Patient Information EPIC

Please be courteous to patients when they call for information they can be told if they have lab work ordered or future appointments, never say I don't know.

Patients are our job!

Phone Etiquette

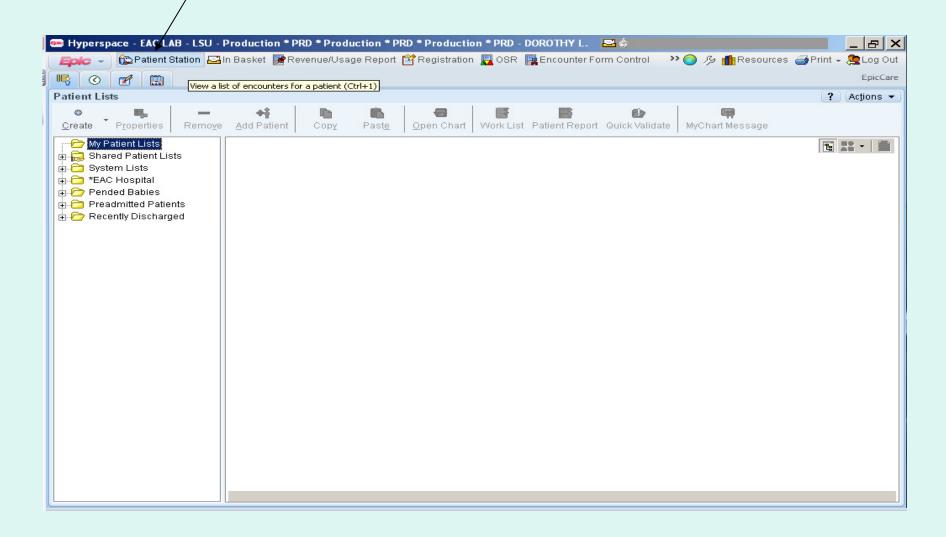
- Phones should be answered by the third ring
- Properly identify yourself.
 - State your name
 - State your department
 - Be sure to ask how may I help you.
 - Example: "Microbiology, this is Karen, how may I help you?
- Be polite, never hang up on an individual.
- Stay calm and keep a positive attitude.
- Be sure to place the individual on hold if necessary. If you lay the phone down, remember the caller can still hear what you say and what is going on around you.

Transferring a Call

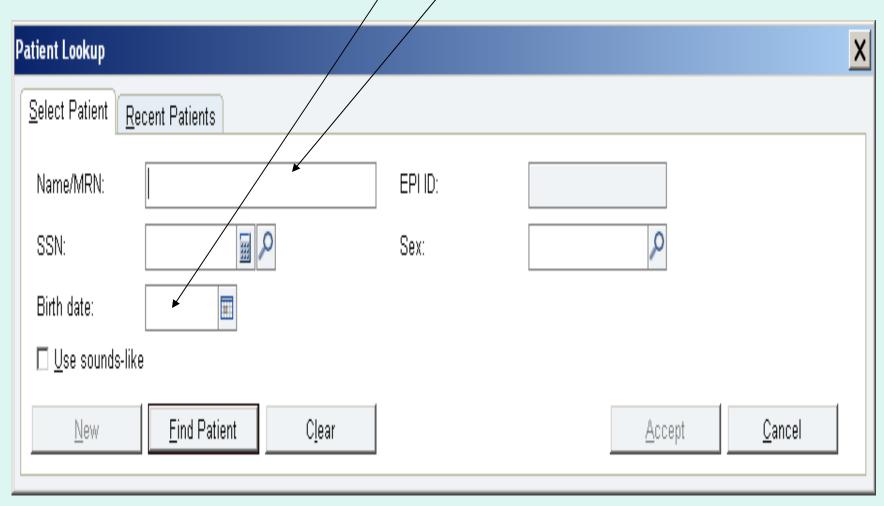
- When transferring the caller, be sure to give the caller the extension you are transferring them to.
- Wait until someone at the other extension answers. Notify them that you are transferring a caller, and briefly what the caller may need.
- If no one answers or the line is busy, inform the caller of this and take a message.
- Be sure to follow through with the message and give it to the proper person.

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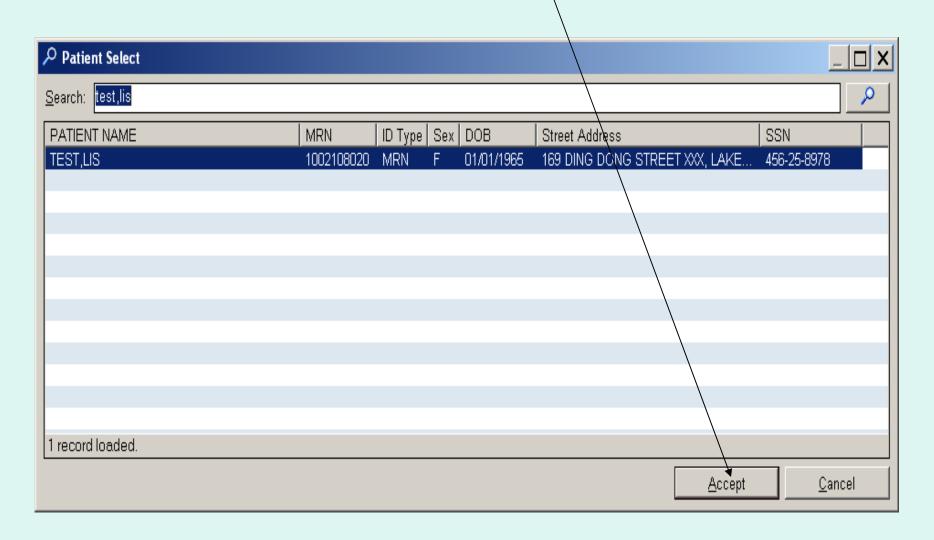
Click on Patient Station



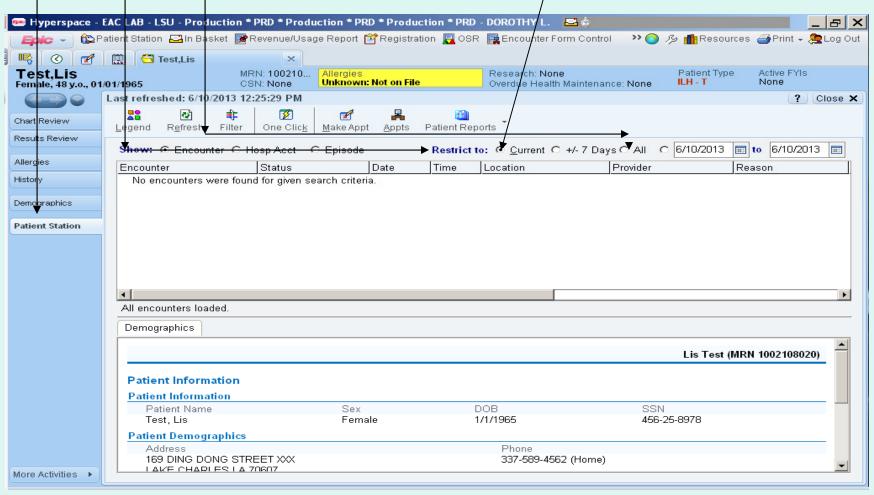
Enter patient's lastname, firstname and date of birth



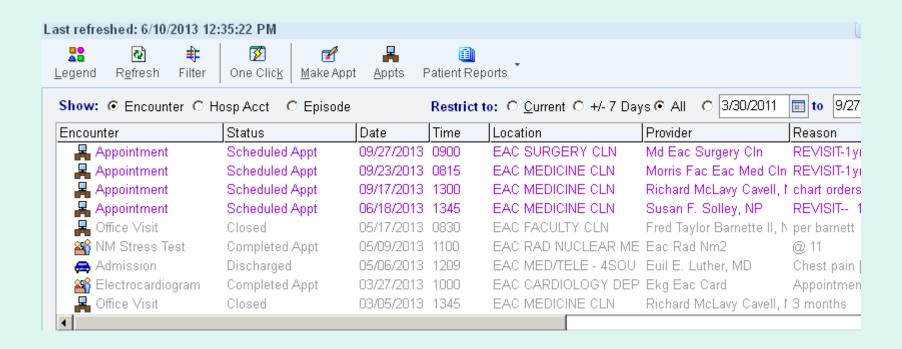
Click accept



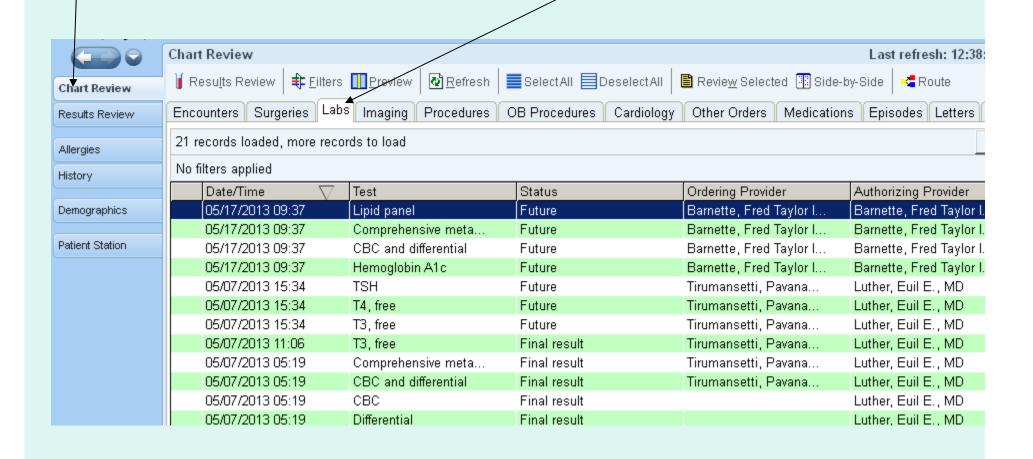
The default screen is the "Patient Station" the "Restrict to:" is at a default of "Current," click on "All" to see all visits/encounters



Future Appointments are in purple and past appointments are grayed out



Click on "Chart Review" and the "Labs" tab to review future and standing orders



Questions?

 If you have any questions, please let Dorothy, Karen, or Nicole know.