

Firm Faculty Coaching Topic PGY3 #4

Time Delay Messages/ Managing Challenging Patient Messages

1. Ask Resident if they have any questions about patient messages. Give tips on Managing Challenging patient messages
 - a) Ask patient to make a appointment if too much being covered over phone/Mychart. Send message to PCGorders to schedule
 - b) Ask nurse to call patient back to get more information and explain that MD might not be able to call for 48 hours
 - c) Calling patients can clear things up and prevent back and forth on Mychart. Don't hesitate to pick up the phone.
 - d) Give Proxy Access to adult children of older patients so they can access parents chart, read notes, get reminders
2. Time delay message if you are answering messages in the middle of the night, or if a patient keeps responding to you right away. (g)
3. Forward time delayed results/messages to self on the day you want to recheck if something is complete. (i.e forward colonoscopy results 1 week to wait for path)
4. Query CareEverywhere for complicated patients seen elsewhere. Usually done for new patients so PMSH/FH/SH, Immunizations, Meds, Allergies can populate chart without free text (e-f)

a. Click Mychart in patient header

b. Review communication preferences (usually set by front desk or patient)

c. Give Proxy Access to adult children or parents with patient permission

d. Click CareEverywhere in patient header

g. Set future date to delay messages

e. "Find Outside Charts" at past hospital

f. Click Hospitals to review data