2 *MINUTE PEARLS*
Workflow - RNR to Telcon
Quick Entry and Ordering
in AHLTA 3.3

- Have you ever reviewed your new lab or x-ray results, then had to call your back patient based on those results?

- For most, this happens everyday.

- You'll be happy to know the Review New Results (RNR) module has been redesigned so that you can review results much faster than before.

- The Telephone Consult Module has also been redesigned so that you can complete most of them from just one screen.

- …this works if you don't have to order anything.

- In this pearl, you will see how to review new results, then create a telcon and order something very efficiently.

New RNR (Review New Results) Screen

The patient's chart doesn't have to load to see the new results = Much Faster!!

<No Patient Selected>

Reminders

Folder List

- Desktop
  - **Notifications (2)**
  - Appointments
  - **Telephone Consults (3)!**
  - Search
  - **New Results (16)!**
  - **Tasking (1)**
  - **Co-signs (3)**
  - **Sign Orders**
  - Consult Log
  - Patient List
  - Patient Registries
  - Reports
  - Tools

Appointments | **New Results**

New | Saved

Provider Search

Patient Name	Status	Type	Test Name	Critical/Abnormal	Date	Order Comments
ALEXANDER, VI...	Ready To Remove	Laboratory	Chem 7		19 Sep 2007	
ALEXANDER, VI...	Ready To Remove	Laboratory	Urinalysis			
BERG, OLAF	Ready To Remove	Laboratory	Chem 7			
SUAREZ, EDUA...	Ready To Remove	Laboratory	Microalbumin, urine			
SUAREZ, ED...	**New**		Chem 17			
SUAREZ, ED...	**New**	Labor				
SUAREZ, ED...	**New**	Laborat				

Just Tap your keyboard 'Space Bar' repeatedly to review your results (this action toggles down each page, moves to the next result, and marks the result 'Ready To Remove'). Remember to 'Save' results you want to keep, because if they are marked 'Ready to Remove', closing this module will automatically remove them from the list. Also, right clicking the mouse gives you an option to change the status back to 'New', so they won't automatically get removed.

Now you get to preview the results from the RNR module

Display Criteria

☐ Ref Range/Units   ● Vertical   ○ Horizontal

Test / Result Name	Site/Specimen	Collection
Chem 17	Site/Specimen	22 Jul 2007
Albumin	Serum	4.4
Alk Phos	Serum	88
Anion Gap	Serum	19
AST	Serum	28
Bilirubin	Serum	1.1
Calcium	Serum	10.1
Chloride	Serum	98
CO2	Serum	28
Creatinine, Serum/Plasma	Serum	1.1
GGT	Serum	80
Glucose	Serum	210 (H)
LCH	Serum	600
Phosphate	Serum	4.6
Potassium	Serum	4.7
Sodium	Serum	145
Total Protein	Serum	7.2
Urea Nitrogen	Serum	18

New RNR (Review New Results) Screen

SUAREZ, EDUARDO A 20/454-72-3217 45yo M LCDR DOB:10 Sep 1962

Folder List
- Desktop
  - Notifications (2)
  - Appointments
  - Telephone Consults (3)!
  - Search
  - New Results (16)!
  - Tasking (1)
  - Co-signs (3)
  - Sign Orders
  - Consult Log
  - Patient List
  - Patient Registries
  - Reports
  - Tools
- SUAREZ, EDUARDO A
  - Demographics
  - Health History
    - Problems
    - Meds
    - Allergy
    - Wellness
    - Immunizations
    - Vital Signs Review
    - PKC Couplers
    - Readiness
    - Patient Questionnaires
  - Lab
  - Radiology
  - Clinical Notes
  - Previous Encounters
  - Flowsheets
  - Current Encounter
    - Screening
    - Vital Signs Entry
    - S/O
    - Drawing
    - A/P
    - Disposition

Appointments | New Results

New | Saved

Provider Search

Patient Name	Status	Type			
ALEXANDER, VI...	Ready To Remove	Laborato...			
ALEXANDER, VI...	Ready To Remove		Urinalysis		
BERG, OLAF	Ready To R...	Laboratory	Chem 7		
SUAREZ, EDUA...	Ready To Remove	Laboratory	Microalbumin, urine		18 Sep 2007
SUAREZ, EDUA...	Ready To...	Laboratory	Chem 17	ABNORMAL	22 Jul 2007
SUAREZ, EDUA...	Ready To R...			NORMAL	02 Sep 2007
SUAREZ, ED...	New			BNORMAL	02 Sep 2007	Pt. states last tested about 8 m...

1. If you need to 'pull the chart', then just 'Double Click' the name, and the Chart will be pulled from the 'virtual chart room' and be delivered within Seconds :)

Double Click Here

2. Now you can review Previous Encounters to see why the test was ordered and review other information about the patient, I.e. labs / rads / meds.

Previous Encounters Screen

2. If you need to Create a New Telcon, so you can document calling this patient, Click on the 'Telephone Consults' icon

Click Here

1. Here you can review your last note, or review other information about the patient.

File Edit View Go Tools Actions Help

Refresh New Telcon Open Cancel Transfer Notes Edit Phone

1. Click 'New Telcon'

Click Here

Pending Only

SUAREZ, EDUARDO 17 45yo M LCDR DOB:10 Sep 1962

Folder List

Desktop
- Notifications (2)
- Appointments
- **Telephone Consults (3)!**
- Search
- **New Results (16)!**
- Tasking (1)
- Co-signs (3)
- Sign Orders
- Consult Log
- Patient List
- Patient Registries
- Reports
- Tools

SUAREZ, EDUARDO A
- Demographics
- Health History
  - Problems
  - Meds
  - Allergy
  - Wellness
  - Immunizations
  - Vital Signs Rev
  - PKC Couplers
  - Readiness
  - Patient Questic
- Lab
- Radiology
- Clinical Notes
- Previous Encounter
- Flowsheets
- Current Encounter
  - Screening
  - Vital Signs Entry
  - S/O

| Appointments | **Telephone Consults** | Previous Encounters |

Change Selections... | My Telcons in All My Clinics for 11 Oct 2007 0000 thru 21 Oct 2007 2359 (Pending Only).

Telcon Date/Time	Status	Patient	CallBack Phone	Reason for Call	Urgency	Clinic	MEPRS Code
17 Oct 2007 0000	Inprogress	ALEXANDER, EVELYN L	(123) 333-3333	Earache and fever	Medium	CHCSII Test Clinic	HC2T
17 Oct 2007 0000	Inprogress	WUNDERLICH, ANNA W	(123) 456-7890	Med refill	Low	CHCSII Test Clinic	HC2T

New Telephone Consult

Make telephone consult for currently selected patient (SUAREZ, EDUARDO A)?

Yes   No   Cancel

2. Click 'Yes' to create a telcon for this patient.

3. This box will appear next. Type in a reason

New Telcon

SUAREZ, EDUARDO A   20/454-72-3217   10 Sep 1962   Change Patient ...

H: (123)-888-8888
W: (123)-444-5555

Clinic
CHCSII Test Clinic(HC2T)

Assigned Owner
USER, TEST

(123)-888-8888

Reason for Telephone Consult
Calling patient for lab results

Urgency
- ○ High
- ● Medium
- ○ Low

4. Click 'Ok'

OK   Cancel

Health Care"

File   Edit   View   Go   Tools   Actions   Help

Save   Forward Task   Sign   Cancel   Close

SUAREZ, EDUARDO A   20/454-72-3217   45yo   M   LCDR   DOB:10 Sep 1962

Folder List

- Search
- **New Results (16)!**
- **Tasking (1)**
- **Co-signs (3)**
- **Sign Orders**
- Consult Log
- Patient List
- Patient Registries
- Reports
- Tools
- SUAREZ, EDUARDO A
  - Demographics
  - Health History
    - Problems
    - Meds
    - Allergy
    - Wellness
    - Immunizations
    - Vital Signs Review
    - PKC Couplers
    - Readiness
    - Patient Questionnaire
  - Lab
  - Radiology
  - Clinical Notes
  - Previous Encounters
  - Flowsheets
  - Current Encounter
    - Screening
    - Vital Signs Entry
    - S/O
    - A/P
    - Disposition

Appointments   Telephone Consults   Previous Encounters   Current Encounter

H: (123)-888-8888   Call Back Number   Clinic   Assigned
W: (123)-444-5555   (123)-888-8888   CHCSII Test Clinic(HC)   USER

Note

Diagnoses

Clinic List   Problem List   Search: Find

ICD   Diagnosis

Add   Remove

Priority   ICD   Diagnosis   Chronic/Acute   Type

All Items Discussed
☐ Diagnosis   ☐ Potential Side Effects
☐ Medication(s)/Treatment(s)   ☐ Alternatives
                                          indicated understanding

Admin
Meets Outpt Visit Criteria (Workload)?   Yes   ?
E & M: 99371 Telephone Call - Simple/Brief

Disposition

Comments (not written to encounter)

1. Normally you would type the note here. But if you know ahead of time that you need to order something, just skip this entire page and click A/P on the folder tree below.

2. Click 'Here'

"Enhancing The Excellence Of Military Health Care"

File Edit View Go Tools Actions Help

Preview | Save | Delete | Template Mgt | Reminders | SO | Drawing | **Disposition** | Sign | Modifiers | Submit All | Options

SUAREZ, EDUARDO A 20/454-72-3217 45yo M LCDR DOB:10 Sep 1962

3. When finished ordering and typing the note, go to Disposition

Folder List

Appointments | Telephone Consults | Previous Encounters | Current Encounter | **A/P**

- Desktop
  - Notifications (2)
  - Appointments
  - Telephone Consults (3)
  - Search
  - New Results (16)!

Priority	ICD	Diagnosis	Chronic/Acute	Type
1	034.0	**PHARYNGITIS STREPTOCOCCUS,**	**Acute**	**New**
		Plan/Comments		
		Medication(s) AMOXICILLIN--PO 500MG CAP		

1. In A/P, add the Diagnosis, Orders and type the Telcon Note in the Plan/Comments section here.

Diagnosis Plan and Comments

Comments

The patient's lab results came back positive for Group A Strep. Spoke with pt and will start abx.
Pt will pick up amox at pharmacy.

Order Sets | Procedure

Weight: 180 lbs; 81.65 kg (29

ed Order

Item Name:

2. Click 'Ok' to close this box

OK | Cancel

Qty:
Refills:

Defa
Maximum

Start Date:
21-Oct-2007

☐ Add this text to the Patient's Master Problem List

More Detail ... | Clear | Save To Queue | Submit

- Problems
- Meds
- Allergy
- Wellness
- Immunizations
- Vital Signs Review
- PKC Couplers
- Readiness
- Patient Questionnair
- Lab
- Radiology
- Clinical Notes
- Previous Encounters
- Flowsheets
- Current Encounter
  - Screening
  - Vital Signs Entry
  - S/O

Current Outpatient Medications

Show Orders

AMEDD AHLTA Program Office
"Enhancing The Excellence Of Military
Health Care"

Additional Suggestions

- You may also 'Copy to Note' lab and x-ray results by going to those modules, selecting the labs to copy, and selecting the 'Copy to Note' function with a Right Click of the mouse button. This allows you to paste those results directly into your Telcon, saving time from re-typing them.

- Sometimes you may not have time to address those abnormal results when you first see them. You could chose to save them in the New Results Module, or initiate the telcon and keeping it open, to remind you to do this later, using it like a 'To Do' list, and so the patient's name is not lost.

- There is a corresponding video to this pearl, that may help visualize this process.

Video

For More Information…

- ## AMEDD AHLTA Homepage
  - https://www.us.army.mil/suite/page/406 (AKO password required)

- ## AHLTA Video Tutorials
  - http://www-nmcp.mar.med.navy.mil/AHLTA/AHLTA%20Training%20Tools/index.html

I would appreciate any feedback or suggestions you have for future ***AHLTA 2 Minute Pearls***. Please contact me at the following:

LTC Ron Moody, MD (AHLTA Program Office)

- Email: Ron.Moody@us.army.mil