

Influenza Like Illness (ILI) Surge Clinic PennChart Workflows - Providers

Last Updated 4/9/2020

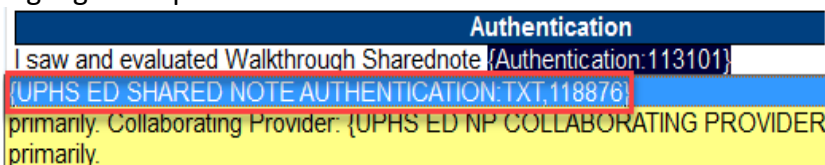
- I'm not familiar with ED documentation, or even writing a note/placing orders.
 - That's okay. We've highlighted what's most important below to get you familiar.
 - Documentation content/requirements may change over time as the situation evolves.
- What are the main things I need to know how to do in PennChart?
 - Login Department
 - HUP – 5602 / PPMC – 5412
 - I'm an APP – who's my Collaborating Provider?
 - Use the attending provider you are working most closely with in the ED.
 - Signing In
 - Click "Sign In" on the toolbar when you begin the shift. Complete the details of ED Provide, role, and shift length. Click accept.
 - Where do I find my patients?
 - ED Track Board – Look for the Tent views (buttons) that you are assigned. These may vary depending on your location (HUP or PPMC).
 - Okay, I've found my patient. Now what?
 - Right click – **Assign Me**
 - Right click– Click the check box for **First Provider Eval**
 - Residents/APPs - Right click– **Treatment Team** – assign the **Attending**
 - To review information on your patient quickly:
 - Click the arrow on the right-hand-middle of the screen to open the **Side-by-Side Track Board**
 - Triage– vitals history, and other triage information
 - Ensure to click **Mark All as Reviewed**
 - Workup – vitals, labs, imaging, RN documentation, etc.
 - Reports – content specific reports (notes, orders, labs, etc.)
 - Double click to open the chart
 - I see the ED Visit activity (button).
 - A large chunk of your documentation can be done here – follow the navigator to complete your documentation, start a note, and place orders
 - What note template do I use?
 - The note template for the tent is **.EDCOVID**
 - To make it easier to use, do NOT click on Provider Notes, as this will bring up the standard ED template, which will not be used in the tents
 - Hover and click the arrow on "Provider Notes", or simply scroll down to that section. You now have a couple options:
 - Click the **Wrench** – ED Provider Notes Speed Buttons – type **.edcovid** to make a **speed button** for future use
 - Click the drop-down arrow and select "**Blank Note**" – then type **.edcovid**

○ **What's the note writing process?**

- The ED uses a Shared Note workflow. What's most important for each role writing a note in the tent:

- **Residents**

- Click the **"Cosign Required"** button. Add your attending. This is important so the attending can **Attest** the note.
- Residents are responsible for the **Authentication** section. Choose the highlighted option seen in the screenshot



- Complete the rest of the note, but **DO NOT** complete the **Attestation and Authentication** section. This is for the attending.
- Click **"Share"** when you have completed your note. The attending will attest.

- **PA's**

- **PAs** require a cosigner of the note, but do not need an attestation when working primarily.
- When working primarily, select **primarily** in the Authentication and Attestation and Authentication sections.

- **NP's**

- **NPs** require a **Collaborating Provider**, but do not need a cosigner when working primarily.
- Choose the **primarily. Collaborating provider** smartlist option in the Authentication and Attestation and Authentication sections of the note. Free text the Attending provider's name as collaborating.

- **Attendings**

- **Attest** the resident's note from your In Basket
 - **Attestations** are performed in the Attestation and Authentication section of the note
 - **Tip** – from the Smartphrase Manager activity, search Moon, Jeffrey. Find the smartphrase COVIDATTESTATION. Add yourself as a user.
 - Feel free to use this smartphrase instead of the standard attestation in the note.
 - Alternatively, use the UPHS ED Attest smartlist option.
- **Cosign** PA's note from your In Basket.

I'm not too familiar with writing notes in general.

- That's okay – writing notes in PennChart is easy once you get the hang of it.
- Use the F2 button on your keyboard to go to the next required element to fill out the lists/***
- Yellow lists – make 1 selection only
- Blue lists – allows for 1 or more selections
- *** - Free text fields

- I see items highlighted in blue (allergies, history, etc.)
 - Those items link from the documentation performed in the Visit Navigator, or from the information on file if an existing Penn patient.
 - Click the refresh button if you make any changes after starting the note to have the most up to date information
- **How do I place orders for my patients?**
 - **Orders tab**
 - **Order Sets** tab (in Orders sidebar) – **COVID PUI** is the primary orders you will need when in the tent.
 - Quick List, Imaging, Nursing, Antibiotics, and Protocols tabs are available for commonly placed ED orders
- **How do I discharge my patient?**
 - **ED Visit -> Disposition tab -> Smartsets -> COVID PUI**
 - Complete the fields such as Departure Condition, Patient Instructions, etc.
 - To print the AVS, the patient must complete their full registration process
 - The **Reg** column on the Track Board will change to a green check mark when registration is complete
- **I see COVID results in my In Basket. Can I clear/done them?**
 - “Done’ing” an ED COVID result **WILL remove it from the bin** and WILL prevent the patient from being appropriately contact
 - ED Providers should **NOT** clear results unless they contact the patients themselves and document a note.
 - Otherwise, please leave the result in the In Basket so that the COVID results team addresses this result with the patient.