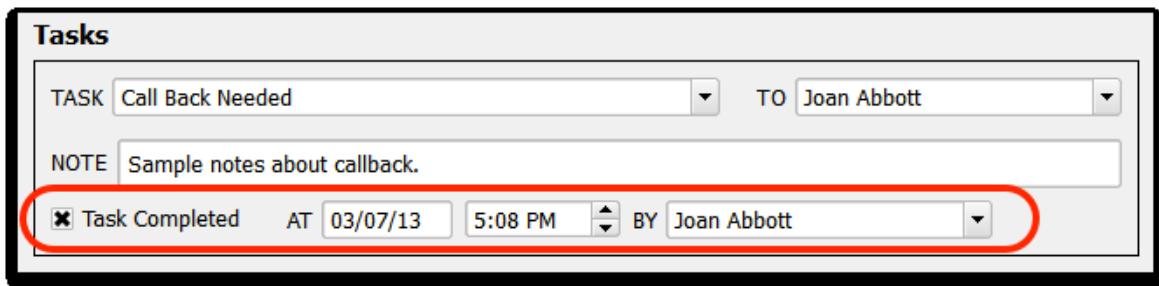


Factor 2: Providing timely clinical advice by telephone during office hours

The practice would provide a documented process for staff to follow for providing timely clinical advice by telephone (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.

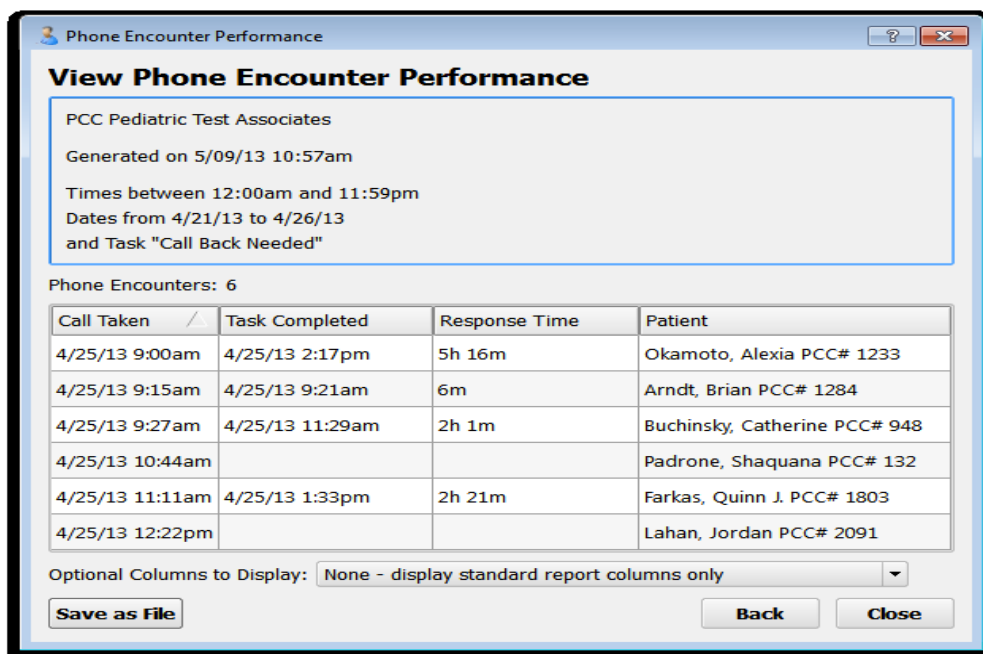
The clinician would open the phone task, call the patient back, and document the date and time that they completed the task as shown below:



The screenshot shows a 'Tasks' window with the following details:

- TASK: Call Back Needed
- TO: Joan Abbott
- NOTE: Sample notes about callback.
- Task Status: Task Completed
- AT: 03/07/13
- Time: 5:08 PM
- BY: 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:



Phone Encounter Performance

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 Task "Call Back Needed"

Phone Encounters: 6

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

Optional Columns to Display: None - display standard report columns only

Buttons: Save as File, Back, Close

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.