

Emergency Physicians - Keeping You Informed

MEDITECH® EDM Call Back Reminders – Virtual ED Follow-up Visits

Frequently Asked Questions

- 1. How do I enter a reminder for a patient already departed?**
 - Click "New Reminder" (button on the bottom left) in the Reminders screen and enter a new reminder by filling out the required fields including the patient's account number.
- 2. What if I created a reminder for a wrong date?**
 - If the patient is not departed, uncheck the call back reminder in the patient's Depart Routine and SAVE. Then, enter a new reminder for the correct date following the How-To Guide.
 - If the patient is departed, ask the registration clerk to bring patient back to the tracker and proceed with the steps outlined in the first bullet above.
- 3. What if I created a reminder for the wrong patient?**
 - If the patient is not departed, uncheck the call back reminder in the patient's Depart Routine and SAVE. Then, enter a reminder for the correct patient following the How-To Guide.
 - If the patient is departed, ask the registration clerk to bring patient back to the tracker and proceed with the steps outlined in the first bullet above.
- 4. What if I accidentally discontinued/completed the reminder?**
 - We cannot retrieve discontinued/completed reminder. A new reminder needs to be created.
 - If the patient's name/account number is known, create a new reminder following steps in 1.
 - If the patient's name/account number is not known, run the Virtual ED Followup Reminders Report with a date range that includes the reminder date and a reminder status of discontinued/completed to find out the patient's account number and create a new reminder following steps in 1.
- 5. How come the reminder I entered for a future date is not on the list of reminders?**
 - The list of reminders will show all patient reminders up until today. Any future dated reminders will appear on the list starting on the reminder date.
- 6. Can I add additional comments into the reminder that's scheduled for a future date?**
 - No, new comments can only be added when it appears on the list of reminders on the reminder date.
- 7. Can I put in comments for the reminder without changing the status of the reminder?**
 - In general, all comments are associated to a status (using the buttons Completed/Attempted/Discontinued) on the bottom of the Reminders screen.
 - You can continue to put comments using the Attempted status to keep reminder on the list.
- 8. Where do I print a list of reminders for a specific date (Virtual ED Followup Reminders)?**
 - EDM > ED Physician Reports > EDM Physicians' Reports > Virtual ED Followup Reminders
- 9. Are the reminder comments and information available in EMR?**
 - Yes, all reminder information and comments will appear in the ED Summary Report in EMR and become part of the patient's legal record. The details of the initial reminder created in the Depart Routine will appear in the ED Departure Information.
- 10. Will the Patient Depart Packet include the reminder information?**
 - No, the Depart Packet will not include the reminder information.