

S	<b>Cat</b>	<b>Info - Sort S Cat - Colw 30 70 5</b>
N	Appt Cancel	Go to date - Right click - Select Cancelled by PT
N	Appt Conf	Blood work fasting CBC - allways fasting nothing for ? hours
N	Appt Conf	Dnot say labs - Confuses PT. Get electronical fast when PT is here
N	<b>Appt Covit</b>	Fever - Dry Cough - Tiredness - Trouble breathing - Aches and pains - Sore throat - Diarrhea - ConJuncTiVitis - Headache - Loss of test and smell - Rash on skin - discoloration of fingers and toes
N	Appt Doc Off	Line above - Dr off - Eleen yellow
N	Appt Reschedule	Go to NEW date - Double click - Select Set As Cancel
9	Appt Schedule	Appt Schedule - enter case#
9	Appt Schedule Case#	PT Appt - <b>No case# - Steps:</b> Add click [Case] righ middle - [Add] bot left - type [Lakewood MP]
N	Billing	Please call 908-312-0399 for billing
N	Call Any	Who - Phone - Ext - Need
N	Call How Too	2nd call hold - ask DB if quick help go back to other call - ask DB if quick help go back to other call
9	Call Lang Dif Spanish...	PT call in - cant understand - ask if anyone else that can talk. Google how to say that spanish
N	Call Puffy Face	Ask: Did u eat samethem - Any strange symptoms
N	Call Say	Smed - DB - Who speaking too - PT RX? Blood? Mail? What for? Date done? [APR DENY] no - [rx erx] If pharm sent us refills -
9	Call Say	Call-In Say: Shore Med How can I help you. TR LW Doc? Name: Time? DB? Which results?
9	Call Say	Call-In Say: Hold on Ill get that for you.
N	Call Upset Say	flu cant come in - say - Dont get excited. Just because have vaccine. Dont know what going on past year.
8	<b>Call-Bk AM PM</b>	<b>Call Back Nurse Home (AM Annette - PM Board)</b>
9	Call-Bk Ask	get: phone ext call for Hosp Intr? Doc
8	<b>Call-Bk Intercom Blink</b>	<b>Phone - Intercom - Doc got it if line stops blinking.</b>
N	Call-Bk PM	Call home - HOLD - INTER - DocExt Say CB Angee CC Arbor PT labs
0	<b>Call-In</b>	<b>Call-In</b>
1	<b>Cover Doc</b>	<b>Doc Vacation -&gt; Covering Doc</b>
1	Cover Doc	(1) Pineles -> Akshay (3) Manoj -> Sandip

1	Cover Doc	(2) Akshay -> Manoj (4) Snadip -> Sizan (5) Sizan -> Pineles
3	<b>Death</b>	<b>Death</b>
		Do 1st - White form fill out day doc bottom (Monday AP) - Dnot need EBKS # - Edit PT to decised - Print [SHEET] - Put on DOC DESK - NOT inbox - [fwd to doc} Death certificate - IMS
N	Death Funeral	
N	Doc Home	Doc office called for PT in home (Havens) [Schedule] -> Next appt
N	Doc Note	Jury duty
N	Doc Note procedure	Ask PT if req
2	<b>Emergency Any</b>	<b>Hospital * Emergency</b>
	Fax Status	<b>Fax status</b> for Medical - <b>Say:</b> its on docs desk; done end of day - say no more
9		
9	Home Annette	<b>Annette</b> DSouza NP <b>all nursing</b> homes like Tony from Complete Care.
N	Home Call-Bk	Leisure Chateau - Text office cell to Annette
	Home Call-Bk	AM PT Text Annette office cell - CC Arbors Floor - Nurse Angela - Phone no dashes or spaces - Ext
N		
N	Home Call-Bk	PM PT Clip Board on top shelve
	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
9		
9	Home Call-Bk Steps	Call-In <b>Home</b> steps: Ask Name Phone Ext Floor Room PT info - No more
		Karla from Cont Care Loralton? - PT has new labs done - See if doc want to review - Office fax# say doc has access to our system - Fax it on - Toss it
N	Home Labs Review Toss	
N	Home Q Med Forms	Tell PT nursing home to call doc
	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.
9		
N	Home RX Narcs	Doc Letter
N	Home Say	Not in IMS - not a PT here
N	Hosp	Community Med Center - Next scrpt MAMO - Ask fax# - Mamo Z12.31 CP
N	Hosp MMC Monmoth Med Cent	For queries open? - Text doc 9am
		MMED Center South - Floor? Doc on call Intercom  MP   SZ  board over fax - 1PM -
N	Hosp PM	
3	<b>Hospise</b>	<b>Hospise</b>

2	Hospital ER	Call-In <b>Hospital</b> Call back - <b>ER Any doc (DO Immediately)</b> - All else just that doc.
2	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>
2	Hospital Office Cell	CallIn <b>Hospital</b> - Text doc <b>office phone (allways)</b> . Never clip board.
N	Lab	Lab results done 1w ago [Chart] Pending - Click Labs - Look left - No notes then doc didnt review yet
9	Lab Results	PT called Lab results revied. PT <b>Chart</b> . [DOC] look pending on line. Look LABs left side list - Look for DT.
9	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
9	Lab DX FaxDoc	How To: Lab Corp - <b>Ask DX</b> coded - Have <b>them fax req</b> request to doc here
9	Lab Result Say	Labs: What result: In which office doc
N	Lab Results	[DOC] Look for pending - List: Lab Lab
9	Med Records	NY Life request Med Records - Only Wed 12-5pm
N	Med Recs	if to another doc have doc manual? rec ESRC wed
9	<b>Med Recs Wed 12on</b>	<b>Med-Recs</b>
9	Med Recs Wed 12on	Call-In: <b>Med Recs - Say:</b> call back Wednesday
N	New Insurance	Doc name on card bef appt - sick vist - covit q - pain - SZ all new PT - [ADD n pt] address race dont ask - Insurance ID# -
N	New Insurance	Doc name or SMed must be on card. Dont book appt.
9	Not IMS Box Loc	box? right of main fax - Not A PT - Not A IMS
N	Pharm RX	Chart - Notes for RX [May not be ower RX]
9	Pharm Say	Call-In RX Pharm CIOX cut off
N	Pre Admin	DNC Brick Hosp - Signed by Doc - PT must confirm Covered ins med clearance
N	RX changed pharmicy	Change globaly. check to boxes. Dan F 66
9	RX Inq Look	Call-In RX INQ: S Guana - Chart: Pending Click [Refill] or Labs Notes [Doc looking - review
9	RX Inq Say	RX: Pham DT Lab
N	RX Out Diabities	Write note doc - put on desk.
9	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.

9	RX OXY Refill Steps	Call-In PT needs refill OXY - <b>Chart [RX]</b> [Add Edit] new window - top left [Refill] col - then either
N	RX Pharm Change	Global change ask how
N	RX Refill	PT call parm send request to us.
9	RX Refill	PT needs RX script - Print and PT can pickup; mail to PT
9	RX Refill	1. Ask PT to request Pharmacy to request refill
9	RX Refill	2. Note to Doc. If urgent and doc not in; see list doc covering. Text [Can you fill for CP]
N	RX Script Aid In Home	Auth needed
9	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.
N	RX Script Ins Cover	Cov: United C Insurance - PT has call insurance see if covered then call us back
9	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>
9	RX Script 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.
9	RX Script Walker	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
S	<b>Topic</b>	<b>Notes</b>
N	VNA	Dont give fax# - VNA has own courier to us
N	VNA	All goes to Sherri (next to Eleen)
5	VNA	VNA anything Call Fax... goes to Sherri
5	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