

PRT BEST PRACTICES

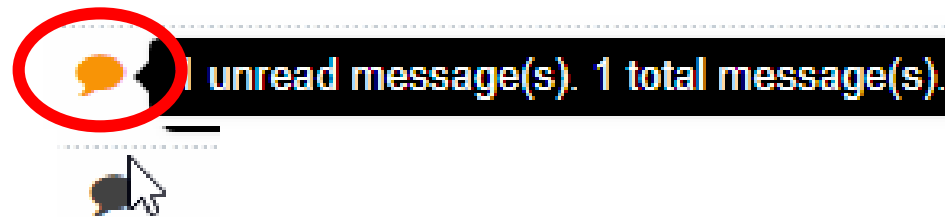
(TIPS & TRICKS)

PRT BEST PRACTICES (TIPS & TRICKS)

- Daily Workflow from Pathways to EMR

1. Log in to Pathways every morning (*leave it open in the background*)
2. Review status changes from Pathways and update details within EMR

3. Read "unread" messages



4. Use filters to review all status' that need action

Filter Referrals

Status

- Any
- Cancelled
- Confirmed
- Declined
- No show
- Not received
- To be booked
- To be confirmed
- To be notified
- Waitlisted

PRT BEST PRACTICES (TIPS & TRICKS)

- GP Office - Status' to be reviewed daily (or every few days)

1. To be notified

- Did the patient call your office and receive their appt details?

- If yes, open the referral and click



- Any patient with the  red phone icon, needs to be phoned and notified of their appt. They have not consented to electronic notification.

2. To be confirmed

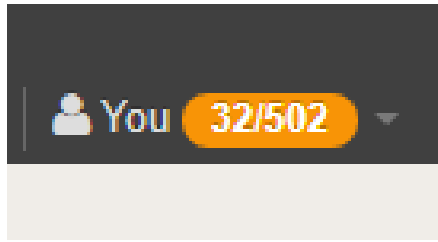
- Are there any appts coming up where the patient has not yet confirmed?
- Sort by date (click "Appointment" in header), and review any appts coming up

PRT BEST PRACTICES (TIPS & TRICKS)

- Specialist Office - Status' to be reviewed daily (or every few days)
 1. To be received
 - *These are new referrals not yet opened / reviewed.*
 2. To be confirmed
 - Did a patient call as required (ex. 1 week) prior to appt to confirm?
 3. Not booked / Waitlisted
 - Can you update any appt details for these. Waitlist sort by date sent and review?
- 1. Use filters to review all status' that need action

PRT BEST PRACTICES (TIPS & TRICKS)

- ✓ Your “unread” count is listed in your top header.



In the example above,

There are 32 “status changed” referrals out of 502 total referrals

- ✓ If the entire line is **Orange** ... there is a status change
When you log in, these will appear at the top of your pages (Scheduling, Consulting)

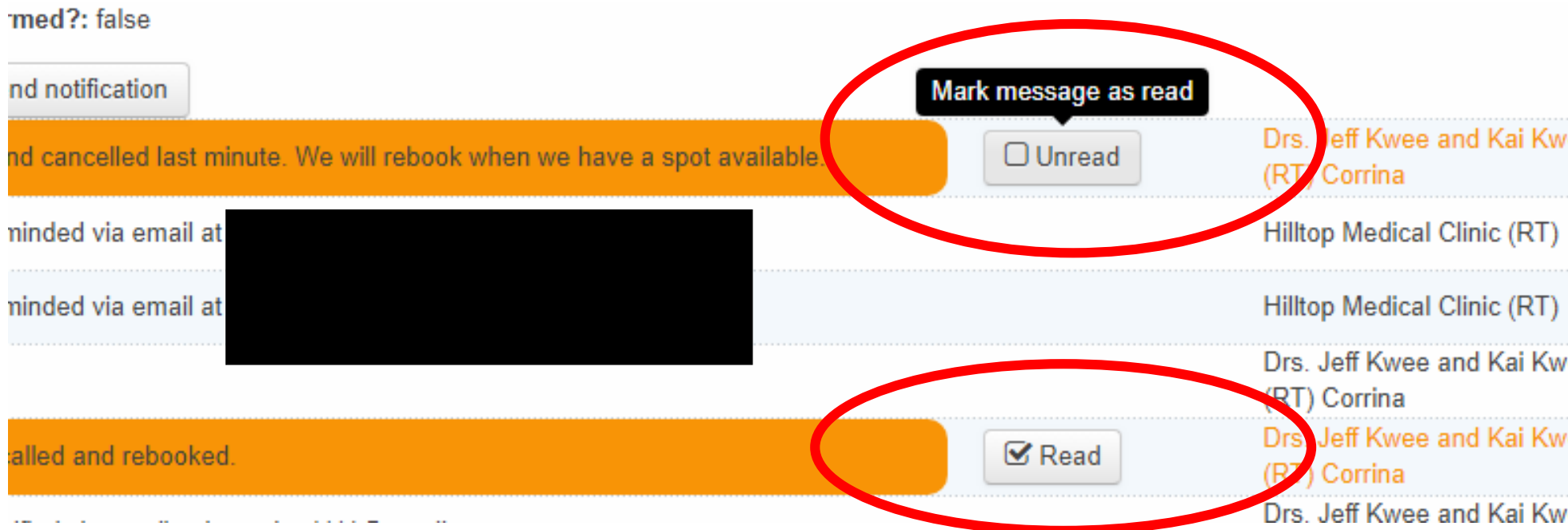
PRT BEST PRACTICES (TIPS & TRICKS)

Scheduling			Consulting	Closed				
			Patient	Referrer	Consultant	Status	Appointment	Date Sent
				Nolte, J	Kwee, K	To be confirmed	2019-05-09 9:15AM	2019-04-16
				O'Brien, F	Smit, A	Cancelled	Cancelled	2019-04-02
				Cooner, M	Kwee, J	Confirmed	2019-05-21 1:30PM	2018-11-16
				Cooner, M	Kwee, J	To be booked	Not booked	2019-04-30
				Thavarajah, R	Gustafson, K	To be booked	Not booked	2019-04-29
				Cooner, M	Wu, J	To be confirmed	2019-05-28 1:30PM	2019-04-29
				Nolte, J	Chang, E	To be booked	Not booked	2019-04-29
				Boudreau, N	Wu, J	Confirmed	2019-05-21 3:00PM	2019-04-29
				Tyrell, B	Singh, G	To be notified	2019-10-08 11:15AM	2019-04-29
				Benitez-Gomez, A	Wu, J	Confirmed	2019-05-21 8:45AM	2019-04-26
				Nolte, J	Chang, E	To be booked	Not booked	2019-04-26

PRT BEST PRACTICES (TIPS & TRICKS)

Tips

- ✓ Any messages between specialist and GP clinics must be marked as "read"



PRT BEST PRACTICES (TIPS & TRICKS)

Tracking in your EMR

- ✓ For any external provider on Pathways, add an identifier to know which GPs/Specialists are receiving / sending “pathways” referrals.

POS:	
Provider:	
Ext Prov:	<u>Dr. Edward Nien Chang - Send Via Pathways (27070): 300</u>

PRT BEST PRACTICES (TIPS & TRICKS)

Tracking in your EMR

- ✓ Currently Pathways and EMRs are not synchronized for details & data
- ✓ To ensure all tracking and coordinating is up to date:
 - ✓ GP offices can create new status' in our EMR
 - ✓ Specialist offices can identifying the appt in your bookings as received through pathways

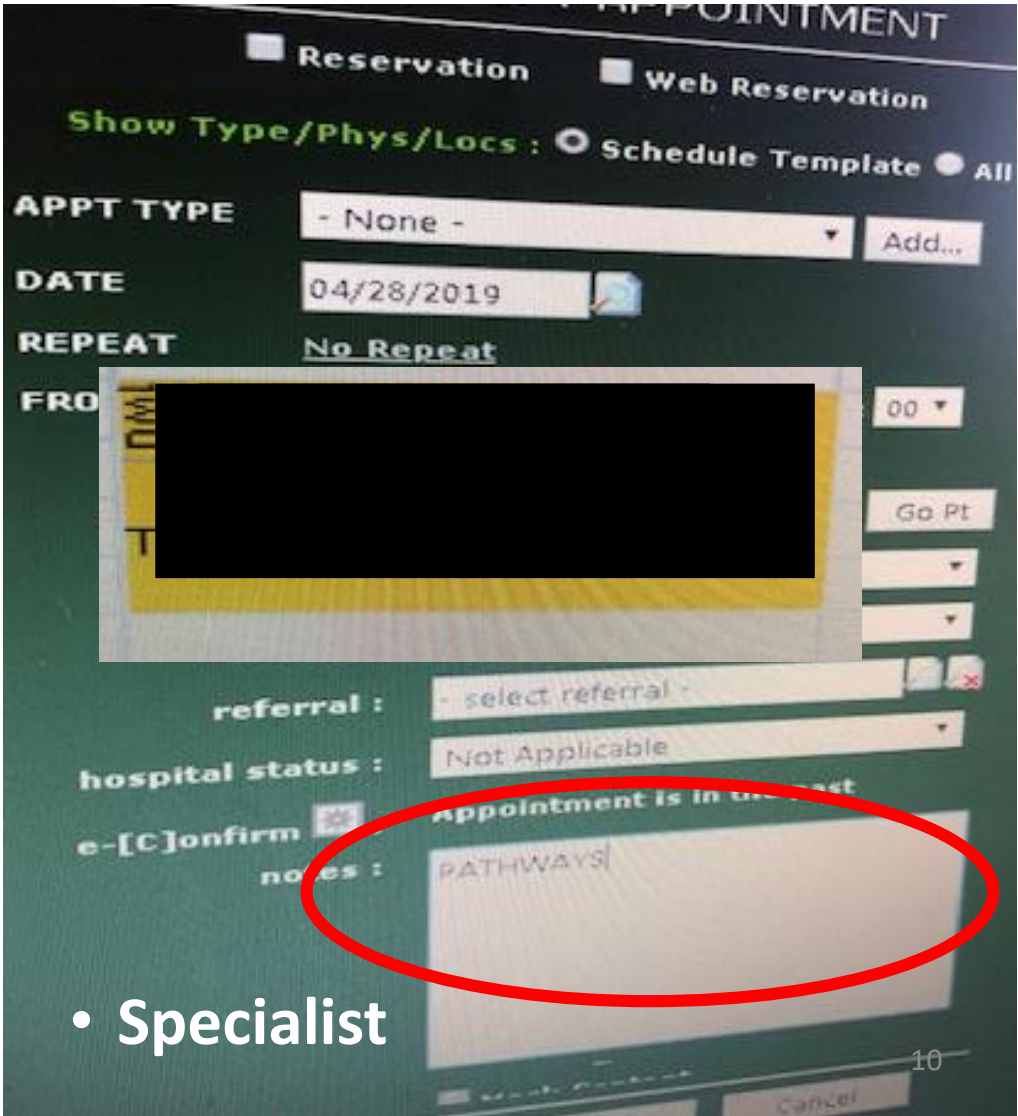
PRT BEST PRACTICES (TIPS & TRICKS)

Tracking in your EMR

- GP

Progress: OPEN SENT VIA PATHWAYS

Progress: CLOSED PT INFORMED VIA PATHWAYS



- Specialist

PRT BEST PRACTICES (TIPS & TRICKS)

- All Cancelled or Declined Referrals need to be Closed

Consultant	Status	Appointment	Date Sent
Smit, A	Cancelled	Cancelled	2019-04-02
Wu, J	Cancelled	Cancelled	2019-04-12
Wu, J	Cancelled	Cancelled	2019-04-01
Kwee, K	Cancelled	Cancelled	2019-03-26
Wu, J	Cancelled	Cancelled	2019-03-22
Wu, J	Cancelled	Cancelled	2019-03-12

Filter Referrals

Status

- Any
- Cancelled
- Confirmed
- Declined
- No show

Consultant	Status	Appointment	Date Sent
Chang, E	Declined	Not booked	2019-01-22
Kwee, J	Declined	Not booked	2019-04-15
Kwee, J	Declined	Not booked	2019-04-10
Rudnik, J	Declined	Not booked	2019-04-02
Chang, E	Declined	Not booked	2019-03-27

PRT BEST PRACTICES (TIPS & TRICKS)

- All Cancelled or Declined Referrals need to be Closed
 - Open each referral and change status to closed
 - Closing referrals needs to be done by Specialist and the GP offices, individually



- This allows you to re-direct, revise or change the referral as needed
- Update status changes within your EMR
- Once both sides have closed, this will move the referral to the closed tab.

PRT BEST PRACTICES (TIPS & TRICKS)

- After the referral appt ... (Consulting Tab)



- Specialists office will either fax directly or attach consult letter in PRT
- “Consult report sent” means the specialist has sent the consult letter and the GP office should have received it via fax
- “Consult report ready” mean the referral needs to be closed by the GP after downloading the consult report
 - GP office can also check to see if consult letter has been received in chart prior to closing
 - If it has not been received, send a message through PRT to the specialist

PRT BEST PRACTICES (TIPS & TRICKS)

- Once the referral has been sent, you can easily attach / send additional information to the specialist using



- Any referral communication between the specialist and GP offices should be done through pathways using

