

Documenting a New Outgoing Call

Select the patient in the WQ that you're going to call. Make a note of the patient's preferred phone number.

You can also select the New call option from the Active Request Tba. This is a new functionality that was updated on 10/14/2021

Unkept Appoi...	Creation Date	MRN	Name	Procedure N...	Procedure C...	Expiration Date	Title	Abbreviation	Appointment ...	Number of C...	Scheduling N...
	03/24/2021	97433098	RADVALIDA...	BI MAMMO...	IMG IMG EX...	03/24/2023	Routine	FUTURE		0	
	03/24/2021	97433098	RADVALIDA...	BI US BREA...	IMG US BR...	03/24/2023	Routine	FUTURE		0	
	03/19/2021	41358292	TEST AMY	BI MAMMO...	IMG IMG EX...	03/19/2023	Routine	FUTURE	631-276-9262	0	
	03/09/2021	<300010084...	RADIANT E...	BI MAMMO...	IMG IMG EX...	03/09/2023	Routine	FUTURE	666-665-4356	0	
	03/04/2021	97419501	RADVALIDA...	BI MAMMO...	IMG BI IRP...	06/04/2021	Routine	FUTURE	617-555-4444	0	
	02/12/2021	97434088	RADIANT E...	BI USP BRE...	IMG BI IRP...	05/12/2021	Routine	FUTURE	555-443-5394	0	
	02/11/2021	<300010080...	VNA PATRI...	BI USP BIO...	IMG BI IRP...	05/11/2021	Routine	FUTURE	617-898-7077	0	
	01/20/2021	97431688	RADIANT F...	BI US BREA...	IMG US BR...	01/20/2023	Routine	FUTURE	781-998-9889	0	
	01/15/2021	97430102	RADIANT C...	BI USP BRE...	IMG BI IRP...	04/15/2021	Routine	FUTURE	207-938-4972	0	
	12/14/2020	97392483	RADVALIDA...	BI USP BRE...	IMG BI IRP...	03/14/2021	Routine	FUTURE	857-999-0123	0	

Choose whether this is an Incoming or Outgoing (1) call (if you're calling out of a workqueue usually this will be outgoing). Click the Self button (2) if you are calling the patient. This will prepopulate the contact info for the patient. Select the patient's preferred phone number (3).

Date: 7/1/2021 Time: 11:45 AM EDT
 Type: Incoming Outgoing
 Relation: Self Mother
 Contact: Palpatine, Rey Father Emergency 1
 Emergency 2 Guardian
 Pharmacy
 Phone: H: 888-555-1212 W: 555-555-5555
 Mobile Other
 Outcome:
 Contact comments:
 Permanent comments:

As you have called the patient several different outcomes may result. For instance, if there is No Answer, or you left a voicemail, then you may be able to mark the call with that outcome and click Accept. A comment field is also useful to note anything that would be helpful to another person looking at the communication history.

Phone: 603-999-7451 | H: 603-999-7451 | Work Phone

Mobile | Other

Outcome: No Answer/Busy

Contact comments:

Permanent comments:

Accept | Cancel

The list of choices is as follows:

- Already Vaccinated/Scheduled Elsewhere
- Canceled
- Decline Vaccination
- Delay Vaccination
- Homebound
- Left Message
- Missing or Invalid Number
- No Answer/Busy
- Not Available
- Other (see order notes)
- Patient Declined
- Patient Gateway Message Sent
- Patient Reached**

Keep this window opened until you can determine whether the patient wants to schedule with you. Sometimes as you discuss, the patient may decline, say they are not available to talk now, or otherwise don't want to schedule with you. Document as much as possible in the comments.

Request History			
Action	Date and Time	User	Details
Request Created	05/27/2021 11:40	Physician Family Medicine, MD	Orders Only Encounter
Patient Called	06/30/2021 11:41	Front Desk Radiology	No Answer/Busy: Details
Patient Called	07/01/2021 11:41	Front Desk Radiology	Patient Reached: Details

Note that it helps to pull up New Call before you dial. This is because the system will warn you if the patient was called recently:

Contact Info

RADIOLOGY, FRONT DESK called this patient within the last 5 minutes for CT ABDOMEN ONLY.

Date: 7/1/2021 | Time: 11:42 AM EDT

Type: Outgoing | Incoming | Outgoing

In the lower pane of the WQ you can see some helpful information, including the history of calls, deferrals and other activity on the patient, as well as which workqueue the order lives on.

Request History			
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Request Created	05/27/2021 11:40	Physician Family Medicine, MD	Orders Only Encounter
Patient Called	06/30/2021 11:41	Front Desk Radiology	No Answer/Busy: Details
Patient Called	07/01/2021 11:41	Front Desk Radiology	Patient Reached: Details
Patient Called	07/01/2021 11:42	Front Desk Radiology	Not Available: Details <i>Patient asked for a call back this afternoon.</i>

Workqueue Summary	
Current Workqueues	Entry
BWHC IMG UNSCHEDULED OUTPATIEN... [9916]	05/27/2021 11:40
BH IMG RADIOLOGY CENTRAL SCHED... [16599]	05/27/2021 11:40
MG OVERDUE ORDERS [658]	07/01/2021 11:41