# Applicable Laboratory(s):

North Carolina Baptist Hospital (NCBH)

Lexington Medical Center (LMC)

Davie Medical Center (DMC)

Wilkes Medical Center (WMC)

High Point Medical Center (HPMC)

Westchester

Clemmons

# Purpose

The purpose of this procedure is to provide blood bank staff with tools to contact pathology residents and attendings after hours and weekends.

# Scope

This procedure applies to blood bank staff and management.

# Definitions

1. Procedure: A process or method for accomplishing a specific task or objective.
2. WFBH Lab System: Wake Forest Baptist Lab System is a health system that includes Wake Forest Baptist Medical Center and all affiliated organizations including Wake Forest University Health Sciences (WFUHS), North Carolina Baptist Hospital (NCBH), Lexington Medical Center (LMC), Davie Medical Center (DMC), Wilkes Medical Center (WMC), High Point Medical Center (HPMC), Lab at Westchester and Lab at Clemmons.

# Supplies/Materials

Computer with Encompass access.

# Procedure Guidelines

1. Click on the Secure Chat icon in Encompass, top right corner.

A screen shot of a computer

Description automatically generated

1. Click on “Open my groups” icon

A logo of a group of people

Description automatically generated

A screenshot of a chat

Description automatically generated

1. Type “path” in the box
2. Click on “WFMC Path Blood Bank”
3. This will display our current resident (in this case Emily Wilson, MD), your name and the path resident on call at the bottom (in this case Nawroz Barwari, MD)
   1. Click on the star to save as a favorite.

A screenshot of a phone

Description automatically generated

1. The other group for BB is called: WFMC Path Blood Bank Attending On-Call
2. A screenshot of a group

   Description automatically generated
   1. **This is only to be used to contact Dr Pomper when he is in on his BB rotation.** This will go to his phone.
   2. When Dr Fadeyi is in BB**, do not** use for him, he does not have this on his phone. You must call him to reach him.
3. To start the text, click on “New Conversation”
4. If you have not starred your favorite, you will need to start typing in the To box: WFMC path
5. Then click on the Groups tab
6. If you have starred it, the group will show on the screen and you just need to click on it to send to that group.

A screenshot of a chat

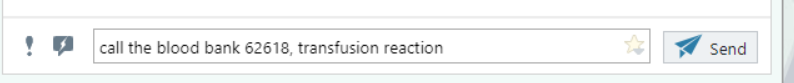
Description automatically generated

A screenshot of a chat

Description automatically generated



1. Enter message to send at the bottom of the screen, then hit Send





# Literature References:

# Related Procedures/Policies in Navex:

# Attachments/Linked Documents in Title 21:

# Revision Dates: Review Change Summary as represented in Title 21.