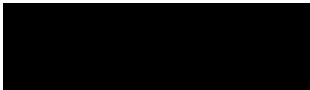




# Inpatient Physician Communication Training Manual

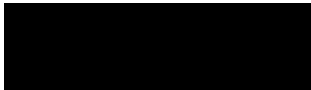
The screenshot displays a medical software interface for a patient named Christina Crossings. The interface includes a left-hand navigation menu with categories like SBAR, Inpatient Summary, and Patient Summary. The main content area shows the patient's summary, including vital signs, intake and output, and consolidated problems. A central window titled "Physician Notifications" is highlighted with a red circle, showing a list of notifications for the selected visit, including "Order Renewal (2)", "Quality (2)", and "Communication (4)". The notifications list includes items like "Expiring Soon", "Restraint Nonviolent", and "albumin human (albumin human 5% intravenous solution)". The right-hand side of the interface shows a "New Order Entry" window with a search bar and a list of orders, including "Discharge Request", "Home Routine", "Play", "Indwelling/Continuous, Routine", "Discharge Request", "EKG Routine", "CR 1 View", "Lasix", and "Medications".

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I. Overview:

- ✚ The Inpatient Physician Notification module addresses a number of common inpatient challenges including prompt renewal of expiring medications and restraints, effective management of Foley catheters and central lines, and non-disruptive communication to the physician.
- ✚ The Physician Notification component is visible from the Inpatient Summary MPage and consists of three tabs: Order Renewal, Quality & Communication.
- ✚ The number of items in each tab is shown in parenthesis.

II. Order Renewal Tab

*The Order Renewal Tab [Figure 1] allows for timely renewal of expiring medications and restraints.*

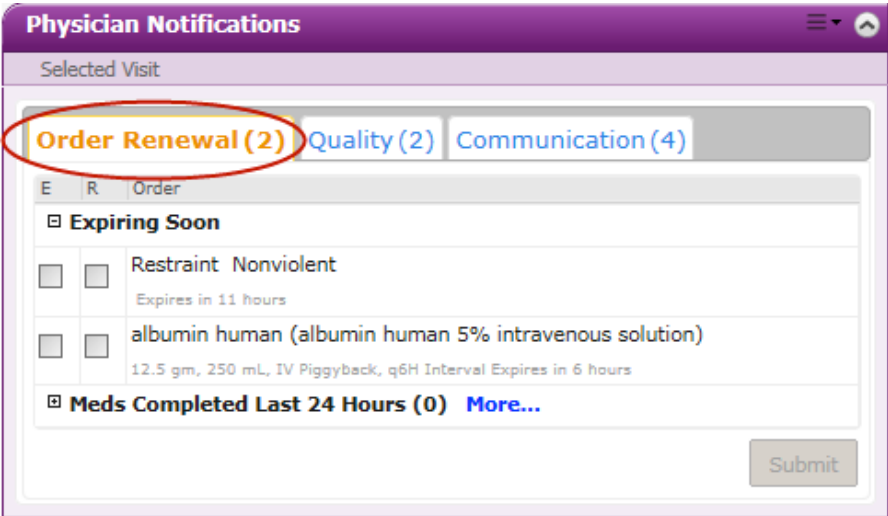


Figure 1

A. the Order Renewal Tab has two sections:

1. "Expiring Soon"

- Medications that will expire by midnight the next day
- Active restraint orders that are due to expire

§ Within 12 hours for non-violent restraints

§ Within 2 hours for violent restraints

2. “Meds completed in last 24 hours”

- a. Display with option to expand search by 24 hour increments

Features:

- Hovering over the “R” provides a reminder that “R” = “Renew the selected order” [Figure 2]

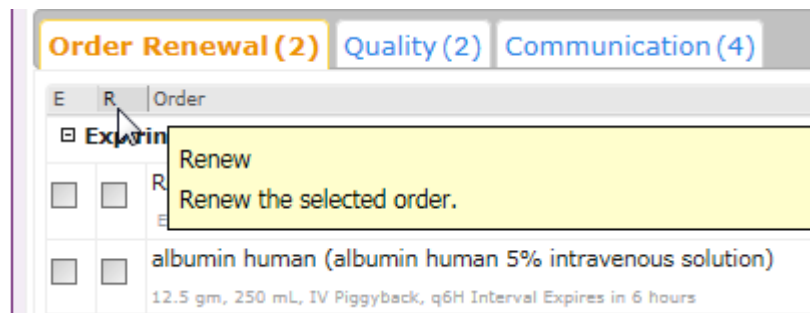


Figure 2

- Hovering over “E” provides a reminder that “E” = “Allow to Expire” [Figure 3]

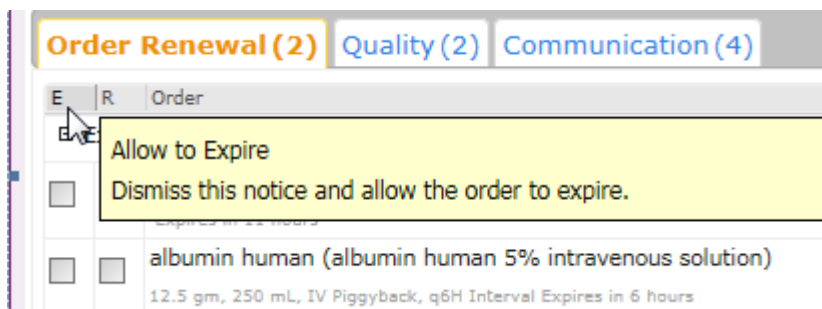


Figure 3

- Physician can select “Renew” to renew the order or “Expire” to allow the order to expire. [Figure 4]

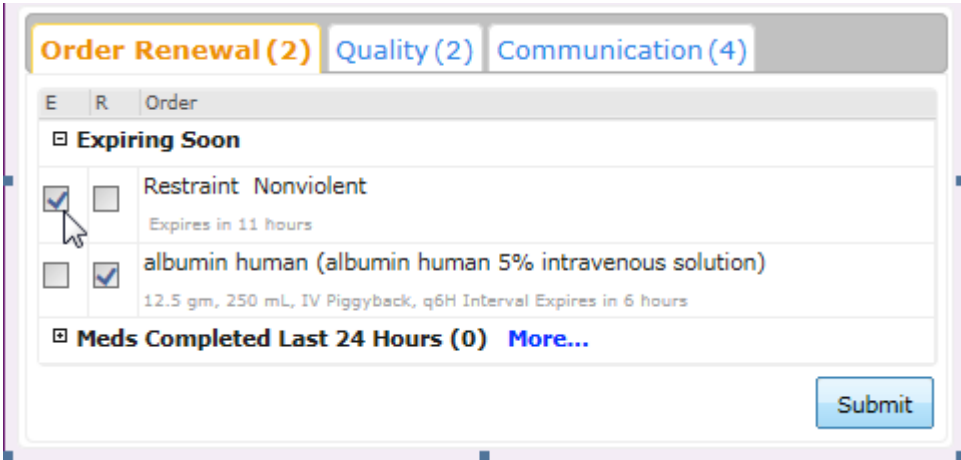
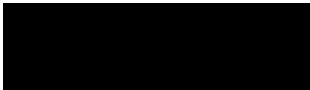


Figure 4

III. Quality Tab:

*Facilitates effective management of urinary catheters and central lines. [Figure 5]*

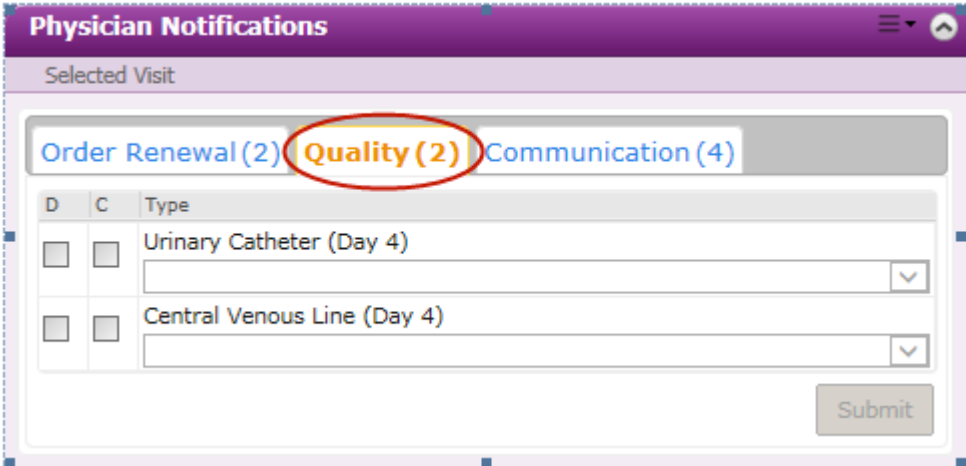
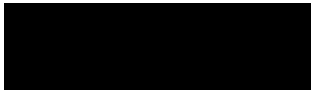


Figure 5

- A. The Quality Tab displays:
  - 1. Central lines that have been in place greater than 24 hours



- 2. Urinary Catheters (Foleys) that have been in place greater than 24 hours
  - § Number of days present is displayed in parenthesis [Figure 6]

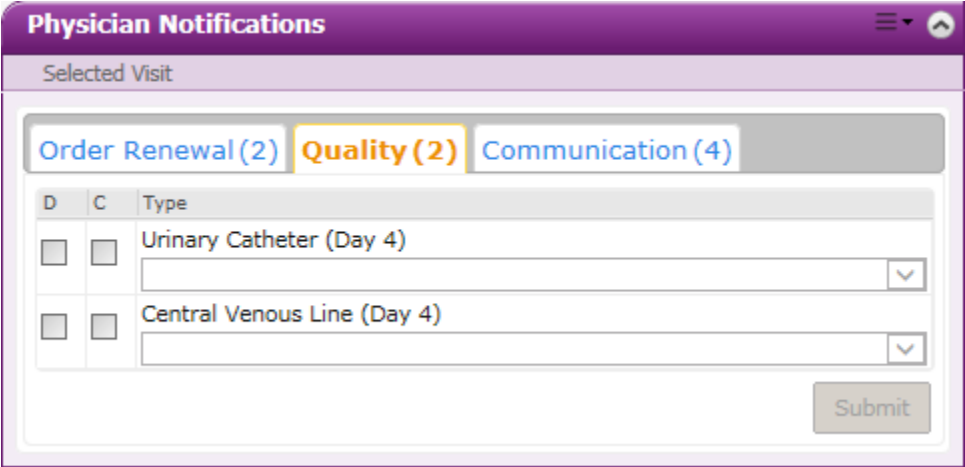


Figure 6

**Features:**

- Option to “D” = Discontinue the selected order or “C” = Continue the selected order for 24 hours [Figure 7] (hovering over “D” & “C” will provide reminders of their functionality)

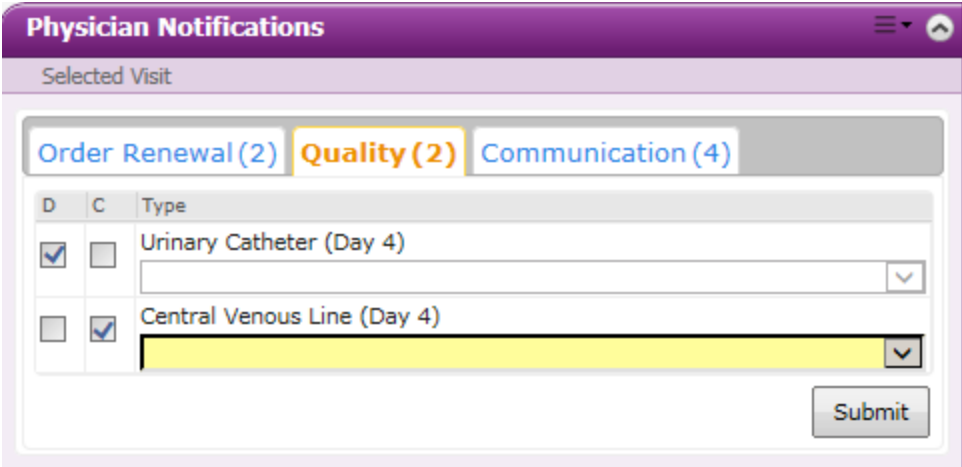
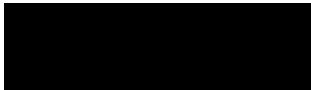


Figure 7



- If Continue is selected, a reason will be **required** the first time entered.
- The reason will pull forward for subsequent days (but can still be changed as needed by selecting from the drop down menu). [Figure 8]

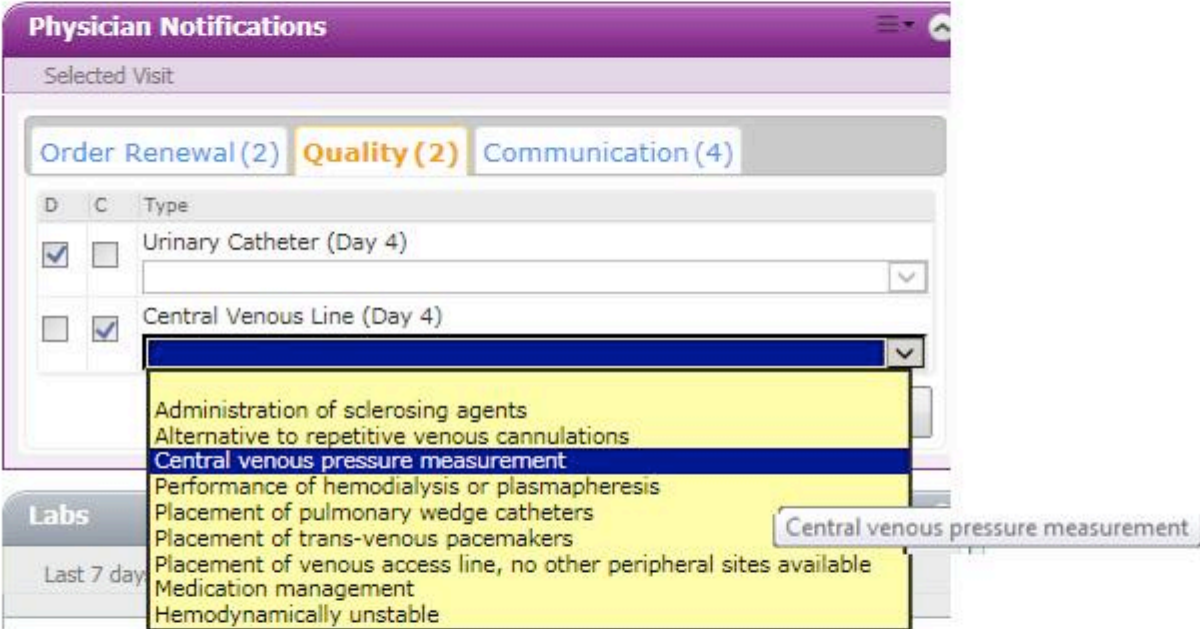


Figure 8

#### IV. Communication Tab:

*Facilitates patient centric communication between all members of the care team. [Figure 9]*

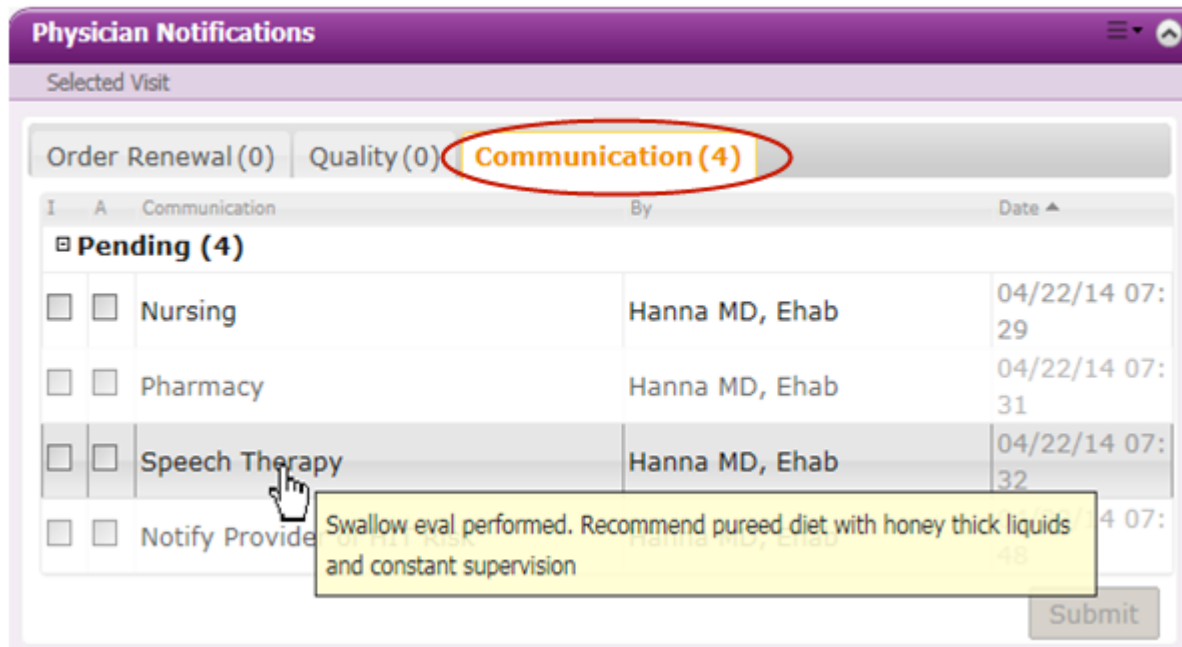


Figure 9

- A. This functionality replaces the “yellow stickers” placed on the paper chart to remind providers to take some action.
- B. Communications are associated directly with the patient and can be viewed by any provider caring for the patient that day
- C. The Communications Tab has a **Pending** section which displays the number of pending communications in parenthesis [Figure 10]



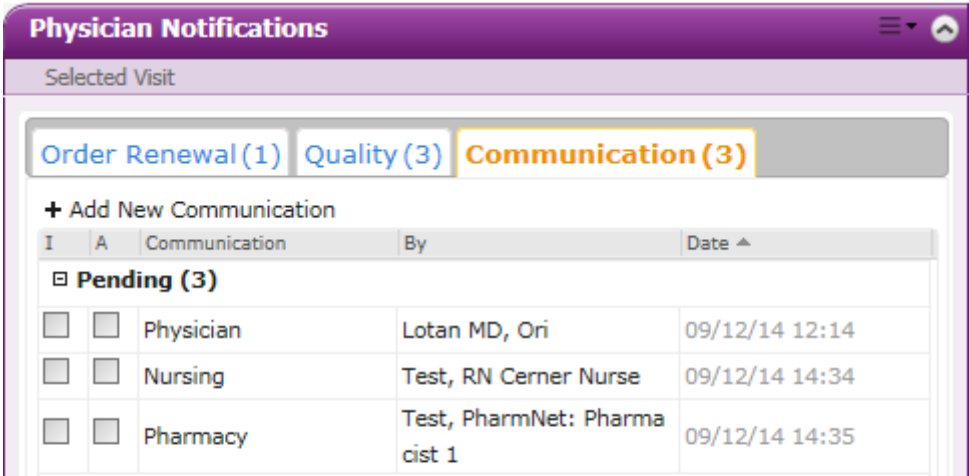
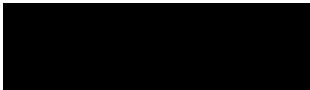


Figure 10

**Features:**

- Hovering over communication will display full text [Figure 11]



Figure 11

- A new communication can be added by clicking “+Add New Communication” [Figure 12]

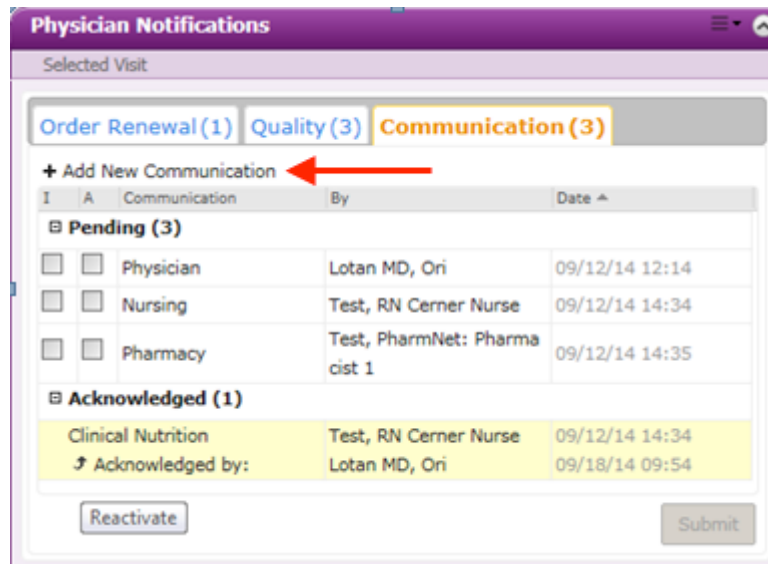


Figure 12

- This opens a PowerForm with 2 required fields – Physician Communication Type & Physician Communication Note [Figure 13]

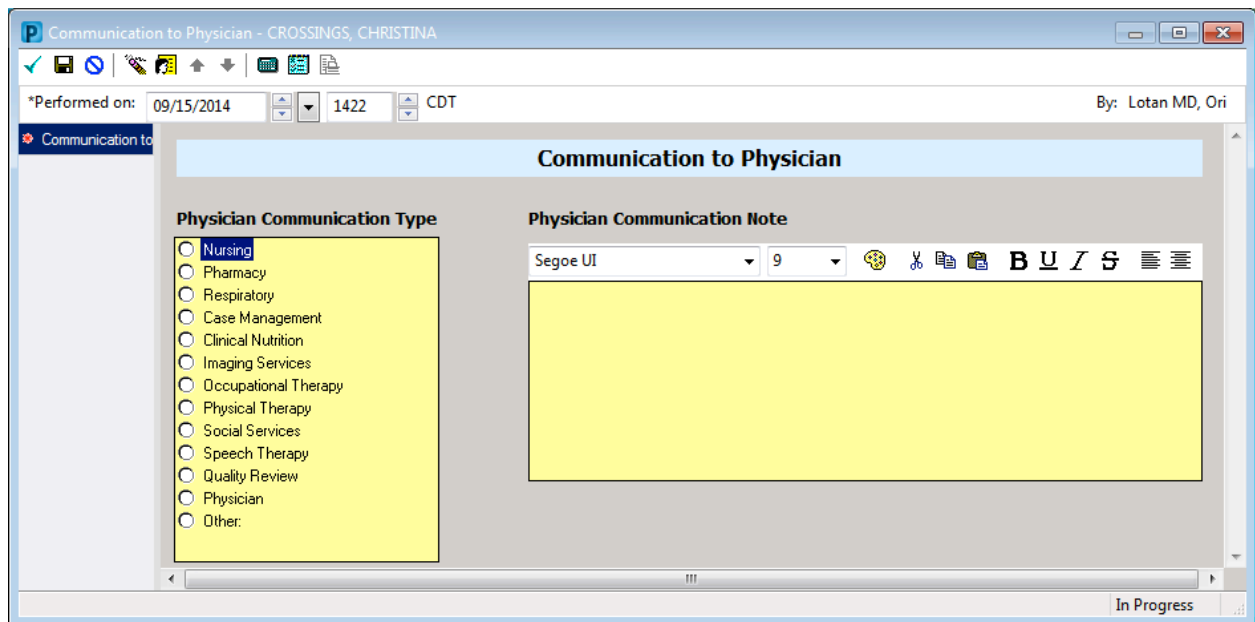


Figure 13

- Example of completed Powerform [Figure 14]

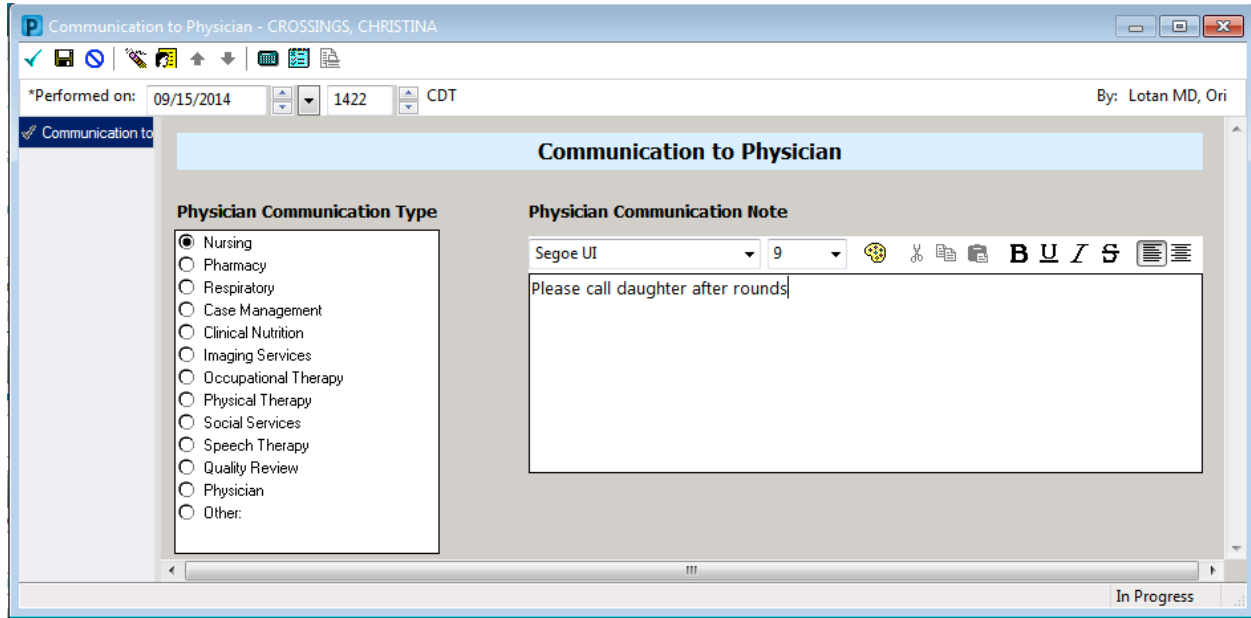


Figure 14

- Communications can be “Ignored” by selecting “I,” which removes the notice from the current provider’s pending list but not from others. This action is appropriate if the provider is not the intended recipient of the notice. For example, a consulting Cardiologist may “Ignore” a communication from the case manager to arrange durable medical equipment at discharge, deferring to the Attending physician. [Figure 15]

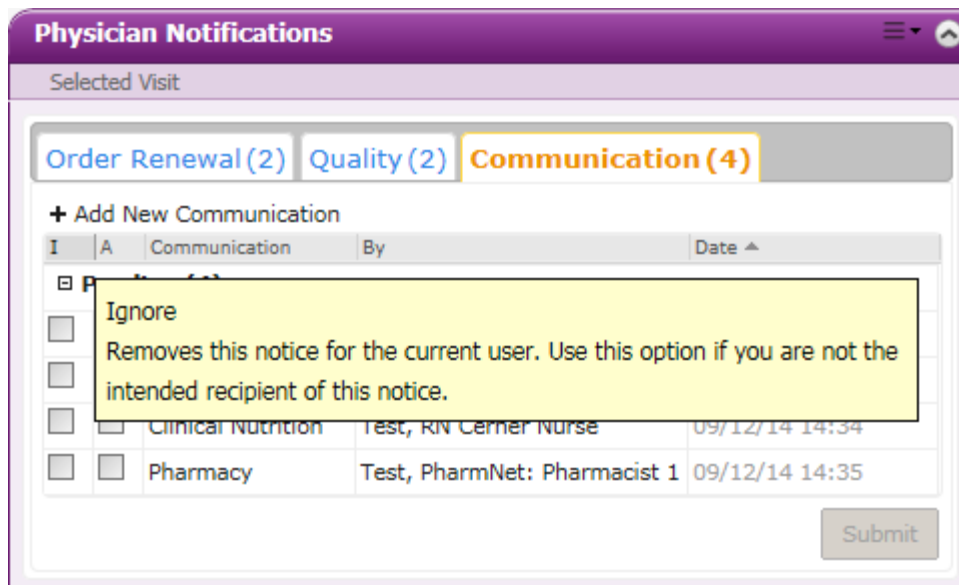


Figure 15

- Clicking “I” will move the notification to the “Ignored” section when clicking the submit button. [Figure 16]

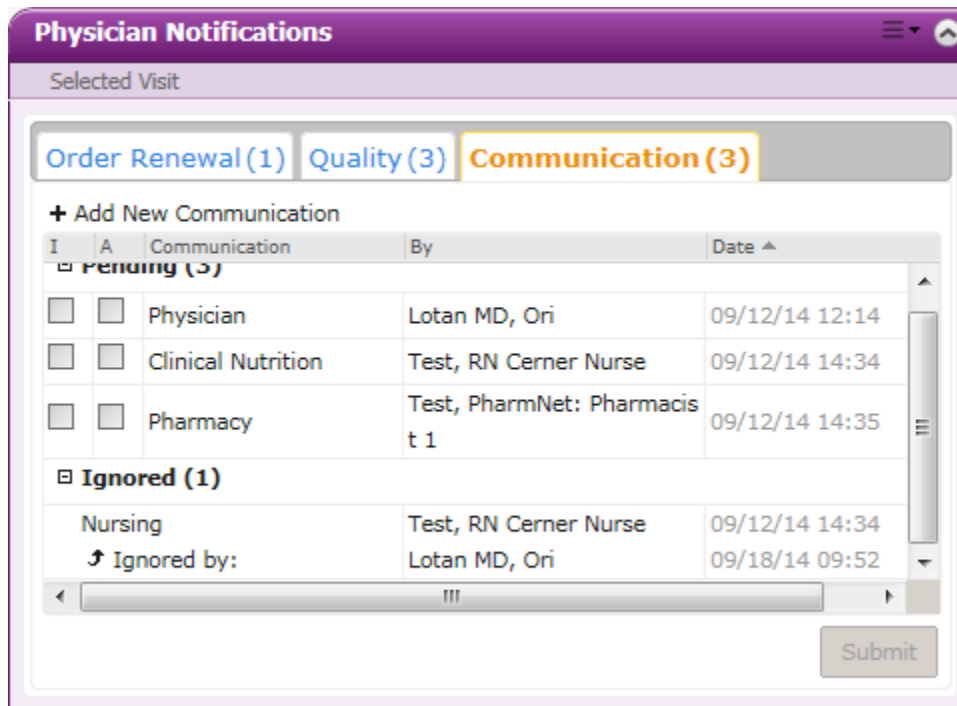




Figure 16

\*This action can be undone as needed (if performed by mistake or if circumstances changed) by clicking the Reactivate button . Clicking the Reactivate button  will move the notice back to the “Pending” section [Figure 17]

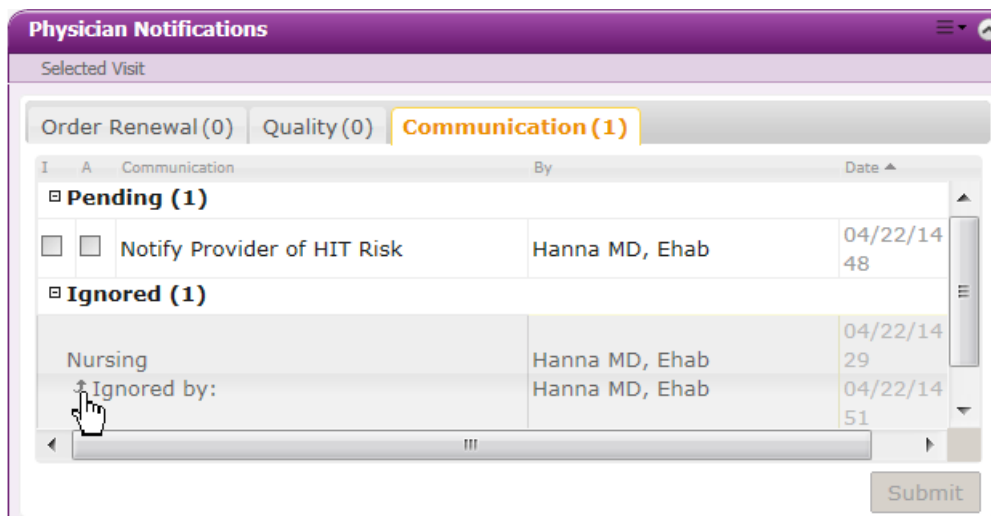


Figure 17

- Communications can be “Acknowledged” by selecting “A.” This action is appropriate if the provider is the intended recipient of the notice and is completing the required action. For example, a provider may acknowledge a communication from the nurse to call the daughter and then proceed to call the daughter. Clicking “A” and then the submit button will remove this notice for all users and move it to the “Acknowledged” folder, which is viewable by all users caring for the patient. [Figure 18]

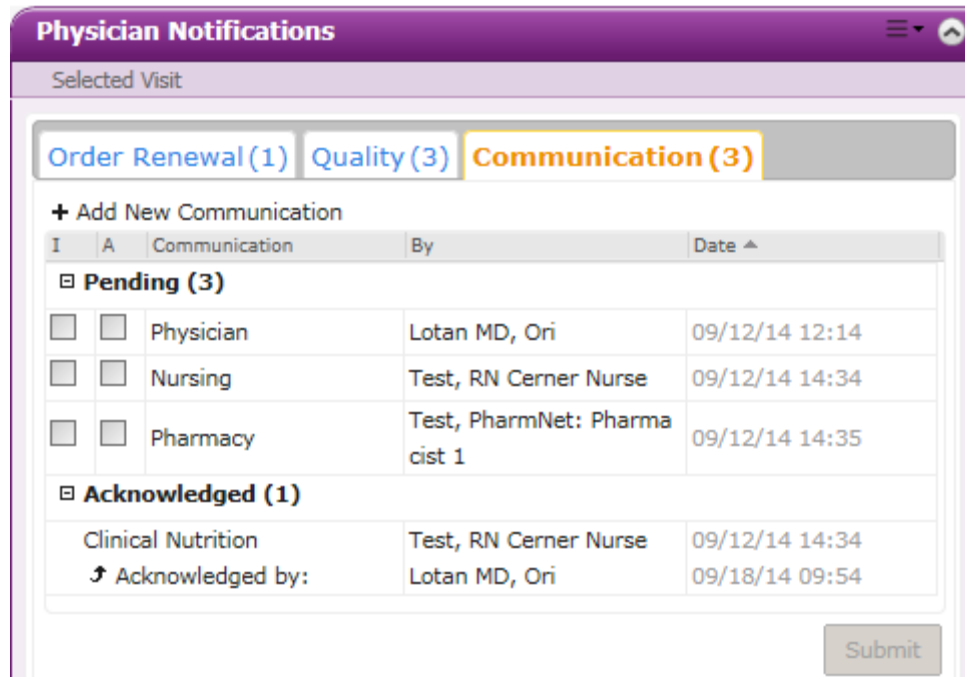
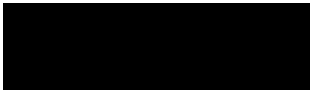


Figure 18

\*This action can be undone as needed (if performed by mistake or if circumstances changed) by clicking the Reactivate button ↕. Clicking the Reactivate button ↕ will move the notice back to the “Pending” section. [Figure 19]



**Physician Notifications** ☰ ⬆

Selected Visit

[Order Renewal \(1\)](#) [Quality \(3\)](#) [Communication \(3\)](#)

**+ Add New Communication**

I	A	Communication	By	Date ▲
<b>☐ Pending (3)</b>				
<input type="checkbox"/>	<input type="checkbox"/>	Physician	Lotan MD, Ori	09/12/14 12:14
<input type="checkbox"/>	<input type="checkbox"/>	Nursing	Test, RN Cerner Nurse	09/12/14 14:34
<input type="checkbox"/>	<input type="checkbox"/>	Pharmacy	Test, PharmNet: Pharmacist 1	09/12/14 14:35
<b>☐ Acknowledged (1)</b>				
		Clinical Nutrition	Test, RN Cerner Nurse	09/12/14 14:34
		↕ Acknowledged by:	Lotan MD, Ori	09/18/14 09:54