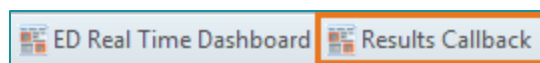

Cerner's FirstNet Results Callback worklist tracks patients requiring follow-up, pushes clinical information from the encounter to the user, and improves communication between all clinicians involved in the callback process. On Tuesday, June 30, 2020, all ED RNs and ED Technicians will have access to view results within ED Results Callback.

Accessing Results Callback

- Results Callback is accessible within FirstNet only.
 - Click Results Callback in the toolbar.



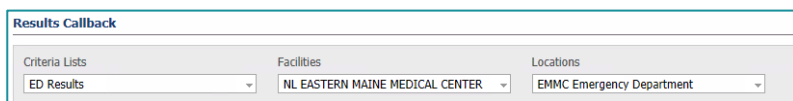
Setting Up Worklists

The first time you sign into the Results Callback worklist, you must set up the locations that you want to work from before any worklists are displayed. The locations can be updated at any time.

STEP 1: From the **Criteria Lists**, select the results you wish to review; followed by the **Facility**.

STEP 2: Click **Submit**.

STEP 3: Update the location under the drop-down.



Criteria Lists	Facilities	Locations
ED Results	NL EASTERN MAINE MEDICAL CENTER	EMMC Emergency Department

STEP 4: Click **Submit**.

STEP 5: Click **Update List** from the far right of the screen.

How do Results Callback populate?

- **ED Results**
 - Populates out-of-normal-range laboratory and microbiology results that were pending at the time of discharge from the Emergency Department.
- **Radiology**
 - Populates all imaging studies without a transcribed, authorized document associated at the time of patient discharge from the Emergency Department.
- **Required Follow-Ups**
 - Populates all Lyme Disease tests. Per State of Maine guidelines, follow-up is required on both positive and negative Lyme tests. COVID-19 patient results also populate, regardless of positive or negative interpretation.

NOTE: Patients admitted to observation or inpatient status do not populate to the Results Callback tool because the patient has transitioned care. At the time of transition, the outstanding orders become the responsibility of the inpatient team to review with the patient.

Who is responsible for managing Results Callback?

Currently, the Results Callback tool is the responsibility of Emergency Physicians, PA's, and APNs. ED RNs and ED Technicians will not verbally give results to patients.

NOTE: It is the responsibility of provider and nursing leadership at each Member Organization to determine and mutually agree upon goals, expectations, and guidelines as to the role of nursing staff in the Results Callback process.

Reviewing the Worklist

- Open the Results Callback worklist.
 - Patients not yet viewed by a clinician are displayed at the top of the list with their names in **bold** font.
 - The **Result** column displays the results that qualify for the list.
 - The **Status** column displays the last action performed.
 - The **Comment** column allows you to communicate with other users.
 - The **Last Update** column displays the time since the last action was taken.

Patient Name	Result	Status	Comment	Last Update	
TESTING, LAYLA	Stool Culture Complete	-- 106 D	No Status Found	No Comment Found	--
TESTING, KIMBERLY	Ova & Parasites Complete	-- 106 D	No Status Found	No Comment Found	--
TESTING, LYNNE	Red Blood Cell Count (4.00-5.40) M/dL	↓3.00 309 D	Reviewed by Provider	testig	14 Days ago
TESTING, MICHAEL	ABO RH INT	A POS 365 D	Provider Review Required	No Comment Found	55 Days ago

- Click the arrow next to the patient's name to open the Callbacks dialog box.

Results Callback

Criteria Lists: ED Results | Facilities: NL EASTERN MA

Callback List (14) | Completed Callbacks

Patient Name: TESTING, LYNNE

TESTING, LYNNE | TESTING, TAYLOR | TESTING, LYNNE | TESTING, KEVIN | TESTING, LAYLA | TESTING, KIMBERLY | TESTING, ANDREW | TESTING, BRADY

TESTING, LYNNE ** Active Pregnancy ** ** Active Admission **
Allergies ** 19 years Female DOB: 01/01/01 MRN: 2246317 FIN: 256291444 Weight: 100 kg Preferred Language: English

CREATININE (0.40-1.10) mg/dL ↑6.20 mg/dL 01/02/2020 10:05

Callbacks | Protocols

Home 2072072007	Mobile --	Work --	PCP : GOTT DO, DANIEL C 2078629400
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No Answer
 Left Message
 Patient Contacted

Provider Review Required No further action required

Cancel Letter Sign

Reviewing Encounter Information

Clinical, encounter, and histories information are displayed to the right of the Callbacks tab. This eliminates the need to open the patient's chart for this information.

TESTING, TAYLOR ** Active Admission **
 Allergies ** 32 years Female DOB: 03/06/88 MRN: 2230150 FIN: 256292020 Weight: 88 kg Preferred Language: English

Stool Culture Complete Body site: 02/18/2020 13:12
 Collected: 02/18/2020 11:12 Specimen Type: STOOL

CREATININE 4.30 mg/dL 01/02/2020 11:33
 (0.40-1.10) mg/dL

Callbacks Protocols
 Home (546) 545-6465 Mobile -- Work -- PCP: TESTING, EMMC_MD --

No Answer
 Left Message
 Patient Contacted

Provider Review Required No further action required Cancel Letter Sign

Encounter Date and Location
 11/18/2019
 EMMC - ER

Discharge Disposition
 Home

Encounter Diagnostics
 EK ECG Standard (EKG Standard EK), XR Chest Portable (CXR Portable XR)

Problems
 Diabetes, Ex-tobacco user, VRE

Encounter Provider
 No Results Found

Allergies
 Augmentin, amoxicillin

Discharge Diagnosis
 Infective myocarditis, Essential (primary) hypertension

Med Given this Visit
 No Results Found

Discharge Medications
 sulfamethoxazole-trimethoprim (Bactrim DS 800 mg-160 mg oral tablet)
 1 TAB, Tab, PO, Twice Daily, X 7 Days, # 14 TAB, 0 Refill(s), Hypertension |
 Abscess of myocardium

Home Medications
 Reviewed by: ZZ, NURSE ED P1 on 11/18/2019
 ARIPrazole (Ablify 2 mg oral tablet)
 6 mg = 3 TAB, Tab, PO, Daily, # 90 TAB, 0 Refill(s)
 acetaminophen (acetaminophen 80 mg oral tablet, chewable)
 80 mg = 1 TAB, CHEWED, Every 4 Hours, 0 Refill(s)
 melatonin (melatonin 5 mg oral capsule)
 5 mg = 1 CAP, PO, Bedtime, 0 Refill(s)

Flagging Patient for Provider Review

STEP 1: If a callback requires review by a provider, select the **Provider Review Required** check box in the Callbacks tab. A comment can be made in the white space provided, if needed.

STEP 2: Click **Sign**. The patient name is displayed at the top of the provider worklist with a status of **Provider Review Required**.

- Once a provider opens the Callbacks tab for the patient, the status is updated to **Reviewed by Provider**.

Callbacks Protocols
 Home (546) 545-6465 Mobile -- Work -- PCP: TESTING, EMMC_MD --

Provider Review Required No further action required Cancel Letter Sign

Lipase Level (15-95) Int_UmL/L	↑ 62 14 D	No Status Found	No Comment Found
Red Blood Cell Count (4.00-5.40) MI/ul	↓ 3.00 254 D	Provider Review Required	No Comment Found
ABO RH INT --	A POS 210 D	Provider Review Required	No Comment Found

NOTE: Do not select **No further action required**, unless directed by your Member Organization.

No further action required

Completed Callbacks

If a patient was moved to the Completed Callbacks list in error, select the **Mark Callback Incomplete** or **Completed Callback in Error** option. The patient is moved back to the Callback list.



The screenshot shows a software interface with two radio button options: "Mark callback incomplete" and "Completed callback in error". These options are enclosed in an orange box. Below the options is a toolbar with icons for undo, redo, and other actions, followed by a large empty text area. At the bottom right are "Cancel" and "Sign" buttons.