

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.

Patient Information EPIC

Click on Patient Station

Hyperspace - EAC LAB - LSU - Production * PRD * Production * PRD * Production * PRD - DOROTHY L.

Epic

Patient Station In Basket Revenue/Usage Report Registration OSR Encounter Form Control Resources Print Log Out

View a list of encounters for a patient (Ctrl+1)

EpicCare

Patient Lists ? Actions

Create Properties Remove Add Patient Copy Paste Open Chart Work List Patient Report Quick Validate MyChart Message




- My Patient Lists
- Shared Patient Lists
- System Lists
- *EAC Hospital
- Pended Babies
- Preadmitted Patients
- Recently Discharged


Enter patient's lastname, firstname and date of birth

Patient Lookup [X]

Select Patient Recent Patients

Name/MRN: EPI ID:

SSN:   Sex: 

Birth date: 

Use sounds-like

Click accept

Search: test,lis

PATIENT NAME	MRN	ID Type	Sex	DOB	Street Address	SSN
TEST,LIS	1002108020	MRN	F	01/01/1965	169 DING DONG STREET XXX, LAKE...	456-25-8978

1 record loaded.

Accept Cancel

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

The screenshot displays the Epic Hyperspace interface for a patient named Test, Lis. The top navigation bar includes options like Patient Station, In Basket, Revenue/Usage Report, Registration, OSR, Encounter Form Control, Resources, Print, and Log Out. The patient's MRN is 1002108020, and their allergies are listed as "Unknown: Not on File". The "Restrict to:" filter is currently set to "Current", and the search results show "No encounters were found for given search criteria." The patient information section includes:

Patient Information			
Patient Name	Sex	DOB	SSN
Test, Lis	Female	1/1/1965	456-25-8978

Patient Demographics	
Address	Phone
169 DING DONG STREET XXX LAKE CHARLES, LA 70607	337-589-4562 (Home)

Future Appointments are in purple and past appointments are grayed out

Last refreshed: 6/10/2013 12:35:22 PM

Legend Refresh Filter One Click Make Appt Appts Patient Reports

Show: Encounter Hosp Acct Episode Restrict to: Current +/- 7 Days All 3/30/2011 to 9/27

Encounter	Status	Date	Time	Location	Provider	Reason
Appointment	Scheduled Appt	09/27/2013	0900	EAC SURGERY CLN	Md Eac Surgery Cln	REVISIT-1yr
Appointment	Scheduled Appt	09/23/2013	0815	EAC MEDICINE CLN	Morris Fac Eac Med Cln	REVISIT-1yr
Appointment	Scheduled Appt	09/17/2013	1300	EAC MEDICINE CLN	Richard McLavy Cavell, I	chart orders
Appointment	Scheduled Appt	06/18/2013	1345	EAC MEDICINE CLN	Susan F. Solley, NP	REVISIT-- 1
Office Visit	Closed	05/17/2013	0830	EAC FACULTY CLN	Fred Taylor Barnette II, M	per barnett
NM Stress Test	Completed Appt	05/09/2013	1100	EAC RAD NUCLEAR ME	Eac Rad Nm2	@ 11
Admission	Discharged	05/06/2013	1209	EAC MED/TELE - 4SOU	Euil E. Luther, MD	Chest pain
Electrocardiogram	Completed Appt	03/27/2013	1000	EAC CARDIOLOGY DEP	Ekg Eac Card	Appointmen
Office Visit	Closed	03/05/2013	1345	EAC MEDICINE CLN	Richard McLavy Cavell, I	3 months

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

Chart Review

Last refresh: 12:38

Results Review Filters Preview Refresh Select All Deselect All Review Selected Side-by-Side Route

Encounters Surgeries **Labs** Imaging Procedures OB Procedures Cardiology Other Orders Medications Episodes Letters

21 records loaded, more records to load

No filters applied

Date/Time	Test	Status	Ordering Provider	Authorizing Provider
05/17/2013 09:37	Lipid panel	Future	Barnette, Fred Taylor I...	Barnette, Fred Taylor I.
05/17/2013 09:37	Comprehensive meta...	Future	Barnette, Fred Taylor I...	Barnette, Fred Taylor I.
05/17/2013 09:37	CBC and differential	Future	Barnette, Fred Taylor I...	Barnette, Fred Taylor I.
05/17/2013 09:37	Hemoglobin A1c	Future	Barnette, Fred Taylor I...	Barnette, Fred Taylor I.
05/07/2013 15:34	TSH	Future	Tirumansetti, Pavana...	Luther, Euil E., MD
05/07/2013 15:34	T4, free	Future	Tirumansetti, Pavana...	Luther, Euil E., MD
05/07/2013 15:34	T3, free	Future	Tirumansetti, Pavana...	Luther, Euil E., MD
05/07/2013 11:06	T3, free	Final result	Tirumansetti, Pavana...	Luther, Euil E., MD
05/07/2013 05:19	Comprehensive meta...	Final result	Tirumansetti, Pavana...	Luther, Euil E., MD
05/07/2013 05:19	CBC and differential	Final result	Tirumansetti, Pavana...	Luther, Euil E., MD
05/07/2013 05:19	CBC	Final result		Luther, Euil E., MD
05/07/2013 05:19	Differential	Final result		Luther, Euil E., MD

Questions?

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