

Oncology Telephone Triage

Telephone triage is a growing area in Ambulatory Oncology Clinics. As an Ambulatory Oncology Nurse you may have to document the details of a telephone triage call you have with a patient.

Assigning the triage call to an Encounter

If the triage call is related to the Recurring Encounter select **Recurring Encounter**. If the patient does not have a Recurring Encounter a **Phone Encounter** would need to be created.

Selecting an Encounter

1. Open the patient's chart using the search function



2. Click on the patient and the appropriate encounter. Click **OK**.

3							Encounter Sea	rch								×
BC PHN:	VIP	Deceased	Alerts	BC PHN	MBN	Name		DOB	Age	Gender	Address	Address (2)	City	Postal/Zip Co	de Home Phone	Histo
	2			9876742865	700005880	ONCTEST,	λH	12-Dec-1963	54 Years	Male	222 glen		vancouver		(604)555-5555	
MBN:	2			9876712816	700006392	ONCTEST,	/ISITONE	31-Dec-1968	49 Years	Male	253 Waley st		Walley		(111)111-1111	
	2			9876503017	700007725	ONCSCHED	ULING, NATE	01-Jan-1980	38 Years	Male	1234 Main St		Vancouver		(123)456-7890	
Last Name:	2			9876502971	700007726	ONCSCHED	ULING, OWEN	01-Jan-1980	38 Years	Male	2345 Main St		Vancouver		(234)567-8901	
Opc	2			9876502964	700007727	ONCSCHED	ULING, LYNDA	01-Jan-1970	48 Years	Female	3456 Main St		Vancouver		(345)678-9012	
First Manage	2			9876502957	700007728	ONCSCHED	ULING, BRAD	01-Jan-1970	48 Years	Male	4567 main St		Vancouver		(456)789-0123	
rischalle.	2			9876284113	700021358	ONCOLOGY	, ALICE	28-Feb-2018	1 Weeks	Female	123 Robson ST		Vancouver		(878)947-8934	
2	2			9876276961	740000073	ONCOLOGY	, SQUAMISH	07-Mar-1979	39 Years	Female	123 Robson		Vancouver		(890)389-0299	
DOB:																
Gender:																
~																
Postal/Zip Code:															_	
	<															>
Anu Phone Number	Facili	tv.	Enco	unter# \	/isit #	Enc Type	Med Service	Unit/Clinic	Roo	m Bed	Est Arrival Date	Reg Date	,	Disch Date Att	ending Provider	
High Hone Hamber.	📕 📲 St	GH Oncology	7400	00000140 7	4000000141	Becurring	Medical Oncolo	av SGH Once	noav		15-Mar-2018.08-3	0 07-Mar-2	18 15 04			
Furness the		GH Chemo	7400	00000138 7	40000000139	Becurring	Medical Oncolo	av I LGH Cher	no IV.W	/B	07-Mar-2018 15:0	0 07-Mar-2	018 14:36 L			
Encounter #.																
Visit #:																
Historical MRN:																
Search <u>B</u> eset																
															2	
														-		
														UK	Cano	el

- 3. You may need to Add an Encounter if the call is not related to an existing encounter.
 - Open the patient's chart (you may need to assign a relationship), and select the down arrow from **PM Conversation** in the Organizer toolbar
 - Choose Register a Phone Message





- 4. Enter the Facility Name:
 - LGH chemo
 - Click button
 - Click OK

ł	Organization ×
	Please select the facility and/or client where you want to register the new encounter.
	Facility Name Facility Alias
	Igh chemo
	LLiH Uhemotherapy Ulinic
	Facility:
	LGH Chemotherapy Clinic
	OK Cancel

5. The Register Phone Message window will open. Confirm the details and click Complete. The Phone Message Encounter Number will display



Encounter Number:			
First Name:	Middle Name:	Gender:	Date of Birth:
JOA		Female	14-Nov-1952
Home Phone Number			
(555)555-5555			
Building	Unit/Clinic:	Encounter Type:	
LGH Chemo	LGH Chemo	Phone Message v	
Registration Time:	Register Phone Msg User Name:		
12:33	TestCST, OncologyAmbulat		
	Encounter Number: First Name: JOY Home Phone Number: [555]555-5555 Building: LGH Chemo Registration Time: 12:33	Encounter Number: First Name: JOY Home Phone Number: [555]555-5555 Building: LGH Chemo V Linic: LGH Chemo V Registration Time: 12:33	Encounter Number: First Name: JOY Home Phone Number: [555]555-5555 Building: LGH Chemo Building: LGH Chemo Begister Phone Msg User Name: 12:33 TestCST, OncologyAmbulat

6. Register Phone Message window will display. Click OK

Register Phone Message	×
The following LGH Chemotherapy Clinic aliases have been assigned for ONCOLOGY, SQUAMISH: Encounter Number: 740000000199 Visit Id: 740000000200	
ОК	

7. The Register Phone Message Encounter window will close and you will be returned to the patient's chart. You will need to switch to the newly created phone encounter. In the banner bar, click on the **Enc Type:**

Process:	Location:LGH Chemo: IV WR				
Disease:	Enc Type:Recurring				
Isolation:	Attending: Frain, OncologistHematologist-Physic	ian1,			
	[□] Full screen 👘 Print 🍣 6 minu	tes ago			

The Custom Information Window will open, click on Phone Message Encounter, and OK.

0	P Custom Information: ONCOLOGY-NURSEA, DARLA								
	Encounter Type	Location	Admit Date	Discharge Date	Encounter #	Medical Service	Reason for Visit		
	Phone Message	LGH Chemo	2018-Mar-08 15:14 PST		760000010108				
	Recurring	LGH Chemo IV WR	2018-Jan-22 15:03 PST		760000001096	Medical Oncology	chemo		

You will receive an alert advising that you are changing encounters and you will need to assign a relationship once again.

8. The chart will open to the Summary Mpage. The Encounter Type is Phone Message indicated on the banner bar. Any documentation will be captured on this encounter.



Accessing the Telephone Triage PowerForm

NOTE: Use the Telephone Triage PowerForm to document your assessment of a patient during a telephone call.

1. Access the Oncology Telephone Triage PowerForm by selecting the AdHoc ^{MAdHoc} button from the organizer toolbar.



2. Check the box beside Oncology Telephone Triage and click Chart



3. Select from the tabs within the PowerForm to document your assessment and then click on the green checkmark ✓ to sign and save your documentation.



Communicating Information with the Provider

1. To share the details with the appropriate provider, locate Communicate in the toolbar



 Select the down arrow beside Communicate from the toolbar in PowerChart and select Message from the drop-down list of options. The New Message window will open

PowerChart Organizer for TestON, OncologyAmbulatory-Nurse1	
Task Edit View Patient Chart Links Navigation Help	
🗄 🎬 Ambulatory Organizer 🖃 Message Centre 🎬 CareCompass 📲 Clinical Leade	er Organizer 🛔 Patient List 🚨 Multi-Patient T
🛃 Exit 🎬 AdHoc 🎟 Medication Administration 🍰 PM Conversation 👻 🕅 Dep	a t 🔄 Communicate 🛛 🗎 Me lical Record Re
🕄 😋 Patient Health Education Materials 🔍 Policies and Guidelines 🔍 UpToDate	🕲 Message
	🛛 💿 Reminder
	Patient Letter
Ambulatory Organizer	Provider Letter

NOTE: This function is also available through Message Centre

Complete the details on the New Message window:

- 3. Search for the name of the **Provider** you wish to send this message to.
- 4. Use **General Message** as the space to write the body of the message.
- 5. Selecting an item in the **Actions** list will pull the item into the body of the message when completed and sent.
- 6. Enter date and time details into the boxes beside **Remind Me** in order to receive a reminder in your Message Centre if you need to perform some follow up actions. Then message will not appear in Message Centre until this time.
- 7. Enter date and time details into the boxes beside **Due on** in order to set a desired date/time to complete. Overdue messages within the message center will display in red font.
- 8. Select **Browse Documents** if you have completed a more fulsome assessment that you documented on the Oncology Telephone Triage PowerForm. Select the appropriate document(s) and attach the document to this message.
- 9. Click **Send** when you are done.



🛇 New Message								
Task Edit								
📍 High 🐧 Notify 📓 Message Journal (1) 🍒 Portal Options	PLaunch Orders 201							
Patient: ONCOLOGY-NURSEA, DARLA Caller: ONCOLOGY-NURSEA, I	DARLA Caller #: H (789)780-9789							
То:	3 🕅 📃 Include me							
CC: Provider:	🕅 🗌 To consumer 🗌 Disable further replies							
Subject: General Message	▼ Save to Chart As: Phone Message/Call ▼							
Attachments								
Browse Documents Other Attachments								
Message								
Arial 🔹 10 🔹 🧐 🔍 🔍 🔏 🗈 💼 🗞 🖪 🖳 Z	S 🗐 🗄 🖷 🏘							
General Message: 4	E							
Actions 👌								
Needs Lab Before Refill								
Please Call Patient with Results	🔰 Due on:							
Agree with Message								
See Note In Chart	9 Send Cancel							

Related Topics

• Phone Encounter

Related Positions

Ambulatory Oncology Nurse

Key Words

• Telephone Triage, Phone Encounter, Calls