



# 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!!

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**

Patient Name	Status	Type	Test Name	Critical/Abnormal	Date	Order Comments
ALEXANDER, VI...	Ready To Remove	Laboratory	Chem 7		10 Jul 2007	
ALEXANDER, VI...	Ready To Remove	Laboratory	Urinalysis			
BERG, OLAF	Ready To Remove	Laboratory	Chem 7			
SUAREZ, EDUA...	Ready To Remove	Laboratory	Microalbumin, urine			
<b>SUAREZ, ED...</b>	<b>New</b>	<b>La</b>	<b>Chem 17</b>			
SUAREZ, ED...	New	Laboratory	Urinalysis			
SUAREZ, ED...	New	Laboratory	Urinalysis			

Display Criteria:  Ref Range/Units,  Vertical,  Horizontal

Test / Result Name	Site/Specimen	Collection
<b>Chem 17</b>	<b>Site/Specimen</b>	<b>22 Jul 2007</b>
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	<b>210 (H)</b>
LCH	Serum	600
Phosphate	Serum	4.6
Potassium	Serum	4.7
Sodium	Serum	145
Total Protein	Serum	7.2
Urea Nitrogen	Serum	18

Now you get to preview the results from the RNR module

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.

# New RNR (Review New Results) Screen

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

Patient Name	Status	Type	Result	Date	Notes
ALEXANDER, VI...	Ready To Remove	Laboratory			
ALEXANDER, VI...	Ready To Remove	Urinalysis			
BERG, LAF	Ready To Remove	Laboratory	Chem 7		
SUAREZ, EDUA...	Ready To Remove	Laboratory	Microalbumin, urine	18 Sep 2007	
SUAREZ, EDUA...	Ready To Remove	Laboratory	Chem 17	ABNORMAL 22 Jul 2007	
SUAREZ, EDUA...	Ready To Remove	Laboratory		ABNORMAL 02 Sep 2007	
SUAREZ, ED...	New	Laboratory		ABNORMAL 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

- 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

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.

**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/D
    - Drawing
    - A/P
    - Disposition

**Previous Encounters Table**

Date	Status	Location	Notes	Facility
19 Sep 2007 17:45	Complete	Outpatient	HYPERLIPIDEMIA	CHCSII Test Clinic
02 Sep 2007 1212	Complete	Outpatient	visit for: screening exam	CHCSII Test Clinic
25 Aug 2007 1120	Complete	Outpatient	DIABETES MELLITUS TYPE II - UNCOMPLICATED, UNCONTROL...	CHCSII Test Clinic
17 Mar 2007 2120	Complete	Outpatient	DIABETES MELLITUS TYPE II	CHCSII Test Clinic

**Signed Encounter Documents:** 17 Mar 2007 2120 signed by DOCTOR, DAVID (1 documents found)

**Patient Summary:**  
Patient: SUAREZ, EDUARDO Date: 17 Mar 2007 Appt Type: WI  
Facility: CHCSII IIT FACILITY Clinic: CHCSII IIT Clinic Provider: DOCTOR, DAVID

**SO Note** Written by DOCTOR, DAVID @ 17 Mar 2007 21:32  
**Chief complaint**  
The Chief Complaint is: Diabetes FU.  
**History of present illness**  
The Patient is a 44 year old male who denied malaise, eye symptoms, the appetite is decreased, the appetite is increased, polyuria, and polydypsia.  
**Review of systems**  
**Cardiovascular symptoms:** No chest pain or discomfort and no palpitations.  
**Pulmonary symptoms:** No dyspnea, no paroxysmal nocturnal dyspnea, no cough, and no wheezing.  
**Gastrointestinal symptoms:** No nausea, no vomiting, no abdominal pain, no diarrhea, and no constipation.  
**Physical findings**  
**Vital signs:**  
\* Normal (Reviewed).  
**General appearance:**  
\* Patient appeared well developed. \* Patient appeared well nourished. \* Patient appeared to be in no acute distress.  
**Eyes:**

# Telcon Window

File Edit View Go Tools Actions Help

Refresh New Telcon Open Cancel Transfer Notes Edit Phone Close Pending Only

**SUAREZ, EDUARDO** 7 45yo M LCDR DOB:10 Sep 1962

1. Click 'New Telcon'

Click Here

Folder List

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)?

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 Clinic CHCSII Test Clinic(HC2T) Assigned Owner USER, TEST

W: (123)-444-5555

Reason for Telephone Consult: (123)-888-8888 Calling patient for lab results

Urgency:  High  Medium  Low

4. Click 'Ok'

# Telcon Window

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

Reminders

Folder List

- Search
- New Results (16)!
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    - Vital Signs Review
    - PKC Couplers
    - Readiness
    - Patient Questionnaire
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  - Current Encounter
    - Screening
    - Vital Signs Entry
    - S/O
    - 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
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Add Remove

Priority	ICD	Diagnosis	Chronic/Acute	Type
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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'



## A/P Window

The screenshot displays a medical software interface for a patient named SUAREZ, EDUARDO A. The patient's information includes age (45yo), gender (M), and service (LCDR). The interface shows a list of encounters, with the current encounter selected. A table lists the diagnosis: PHARYNGITIS STREPTOCOCCUS, acute, new. The Plan/Comments section shows a medication order for AMOXICILLIN-PO 500MG CAP. A 'Diagnosis Plan and Comments' dialog box is open, showing a comment: '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.' The dialog box has 'OK' and 'Cancel' buttons. A 'Disposition' button is highlighted in the main window's toolbar. A 'Show Orders' button is visible at the bottom of the main window.

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

2. Click 'Ok' to close this box

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

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# Disposition Window

1. Complete Follow Up information, Discussed, and Manually Select the appropriate E&M Code.

The screenshot shows a medical software interface with a menu on the left and a main window titled 'Disposition'. The patient information at the top reads '17 45yo M LCDR DOB:10 Sep 1962'. The 'Disposition' window has several sections:

- Follow Up:** Includes checkboxes for 'With PCM' and 'PRN', along with fields for 'When', 'For Tx', and 'In Clinic'.
- Discussed:** Includes a checked box for 'All Items Discussed', sub-sections for 'Diagnosis', 'Medication(s)/Treatment(s)', 'Potential Side Effects', and 'Alternatives', and a dropdown for 'Patient' with the text 'indicated understanding'.
- E&M Category:** A dropdown menu currently set to 'Telcons'.
- E&M Codes:** A table with columns 'E&M' and 'Evaluation & Management'. The row '99372 Telephone Call- Intermediate' is highlighted.
- E&M Description:** A text area containing the description for the selected code: 'Telephone call by physician to patient or consult or medical mgmt or for coordinating w/ other health care professionals; -Intermediate (eg. to provide advice to an est. pt. on a new prob., to initiate therapy, etc.) -Administrative services (e.g., sched'.

# 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

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# 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](mailto:Ron.Moody@us.army.mil)