

Workflow Considerations

Workflow Area	Questions to Consider
Miscellaneous Questions to Consider	<ul style="list-style-type: none"> • Are tasks clearly defined by job responsibility? • If not defined, would this be a good time to create this definition? • Do your staff members understand workflow? • Do you have workflow defined in a written format so that employees can refer to it, or is it ambiguous and exists with little definition? • Have you prepared your employees for a shift in thinking regarding going from paper to electronic, records? • Do employees understand that workflow from paper can be quite different in electronic format?
Messaging Questions to Consider	<ul style="list-style-type: none"> • What is your current workflow and is it working? • How will you move from paper notes/ messages to electronic? • In paper when a message is complete, what do you do with the paper? • Do you want messages recorded in the Progress Notes Section of the chart, or do you want to define a new chart section?
Vitals Workflow Questions to Consider	<ul style="list-style-type: none"> • How will nurses enter vitals into the chart • Do you want to record historical vitals in the chart, and if so, when will this be done? Ahead of training or after? • Proper methods for entering vitals (i.e. 5'6" or 5ft 6in.)
Nurse Note Workflow Questions to Consider	<ul style="list-style-type: none"> • Will the nurse only be using Nurse notes? • Will the nurse need a special immunizations template setup ahead of time? • Do you need to add new immunizations to the pick list? • Will you need to modify the Nurse Telephone Template to meet the needs of your practice?
Paper Workflow Questions to Consider	<ul style="list-style-type: none"> • Can you speak to your 3rd party organizations (i.e. Hospitals, nursing homes, etc.) about getting your documents pushed to you in an electronic format? • Have you included transcriptionists in the overall workflow?
Laboratory Workflow Questions to Consider	<p>If no interface, have you identified who will enter the labs into the chart?</p> <ul style="list-style-type: none"> • If using an interface, have you identified what non-interfaced labs will still need to be entered by hand? • Have you thought about what parts of the labs you would like sent to the providers review bin? • If labs are critical (high or low), do you want to be notified through messaging?
History Workflow Questions to Consider	<ul style="list-style-type: none"> • Who will enter the Past Medical History? • Who will enter the Family History? • Who will enter the Social History? • Do you want the history sections to be blank, or do you want to use pre-defined templates? • Who will enter the histories, the nurse or the physician? • Do you understand that when you enter info, you have the chance of modifying the existing histories and adding to or appending?
Existing Paper Charts Workflow Questions to Consider	<ul style="list-style-type: none"> • How will you transition from paper to EHR? • What parts of the chart will you want to be converted to EHR? • Have you identified for your staff how to know if a chart has been changed to EHR so that next time the patient comes in, your staff knows to look for it on the shelf, or in the EHR? • What about a stamp that could be placed on the chart to identify that it is now electronic, i.e. a large red letter E • Have you thought about what to do with the paper chart once it is entered into EHR?
Pre-Training Workflow Questions to Consider	<ul style="list-style-type: none"> • Is your staff familiar enough with Windows and your current systems that these issues will not slow down the EHR training? • Have all LOGINS, USER NAMES and PASSWORDS been pre-established, written down, and practiced prior to the training? • Do users know how to properly exit windows? Do they know how to properly exit the EHR? • Do they know who to call for internal technical support issues? • Has the staff been notified that during the training, there will be a lot of topics to cover, but will be learned over time?