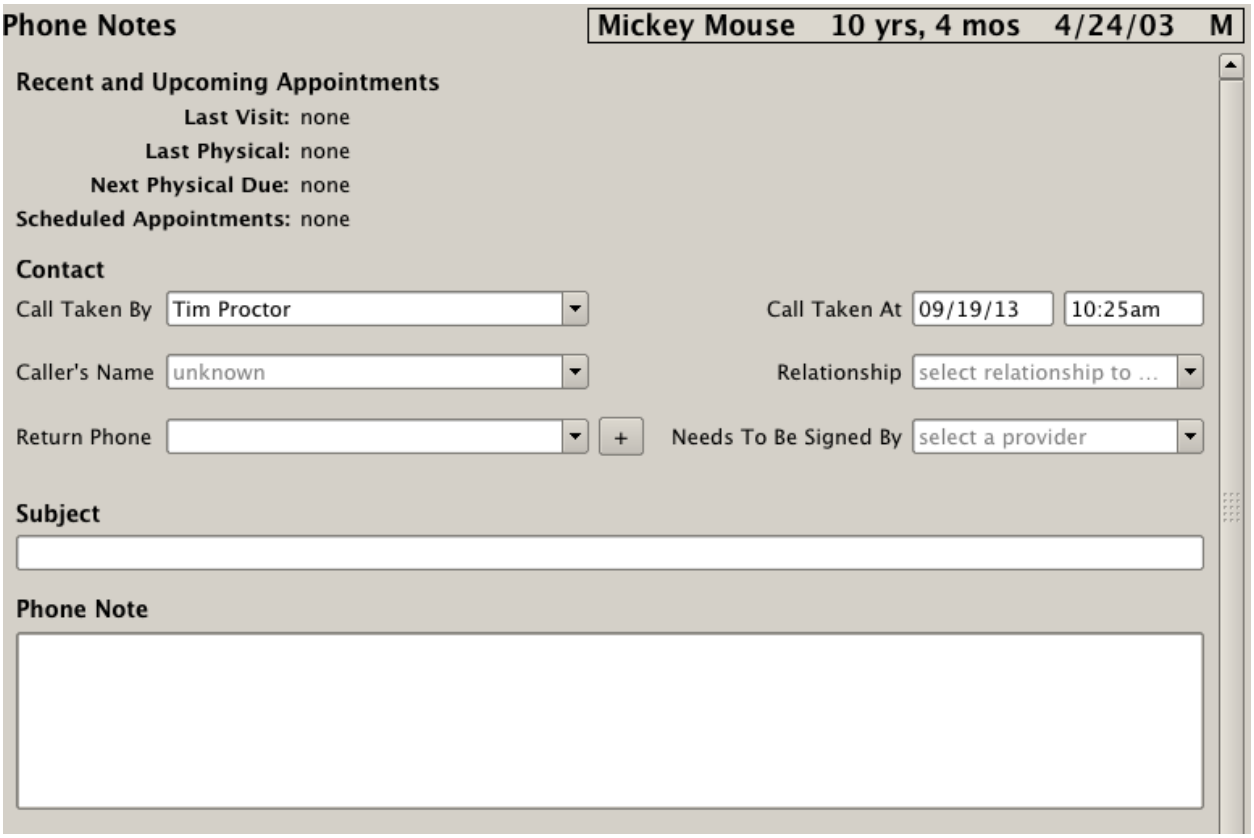
Factor 4: Documenting clinical advice in the medical record

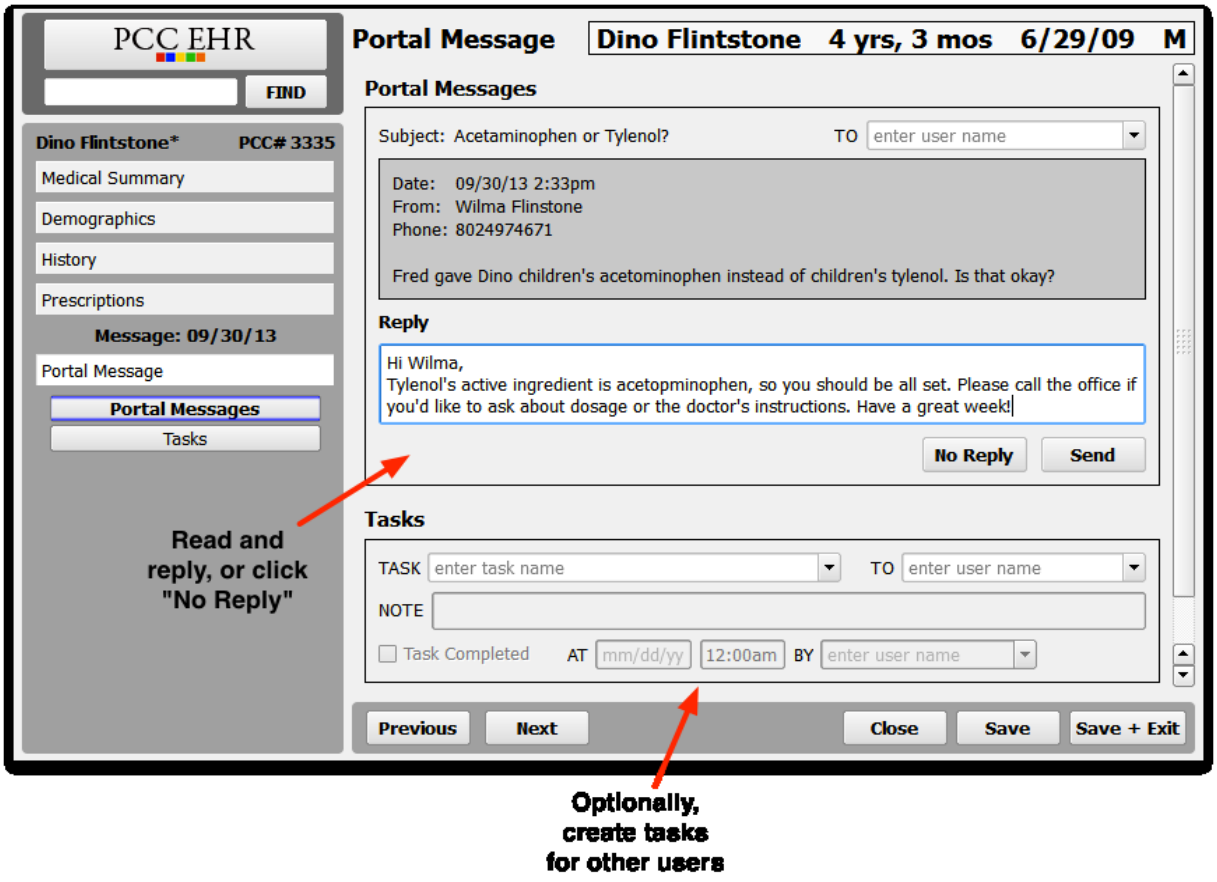
The practice would document their process for documenting clinical advice in the medical record.

Here is an example of where phone advice would be documented in PCC EHR:



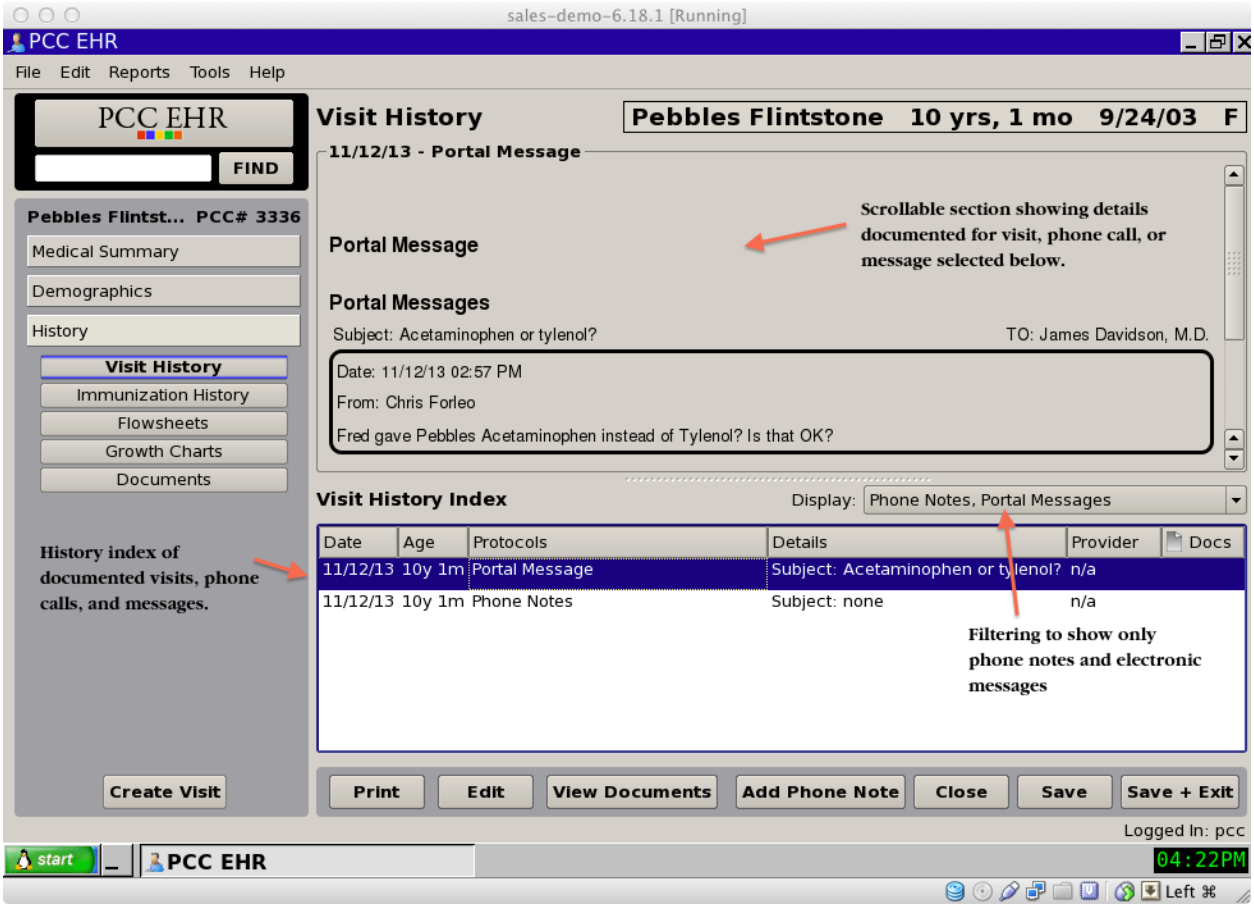
The detailed advice would be documented in the "Phone Note" text field and a summary or subject of the note would go in the "Subject" field.

Here is an screenshot showing how clinical advice by secure electronic message would be documented in PCC EHR:



The date and time of the response would be documented once the reply was sent or saved.

A history of phone encounters, messages, and visits are stored in a "Visit history index" within the patient chart. The screenshot below shows this visit history index filtered to show only phone encounters and electronic messages. Once the user selects an entry in the index, the detail for the entry is displayed above including the documented advice given for the phone encounter and/or messages.


sales-demo-6.18.1 [Running]
PCC EHR
File Edit Reports Tools Help
PCC EHR
FIND
Pebbles Flintst... PCC# 3336
Medical Summary
Demographics
History
Visit History
Immunization History
Flowsheets
Growth Charts
Documents
Create Visit
Visit History
Pebbles Flintstone 10 yrs, 1 mo 9/24/03 F
11/12/13 - Portal Message
Portal Message
Scrollable section showing details documented for visit, phone call, or message selected below.
Portal Messages
Subject: Acetaminophen or tylenol?
TO: James Davidson, M.D.
Date: 11/12/13 02:57 PM
From: Chris Forleo
Fred gave Pebbles Acetaminophen instead of Tylenol? Is that OK?
Visit History Index
Display: Phone Notes, Portal Messages
History index of documented visits, phone calls, and messages.
Date Age Protocols Details Provider Docs
11/12/13 10y 1m Portal Message Subject: Acetaminophen or tylenol? n/a
11/12/13 10y 1m Phone Notes Subject: none n/a
Filtering to show only phone notes and electronic messages
Print Edit View Documents Add Phone Note Close Save Save + Exit
Logged In: pcc
start
PCC EHR
04:22PM
Left ⌘