

Title: Informing Patients of COVID Results						
Application: Epic In Basket	Application: Epic In Basket					
Affected Role: All Users						
Date: 03/27/2020	Revision Number: 06					

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Use Epic's In Basket to document follow-up calls and messages to patients with COVID-19 test results. Refer to this document for step-by-step instructions on how to deal with each situation.

Log in to Epic as your NEW COVID-SPECIFIC username. Your new username is your old username with the number in front.

For example: my OLD username was **rdemiln1** and my NEW username is **1rdemiln**. Your password is the same.

# Set Up Your In Basket

- 1. Go to In Basket (click 🖳 In Basket or 🚍 ).
- 2. Make sure you are signed into your In Basket Pools (consult the Addendum In Basket Pools part of this guide for instructions).
- 3. Click the 🎤 icon:



- 4. Select Report on Bottom.
- 5. Ensure that the Msg/Note, Resulted, and MyC columns are visible:

In	n Basket 🛱 New Msg 🗸 🛱 Patient Msg 📿 Refresh 🍰 Edit Pools 🎄 Manage Pools 🄌 Personalize 🔎 Search 🖋 Manage QuickActions 🗸 🚢 Attach 🛱 Out 🗟 Properties 🗸								
1	My Messages	A ≥ Results 2	07 unread, 291 total						:
1	Results (207)	<u>Q</u> uickActions 🗸	✓ Do <u>n</u> e <b>≺ Review</b>	ved 🔰 Rsit Release 🖼 MyChart	Msg to Pt  🕂 Take	e 🗸 🖪 Result Note 📓 Letter 🗸 🥋 R	leassign 焟 Chart	🗸 😚 Encoun <u>t</u> er 📞 Teleph	one Call
	My Open Encounter	/ Status	Result Date	Specimen D Patient	Age	Test	Resulted	/ Msg/Note	MyC
		📍 🌑 Pend	03/20/2020	03/16/2020	48 y.o.	2019 NCORONAVIRUS, PCR	2 of 2	3/22 last contact	Active

- a. If not, then click the 差 icon again. Go to 🏁 Edit Column Setup.
- b. Scroll down to the Msg/Note row.
- c. Click Msg/Note, and then click Move Up until it is higher on the list, and then click Accept.
- d. Repeat for the other two columns as needed.

You will be working out of In Basket pools, which are collections of messages sent to a group. Some results in these pools will be unrelated to COVID-19 – leave these results alone.

Look to the **Test** column for the appropriate COVID tests – they will be named as follows:

Test
2019 NCORONAVIRUS, PCR
SARS-COV-2 RNA, QUALITATIVE REAL-TIME RT-PCI



# **Informing Patients of Positive Results**

Patients with positive results will always receive a phone call and a letter. Patients with

Positive results will be marked with either a ! or sometimes a ! icon on the far left side of the message.

1. Find a positive test result and claim the message from the pool by clicking the  $\P$  icon on the left of the message. The icon will turn to a  $\P$ . If a message is already being worked on by someone else, it will appear as  $\blacksquare$ .

! 🚱 New	03/23/2020	03/21/2020	PATIENT NAME	60 y.o.	2019 NCORONAVIRUS, PCR

a. In the Result report on the bottom of the screen, confirm that the test reads Detected:

🗕 🖹 Result 🗏 Result Reports	Encounter 🗏 Visits/Patient Info	🗏 Meds/Problems 🗏 Vitals/La
	2019 nCoronavirus,	PCR (Covid-19)
	Status: Final result Visible to	patient: No (Not Released)
	Component	3d ago
	Specimen Type	Nasopharynx
	2019-nCoV RNA Result	DETECTED !
	Comment: Reported wi	th correct read back of
	2019-nCoV Comment	This test has
		pending.

- 2. Click the **Call** button.
- 3. Click **PCP** to add the patient's PCP as the provider, and then click **Accept**.
  - If the patient does not have a PCP, type "generic ex" in the **Provider** field and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER").

My Messages	🏠 > Results 20	5 unread, 63 total						2		Sort & Filter 💌 🖬
Results (26)	Ø QuickActions • •	Done Reviewed li	I Ralt Release 🖾 MyCharl	t Msg to Pt 🔸 Take 👻 📧	Result Note	Seassia	n 🔚 Chart 🦷	St Encounte	L Telephone Ca	More - 🖂 🕅
My Open Encounter	A Status	Result Date	Specimen D Patien	t Age	Test		New	Resulted	Msg/Note	MyC
	ead !	03/24/2020	03/19/2020	49 y	D. 2019 N	ICORONAVIRUS, PCR	1	1 of 1		Active
	! 🗣 New	03/24/2020	03/24/2020	57 y	o. 2019 N	ICORONAVIRUS, PCR; S.	. 2	1 of 1		Active
	← 🖹 Result 🗐	Result Reports 🔋 Encour	Inter 📱 Visits/Patient Info	E Meds/Problems E	Date:	3/25/2020		. 3		Normal Labs Mo
	← 🖹 Result 🗐	Result Reports 📙 Encour	2019 nCoronavirus,	Meds/Problems	<u>D</u> ate: Pro <u>v</u> ider: Department:	3/25/2020				Normal Labs Mo Order: 45489285
	← E Result 2	Result Reports E Encour Statu Com	Inter ☐ Visits/Patient Info 2019 nCoronavirus, us: Final result Visible to nponent cimen Type 9-ncoV RNA Result	Meds/Problems P PCR (Covid-19) patient: No (Not Relea 6d ago Nasopharynx Detrecter 1	<u>D</u> ate: Pro <u>v</u> ider: D <u>e</u> partment:	3/25/2020	CY MED	• <u>P</u> CP		Normal Labs Mo
	← È Result 2	Result Reports 🛛 Encour Statu Spec 2019	Inter Visits/Patient Info 2019 nCoronavirus, us: Final result Visible to nponent cimen Type 9-nCoV RNA Result	Meds/Problems	<u>D</u> ate: Pro <u>v</u> ider: D <u>e</u> partment:	Vew Encounter for	CY MED	• <u>P</u> CP		Normal Labs Mi



A Telephone Encounter opens. You will then call the patient and document the details of the call.

- 4. In the **Contacts** section, click **+ Outgoing Call**.
- 5. Document the details of the call (such as **Relationship** and **Phone**). If the patient does not answer, you can also document an **Outcome** of **Left Message** and leave some **Contact comments**.
- 6. Enter a note in the **Documentation** sidebar.
  - IF YOU REACH THE PATIENT, click in the text box and then type ".covpositive"
  - IF YOU DID NOT REACH THE PATIENT, indicate that in the note (for example, "Attempted to reach patient, will call tomorrow.")

3/24/2020 visit with Pat Warren, MD for Telephone 😔 💿		Documentation  This Call
→ Triage Enc 🙀 Family Switch - 😰 Questionnaires 🇱 References 🖍 Open Orders 🋬 Dosage Table 🚑 Appts M Caller: 🖜 None	lore 🗸	+ Create Note
Allergies:		My Note
TELEPHONE CALL/REFILL Contacts Reason for Call SmartSets BestPractice MAPS PDMP	æ	
Meds & Orders Routing Disposition		Tag
L Contacts / 4	^	🏠 🖪 🕀 🦥 📽 💭 🕂 Insert SmartText 🔂 😓 🔿 🛼 📿 🌷
		+1 🗉
+ Incoming Call + Outgoing Call + Other		Patient notified via telephone today of
Telephone (Outputer)		positive COVID results performed on ***.
Ture:  Tu		COVID-19 at home from Michigan
		Department of Health reviewed with patient
		and verbalized understanding. Copy of
Sein O Sein Vincent Jones,Harriet	ľ	MyChart or mailed to patient's home).
Pharmacy		Advised to call primary care provider for
Contact name: Warren, Vincent		further questions or advice, if additional
Phone: 608-455-2535		worsen.
Patient's phone relation Edit		
Outcome: Out		
Missing or Invalid Number		
Contact comments:		
		Sign at exit WS 🗸
PReason for Call 🖉	~	

- 7. Scroll down to the **Routing** section. Mark the **Priority** as **High** and click **Add PCP**.
  - If the patient does not have a PCP, this might not be an option. In this case, refer the patient to the HFHS Find A Doctor Referral Program:

Southeast Michigan (800) 436-7936

South Central Michigan (888) 862-3628



8. Enter a note in the Routing comment field by typing the SmartPhrase ".covpcp"

/24/2020 visit with Pat Warren, MD for Telephone	2
🔶 Triage Enc 🏟 Family Switch 👻 😰 Questionnaires 🏢 References ≮ Open Orders 🋬 Dosage Table 🚜 Appts 🖓 Care Teams 🗜 Assign Pt-Qnr	
Caller: None Allergies: Bee Venom (honey Bee) Reviewed on 7/28/2008: Review Complete	
TELEPHONE CALL/REFILL Contacts Reason for Call SmartSets BestPractice MAPS PDMP Meds & Orders	F
Routing     Disposition       Associate Signed Orders     A Providers       Providers     Current Interactions	~
th Routing 🖉	
Patient Call messages will be sent when the workspace closes.	
Route as:     Priority:       Patient Call     Image: Comparison of the second	
Resp Recipient Modifier	
Pat Achilles, MD [PED00]	×
Add PCP V	
Add My List 👻	
Build My Lists	
Clear All	
9	
Patient has tested positive for COVID-19. Advised to follow up with PCP.	
View Routing History Send and Close Workspace	~

9. Click **SIGN ENCOUNTER** in the lower right hand side of the screen.

### IF YOU REACHED THE PATIENT

Scroll to the Send a Letter section below and follow those steps to send a letter to the patient.

Complete the message and remove it from In Basket.

10. Back in **In Basket**, click **V Reviewed** and then **V Done** to remove the message from the pool.





### IF YOU DID NOT REACH THE PATIENT

Leave the message in In Basket and click the 🗣 icon to return the message to the pool. The patient will receive a call once per day for 3 days, repeating the steps above. If the patient does not answer after 3 calls, send a letter.

- 11. Back in **In Basket**, click the **F Comment** button.
- 12. Enter a comment about the call, including the date and the number of times the patient has been contacted. For example, "Left message 3/25 #1"
  - This allows you to see how many times the patient has been contacted. If you are calling a patient who already has a comment, update the date and the number of calls (for example, if the patient already has a comment of "Left message 3/25 #1" and you are calling the next day, you would update the comment to "Left message 3/26 #2")

In Basket 🖾 New Msg -	Patient Msg CRefresh	📩 Edit Pools 📩	Manage Pools 🛛 🔑 P <u>e</u> rso	onalize 🔎 <u>S</u> e	earch 🖋 Manage (	QuickAction	s 🗸 💄 <u>A</u> ttach 📋	Out Dro	operties -			
My Messages	🏠 > Results 26 unrea	d, 63 total									<b>M</b>	S <u>o</u> rt & Filte
Results (26)	∮ QuickActions - √ Done	Reviewed	🗑 Rsit Release 🛯 🖓 MyCł	hart Msg to Pt	🕂 Take 👻 📃 Re	sult Note f	🖓 Letter 👻 🦂 Rea	issign 🎽 Chi	art + 🍾 I	Encounter 🐛 Tele	aphone Call 🕞 Commen	t More -
My Open Encounter	AStatus	Result Date	Specimen Date	Patient		Age	Test		New	Resulted	Msg/Note	N
	Pend Pend	03/24/2020	03/19/2020			49 y.o.	2019 NCORONA	IRUS, PCR	1	1 of 1 🧲	Left message 3/25 #	1] ∧
	! 🏟 New	03/24/2020	03/24/2020			57 y.o.	2019 NCORONAV	IRUS, PCR; S	2	1 of 1		4
	Order Dx: Suspected Covid- Current Rx: amLODIPine (Or	19 Virus* ral); clindamycin-be	enzoyl peroxide (Topic)									Next appt w
	← 🖹 Result 🗏 Result	Reports 🗏 Enco			Comment			X	ers 🗏 H	leip 🗏 Addi Info	1All Normal Labs	
<		Stat Co Spi 201	Left message 3/26	#2	cimart l ex	tt_ []   ←	• ↔ ጭ   1	00% -	fiers			Order: 4
	Primary Cvg: HAP/HAP HF	HS E Res				]	✓ <u>A</u> ccept X	<u>C</u> ancel	al Mic	crobiology La	boratory. FDA rev	iew of th
	ALLERGIES	Spe	cimen concetted. 00, 15,	20 15.50					03/24/20	) 18:37		

### Send a Letter

- 1. With the patient's In Basket message selected, click the **E** Letter button in In Basket.
- 2. Click **PCP** to add the patient's PCP as the provider, and then click **Accept**.

a. If the patient does not have a PCP, type "generic ex" in the **Provider** field and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER





- 3. The Communications window opens. Click Patient.
  - a. If the patient has a MyChart account, a 🖳 icon appears next to their name:



b. If the patient does NOT have a MyChart account, a 🚰 icon appears next to their name:



- Click Other to look up the appropriate letter template. In the Letter Template Lookup window, search for "COVID 19 POSITIVE" letter template. Mark the letter High priority as well.
- 5. Click Accept with the COVID 19 POSITIVE LETTER letter selected.

### If the Patient has a MyChart account (🖳):

You will send the letter directly to the patient's MyChart.

- 6. Click Send Now.
- 7. Click ✓ Sign Encounter in the lower right corner.

Communications	
3	
Search all contacts + Add 2 PCP 2 Referring 3 Patient 4 Print For Patient 5 Care Tea	m <u>6</u> All Referring <u>7</u> OB Providers <u>8</u> Previous <u>9</u> Last Free Text
> To: (Patient)	Priorit: High 4 A Routine
GENERAL RESULTS L To Referring Provider	Copy Letter Other
ELetter: COVID 19 POSITIVE LETTER 🗙	From: ROBINSON, VANESS P Reason:
Scher Ster Ster Ster Ster Ster Ster Ster St	ate Lookup
Letter Templates	
♦ Favorites	
Match: covid 19 positive	
ID Template	Notes
21031281 COVID 19 POSITIVE LETTER	
Default	Make Tab Default Add to Favorites
+ Attach File	Accept Cancel
Ø Attachments:	
Wait for results	
	6
+ New Communication	D Preview Pend Send Now Send at Sign Visit Y Cancel



# If the Patient does NOT have a MyChart Account

You will route the letter to a pool to be printed and sent.

- 8. Click **Route draft** in the lower left corner.
- 9. In the box that appears, type "p hfhs covid" to pull in the **P HFHS COVID-19 RESULTS LETTER TO PATIENTS** pool. This pools contains users who will print the letter.
- 10. Click **Click** Route Now in the lower right hand corner.
- 11. Click ✓ Sign Encounter in the lower right hand corner.
- 12. Back in **In Basket**, click **</** Reviewed and then **</** Done to remove the message from the pool.
- 13. Click **Click Route** Now.
- 14. Click ✓ Sign Encounter in the lower right hand corner. Back in In Basket, click ✓ Reviewed and then ✓ Done to remove the message from the pool.

Communications 3	
Search all contacts + Add 1 PCP 2 Referring 3 Patient 4 Print For Pa	tient 5 Care Team 6 All Referring 7 OB Providers 8 Previous 9 Last Free Text
> To: (Patient)	
GENERAL RESULTS L To Referring Provider	Copy Letter Other
ELetter: COVID 19 POSITIVE LETTER X	From: DEMILNER, RYAN T. P Reason:
	Letter Template Lookup
☐ Letter Templates	
◆ Favorites All	
Match: covid 19 positive	
ID Template	Notes
21031281 COVID 19 POSITIVE LETTER	
Attach File	Ma <u>k</u> e Tab Default A <u>d</u> d to Favorites
M Attachments: N	
W Audumento.	<u>Accept</u>
Wait for results	
Route draft to: P HFHS COVID-19 RESULTS LETTER TO PATIENTS	; [21015097]; 🗌 Keep as default
Instructions > 🗌 Clean up letter 🔲 Recipient information incomplete	10
+ New Communication	D Preview 😪 Pend 🔩 Route Now 🛛 Route at Sign Visit 🗙 Cancel
I≪ Restore	T Previous
+ ADD ORDER 8	SIGN ENCOUNTER



### **Employer Excuse Letter**

Upon request, you can send an additional letter to a patient's MyChart or mail them a letter.

- 1. With the patient's In Basket message selected, click the 🖹 Letter button in In Basket.
- 2. Click **PCP** to add the patient's PCP as the provider, and then click Accept
  - a. If the patient does not have a PCP, type "generic ex" in the Provider field and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER")
- 3. The Communications window opens. Click Patient.
  - a. If the patient has a MyChart account, a 🖳 icon appears next to their name:



b. If the patient does NOT have a MyChart account, a  $\mathbb{E}$  icon appears next to their name:

☑ Communications								
Search all contacts	Add	<u>1</u> PCP	2 Referring	<u>3</u> Patient				
> To: (Patient)								

- 4. Click **Other** to look up the appropriate letter template. In the Letter Template Lookup window, search for **"COVID 19 EMPLOYER EXCUSE"** letter template.
- 5. Click Accept with the COVID 19 EMPLOYER EXCUSE letter selected.

### If the Patient has a MyChart account (<sup>[V]</sup>):

You will send the letter directly to the patient's MyChart.

- 6. Click Send Now in the lower right corner.
- 7. Click ✓ Sign Encounter.

### If the Patient does NOT have a MyChart Account

You will route the letter to a pool to be printed and sent.

- 8. Click Route draft in the lower left corner.
- 9. In the box that appears, type "p hfhs covid" to pull in the **P HFHS COVID-19 RESULTS LETTER TO PATIENTS** pool. This pools contains users who will print the letter.
- 10. Click **Click Route Now** in the lower right hand corner.
- 11. Click ✓ Sign Encounter in the lower right hand corner.
- 12. Back in **In Basket**, click **V** Reviewed and then **V** Done to remove the message from the pool.



COVID-19 tests are sometimes not resulted for days, but we will **check in with patients every 2 days** to reassure them that their test is still in progress.

# Informing Patients of Pending Results via MyChart

If a patient has an active MyChart account, they can be notified electronically.

- 1. Find a message that has not been resulted yet for a patient with an active MyChart account. This will be a normal result. Other hints:
  - a. In the **Resulted** column, the count will be incomplete (such as **0 of 1**) and the **MyC** column will say **Active**.
  - b. For further confirmation that the result is pending, the **Result** report on the bottom of the screen will show a status of **Preliminary Result**.

1 2019 nCoronavirus, PCR (Covid-19)						
Status: Preliminary result	/isible to patient: No (Not Released)					
Component	1d ago					
Specimen Type	Nasopharynx					
Resulting Agency	HFH					
Specimen Collected: 03/23/20 18:38						

NOTE: The Msg/Note column contains the date the patient was last contacted. If it is BLANK or this date is 2 or more days ago, continue. If it was one day ago, then do not message the patient at this time.

- 2. Claim the message from the pool by clicking the  $\P$  icon on the left of the message. The icon will turn to a  $\P$ . If a message is already being worked on by someone else, it will appear as  $\P$ .
- 3. Click the 🎬 MyChart Message to Patient button.

t My Messages	Patient Msg C Re     Nesults 22	5 unread, 292 total	±™ manage Pools → P <u>e</u> rsonali:	ze 📯 <u>S</u> earch 🖋 h	nanage QuickActions 👻   🚢 Atta	icn 교 Out   러가Prope	nues +		s	iort & Filter 🔻 🖬 d
My Open Encoun	Status	Pone ▼ Result Date 03/23/2020	Rsit Release MyChart I     Specimen D Patient     03/23/2020	Age 43 y.o.	<ul> <li>Result Note Cletter - 4</li> <li>Test</li> <li>2019 NCORONAVIRUS, PCR</li> </ul>	Reassign 🗁 Chart <u>A</u> New 1	<ul> <li>Secondary Content</li> <li>Secondary Content</li> </ul>	Resulted L 0 of 1	ab Result R	More - 🏳 🏹 🖻 tec MyC ng Active
<ol> <li>The Pat messag</li> <li>In the t</li> </ol>	t <b>ient Mess</b> e, such as ext box, er	age windo "Pending nter the Sr	ow opens. Ente Test Results" martPhrase by	r a Subje typing <b>".</b> (	ct for the covpend"	Patient Mes To: Regarding: Pending Test R Dener	esults 3	tText 🗟 🖕 ⇔ 🔹	\$ <b>=</b> \$	Dates Notify me if not read 3/26/2020 Options
6. Click <b>Se</b>	n <b>d</b> in the l	lower righ	t.			4 You were recent are not yet avait the overwhelm Health System in as possible whe instructions giv care physician i Additional infor Https://www.co	thy tested for the COVID-19 (C llable. Some results are taking ing demand causes by the cor is working diligentity to ensure in your results are available. P en to you at the time of your f f you have questions. mation and resources may be enryford.com dc.gov/	Corona Virus) and you longer than expected ona virus outbreak. It that you are notified lease continue follow testing and call your p	r results i due to lenry Ford as soon ing the rimary tes: 5	Scheduling Ticket General Questionnai History Questionnai



- 7. Back in In Basket, click the **F** Comment button to update the date the patient was last contacted.
- 8. Type in the date you contacted this patient (for example "3/24 contacted") and then leave the message in In Basket.
  - a. IMPORTANT: Consult the Msg/Note column before responding to a message. Make sure that

In Basket 🛱 New Msg 🗸	In Basket 🖾 New Msg 🗸 🖆 Patient Msg 🥃 Refresh 🍰 Edit Pools 🍰 Manage Pools 🆋 Personalize 👂 Search 🖋 Manage QuickActions 🗸 😩 Attach 🛱 Out 🕹 Properties 🗸									
My Messages	> Results 209 unread, 29	92 total								
1 Results (209)	∮ QuickActions - ✓ Done √	Reviewed & Rsit R	elease 🍱 MyChar	t Msg to Pt  🛉 Take 👻	🖪 Result Note   🛱 Letter 🗸 🦂 Reassign 🍃 Cha	irt + 😚 Encounter 🕻	Telephone Call	F Comment 🕂		
My Open Encounter	2 Status	😵 Result Date	Specimen Date	Patient	Age Test		A New	Msg/Note		
	🏟 Pend	03/23/2020	03/23/2020		Comment		<b>X</b> 1	3/24 contacted		
	🚱 New	03/23/2020	03/23/2020				1			
	🚱 New	03/23/2020	03/16/2020	🗩 🥸 🗠 🛥	🕐 🛃 🕂 Insert SmartText 📄 🖕 ⇒		1			
	🚱 New	03/23/2020	03/16/2020	B/24 contacted			1			
	New	03/23/2020	03/23/2020				1			
	New	03/23/2020	03/23/2020				1			
	🊱 New	03/23/2020	03/23/2020				1			
	🏟 New	03/23/2020	03/22/2020				1			
	🏟 New	03/23/2020	03/23/2020				1			
	🏟 New	03/23/2020	03/22/2020				1			
	🏟 New	03/23/2020	03/21/2020	♦ Clear	<u>~ A</u>	ccept X Cancel	1			
	🏟 New	03/23/2020	03/23/2020				1			



COVID-19 tests are sometimes not resulted for days, but we will **check in with patients every 2 days** to reassure them that their test is still in progress.

If a patient is not active on MyChart, they must be notified via telephone.

# Informing Patients of Pending Results via Telephone

- 1. Find a message that has not been resulted yet for a patient with an **Inactive** MyChart account. This will be a normal result. Other hints:
  - a. In the **Resulted** column, the count will be incomplete (such as **0 of 1**) and the **MyC** column will say **Inactive**.
  - b. For further confirmation that the result is pending, the **Result** report on the bottom of the screen will show a status of **Preliminary Result**.

ອ 2019 nCoronavirus, PCR (Covid-19)						
Status: Preliminary result	/isible to patient: No (Not Released)					
Component	1d ago					
Specimen Type	Nasopharynx					
Resulting Agency	HFH					
Specimen Collected: 03/23/20 18:38						

NOTE: The Msg/Note column contains the date the patient was last contacted. If this date is 2 or more days ago, continue. If it was one day ago, then do not message the patient at this time.

- 2. Claim the message from the pool by clicking the  $\P$  icon on the left of the message. The icon will turn to a  $\P$ . If a message is already being worked on by someone else, it will appear as  $\P$ .
- 3. Click the 📞 Telephone Call button.
- 4. Click **PCP** to add the patient's PCP as the provider, and then click **Accept**.
  - a. If the patient does not have a PCP, type "generic ex" in the **Provider** field and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER").





A Telephone Encounter opens. You will then call the patient and document the details of the call.

- 5. In the **Contacts** section, click **+ Outgoing Call**.
- 6. Document the details of the call (such as **Relationship** and **Phone**). If the patient does not answer, you can also document an **Outcome** and leave some **Contact comments**.
- 7. Enter a note in the **Documentation** sidebar. Click in the text box and then type ".covpendphone"

3/24/2020 visit with Pat Warren, MD for Telephone 😔 🔅	D ⊾*	Documentation V This Call
🔿 Triage Enc 🐞 Family Switch 👻 🔯 Questionnaires 🇱 References 📢 Open Orders 🋬 Dosage Table 🔒 Appts	More +	Create Note
Caller: None Allergies: Bee Venom (honey Bee) Reviewed on 7/28/2008: Review Complete		
TELEPHONE CALL/REFILL Contacts Reason for Call SmartSets BestPractice MAPS PDMP	s	My Note
Meds & Orders Routing Disposition		<b>●</b> Та <u>о</u>
Contacts 🖉 🔁	^	A B ⊕ ♥ ♥ ₽ ↓ Insert SmartText 着 ← → ➡ ♥ ↓
+ Incoming Call + Outgoing Call + Other		*2
		7
Telephone (Outgoing)		
Type: A Telephone (Outgoing)		
10:03 AM EDT 🕐 3/24/2020 📋		
Relationship: Self , Self. Warren, Vincent Jones, Harriet	ŀ	
Pharmacy		•
Contact name: Warren, Vincent		
Phone: 608-455-2535 I: Home: 608-455-2535		
Patient's phone re Edit comments:		
Outcome: Out		
Missing or Invalid Number		
Contact comments:		
✓ <u>A</u> ccept X <u>C</u> ancel		
		Sign at exit WS V
₽º Reason for Call 🖉	~	

- 8. Click **SIGN ENCOUNTER** in the lower right hand side of the screen.
- 9. Back in In Basket, click the **Comment** button to update the date the patient was last contacted.
- 10. Type in the date you contacted this patient (for example "3/24 contacted") and then leave the message in In Basket.
- 11. Return the message to the pool by clicking the  $\P$  icon.

In Basket 🖙 New Msg 🗸	Patient Msg 📿 Refresh 🛓	Edit <u>P</u> ools 📩 Manage I	Pools 🔑 P <u>e</u> rsonali	ize 🔎 <u>S</u> earch 🖋	Manage QuickActions 👻 💄 Attach 🛱 Out	Properties 👻		
My Messages	> Results 209 unread	l, 292 total					9	
1 Results (209)	<u> <u> <u> </u> <u> <u> </u> </u></u></u>	✓ Reviewed 1 Rslt Re	lease 🗳 MyChart	Msg to Pt  💠 Take	🔹 📃 Result Note  🚰 Letter 👻 🦂 Reassign 🛔	Chart + 🍾 Encoun <u>t</u> er	C Telephone Call	F Comment 🕂
My Open Encounter	2 Status	🗑 Result Date	Specimen Date	Patient	Age Test		A New	Msg/Note
1	Pend	03/23/2020	03/23/2020		Comment		<b>X</b> 1	3/24 contacted
	🔄 New	03/23/2020	03/23/2020				1	
	🗣 New	03/23/2020	03/16/2020	🗩 🏷 🕜 1	🖌 🔝 🛃 🕂 🛛 Insert SmartText 🖷 🕏	- 🔿 \land 🛼 🛛 100% 🕞	1	
	🗣 New	03/23/2020	03/16/2020	β/24 contacted	1		1	
	🗣 New	03/23/2020	03/23/2020				1	
	🗣 New	03/23/2020	03/23/2020				1	
	🚱 New	03/23/2020	03/23/2020				1	
	🚱 New	03/23/2020	03/22/2020				1	
	New	03/23/2020	03/23/2020				1	
	🗣 New	03/23/2020	03/22/2020				1	
	🗣 New	03/23/2020	03/21/2020	🗶 Clear		✓ Accept X Cance	1 1	
	🗣 New	03/23/2020	03/23/2020				1	



# Informing Patients of Negative Results via MyChart

If a patient has an active MyChart account, they can be notified electronically.

- 1. Find a message with a complete result for a patient with an **Active** MyChart account. Look to the **Resulted** and **MyC** columns for this information.
  - a. In the **Resulted** column, the count will be complete (such as **1 of 1**).
  - b. For further confirmation that the result is negative, the **Result** report on the bottom of the screen will show a status of **Final Result**, and a result of **Not Detected**:



- 2. Claim the message from the pool by clicking the  $\P$  icon on the left of the message. The icon will turn to a  $\P$ . If a message is already being worked on by someone else, it will appear as  $\P$ .
- 3. Click the 🎬 MyChart Message to Patient button.

In Basket 🖾 New Msg 🗸	Patient Msg 📿 F	R <u>e</u> fresh 🔹 Edit <u>P</u> ool:	s 📩 Manage Pools 🖋 P	ersonalize 🔎 <u>S</u> earch 🖌	Manage QuickActions 👻 💄	Attach 🛱 Out 🚽 Properties 🗸		
t My Messages	🏠 > Results 2	10 unread, 292 total	3					Sort & Filter 💌
Results (210)	👂 QuickActions 👻	✓ Do <u>n</u> e ✓ Review	red 🔰 Rsit Release 🖼 N	lyChart Msg to Pt 🕂 Tak	e 👻 🖪 Result Note 📓 Letter 🗸	- 🖧 Reassign 凒 Chart 🗸 🥎 Encoun <u>t</u>	er 🐛 Telephone Call	🗊 Comment More 👻 🎦
My Open Encounter	2 Status	😨 Result Date	Specimen D Patient	Age	Test	A New Msg/Note	Resulted	Lai Recipe MyC
2	lew New	03/23/2020	03/19/2020	44 y.o.	2019 NCORONAVIRUS, PCR	1	1 of 1	Hfh Fing Clin Active
	🗣 Read	03/23/2020	03/21/2020	31 y.o.	2019 NCORONAVIRUS, PCR	1	1 of 1	Hfh Screening Clin Active
	Order Dx: Suspected Covid-19 Virus* Current Rx: methocarbamol. (Oral); Retin-A Micro (Topic); rtfAMPin (Oral); SUMAtriptan; valACYclovir (Oral)							
	🗲 🖹 Result 🗏	Result Reports 🔋 I	Encounter 🗏 Visits/Patien	t Info 🗏 Meds/Problems	🔋 🗏 Vitals/Labs 🗏 My Last No	te 🗏 Outstanding Orders 🗏 Help 🗏	Addi Info Addi Info	ormal Labs

- 4. The Patient Message window opens. Enter a Subject for the message, such as "Negative Test Results"
- 5. In the text box, enter the SmartPhrase by typing ".covneg"
- 6. Click **Send** in the lower right.
- Back in In Basket, click ✓ Reviewed and then ✓ Done to remove the message from the pool.







# Informing Patients of Negative Results via Telephone

If a patient is not active on MyChart, they must be notified via telephone.

- 1. Find a message with a complete result for a patient with an **Inactive** MyChart account. Look to the **Resulted** and **MyC** columns for this information.
  - a. In the **Resulted** column, the count will be complete (such as **1 of 1**, or **2 of 2** and so on).
  - b. For further confirmation that the result is negative, the **Result** report on the bottom of the screen will show a status of **Final Result**, and a result of **Not Detected**:



- 2. Claim the message from the pool by clicking the  $\P$  icon on the left of the message. The icon will turn to a  $\P$ . If a message is already being worked on by someone else, it will appear as  $\P$ .
- 3. Click the **Call** button.
- 4. Click **PCP** to add the patient's PCP as the provider.
  - a. If the patient does not have a PCP, enter "generic ex" and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER").

In Basket ଔNew <u>M</u> sg →	Patient Msg 📿 R <u>e</u> f	iresh 🄹 Edit <u>P</u> ools 🄹 Man	age Pools 🛛 🔑 P <u>e</u> rso	onalize 🔎 <u>S</u> earch 🖋 Manage	QuickActions	s 🗸 💄 Attach 🛱 🕻	Dut Properties -			,
My Messages	> Results 141	unread, 231 total							3	S <u>o</u> rt & Filter 💌 🖬
Results (141)	👂 QuickActions 👻 🗸	Do <u>n</u> e <b>√Reviewed</b> ⊍ Rs	sit Release  🖺 MyCl	hart Msg to Pt  🕂 Take 👻 🖳 F	esult Note	Letter 🗸 🖧 Reass	sign 凒 Chart 🗸 😽 E	Encounter 🐛 Tel	ephone Call 🕞	Comment More - 🎦 🧱
My Open Encounter	A Status	🗑 Result Date	Specimen Date	Patient	Age	Test	New	Resulted	Msg/Note	MyC
Letter Queue	Read	03/24/2020	03/23/2020		72 y.o.	2019 NCORONAVIR	US, PCR 1	6 of 6		Inactive
	🕇 🗣 New	03/24/2020	03/23/2020		46 y.o.	CULTURE, BLOOD; C	CULTURE, 2	8 of 11		Inacti
	← EResult Result	esult Reports 📮 Encounter	Visits/Patient Inf	o 🗏 Meds/Problems 🗏 Vita	ls/Labs 🗏 M	ly Last Note 🔋 Outs New Encounter	standing Orders 🔋 H	ielp 🔋 Addi Info	T COVID Le	etter Mo
<		Status: F	9 nCoronavirus inal result Visible : nent	5, PCR (Covid-19) to patient: No (Not Released 2d ago	<u>D</u> ate: Pro <u>v</u> ider:	3/25/2020			·	Order: 48690082 Resulting Agency
		Specime 2019-nC	en Type OV RNA Result	Nasopharynx Not detected	Departmen					BLM HFH
		2019-nC	OV Comment	A negative result do agent.			Accept	<u>C</u> ancel	er	HFH
		Com	ment: This test	has been validated by	Henry For	rd Clinical Mic	robiology Labor	atory. FDA	review of th	ne assay validation is



A Telephone Encounter opens. You will then call the patient and document the details of the call.

- 5. In the **Contacts** section, click **+ Outgoing Call**.
- 6. Document the details of the call (such as **Relationship** and **Phone**). If the patient does not answer, you can also document an **Outcome** and leave some **Contact comments**.
- 7. Enter a note in the Documentation sidebar.
  - a. IF YOU REACH THE PATIENT, click in the text box and then type ".covnegphone"
  - b. IF YOU DID NOT REACH THE PATIENT, indicate that in the note (for example, "Attempted to reach patient, will call tomorrow.")



8. Click **SIGN ENCOUNTER** in the lower right hand side of the screen.

### IF YOU REACHED THE PATIENT

Complete the message and remove it from In Basket.

9. Back in **In Basket**, click **</** Reviewed and then **</** Done to remove the message from the pool.





## IF YOU DID NOT REACH THE PATIENT

Leave the message in In Basket and click the 🗣 icon to return the message to the pool. The patient will receive a call once per day for 3 days, repeating the steps above. If the patient does not answer after 3 calls, send a letter.

- 10. Back in **In Basket**, click the **F Comment** button.
- 11. Enter a comment about the call, including the date and the number of times the patient has been contacted. For example, "Left message 3/25 #1"
  - a. This allows you to see how many times the patient has been contacted. If you are calling a patient who already has a comment, update the date and the number of calls (for example, if the patient already has a comment of "Left message 3/25 #1" and you are calling the next day, you would update the comment to "Left message 3/26 #2")

In Basket 🖾 New Msg •	Patient Msg CRefresh	🔹 Edit Pools 🔹 M	lanage Pools 🛛 🔑 P <u>e</u> rso	nalize 🔎 <u>S</u> earch 🖋 M	lanage QuickActior	is 🗸 💄 Attach	🛱 Out 🛛 🖨 Pro	perties +			
t My Messages	🏠 > Results 26 unrea	id, 63 total								10	Sort & Filte
Results (26)	🖇 QuickActions 👻 🗸 Done	✓ Reviewed 10	Rsit Release Ca MyCr	nart Msg to Pt  💠 Take 🤸	Result Note	Letter + 🖧 Re	assign 📛 Cha	rt + ∿r Enci	ounter 🐛 Tel	ephone Call E Comment	More -
My Open Encounter	A Status	Result Date	Specimen Date	Patient	Age	Test		New	Resulted	Msg/Note	N
	R Pend	03/24/2020	03/19/2020		49 y.o.	2019 NCORON/	WIRUS, PCR	1	1 of 1 🥄	Left message 3/25 #1	1 A
	t 🚱 New	03/24/2020	03/24/2020		57 y.o.	2019 NCORONA	VIRUS, PCR; S	2	1 of 1		A
	Order Dx: Suspected Covid- Current Rx: amLODIPine (O	19 Virus* ral); clindamycin-be <u>n</u> ;	zoyl peroxide (Topic)								Next appt w
	← E Result A Result	Reports 🗏 Enco	₽ <b>1</b> ₽ ≈   <b>~</b> ~ ~	Cor	nment		100%	ers 🗏 Help	🗏 Addi Info	1 All Normal Labs	
¢	Primary Cyc: HAP/HAP HF	Star Co Sp 201 HS E	Left message 3/26	τι ψυ #2				.fiers	biology La	boratory. FDA rev.	Order: 4
	ALLERGIES	Res Speed	Clear	20 15.50		✓ Accept	Cancel	03/24/20 18	:37		

#### Send a Letter

- 12. If the patient has not answered by the third call, click the 🚰 Letter button in In Basket to send a letter.
- 13. Click **PCP** to add the patient's PCP as the provider, and then click **Accept**.
  - a. If the patient does not have a PCP, type "generic ex" in the **Provider** field and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER").

In Basket ≌New <u>M</u> sg →	Patient Msg 📿 F	R <u>e</u> fresh 🍰 Edit <u>P</u> ools 🍰 Ma	anage Pools   & P <u>e</u> rs	onalize 🔎 <u>S</u> earch 🖋 Manage Qu	ickActions 👻 💄 🗛	ttach 🛱 Out 占 P	roperties 👻			
My Messages	> Results 1	41 unread, 231 total			12					Sort & Filter 👻 🚦
1 Results (141)	👂 QuickActions 👻	✓Done ✓Reviewed ⊍F	Rsit Release  🖺 MyC	Chart Msg to Pt 📫 Take 👻 🖪 Resi	lt Note 🚰 Letter 🗸	🤗 Reassign  📛 C	hart + 😽 Er	ncoun <u>t</u> er 🐛 Tel	ephone Call 厚 Comment	More - 🎦 🍒
My Open Encounter	A Status	2 Result Date	Specimen Date	Patient A	ie Test		New	Resulted	Msa/Note	MyC
Letter Queue	🕇 🗣 Pend	03/24/2020	03/23/2020		y.o. 2019 NC	DRONAVIRUS, PCR	1	6 of 6	Left message 3/25 #2	Inactive
	🕇 🏟 New	03/24/2020	03/23/2020	4	y.o. CULTURE	, BLOOD; CULTURE, .	2	8 of 11		Inacti
	E Result	Result Reports 🖹 Encounte	er 🛛 Visits/Patient Ir 19 nCoronaviru Final result Visible	Ifo Meds/Problems I Vitals/L Is, PCR (Covid-19) to patient: No (Not Released)	ibs 🗏 My Last Not	e 🖪 Outstanding O	rders 🗄 He	Ip 🖪 Addi Info	6 <sup>21</sup> 1 COVID Letter	N Order: 4869008
<		Comp Specin 2019-r 2019-r	onent men Type nCoV RNA Result nCoV Comment	2d ago Nasopharynx Not detected A negative result does agent.	Auto Pro <u>v</u> ider: D <u>e</u> partment:	matic Selection fo	CY MED	2 <u>2</u> 2	Resulting BLM HFH HFH	J Agency
		Cor per Specin	mment: This test nding. nen Collected: 03/23	has been validated by He	<u>N</u> ew Vie <u>w</u> Letters	;	Accept	<u>C</u> an	: the assay	validation :
	NEXT APPT			m		A LA MALE A				0



- 14. The Communications window opens. Click Print for Patient.
- 15. Click **Other** to look up the appropriate letter template. In the Letter Template Lookup window, search for the "**COVID 19 NEGATIVE RESULTS**" letter template.
- 16. Click Accept with the COVID 19 NEGATIVE RESULTS letter selected.
- 17. At the bottom left, click **Route Draft**. A search bar appears next to the **Route Draft** button. Enter "P HFHS COVID-19 RESULTS LETTER TO PATIENTS"
- 18. Click < Route Now.
- 19. Click **V** Sign Encounter in the lower right hand corner.
- 20. Back in **In Basket**, click **</** Reviewed and then **</** Done to remove the message from the pool.

Communications	14	
Search all contacts + Add 1 P	CP 2 Referring 3 Patient 4 Print For Patient 5 Care Team	All Referring 7 OB Providers 8 Previous 9 Last Free Text
> To: Ryan Pre (Patient) 🖶 🗙		Priority:  High L 15 Routine
GENERAL RESULTS L To Refe	erring Provider	Co <u>p</u> y Letter Other
Letter: COVID 19 NEGATIVE	Lette	r Template Lookup
☆ B +≌ ⊕ 🂖 ⊅ 😰 🖣	Letter Templates	
	Match: covid negative	
	ID Template 21031280 COVID 19 NEGATIVE LETTER	Notes
	Default	Make Tab Default Add to Favorites
Attach File  Attachments: No attachment		<u>Accept</u> <u>Cancel</u>
🗖 Wait for results	☐ Wait for transcriptions	
Route draft to: PHFHS COV	ID-19 RESULTS LETTER TO PATIENTS [21015097]; r	☐ Keep as default
♣ New Communication		Preview Pend Route Now Route at Sign Visit Cancel



# Addendum SmartPhrases / Verbiage for Calls

### **POSITIVE RESULTS**

### **Phone Script for Positive Results**

#### VOICEMAIL

Hello, this is \_\_\_\_\_\_ from Henry Ford Health System. We are calling about your recent test results. We will continue to try contacting you. If unable to reach you, we will send you a letter with your results. Please contact your PCP with questions.

#### **POSITIVE RESULTS**

Some patients may become emotional when learning of their results. Please be prepared for varying levels of sadness, anger and frustration. Give them time to ask questions and refer them to their PCP, nurse hotline (313-874-1055) or FAQs as needed.

Hello, is this \_\_\_\_\_? This is \_\_\_\_\_ from Henry Ford Health System. Can you please confirm your birthday? *(This constitutes 2 patient identifiers)* 

Are you a Henry Ford Hospital System Employee?

You were tested for COVID-19 (Corona Virus) on \_\_/\_\_. The result of your test is POSITIVE. We'd like to give you some information and give you the opportunity to ask questions.

Do you know your primary care provider?

- If YES: Do you know their phone number? (*Provide if necessary*)
- If NO: We recommend you establish a primary care provider. You can make an appointment through the Henry Ford Website or call 800-436-7936 (south east Michigan) or 888-862-3627 (south central Michigan)

Most people can recover safely at home, but you may feel ill for over a week. We recommend drinking plenty of fluids, getting plenty of rest and taking tylenol for fever as directed on the label. If you begin to have shortness of breath or worsening symptoms that you cannot manage at home, please first call your primary care provider. If you are not able to reach your primary care provider or you feel that it is an emergency, come back to the Emergency Department.

You should continue to stay at home for at least two weeks, even if your symptoms have improved. Avoid contact with others, particularly elderly or chronically ill people. Any individuals you have been in contact with since you felt ill should also avoid leaving their home for two weeks. Continue to wash your hands regularly and keep at least 6 feet from others. If you must go out, wear a mask.

If you have a medical appointment, call the healthcare provider ahead of time and tell them that you have tested positive for COVID-19.



*If a Henry Ford Health System Employee:* Please contact Employee Health now for further instructions about returning to work. You can email them at EHS@hfhs.org or call 313-916-4820.

If you have any additional questions, please call the <mark>Nurse Triage Hotline-COVID Advice Line at 313-874-</mark> 1055, available Monday through Friday 8a-5p.

Thank you for your time.

*If patient has questions about work letters:* Please provide us a fax number or address for your employer. We will send a communication as soon as possible. We are sorry that the letter you received in the ED was not sufficient.

### SmartPhrase: Positive results documentation in Epic (.COVPOS)

Patient notified via telephone re: POSITIVE results of COVID-19 test performed on (specimen date) \_\_\_\_\_\_. Advised to seek medical care if worsening symptoms and to continue self-quarantine for 2 weeks. Advised to continue preventative measure per CDC guidelines (social distancing, frequent handwashing, stay at home if you are sick except to get medical care. **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow. **Clean and disinfect frequently touched surfaces daily, such as** tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

Call your doctor if you have further questions or become sick. COVID Hotline telephone number (<mark>313-874-</mark> 1055) given to patient. Patient verbalized understanding of instructions.

### **Patient has MyChart**

### SmartPhrase: Results pending after 2 days MyChart message (.COVPEND)

You were recently tested for the COVID-19 (Corona Virus) and your results are not yet available. Some results are taking longer than expected due to the overwhelming demand causes by the corona virus outbreak. Henry Ford Health System is working diligently to ensure that you are notified as soon as possible when your results are available. Please continue following the instructions given to you at the time of your testing and call your primary care physician if you have questions.

Additional information and resources may be found at these websites:

https://www.henryford.com

https://www.cdc.gov/



#### SmartPhrase: Negative result MyChart message (.COVNEG)

The results of your COVID-19 (Corona Virus) test is NEGATIVE, which means no evidence of the COVID-19 virus was detected. No test is perfect, and it is possible to have a negative test even if you actually have the virus. Please visit the Henry Ford or CDC website for more information. Call your primary care provider if you have questions or if you have developed additional or worsening symptoms.

https://www.henryford.com

https://www.cdc.gov/

### Patient does NOT have MyChart

#### **Results pending after 2 days - Phone Call Script**

You were recently tested for the COVID-19 (Corona Virus) and your results are not yet available. Some results are taking longer than expected due to the overwhelming demand causes by the corona virus outbreak. Henry Ford Health System is working diligently to ensure that you are notified as soon as possible when your results are available. Please continue following the instructions given to you at the time of your testing and call your primary care physician if you have questions.

#### SmartPhrase: Results pending after 2 days: documentation in Epic (.COVPENDPHONE)

Patient notified via telephone re: COVID-19 test performed on (specimen date) \_\_\_\_\_\_\_ is pending. Advised to continue with medical advice provided at the time of testing. Patient verbalized understanding.

#### **Negative Results - Phone Call Script**

The results of your COVID-19 (Corona Virus) test is NEGATIVE, which means no evidence of the COVID-19 virus was detected. No test is perfect, and it is possible to have a negative test even if you actually have the virus. Please visit the Henry Ford or CDC website for more information. Call your primary care provider if you have questions or if you have developed additional or worsening symptoms.



### SmartPhrase: Negative result: documentation in Epic (.COVNEGPHONE)

Call your doctor if you have further questions or become sick. COVID Hotline telephone number (313-874-1055) given to patient. Patient verbalized understanding of instructions.



# **In Basket Pools**

If you do not have the appropriate In Basket Pool(s) associated with your user record, you can edit this information directly in Hyperspace. Once the In Basket Pool is assigned to your user record, you will be able to check in and out of this pool via the In Basket activity.



1. Associate the appropriate pool(s) with your user record. Log into Epic and click on the Epic button in the top left corner of the screen. Select Tools, then Patient Care Tools, then In Basket Class.



2. Once on the In Basket Class workbench, you can search for the In Basket pool that you would like to associate with your user record.

Note: The following pools should be added:

- HFH SCREENING CLINIC RESULTS •
- HF ED HFH PROVIDERS POOL
- HF ED COT PROVIDERS POOL
- HF ED FRL PROVIDERS POOL
- HF ED ST HGTS PROVIDERS POOL
- HF ED WBH PROVIDERS POOL
- HF ED WYN CHARGE RN POOL
- HF ED BRN CHARGE RN POOL
- HF ED HFMH RESIDENTS POOL
- HF ED AH PROVIDER POOL



To remove a pool, simply delete it from the Class Membership list. This will not delete the pool from the system – only from your user record.

3. Sign yourself in and out of these pools by checking and unchecking the boxes on the right of the pool name.

Class Membership	Pool?
HFH SCREENING CLINIC RESULTS [210101002002]	
HF ED ST HGTS Providers Pool [1600006]	
HF ED WYN CHARGE RN POOL [1600015]	
HF ED BRN CHARGE RN POOL [1600016]	
HF ED AH Provider Pool [1600018]	
HF ED HFMH Residents Pool [16000016]	
HF ED WBH Providers Pool [1600001]	
HF ED FRL Providers Pool [1600008]	
HF ED COT Providers Pool [1600005]	
HF ED HFH Providers Pool [1600007]	

4. You may also check yourself in and out of in basket pools directly from your In Basket using **Edit Pools**. Check the box next to each pool that you wish to be included in and then click **Accept**. Use **Select All** or **Select None** to sign in/out of all pools at once.

In Basket 🛱 New Msg - 🖺 Patient Msg 📿 Refresh 👘 Edit Por	s 🌮 Manage Pools 🛛 🗱 Settings	s ♀ <u>S</u> earch ✔ Manage QuickActions -	💄 Attach 🛱 Out
--	-------------------------------	--	----------------

	Sign into Pools and Covering Groups	x
Poo Sign in	S Select All Select None	
	Pool	
	HF ED AH Provider Pool	
	HF ED BRN CHARGE RN POOL	
	HF ED COT Providers Pool	
	HF ED FRL Providers Pool	
	HF ED HFH Providers Pool	
	HF ED HFMH Residents Pool	
	HF ED ST HGTS Providers Pool	
	HF ED WBH Providers Pool	
	HF ED WYN CHARGE RN POOL	
	HFH SCREENING CLINIC RESULTS	
	✓ <u>A</u> ccept X <u>C</u> anc	:el



5. You can also manage (add and remove) the users in your pools using **Manage Pools** and selecting which pool you wish to manage. Select the **Manage Pools** button at the top of your In Basket and then select the name of the In Basket pool that you wish to add users into (clicking the **Magnifying Glass** allows to pick from a list of pools that you manage).

My Messages     Rx Request (27)     E-Visits	Attached In Baskets Steptianie Pizzo's in Basket			
Order Information (4) Pt Advice Request (1) Pt Flowsheet (1)	Opened Patients	Manage People in Pool Pool Name: Printer name of paid		
Pt Rx Request (5)	Folder Summary - My Messages Rx Request 🕈 E-Veals			
			No pool selected	

Here you can see who is currently signed into this pool which is indicated by the check mark in front of their name.

If a user listed is not signed into the pool, you can see the date of the last time they were signed into this pool indicated by the date on the right side of their name.

	Manag	ge People in P	lool		x
Pool Name:	HFHS WBH	PAIN CLINICAI	SUPPORT		0
Signed in People				Last signed in	n
			ŝ	10/12/2018	
				1. 21	
					×
				7/5/2016	_
					_
					_
					_
				10/4/2018	_
					_
				_	_
				_	_
				_	_
				-	_
Add <u>U</u> ser: Enter nam	e of user				A <u>d</u> d
			📙 <u>S</u> ave	✓ Accept X Ca	ancel



- 6. Add users to this pool by searching for them by name (last name, first name) then clicking Add.
- 7. Click **Save** to save any changes you have made.

		М	anage People i	n Pool		×
Pool Name:		HFHS W	BH PAIN CLINIC	CAL SUPPORT		,o
Signed in	People				Last signed in	
				ż	10/12/2018	
						×
					7/5/2016	
				_		
					10/4/2019	
					10/4/2010	
					35	
Add <u>U</u> ser:	Enter name	ofuser			9 <b>+</b> /	A <u>d</u> d
				Save .	✓ <u>A</u> ccept X <u>C</u> ar	ncel