

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

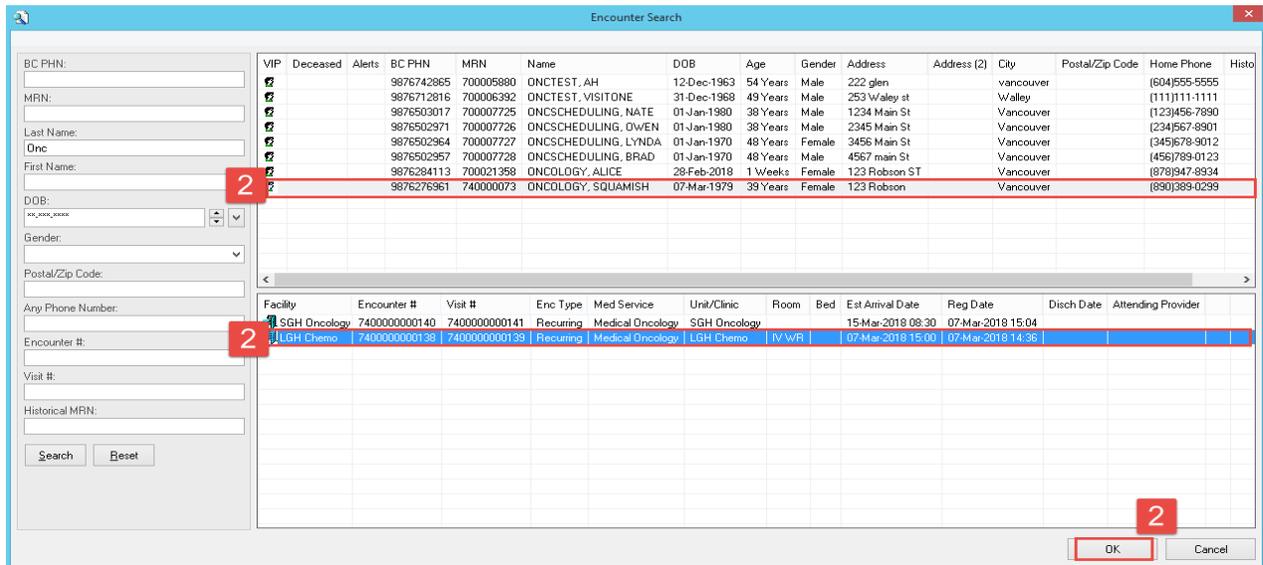
If the triage call is related to the Recurring Encounter select **Recurring Encounter**. If the patient does not have a Recurring Encounter a **Phone Encounter** would need to be created.

Selecting an Encounter

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

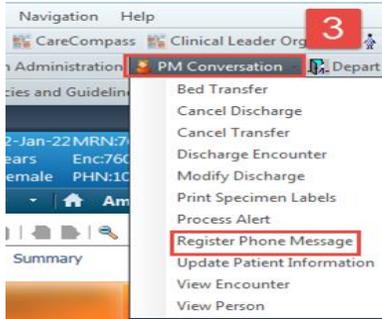


2. Click on the patient and the appropriate encounter. Click **OK**.



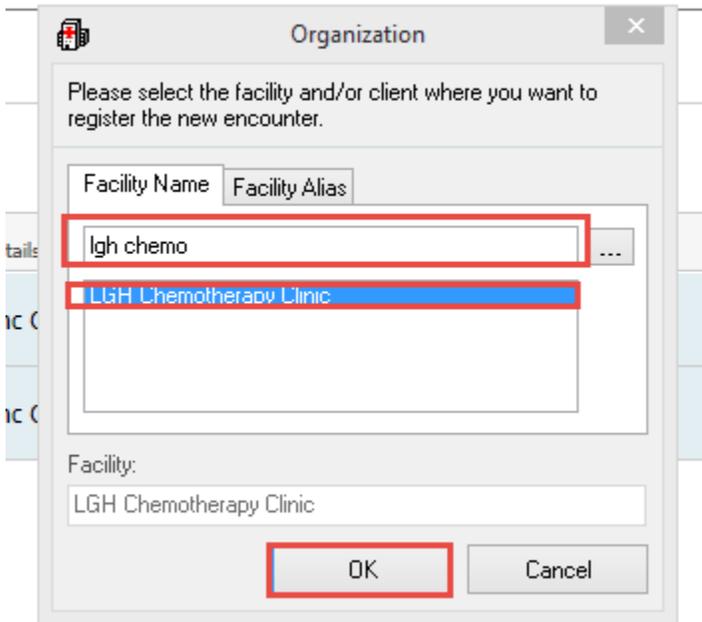
3. You may need to **Add an Encounter** if the call is **not** related to an existing encounter.

- 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



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

6. Register Phone Message window will display. Click OK

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**:

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

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		7600000010108		
Recurring	LGH Chemo IV WR	2018-Jan-22 15:03 PST		760000001096	Medical Oncology	chemo

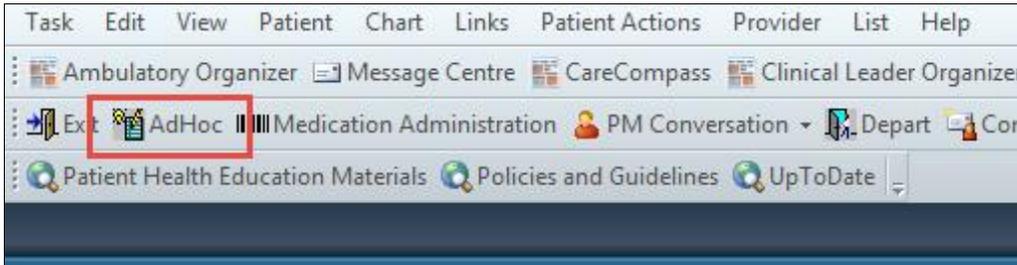
You will receive an alert advising that you are changing encounters and you will need to assign a relationship once again.

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.

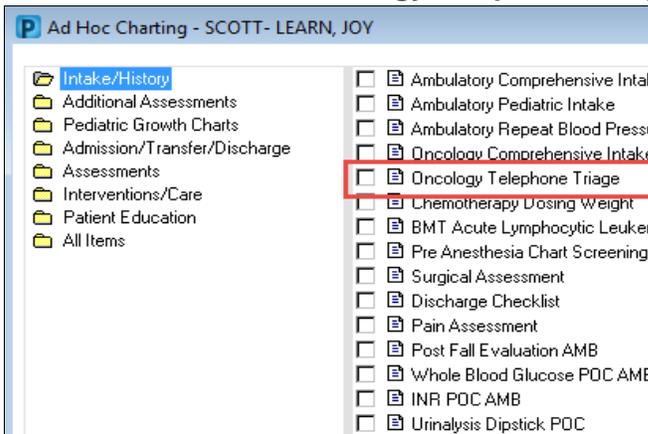
Accessing the Telephone Triage PowerForm

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

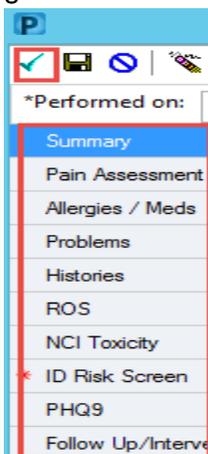
1. Access the Oncology Telephone Triage PowerForm by selecting the AdHoc  button from the organizer toolbar.



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



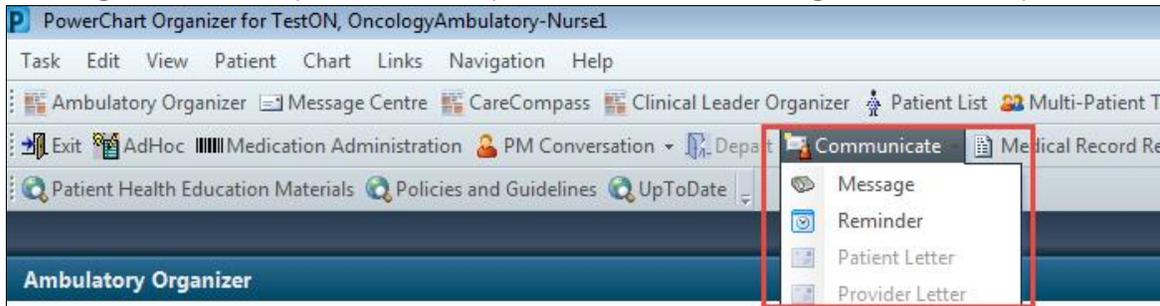
3. Select from the tabs within the PowerForm to document your assessment and then click on the green checkmark  to sign and save your documentation.



Communicating Information with the Provider

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

2. 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



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 Launch Orders

Patient: ONCOLOGY-NURSEA, DARLA Caller: ONCOLOGY-NURSEA, DARLA Caller #: H (789)780-9789

To: [Red 3] Include me

CC: [Red 8] Provider: [Red 8] To consumer Disable further replies

Subject: General Message Save to Chart As: Phone Message/Call

Attachments: Browse Documents [Red 8] Other Attachments

Message

Arial 10 [Red 4] General Message:

Actions [Red 5]

- Patient Needs Appointment
- Needs Lab Before Refill
- Please Call Patient with Results
- Message Left for Patient to Return Call
- Agree with Message
- See Note In Chart

[Red 6] Remind on: [Red 7] Due on:

[Red 9] Send Cancel

Related Topics

- Phone Encounter

Related Positions

- Ambulatory Oncology Nurse

Key Words

- Telephone Triage, Phone Encounter, Calls