

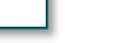

This Quick Reference Guide (QRG) Reviews the Workflow for ED Results Callback.

Common Buttons & Icons

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