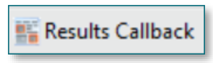
From the Office of Clinical Informatics

# FirstNet Results Callback

April 12, 2022

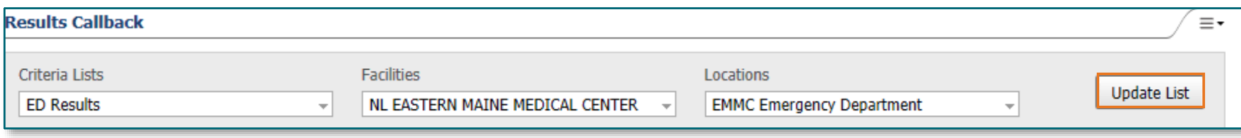
**FirstNet's Results Callback worklist is used to manage clinical results received after a patient is discharged.**

## Using the Results Callback Criteria Worklist:

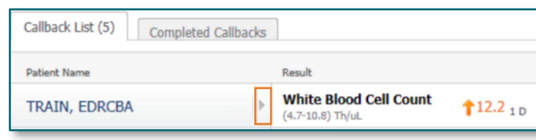



**STEP 1:** Click **Results Callback** in the toolbar.

**STEP 2:** Click the **Criteria List**, **Facilities, and Locations**. Click the **Update List** button.



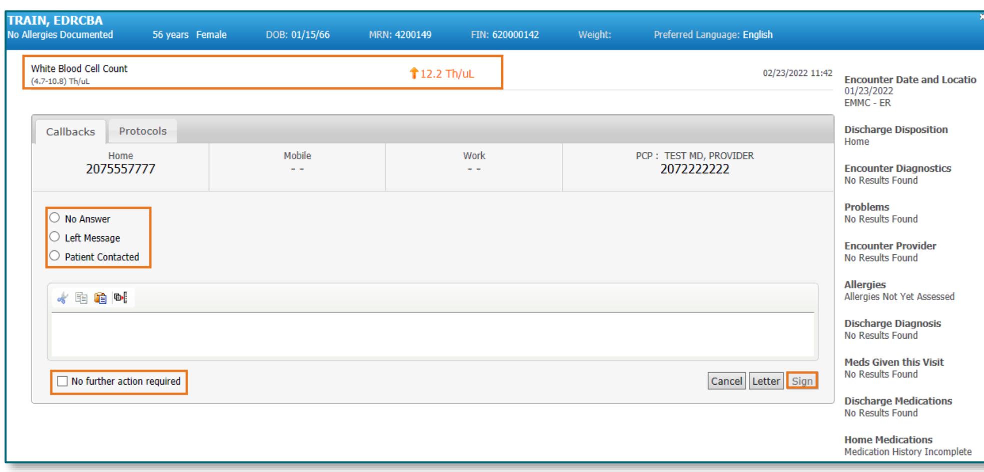

**STEP 3:** The **Callback List** populates. To view callback information for a patient, click the arrow in the **Patient Name** column.




**STEP 4:** The patient callback list displays. After calling the patient, document the appropriate response. Auto text can be used in the comment section.

**STEP 5:** If no further action is needed, click the **No Further action required** box.

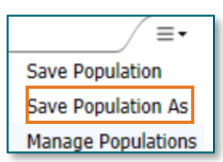
**STEP 6:** Click **Sign**.



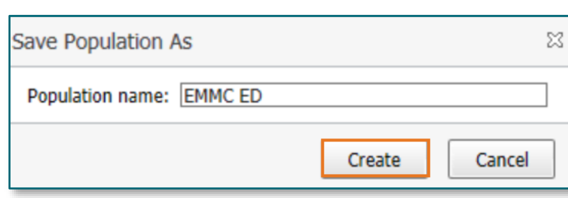

## Saving a Criteria Worklist:

Follow **STEPS 1 and 2** above, then:

**STEP 1:** Click the **Page Menu** drop down.



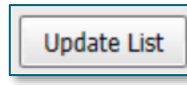

**STEP 2:** Click **Save Population As.**

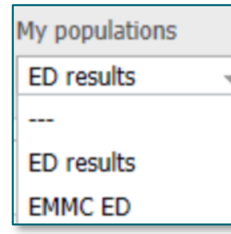



**STEP 3:** Enter a **Population name** and click **Create**.

**STEP 4**: To find your criteria list, click the drop down in **My populations** and select the **criteria list**.

**STEP 5**: Click the **Update List** button to open the list.




## What makes Results Callback populate?

- **ED and WIC Results**
  - Populates out-of-range laboratory and microbiology results that were pending at the time of patient discharge.
- **Radiology**
  - Populates all imaging studies without a transcribed, authorized document associated at the time of patient discharge.
- **Required Follow-Ups**
  - Populates patient list of all Lyme Disease tests ordered. Per State of Maine guidelines, follow-up is required on both positive and negative Lyme tests.

**NOTE**: **Patients admitted to observation or inpatient status do not populate 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?

Emergency Physicians, PAs, and APNs are responsible for managing callbacks.

## Why Results Callback?

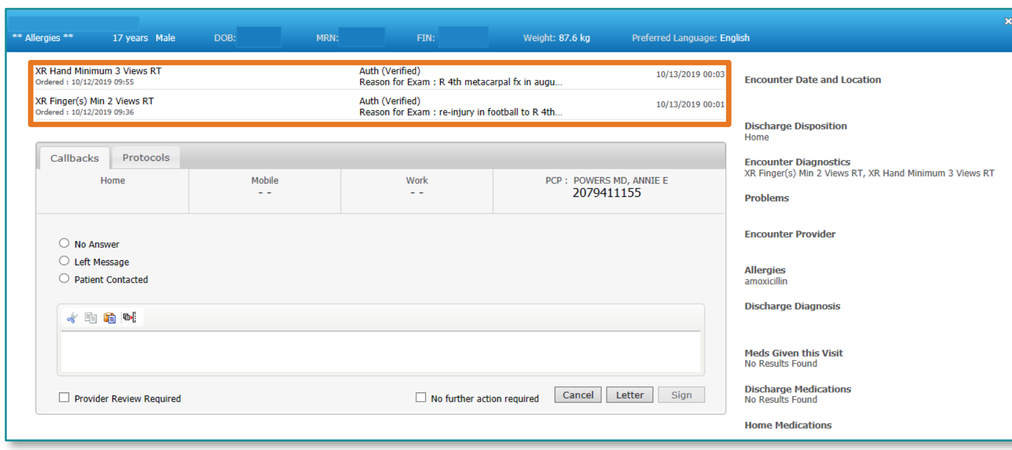
- For patient safety and to ensure the best care is given when results post after the patient has been discharged.
- Minimizes human error by automating list creation.
- Allows access to visit information, patient contact information, and full reports from a single screen.
- Allows clear documentation and shows the status of each callback in a concise log that is easily accessible from a single EHR by all clinical staff.
- Utilizes an electronic date/time and signature from provider to indicate action needed or no follow-up required (acknowledges that each test and study was reviewed).
- Eliminates the need for paper reports and managing files for callbacks manually.
- Results in fewer hands touching results to ensure timely follow-up.
- Letter creation option.
- Standardization of the process across Northern Light Health facilities.

## What else do I need to know about Results Callback?

- Final results will post to Results Callback and addendums will repost.
  - A provider could potentially address the result twice (once in Final or Auth (Verified) status and again after an addendum was made).

**NOTE: Do not address results until they are in a Final or Auth (Verified) status.**

- If there are multiple results from the same criteria list for a patient, the results will post in a single entry. This ensures we are calling the patient once with all results instead of once per study.
  - Click **Auth (Verified)** for each exam to review the final interpretation.
  - **Document** action, as necessary, for each study.
  - Clicking **No Further Action Required** will remove the **patient** from Results Callback.




- If the result is a document, click **Auth (Verified)** or **Final** to open the report from Results Callback.