

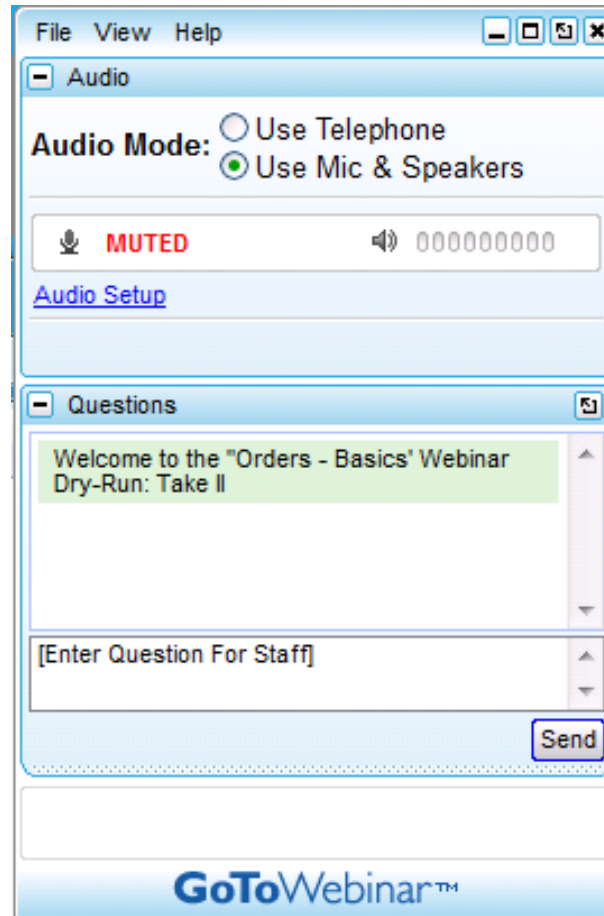
Enterprise EHR Call Processing

Allscripts Enterprise EHR
Version 11.2

Cyn Gerson, RHIA

Empowering Extraordinary Patient Care

Submit questions during the webinar



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Audio

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Questions

Welcome to the "Orders - Basics" Webinar
Dry-Run: Take II

[Enter Question For Staff]

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Objectives

This webcast will provide a review of the configuration needed to implement Allscripts Enterprise EHR Call Processing, as well as a general overview of end-user workflows for processing incoming telephone calls.

What is Call Processing?

A method to document incoming patient & non-patient calls and route them to the appropriate user.

Roles

Typical roles involved in the Call Processing workflow are:

- **Call Center**
- **Front Desk**
- **Clinical Staff**

Front Desk ▾ Hide YTB

Front Desk | Task List | Worklist | Daily | Provider Schedules | Call Process | Unfinished Calls | Appointments | Printing Tasks

Front Desk
User Options

Select Patient ▾

Call Processing

Unfinished Calls: 1 [Personalize](#)

Patient: No Patient Selected

Patient is Caller

Caller:

Relation:

Route to: User Team

Reason for Call:

Date/Time of Call: 14 Sep 2012 11:25 AM

Phone Number:

Comments:

Alert	Freq	Due
No entries in list		

6

Configuration Prep

Information Gathering:

- **Current process for answering and routing phone calls?**
- **Types of phone calls typically received?**
- **Policy for Urgent Needs items?**
- **Policy for non-patient related calls?**

Configuration Items

- Reason For Call Dictionary
- Encounter Type Dictionary
- Task Name Dictionary
- Document Type Dictionary
- Note Input Templates
- Call Processing Text Templates
- Admin HMP preference

Reason for Call Dictionary

- Reasons for “why” a caller is calling
- Not part of the patient’s Medical Record
- Examples: General Medical Question, test result request, Medical Complaint, Referral Request, Renew Medication, etc.

SSMT Content Category

Reason for Call

Encounter Type Dictionary

- Utilized when a user selects the “Copy to Note” action.
- Examples: Telephone Call, Message, Non-Appointment, Other, etc.

SSMT Content Category

– Encounter Type

Task Name Dictionary

- Utilized when a user selects the “Copy to Task” action. Comes with pre-delivered entries for clients to review.
- Examples: Call Back, Confirm Patient Address, Confirm Patient Pharmacy, Document Appointment, Med Renewal Request, Medical Complaint, Personal, etc.

SSMT Content Category

– Task Name

Document Type Dictionary

- Utilized when a user selects a “Visit Type” from the Note Selector dialog when utilizing the “Copy to Note” action.
- Pre-delivered Telephone Note.

SSMT Content Category

- Document Type Dictionary.

Note Input Templates

- Connected to the pre-delivered Document Type of Telephone Note.
- No SSMT content category.
- The Content Management Tool (CMT) can be used to move Input and Output Templates from the Test to the Live (or other) environments.

Call Processing Text Templates

- Used to collect complete information from the caller
- Many come pre-delivered

SSMT Content Category

– Call Processing

Admin Preference

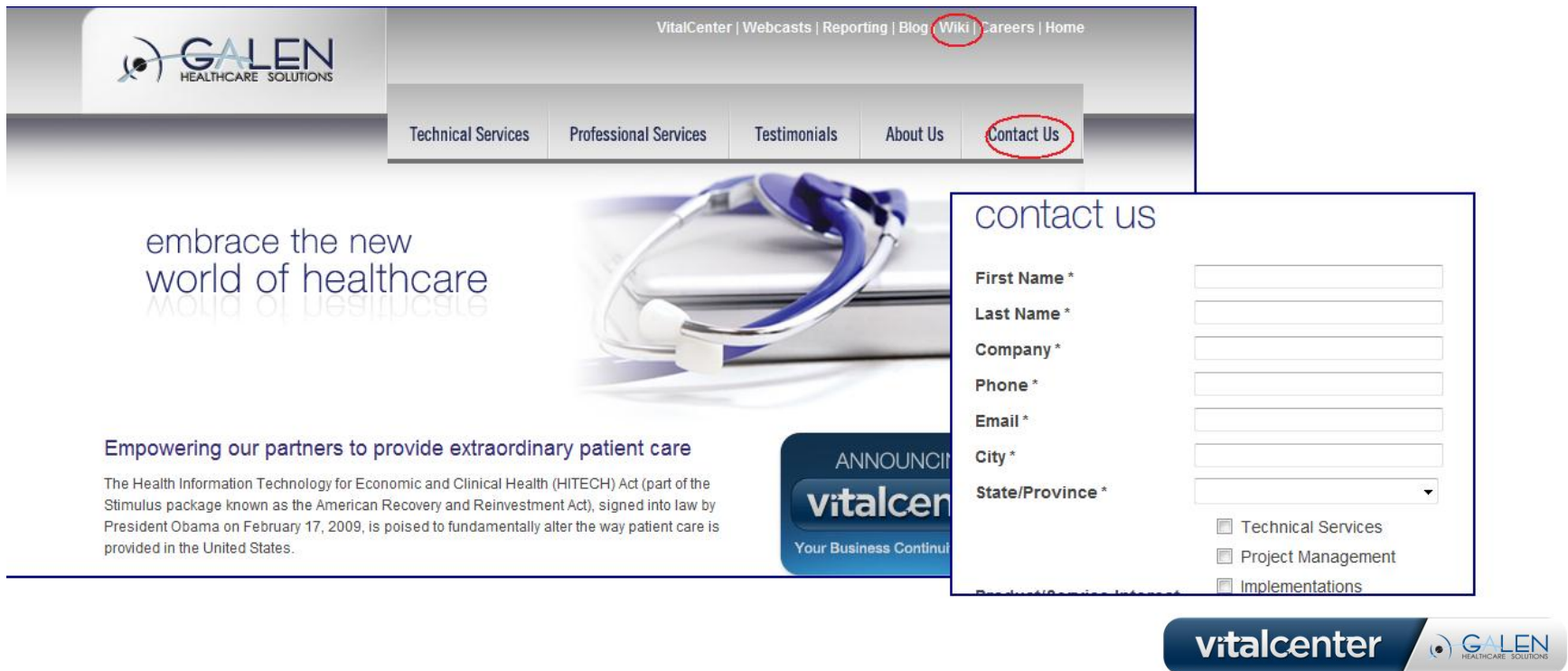
WorkflowCPSHOWHMPAlerts

Y: Near-due and overdue HMP alerts display.

N: Near-due and overdue HMP alerts do not display.

Thank you for joining us today, for additional assistance....

You can contact us through our website at www.galenhealthcare.com



The screenshot shows the Galen Healthcare Solutions website. The top navigation bar includes links for VitalCenter, Webcasts, Reporting, Blog, Wiki, Careers, and Home. A secondary navigation bar contains links for Technical Services, Professional Services, Testimonials, About Us, and Contact Us. The main content area features the slogan "embrace the new world of healthcare" and a section titled "Empowering our partners to provide extraordinary patient care" with text about the HITECH Act. A "vitalcenter" logo is also present. A contact form overlay is displayed on the right side of the page, titled "contact us".

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