

Cat	L1	L2	L3	Info - Sort S Cat L1 L2 H G - 7 10 70 5
Flow	Call-In	.	.	<b>Flow * Call-In</b>
Flow	Call-In	Cover	Doc	<b>Doc Vacation -&gt; Covering Doc</b>
Flow	Call-In	Cover	Doc	(1) Pineles -> Akshay (3) Manoj -> Sandip
Flow	Call-In	Cover	Doc	(2) Akshay -> Manoj (4) Snadip -> Sizan (5) Sizan -> Pineles
Flow	Call-In	Emergency	Any	<b>Flow * Hospital * Emergency</b>
Flow	Call-In	Hospital	Office Cell	CallIn <b>Hospital</b> - Text doc <b>office phone (allways)</b> . Never clip board.
Flow	Call-In	Hospital	ER	Call-In <b>Hospital</b> Call back - <b>ER Any doc (DO Immediately)</b> - All else just that doc.
Flow	Call-In	Hospital	ER	<b>Look: White board</b> to right above main fax. <b>ER (Immediatley)</b> write down give to <b>Any Doc here</b>
Flow	Call-In	Death	.	<b>Flow * Death</b>
Flow	Call-In	Hospise	.	<b>What * Hospise</b>
Flow	Call-In	VNA	Sherrie	Call-In from <b>VNA</b> - They have own <b>courier</b> . Dont give Fax. All goes to <b>Sherrie</b> desk between LunchRoom and Ileen
Flow	Call-In	VNA	.	VNA anything Call Fax... goes to Sherri
Flow	Call-Bk	.	.	<b>What * Call-Bk</b>
Flow	Call-Bk	Intercom	Blink	<b>Phone - Intercom</b> - Doc got it if line stops blinking.
Flow	Call-In	Appt	Case#	PT Appt - <b>No case#</b> - <b>Steps:</b> Add click [Case] righ middle - [Add] bot left - type [Lakewood MP]
Flow	Call-In	Appt	Say	Call-In Say: Shore Med How can I help you. TR LW Doc? Name: Time? DB? Which results?
Flow	Call-In	Appt	Covit	Appt Schedule: <b>Read covit19 list</b> - enter case#
Flow	Call-In	Call-Bk	Ask for	get: phone ext call for Hosp Intr? Doc
Flow	Call-In	Fax Status	.	<b>Fax status</b> for Medical - <b>Say:</b> its on docs desk; done end of day - say no more
Flow	Call-In	Home	Call-Bk	<b>Home</b> needs <b>CallBack</b> - Text <b>Annette</b> on <b>office cell:</b> CC Arbors Floor - Nurse Angel - PT first last - phone no dashes - Ext

Flow	Call-In	Home	RX	Call-In <b>Home</b> - PT needs <b>RX</b> insulin - They say <b>emergency</b> (dont ask) <b>else</b> say wait doc here.
Flow	Call-In	Home	Steps	Call-In <b>Home</b> steps: Ask Name Phone Ext Floor Room PT info - No more
Flow	Call-In	Home	Annette	<b>Annette</b> DSouza NP <b>all nursing</b> homes like Tony from Complete Care.
Flow	Call-In	Lab	DX FaxDoc	How To: Lab Corp - <b>Ask DX</b> coded - Have <b>them fax request</b> to doc here
Flow	Call-In	Lab	Results	PT called Lab results revied. PT <b>Chart</b> . [DOC] look pending on line. Look LABs left side list - Look for DT.
Flow	Call-In	Lab	Results	CallIn PT wife whats <b>LAB results</b> for hubby - <b>PT Chart</b> - Line: CBC adnorm(old news) - Note: Recv elec ck note ok - click blue open
Flow	Call-In	Lab Result	Say	Labs: What result: In which office doc
Flow	Call-In	LangDif	.	PT call in - cant understand - ask if anyone else that can talk. Google how to say that spanish....
Flow	Call-In	Med Recs	Wed 12on	<b>What * Med-Recs</b>
Flow	Call-In	Med Recs	Wed 12on	Call-In: <b>Med Recs - Say:</b> call back Wednesday
Flow	Call-In	Med Recs	Wed 12on	NY Life request Med Records - Only Wed 12-5pm
Flow	Call-In	Pharm	Say	Call-In RX Pharm CIOX cut off
Flow	Call-In	PT Hard	.	June Maggio 45
Flow	Call-In	PT Not IMS	Box Loc	box? right of main fax - Not A PT - Not A IMS
Flow	Call-In	RX	Waker	PT req rx for walker for mom. rx for in home aid from mom. Medicare. Cancer. Rewrite <b>note doc inbox</b> - call PT when done
Flow	Call-In	RX	Refill	PT needs RX script - Print and PT can pickup; mail to PT
Flow	Call-In	RX Inq	Say	RX: Pham DT Lab
Flow	Call-In	RX Inq	Look	Call-In RX INQ: S Guana - Chart: Pending Click [Refill] or Labs Notes [Doc looking - review
Flow	Call-In	RX OXY	.	Call-In PT is out of <b>RX OXY - Say:</b> Have PT call pharmcy - 1. Ask for emergency 1-2 pills. - 2. Ask pharm to fax refill request to doc.
Flow	Call-In	RX OXY Refill	Steps	Call-In PT needs refill OXY - <b>Chart [RX]</b> [Add Edit] new window - top left [Refill] col - then either
Flow	Call-In	RX Refill		1. Ask PT to request Pharmacy to request refill
Flow	Call-In	RX Refill	.	2. Note to Doc. If urgent and doc not in; see list doc covering. Text [Can you fill for CP]

Flow	Call-In	RX Script	Home Health Aid	Call-In PT needs <b>in home health aid (HHA)</b> - RX script in chart for 1 visit HHA - PT needs find company like VNA that will be covered on there health insurance. then that HHA company will get Auth for from insurance for more days.
Flow	Call-In	RX Script Letter	.	PT out RX Blood pressure - Express Scripts run around - PT ask 10 emer supply doc no in today - put on yellow sticky - <b>Say: doc in after.</b>
Flow	Call-In	Rxscript	Status	Call-In PT wants status of RX script/letter for Med Procedure. Ask PT if they request it by mailed or fax. If Mail; look in Chart [Status] if you see anything pending... assume it was mailed.
Flow	Call-In	Steps	Say	Phy: SZ
Flow	Call-In	Steps	Never	Call-In Never say: Dont know - Made mistack - wrong - Im new.
Flow	Call-In	Steps	.	Call-In Say: Hold on Ill get that for you.