Northern Light Health

From the Office of Clinical Informatics
Quick Reference Guide (QRG)
ED Results Callback
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This Quick Reference Guide (QRG) Reviews the Workflow for ED Results Callback.

Common Buttons & Icons

Results Callback	**Results Callback** button
Update List	**Update List** button
	Menu icon
	Expand icon
Letter	**Letter** button

Create Worklists

- **From the ED LaunchPoint screen:**

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

STEP 2: Click the **Criteria Lists** drop-down arrow and make the appropriate selection.

STEP 3: Click the **Facilities** drop-down arrow and make all appropriate selections.

STEP 4: Click **Submit.**

STEP 5: Click the **Locations** drop-down arrow and make all appropriate selections.

STEP 6: Click **Submit**.

STEP 7: Click **Update List**. The Callback List tab displays patients based on your criteria.

Save Worklists

- **From the Results Callback screen:**

STEP 1: Click the **Menu** icon.

STEP 2: Click **Save Population As** . The Save Population As window displays.

STEP 3: Click the **Population name** field.

STEP 4: Enter the desired name; then, click **Create**.

NOTE: **The worklist will now display in the My populations drop-down menu.**

Document Follow-Up Status

- **From the Results Callback screen:**

STEP 1: Click the **Expand** icon next to the appropriate patient. The patient's information displays.

STEP 2: From the Callbacks tab, select the appropriate follow-up status. Then, click **Sign**.

NOTE: Use the Comment field to document any additional information as needed.

Complete a Callback

- **From the Callbacks tab:**

STEP 1: Click **Patient Contacted.**

STEP 2: Select the **No further action required** check box.

NOTE: Use the Comment field to document any additional information as needed.

STEP 3: Click **Sign**.

Remove Patient from Completed Callbacks

- **From the Results Callback screen:**

STEP 1: Click the **Completed Callbacks** tab.

STEP 2: Click the **Expand** arrow next to the appropriate patient.

STEP 3: Click **Completed callback in error**.

STEP 4: Click **Sign**. The patient once again displays in the Callback List.

NOTE: You may need to use the Update List button to view the patient in the list.

Create Patient Letter

Create a patient letter if you have not been able to reach the patient for three days.

- **From the Results Callback screen:**

STEP 1: Click the **Expand** icon next to the appropriate patient. The patient's information displays.

STEP 2: From the Callbacks tab, click the **Letter** button. The Create Letter window displays.

STEP 3: Click the **Patient Message** field.

STEP 4: Enter the appropriate auto-text shortcut for your location; then, double-click the template.

NOTE: Print Now in the Action Pane is selected by default.

STEP 5: Click **OK.**

NOTE: Patient Letters can be accessed from the Documents component on the ED Workflow MPage.