

# *eClinicalWorks*

*Business Analysis Department*



## *Recommended Workflows for Kentucky Department for Public Health*

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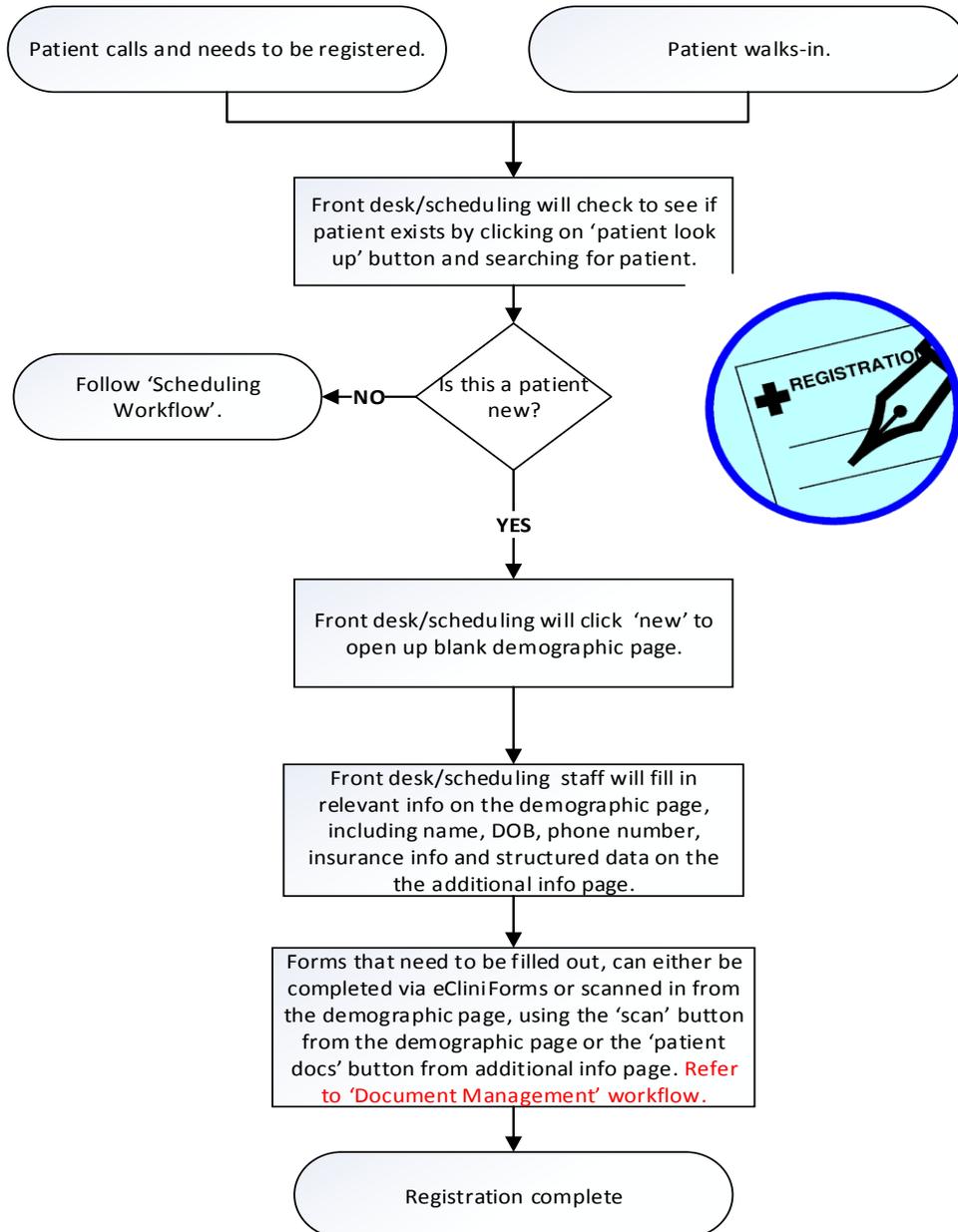
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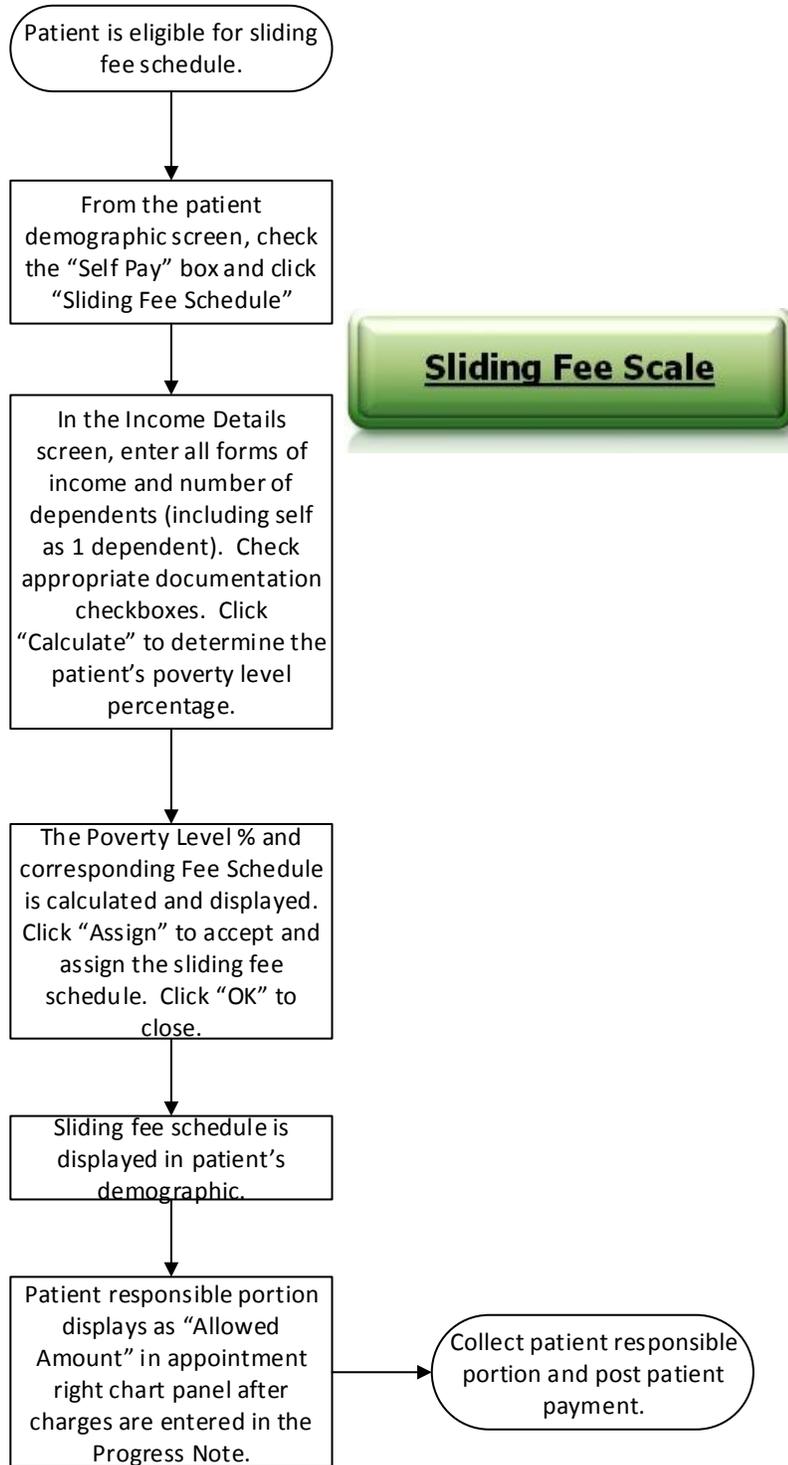
# Front Office Workflows

## Patient Registration

The flowchart below illustrates the recommended workflow for registering new patients in eClinicalWorks. The patient registration packets will be received through the eClinicalWorks fax inbox where the staff can member can sort and attach appropriate forms to the patients' documents.

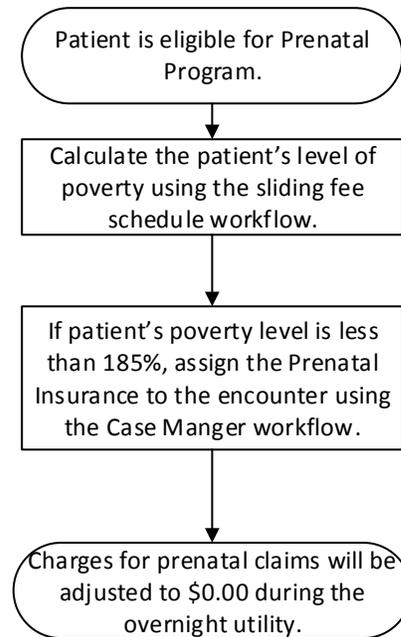


## Applying a Sliding Fee Scale



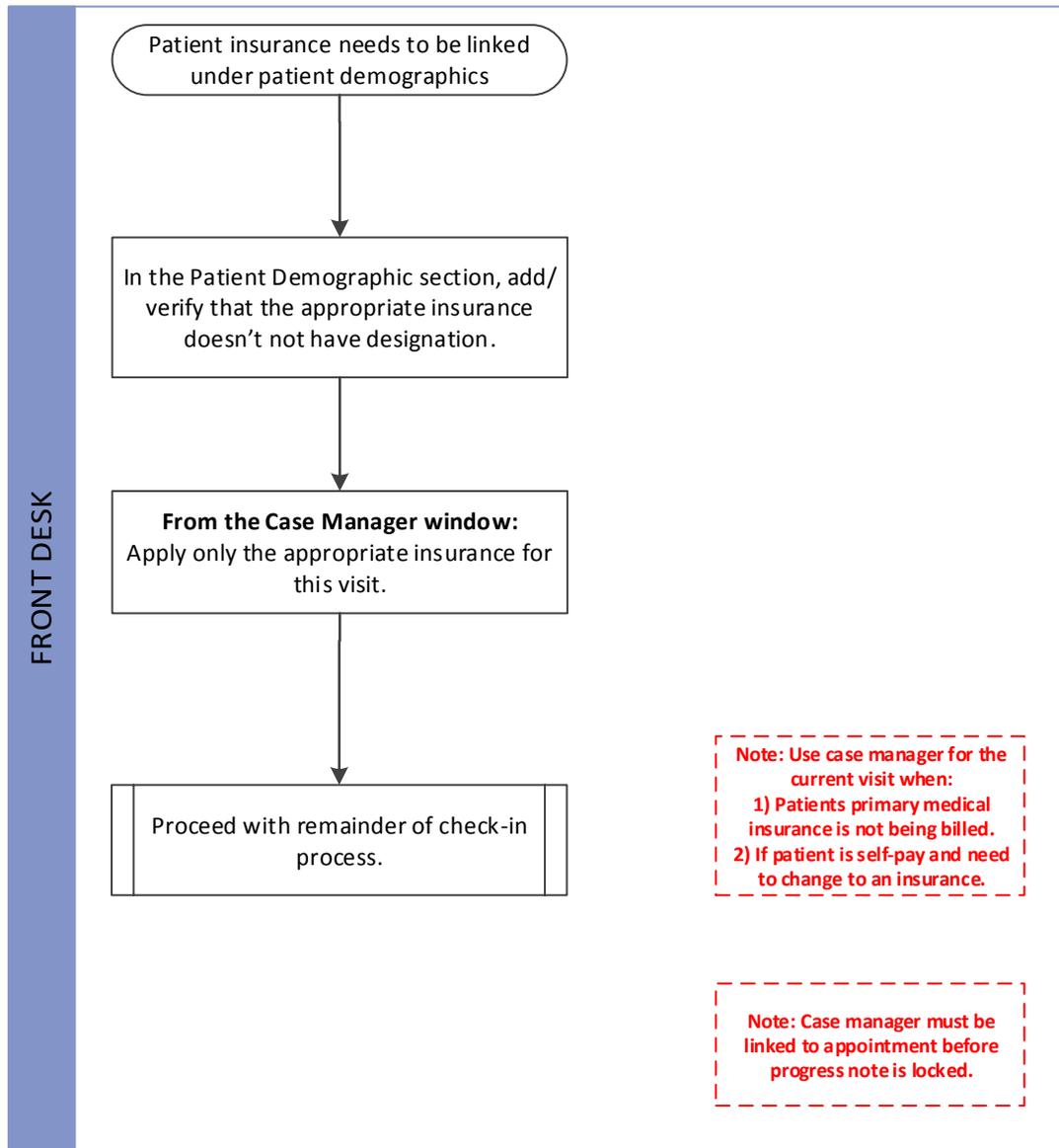
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## Prenatal Insurance Workflow



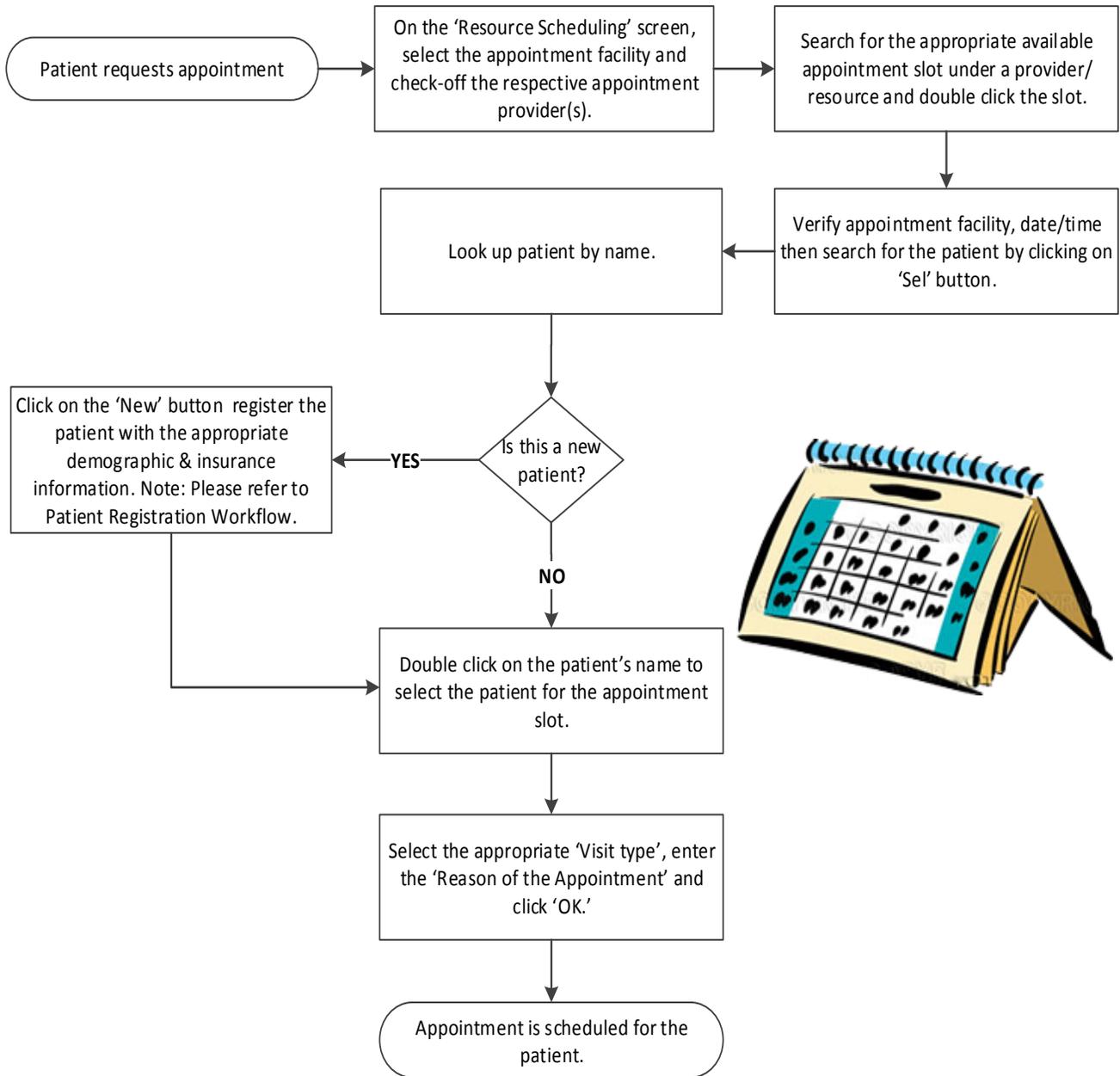
## Case Manager

There are occasions when a visit may be covered by an entity other than the patient's medical insurance. For example, Prenatal visits and Project 7. In these scenarios, case manager will be used to override the primary/secondary/tertiary insurance in demographics.



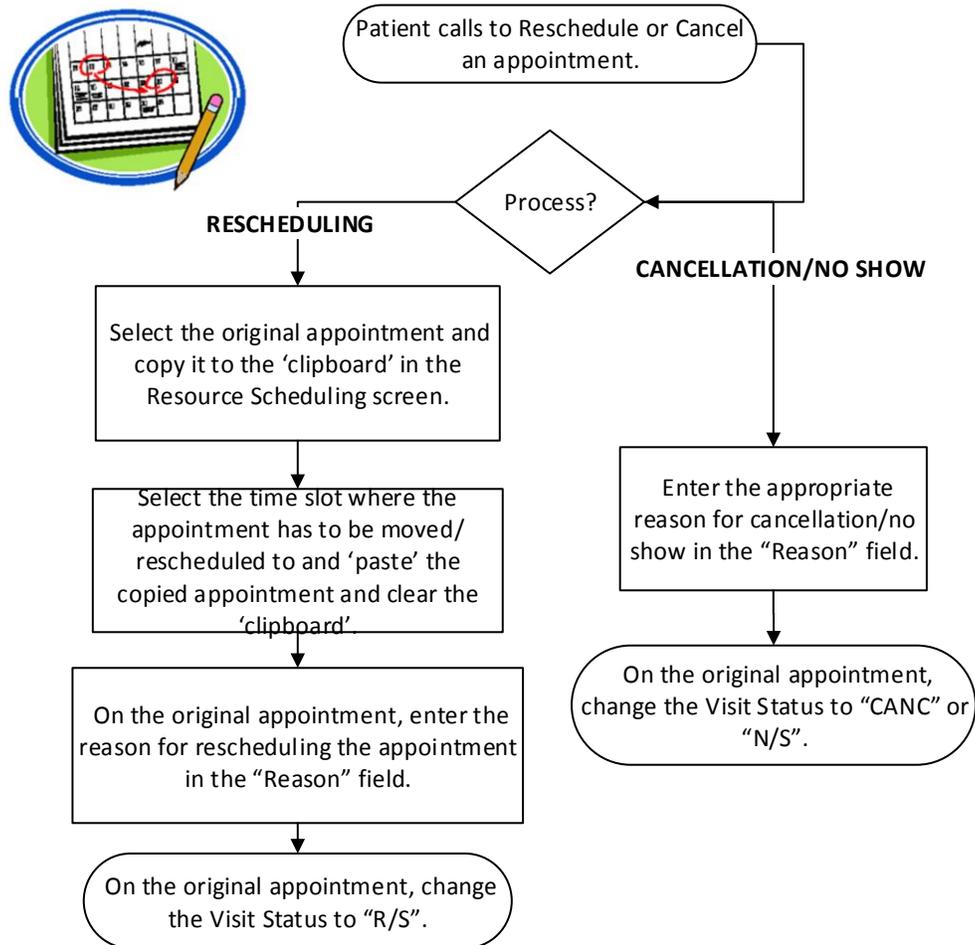
## Scheduling Patient Appointments

The flowchart below illustrates the recommended workflow for scheduling patient appointments, for new and established patients.

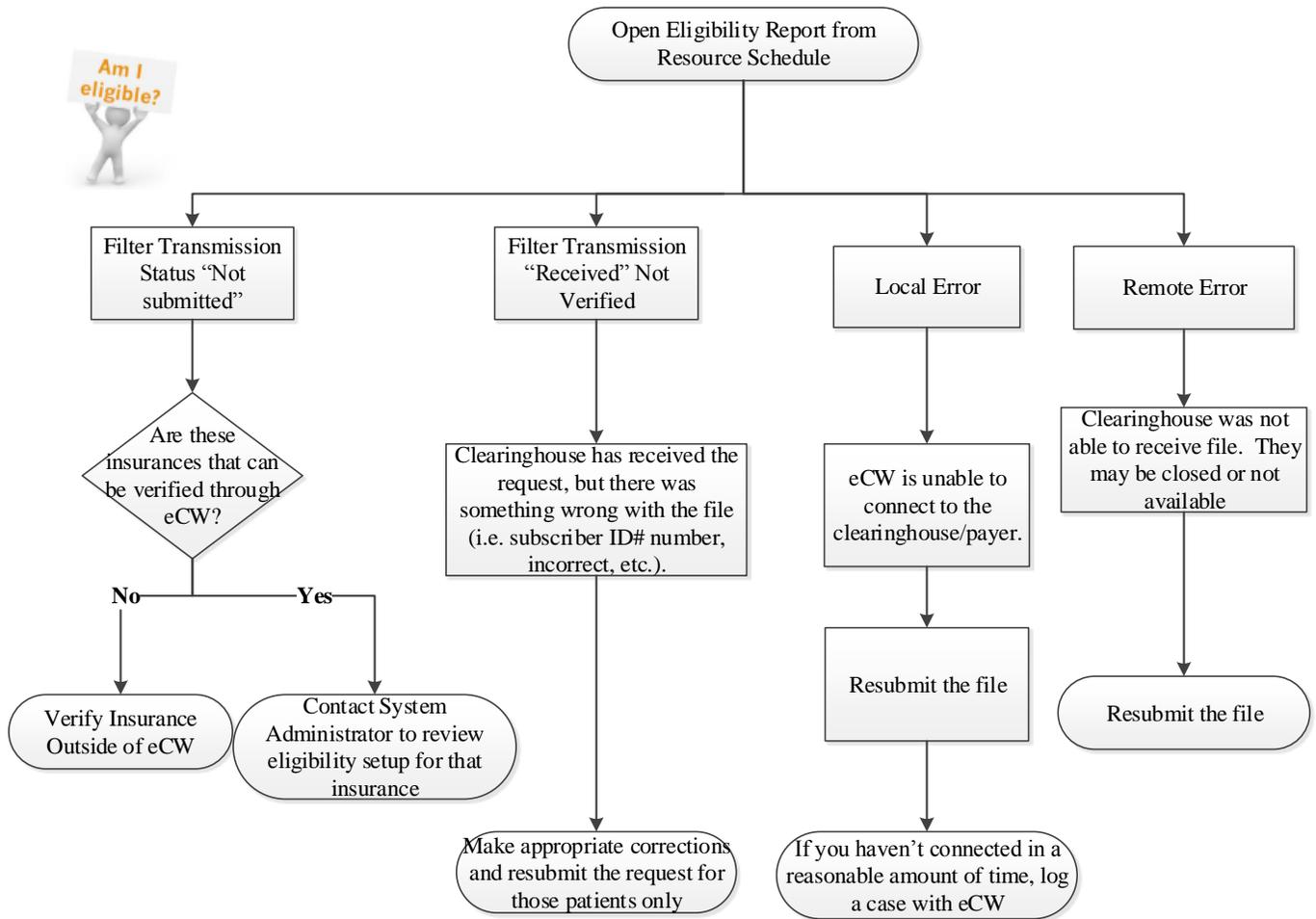


## Rescheduling Appointments

The flowchart below illustrates the recommended processes for rescheduling and cancelling scheduled visits.

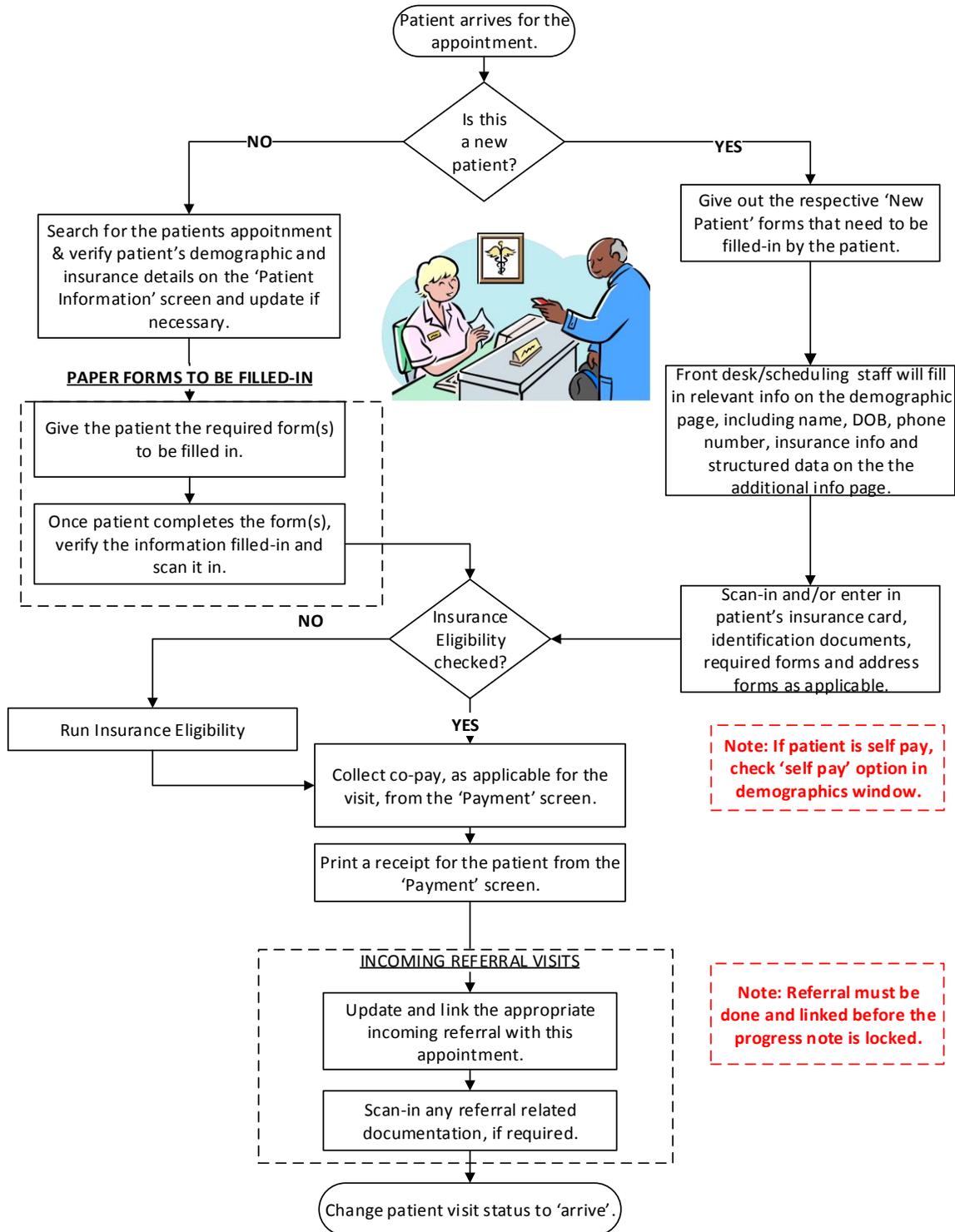


## Eligibility Workflow



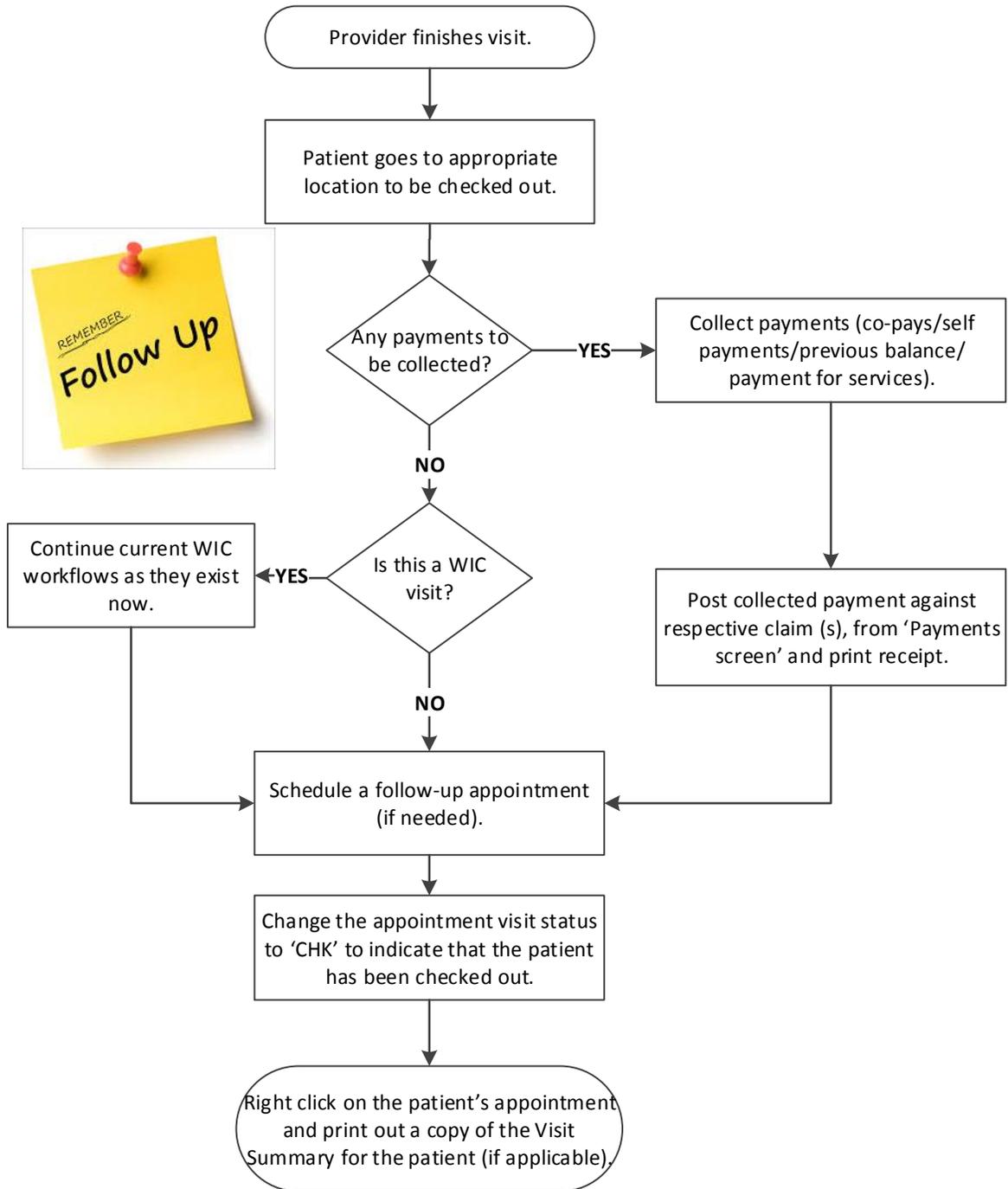
## Checking-In

The flowchart below illustrates the recommended workflow to be followed at check-in on the day of the patient's appointment.

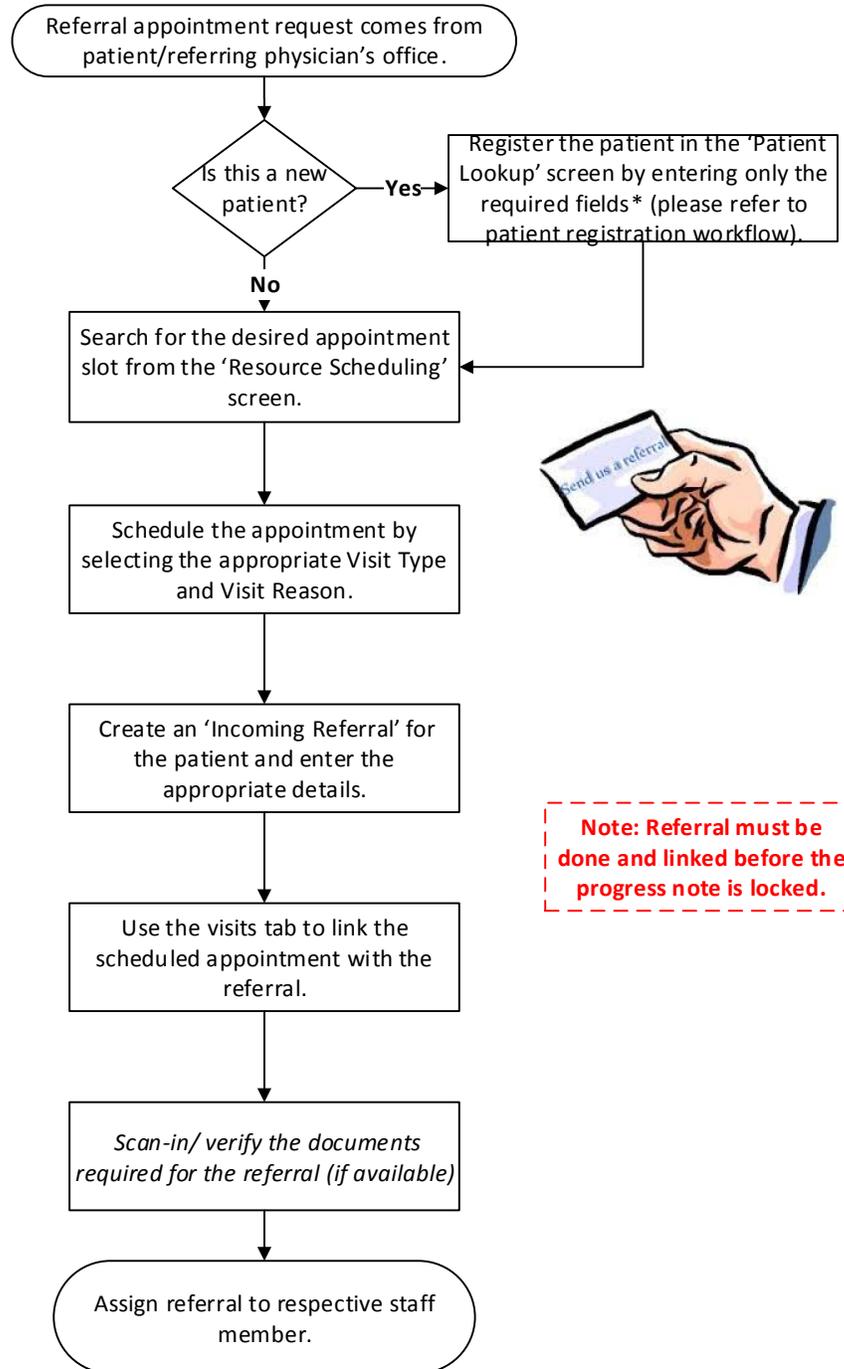


## Checking-Out

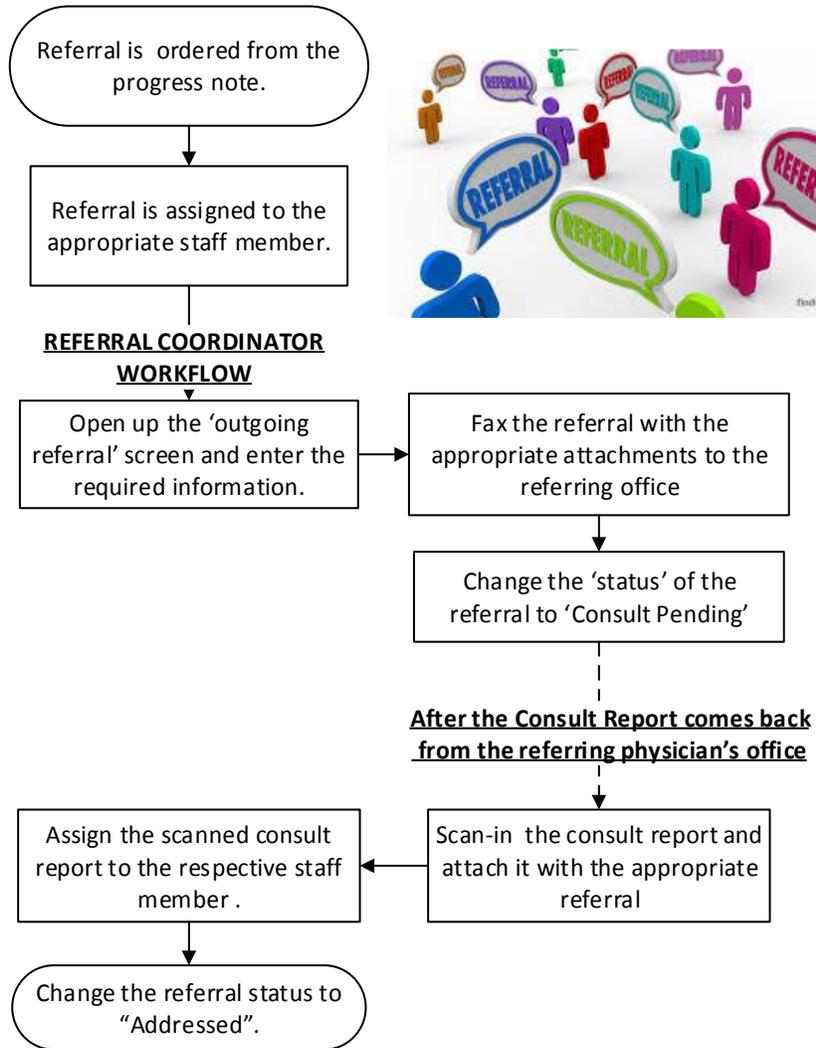
The recommended workflow for the appointment check-out process is illustrated below:



## Incoming Referrals

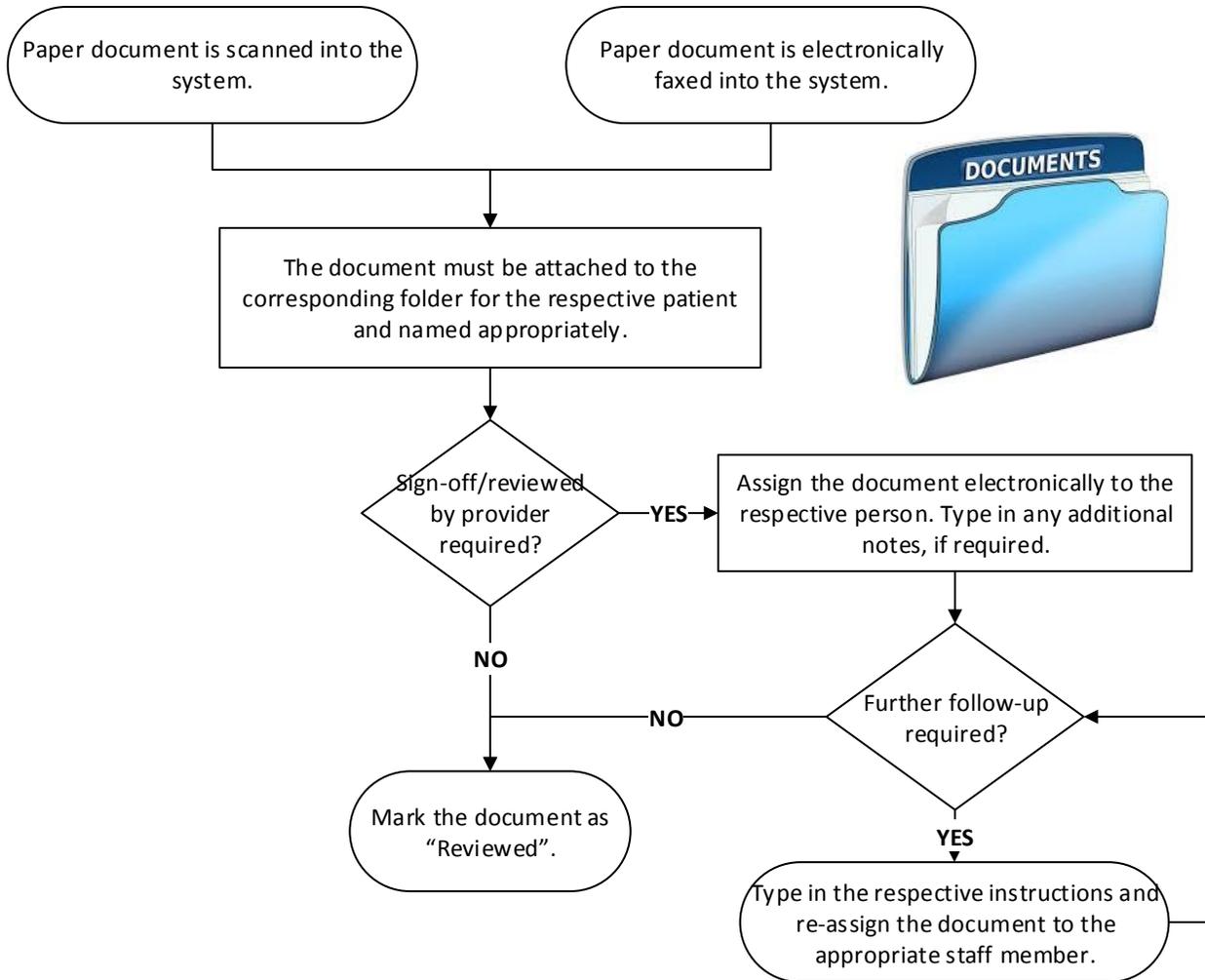


## Outgoing Referrals



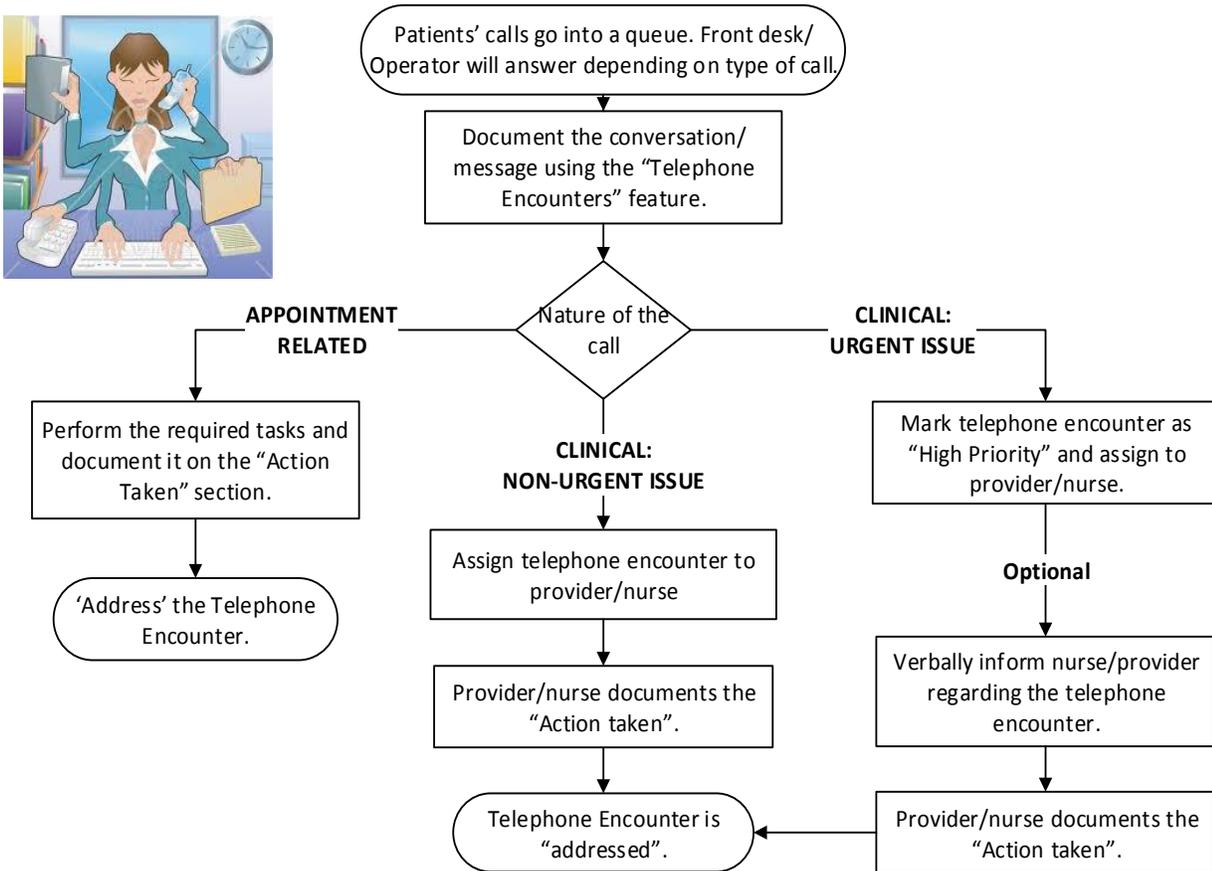
## Document Management

The below workflow illustrates the management of documents that are scanned into the system and that are faxed into the system.



## Telephone Encounter

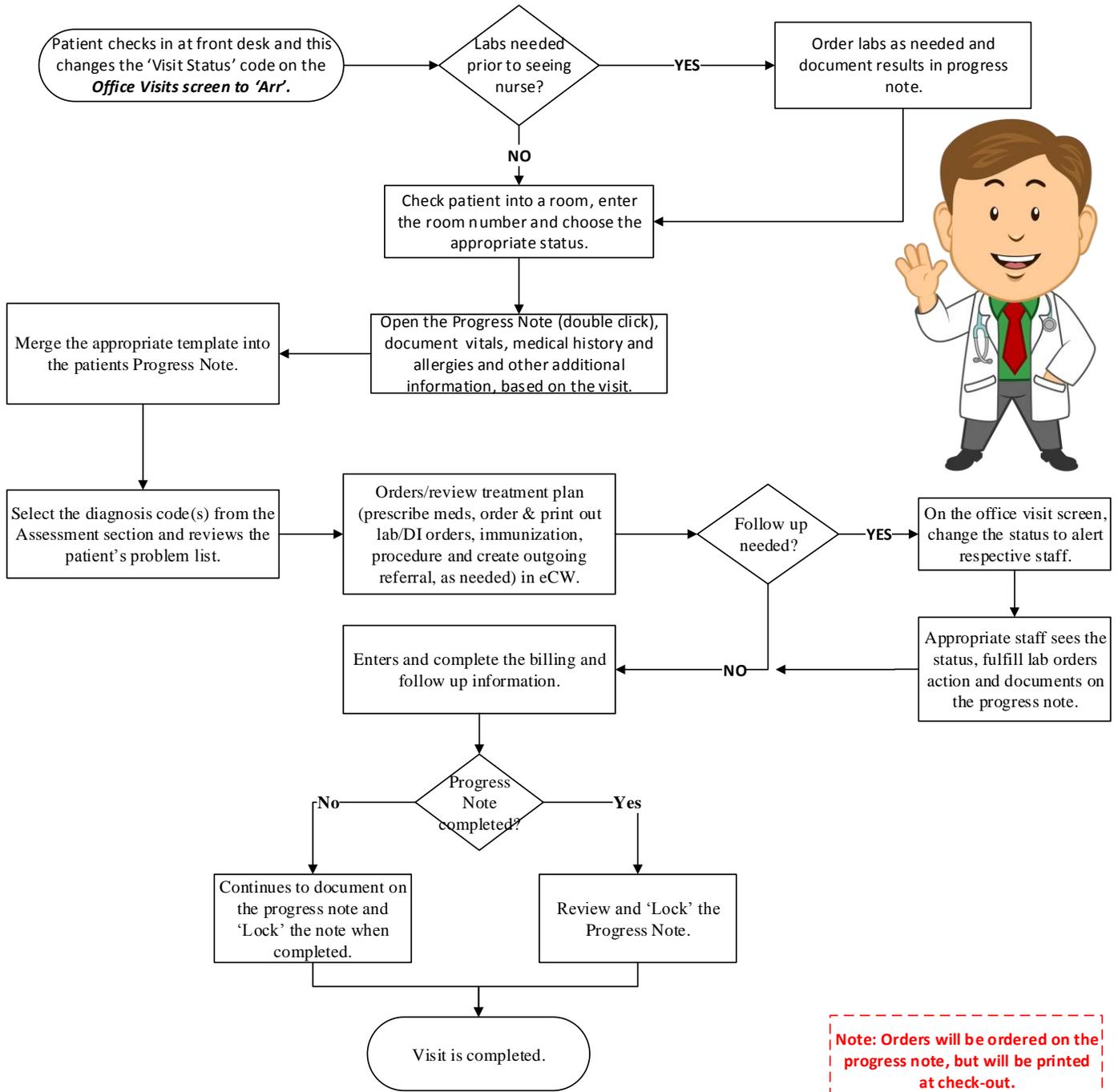
The recommended workflow to handle patient phone calls, relating to clinical and non-clinical calls is below:



# Clinical Workflows

## Provider Workflow

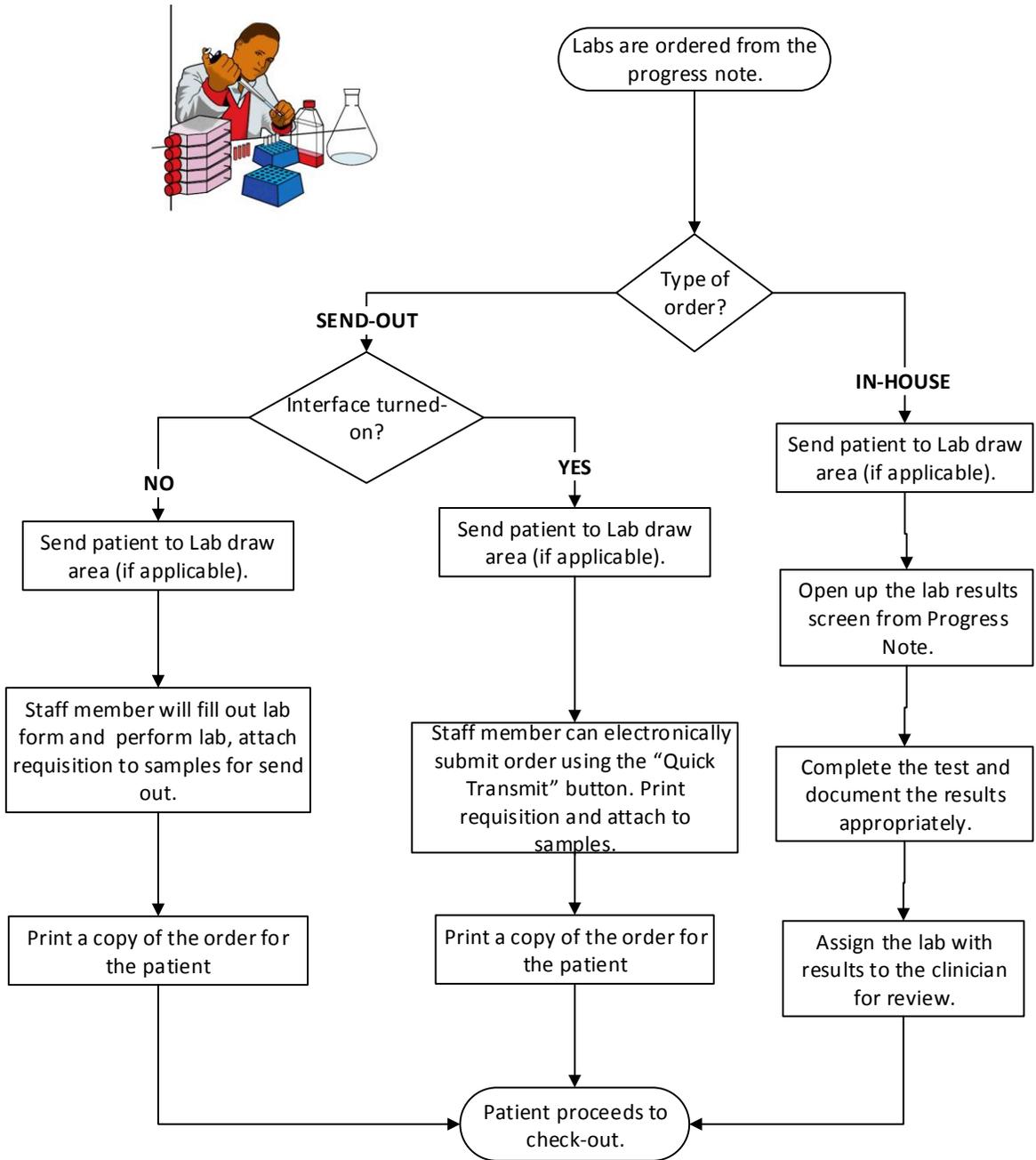
The flowchart below illustrates the provider workflow to document a patient’s visit in eClinicalWorks.



**Note: Orders will be ordered on the progress note, but will be printed at check-out.**

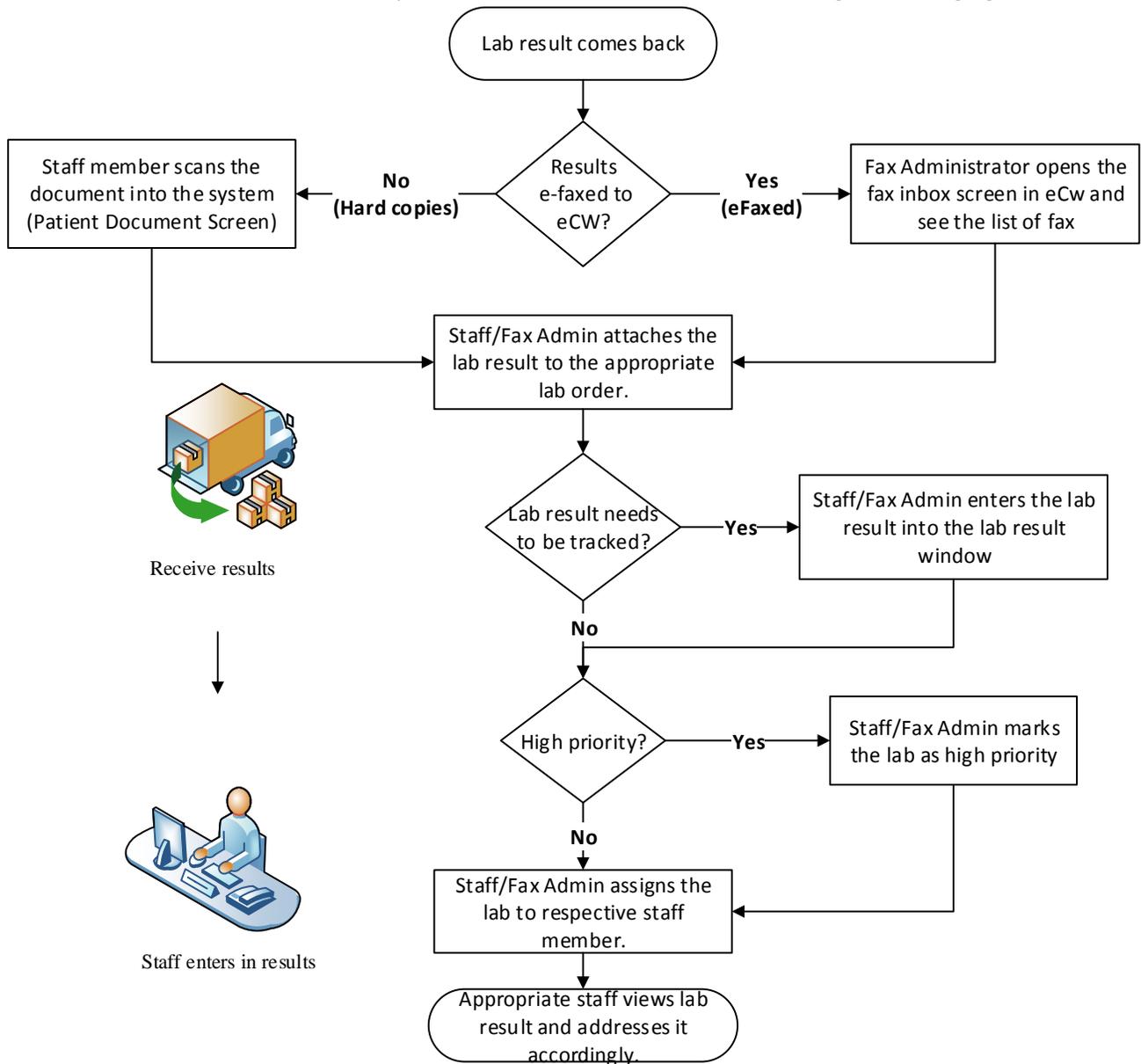
## Lab/Diagnostic Imaging Orders Workflow

Below illustrates the workflow for lab/diagnostic orders pre-interface and post interface.

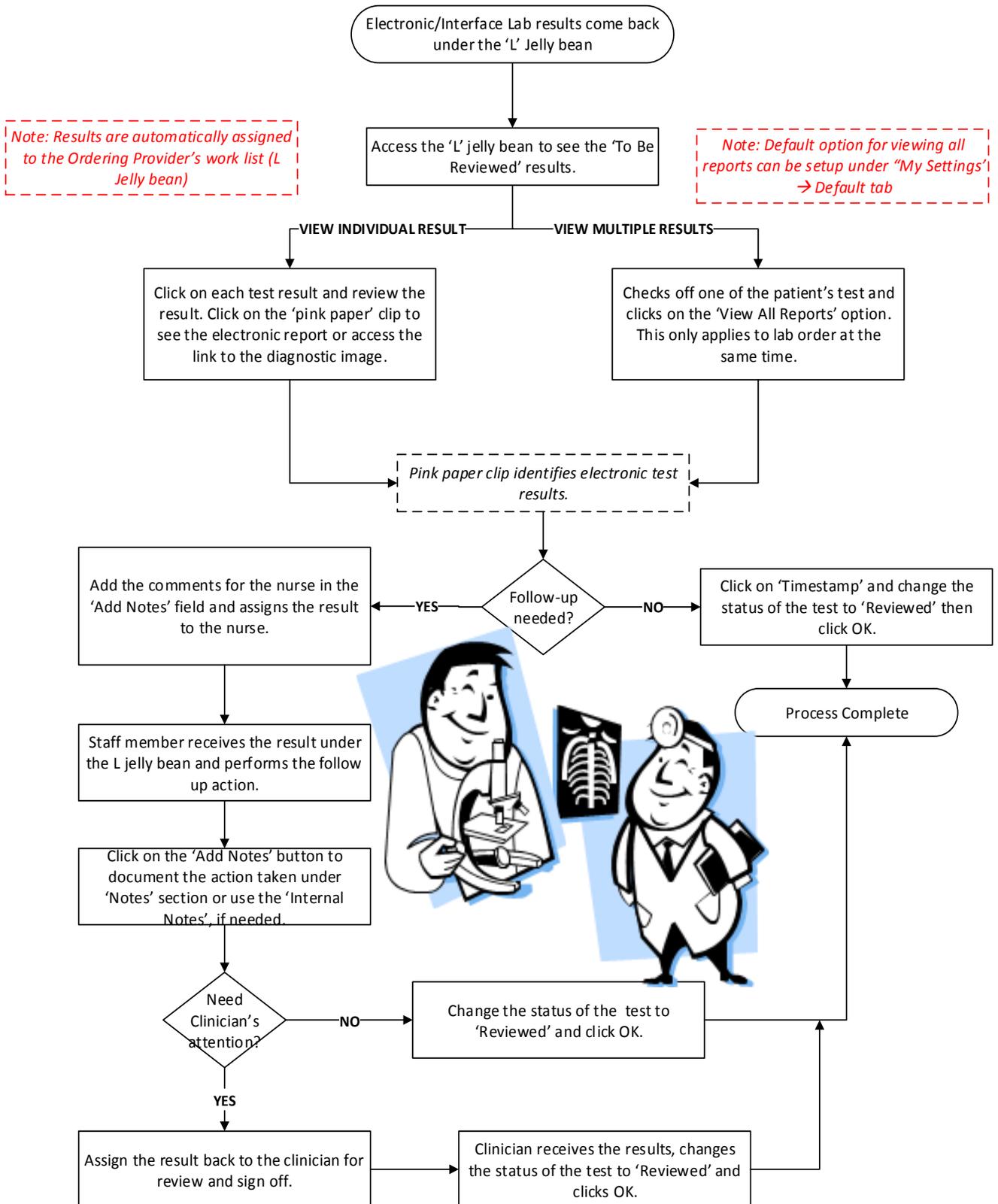


## Lab/Diagnostic Imaging Result Workflow

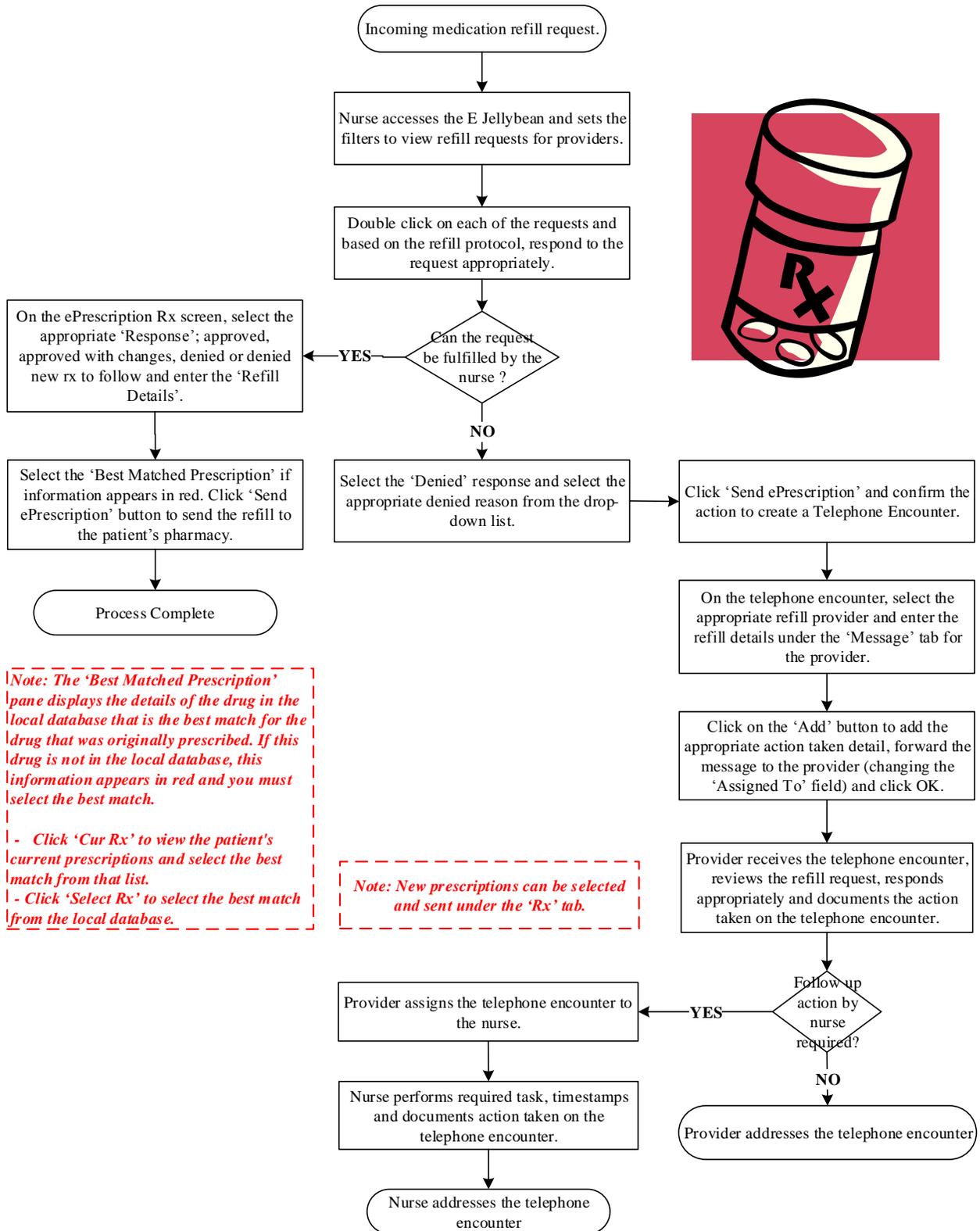
The below workflow illustrates when the practice receives results from labs and diagnostic imaging.



## Lab/DI Results workflow (with bi-directional interface)

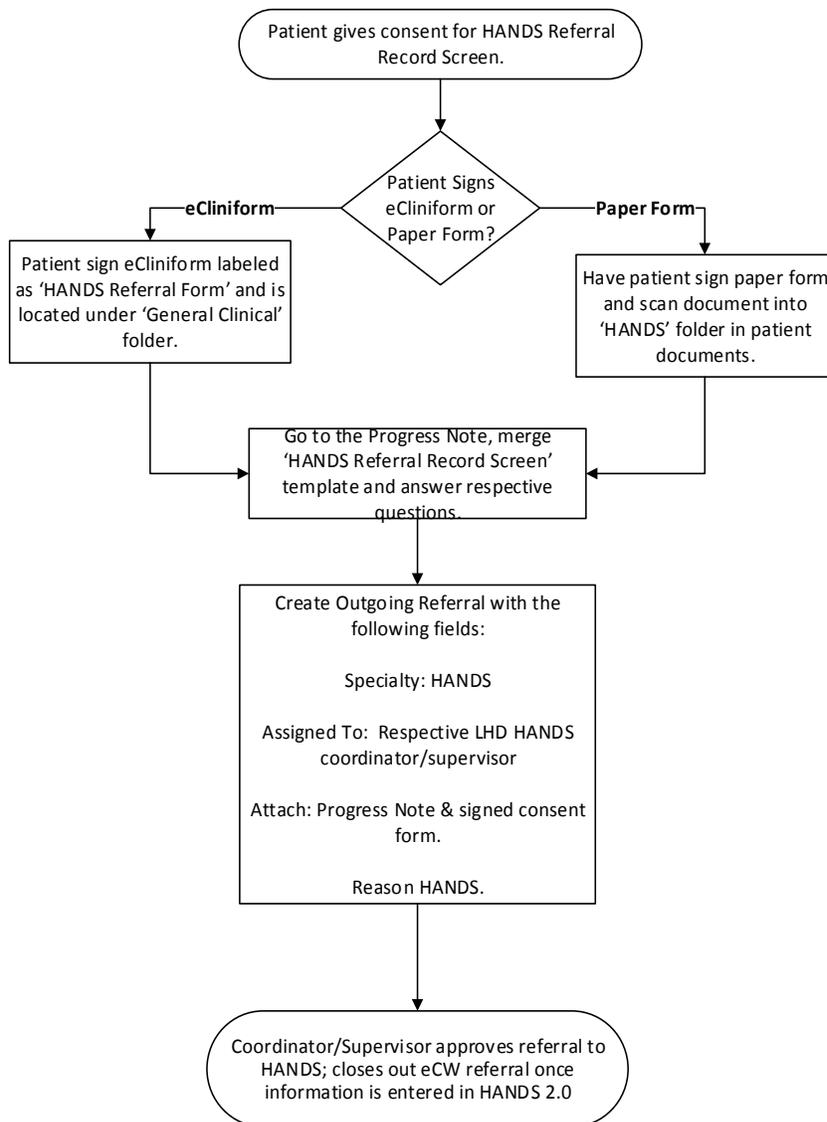


## Managing Electronic Refill (E Jellybean)



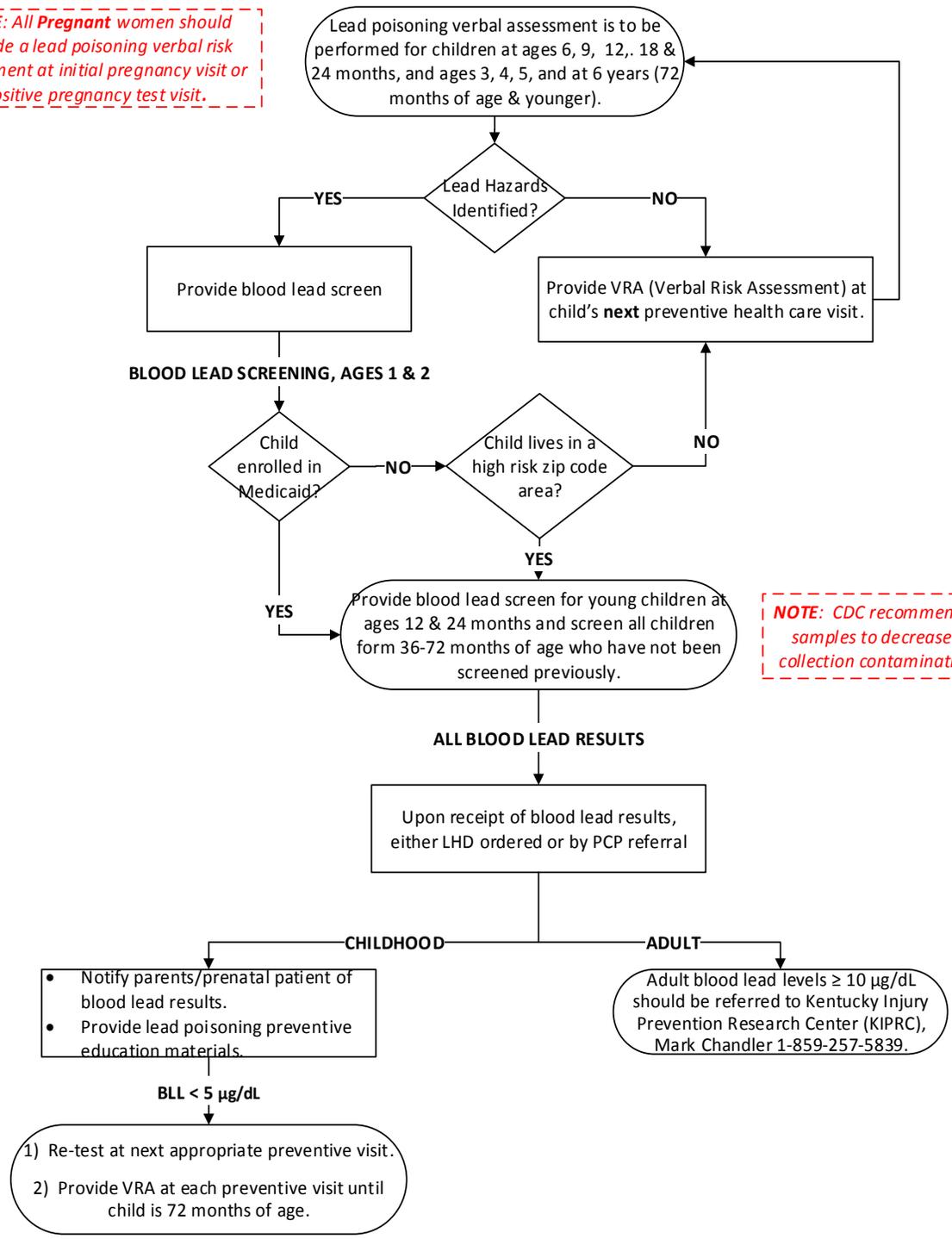
# Program Workflows

## HANDS



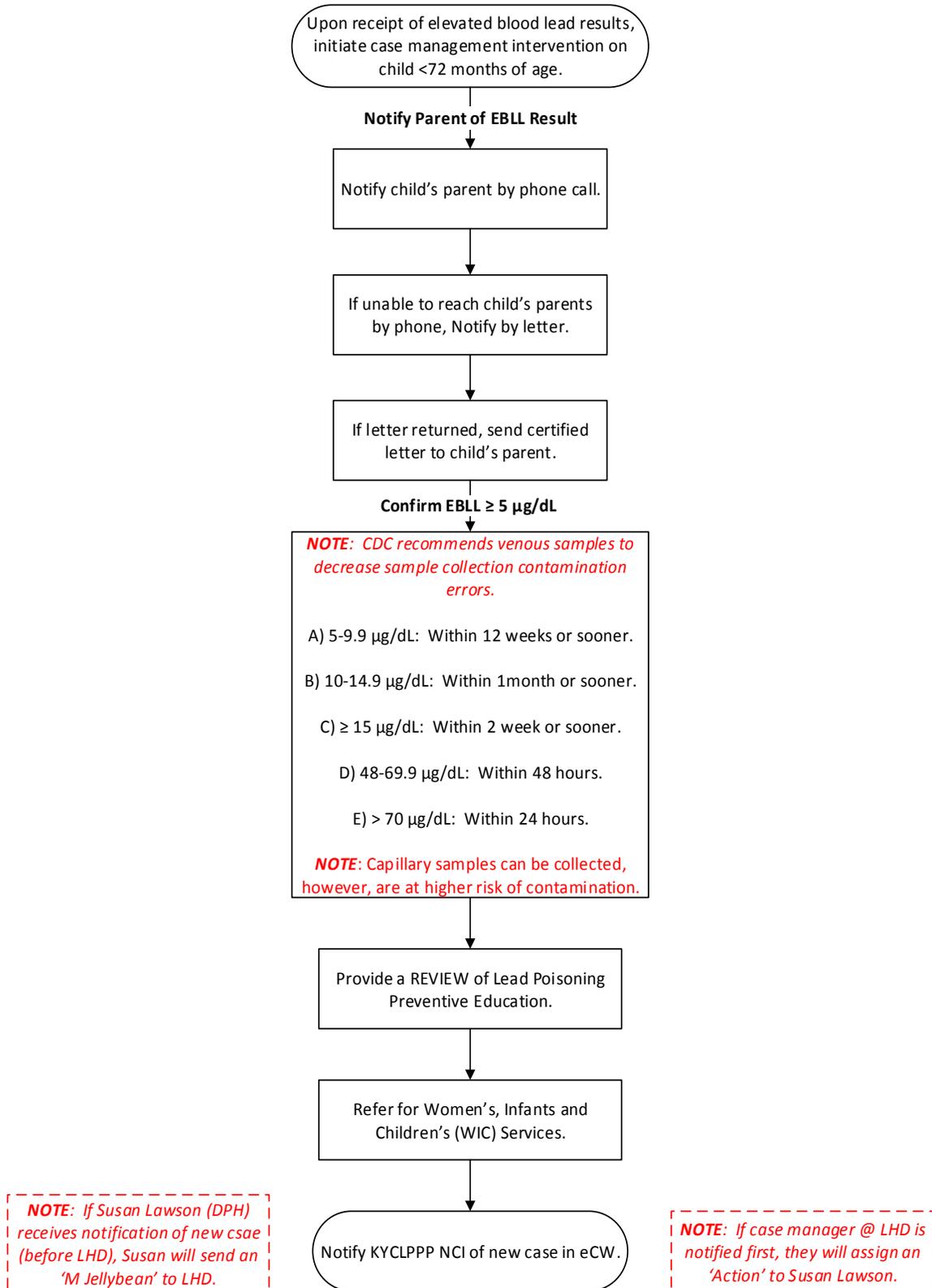
# LEAD POISONING PREVENTION SCREENING GUIDE

**NOTE:** All **Pregnant** women should provide a lead poisoning verbal risk assessment at initial pregnancy visit or positive pregnancy test visit.

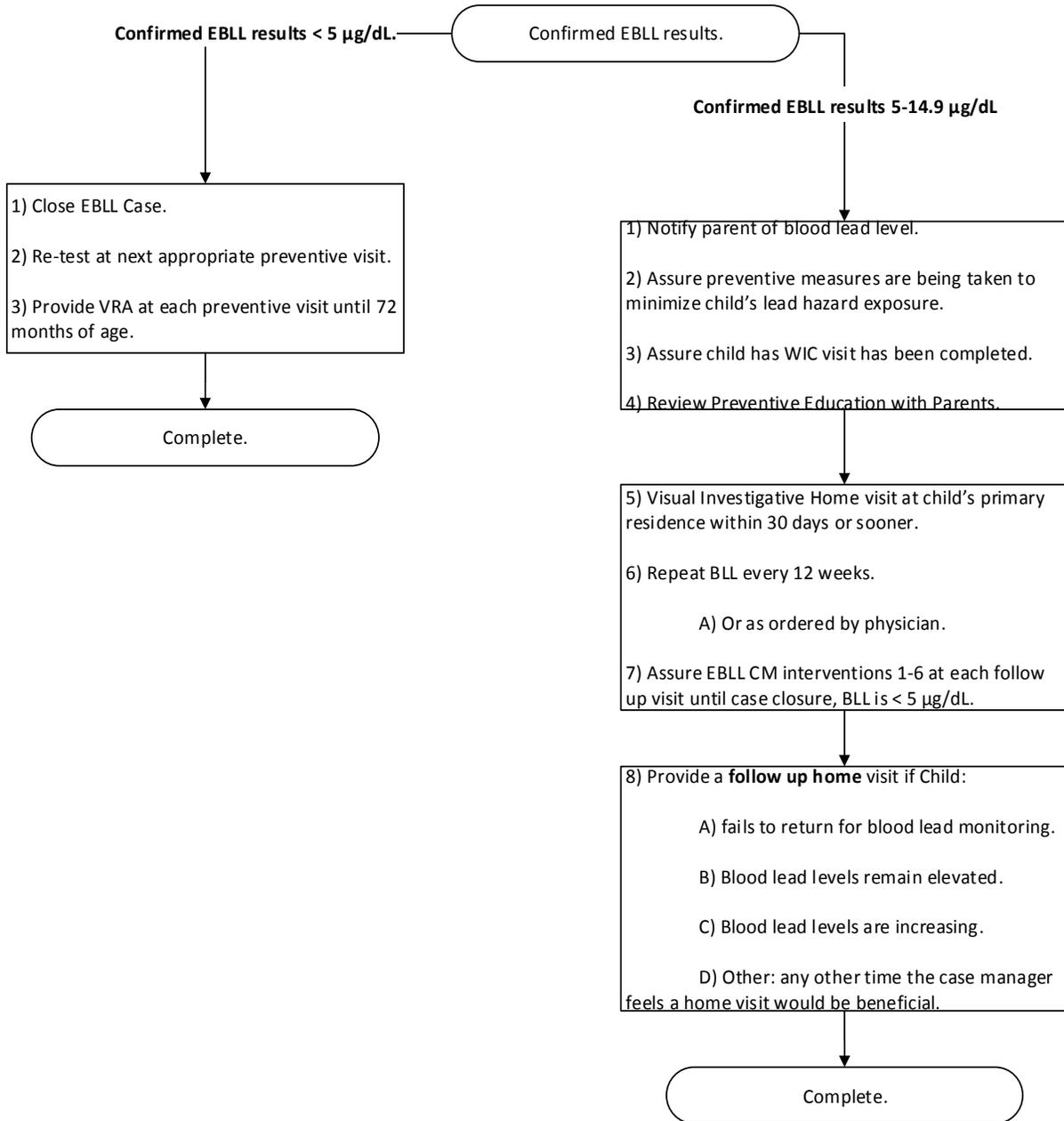


**NOTE:** CDC recommends venous samples to decrease sample collection contamination errors

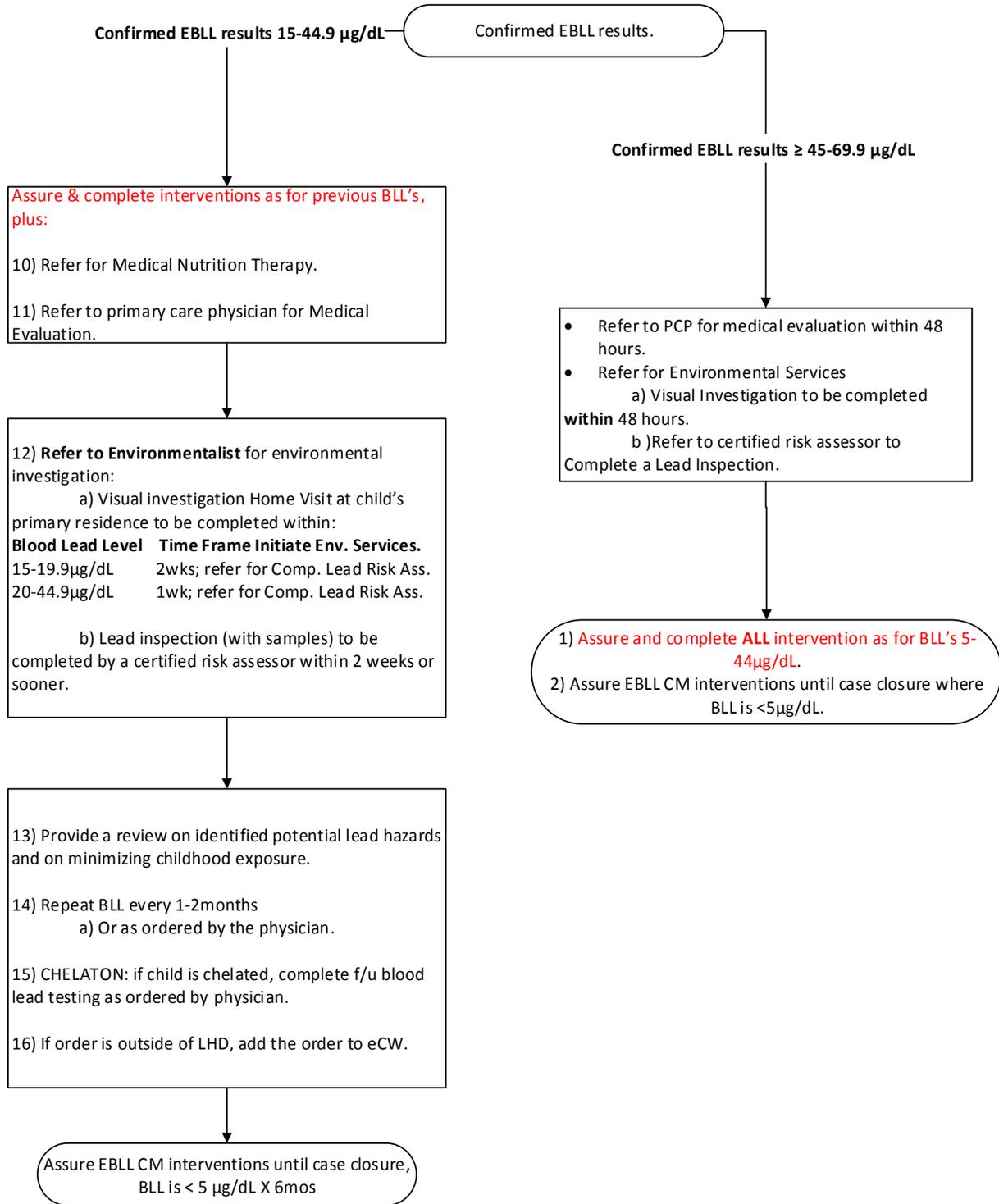
## ELEVATED BLOOD LEAD RESULTS (EBLL $\geq 5$ )



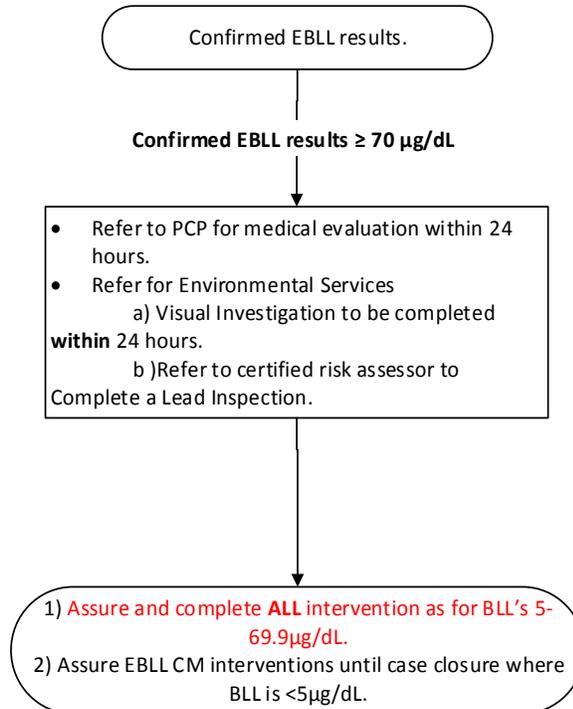
## INTERVENTION FOR CONFIRMED BLL RESULTS



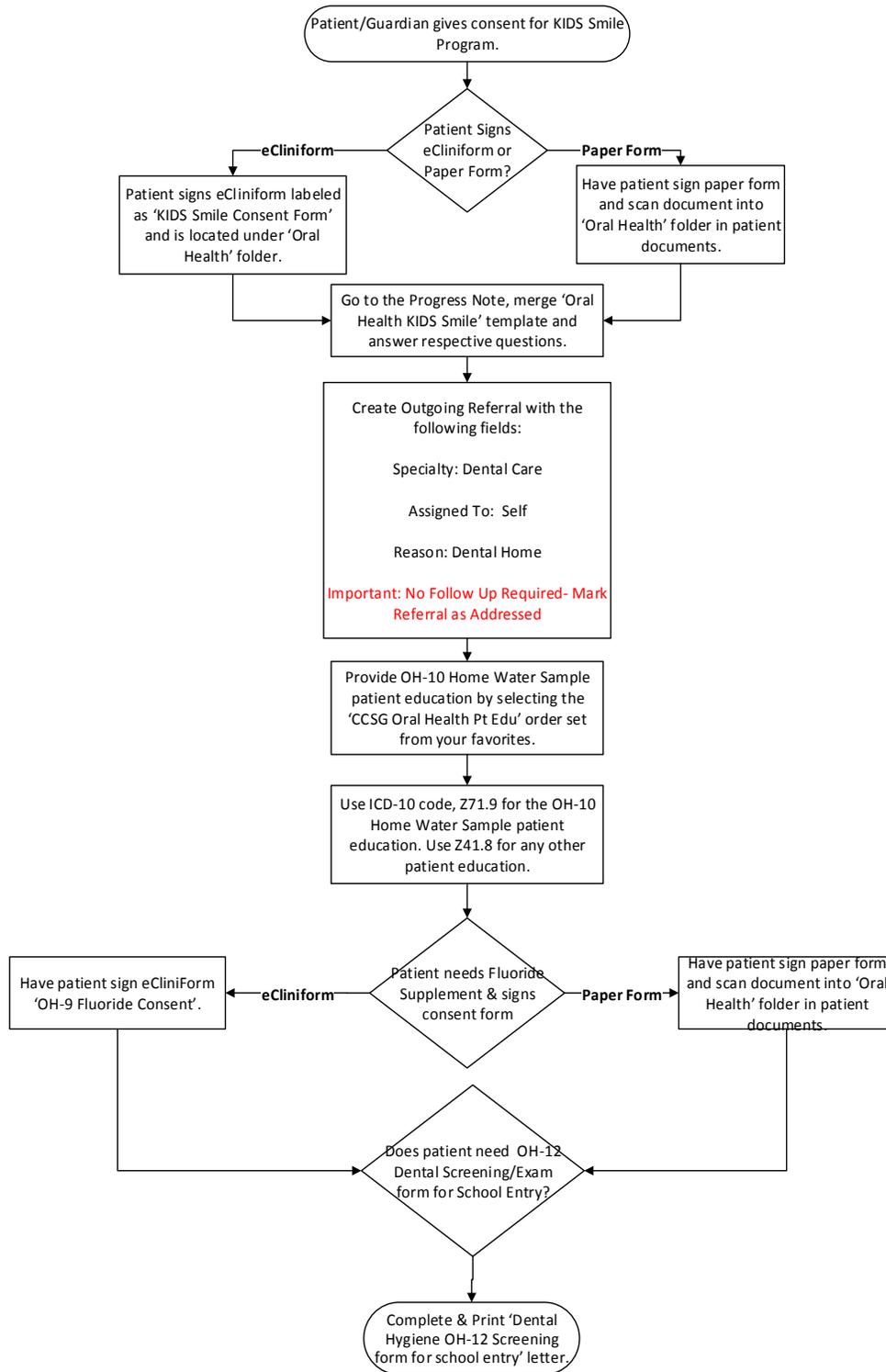
## INTERVENTION FOR CONFIRMED BLL RESULTS (continued)



## INTERVENTION FOR CONFIRMED BLL RESULTS (continued)



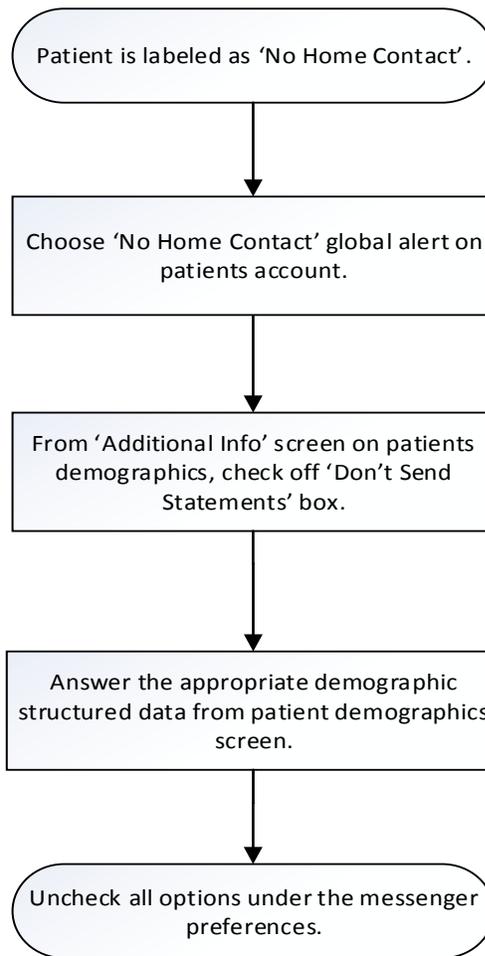
# Oral Health Workflow



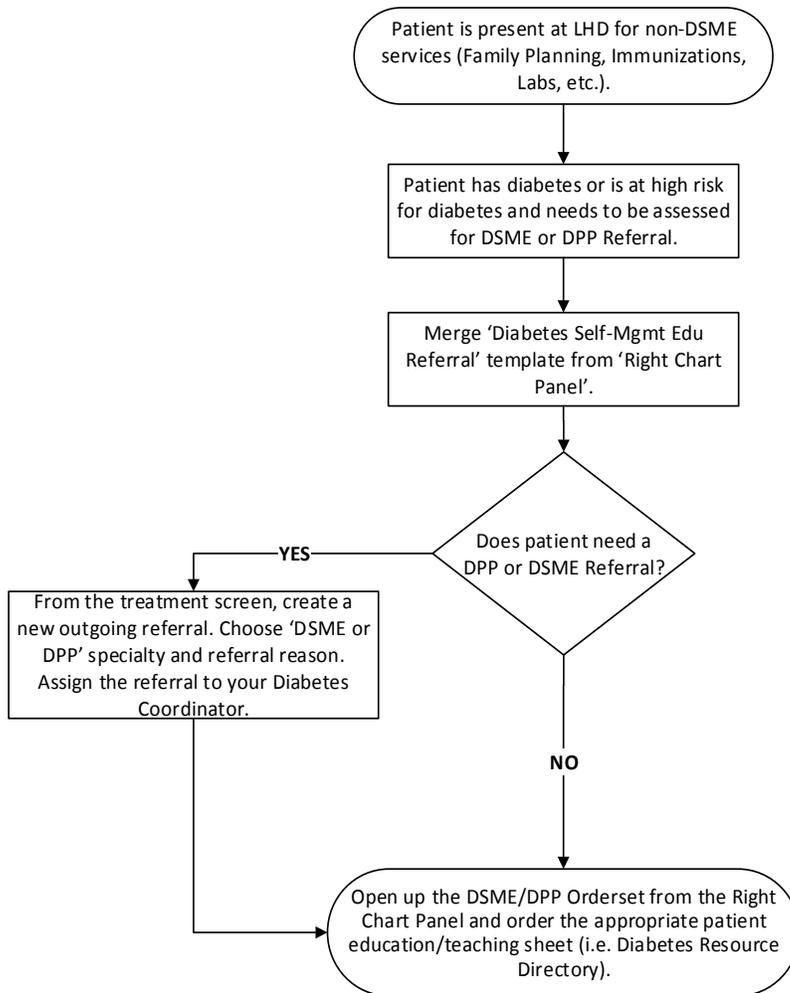
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## No Home Contact

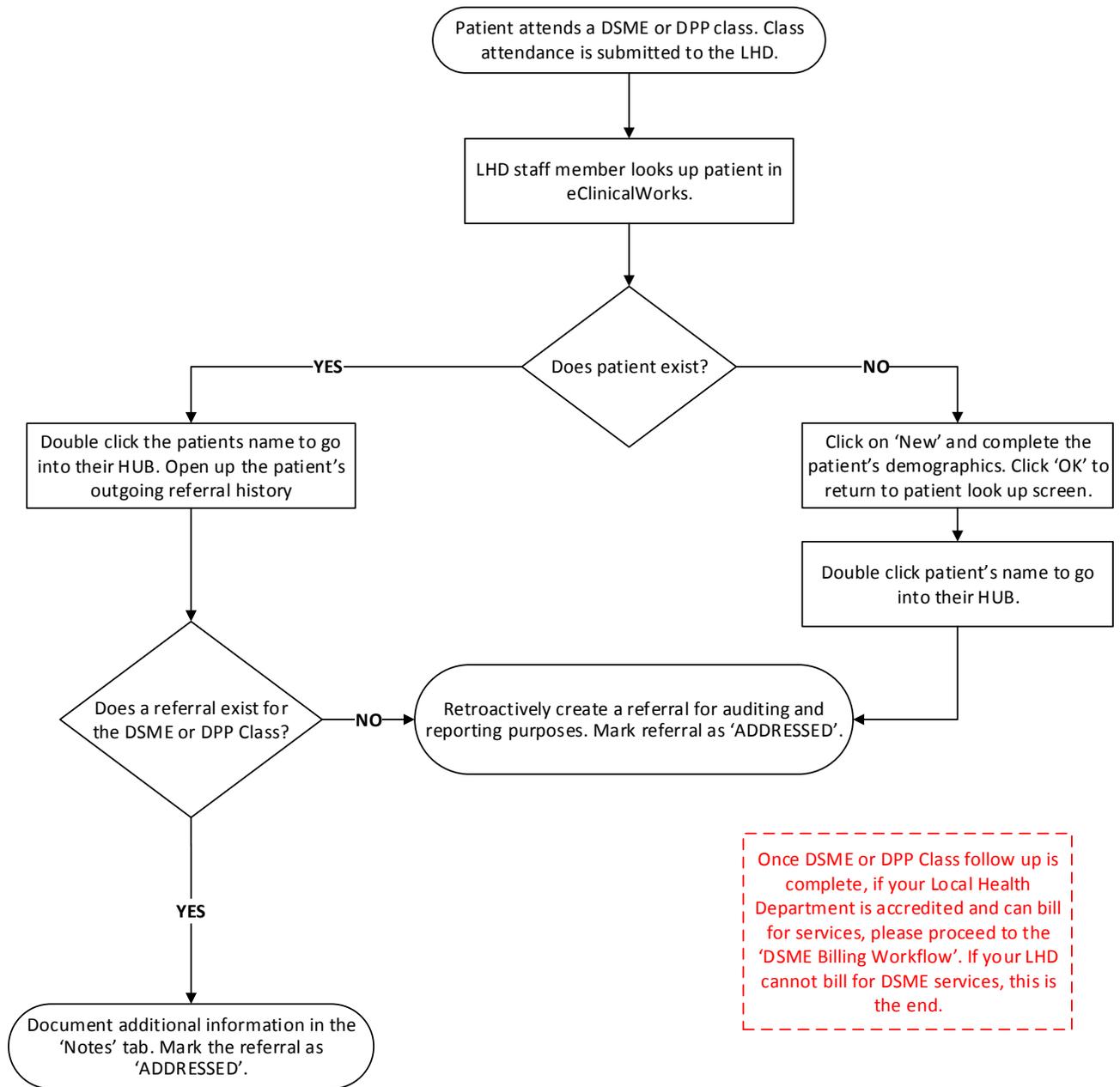
The recommended workflow for patients labeled as 'No Home Contact' is below:



## Referral for DSME or DPP Group Classes



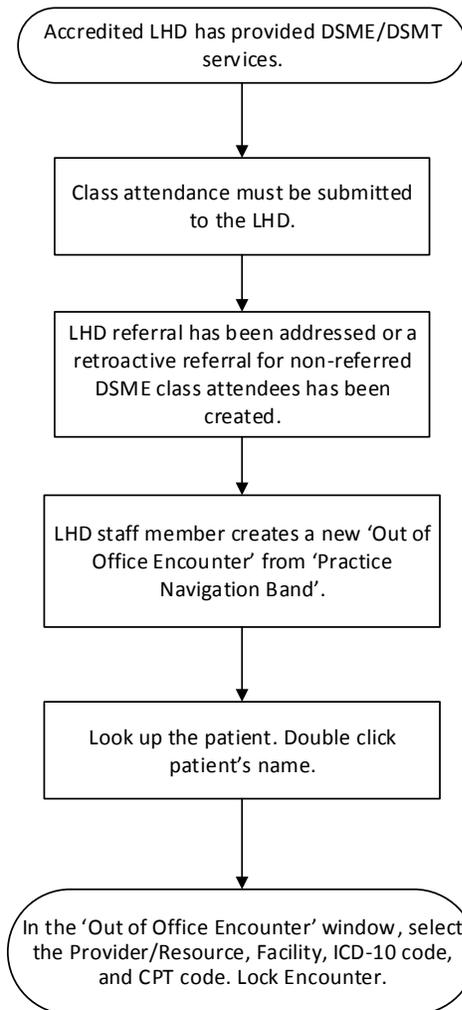
## DSME or DPP Class Follow Up



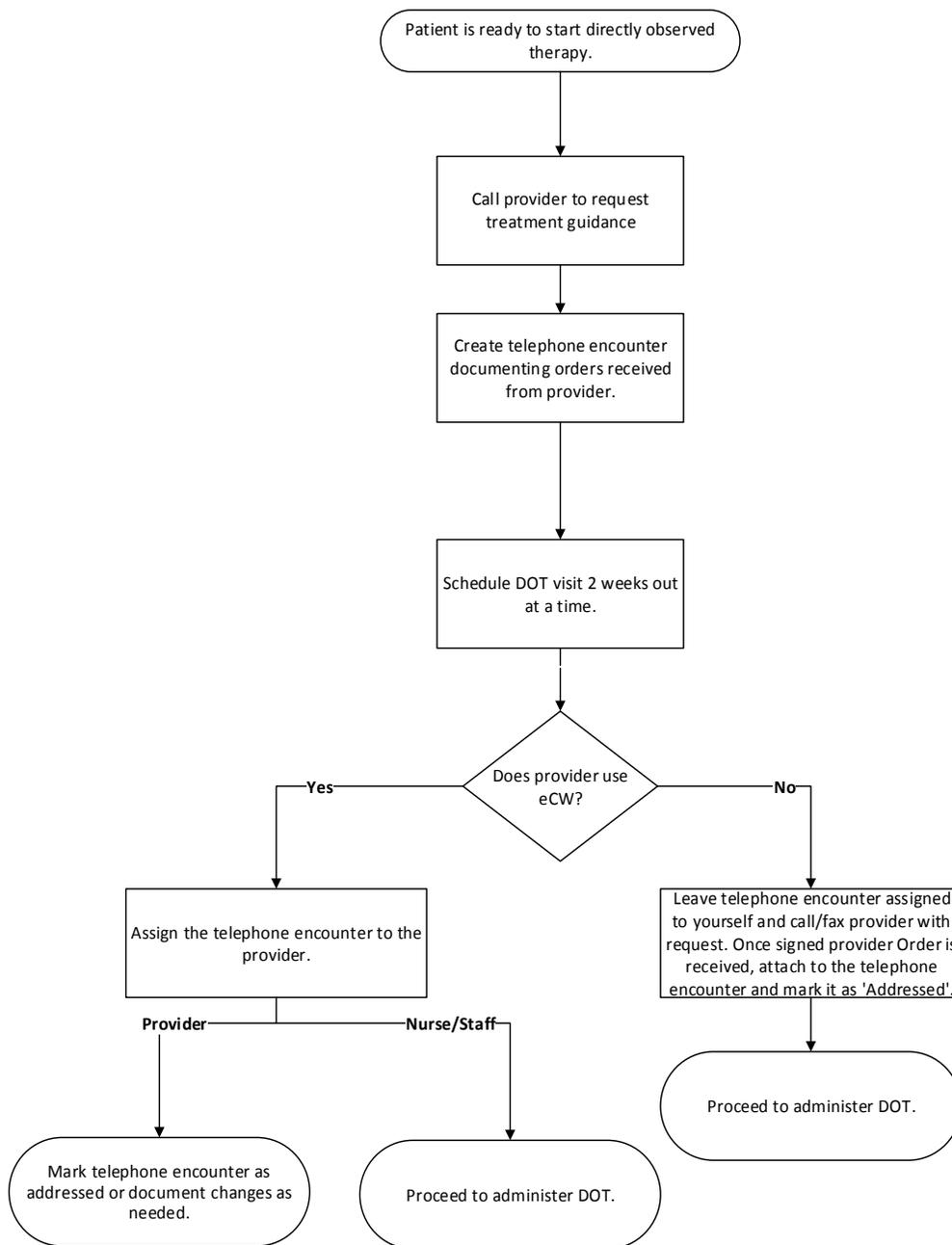
## Billing for DSME Classes

**Note: This should only be completed by an accredited Local Health Department providing DSME Services.**

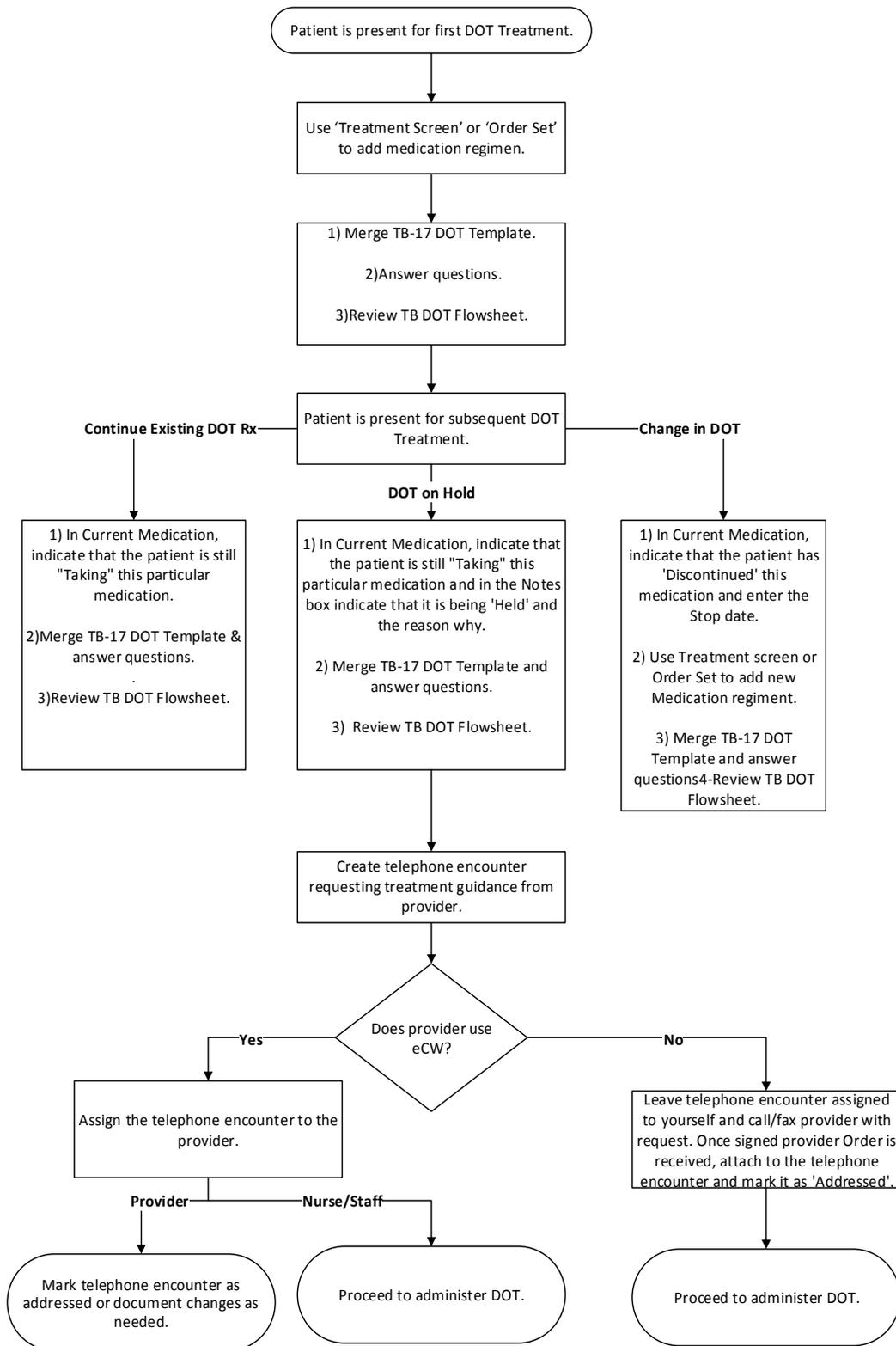
**Note: This should also only be done after all referral follow up has been completed (whether or not the referral originated with the LHD or not.)**



## Initiating a DOT Plan



## Daily DOT Workflow



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## Missed DOT Workflow

