Pre-Check In Tip Sheet Multi Provider Schedule column update

myPennMedicine Pre-Check In is a feature that allows patients to verify or request updates to their information such as; demographics, (address, race, ethnic background, preferred language, home number, work number, preferred number, & e-mail address), preferred pharmacies, medications, allergies, health issues, complete questionnaires (where applicable) and even sign certain consents electronically, up to 4 days prior to coming into their appointment within myPennMedicine.

Adding the Pre-Check In (PreCk Update) Column to your Multi Provider Schedule (MPS)

The PreCk Update column is available by default on the department schedule. However, clinical staff can follow these steps to add the Pre-Check In column to their personal MPS. This column allows clinical staff to review information provided by patients via the Pre-Check In processes on myPennMedicine. This column is only specific to Pre-Check In and will not show information available from CareEverywhere i.e. other health institutions or pharmacies.

1. Open your personal MPS
   a. **NOTE:** You can only add columns to your personal MPS, not the Department MPS
2. Click on the gears to add the column to your MPS
3. Once you click on the gears, search for the “PreCk Update” in the Available Columns.
4. Click on “PreCk Update” and then click the Add button to move it to your Selected Columns.
   a. Note: if providers would like to add an additional column that populates if there is also information available from Care Everywhere they can add the “Outside info?” column at this time as well.

5. You can move that column up or down in the toolbar by using the down and up arrows if you would like to.
   a. If you have also added the “Outside info?” column it may be helpful to place these columns near each other.
6. Once you have the column(s) where you would like it, you can press Accept.
Viewing the Pre-Check In (PreCk Update) Column on your MPS and examples

This is how the new column will look on your MPS

1. If there is a list of statuses such as *Verified, Updated or Completed* in the “PreCk Update” column, this indicates that the patient completed Pre-Check In. By hovering over the list you will see the full drop down list of statuses.
   a. *Verified* indicates they reviewed current information in PennChart and made no changes
   b. *Updated* indicates they added new information or requested a change to existing info
   c. *Completed* refers to certain steps in Pre-Check In such as signing a form or completing a clinical questionnaire.
   d. If patients decide to finish later, then only the lines that are updated or completed will show up on the column.
2. By double clicking the drop down list you will be taken directly to the “Reconcile Outside Info” activity in the patient’s chart
3. The rows will appear in the order below and correspond to the actions taken in MPM.

   1  2  3  4  5 (if applicable)  6 (if applicable)
   Personal Info  Medications  Allergies  Health Issues  Sign Documents  Questionnaires

Example 1) The patient completed Pre-Check In and updated clinical information in addition to completing the outpatient general consent form and a clinical questionnaire

Example 2) The patient verified information but did not update information or complete forms or clinical questionnaires.
Example 3) No general consent or questionnaire was assigned or completed but clinical information (medications) was updated.