Medical Outpatient Workflow v5

CREDIBLE

Medical Staff

Start

→ Runs Rx eligibility from Medication screen*

→ Views client's medication history**

→ Creates prescription & sends to pharmacy or prints

→ Enters client diagnosis

→ Lab results received

→ Pg2

Medical or Clinical Staff

Enters allergies

→ Enters initial medical profile information

Enters subsequent vital signs records using the Start New Profile button in Medical Profile screen
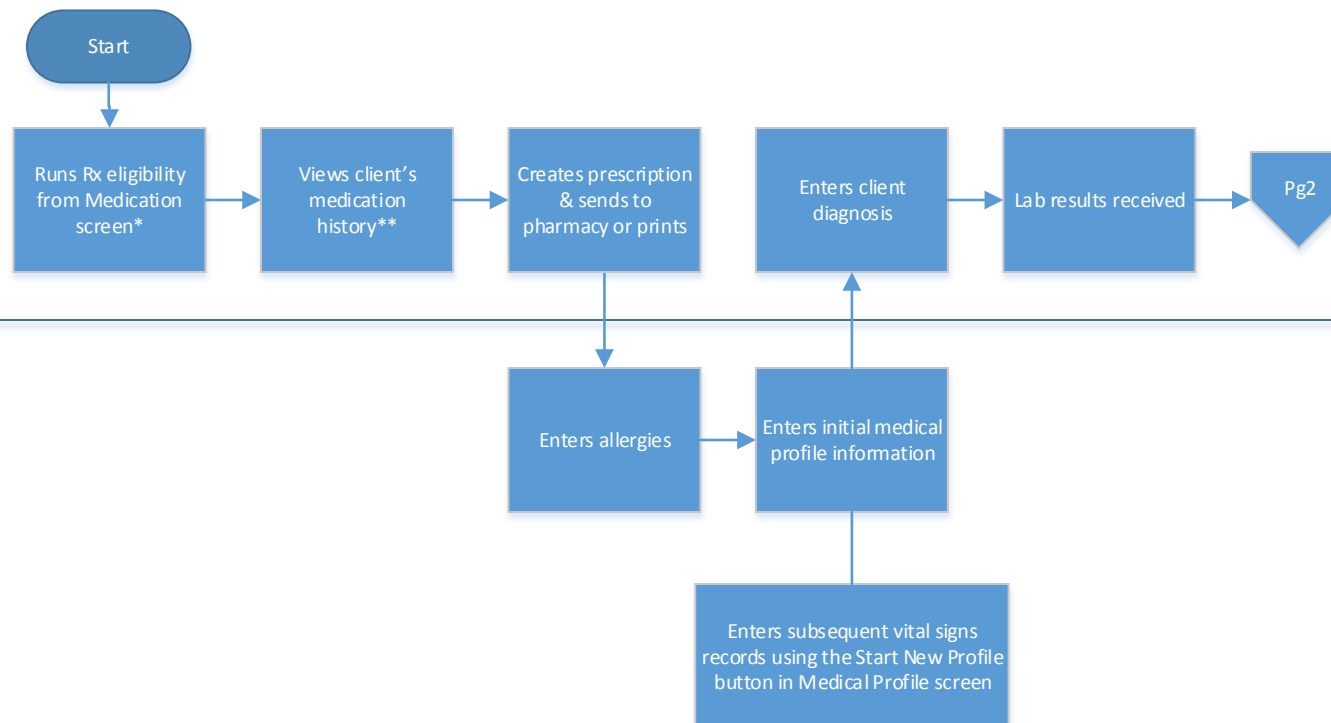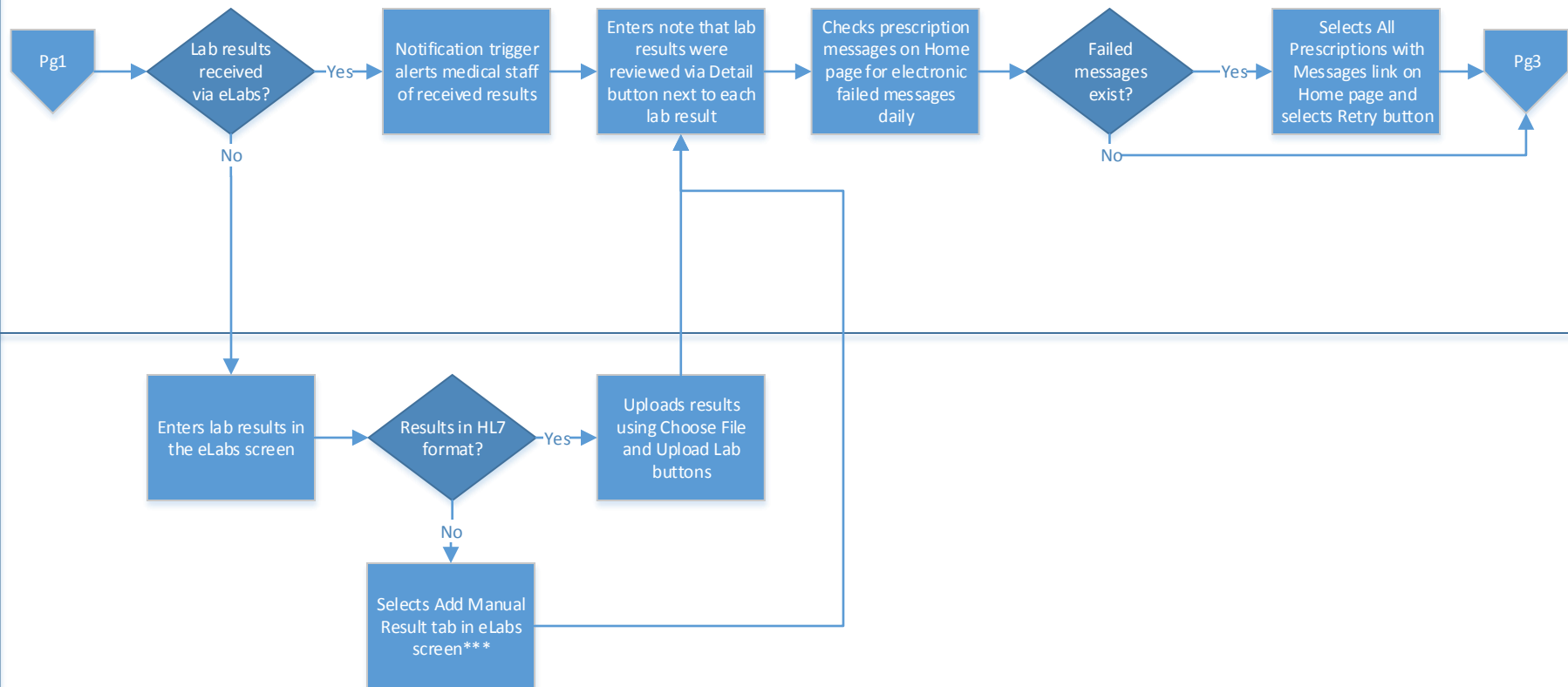

*** Rx Eligibility Key Points:**
1. These client profile fields need to be populated: First Name, Last Name, Address, City, State, Zip, Date of Birth, and Gender
2. Client needs a service with which to associate the Rx eligibility request (completed or incomplete service started in the past 24 hours or service scheduled for today or tomorrow
3. The Rx eligibility request can only be run for a client once every 72 hours
4. The prescription med name, dose & unit will display in blue font with a preferred level if the medication is on formulary & in red font if the medication is off formulary

**** Medication History Key Points:**
1. The show_pbm_medhistory client profile field must be set to Yes
2. Medication history can only be viewed after the eRx eligibility is run
3. A release of information needs to be obtained from the client to view the client's medication history
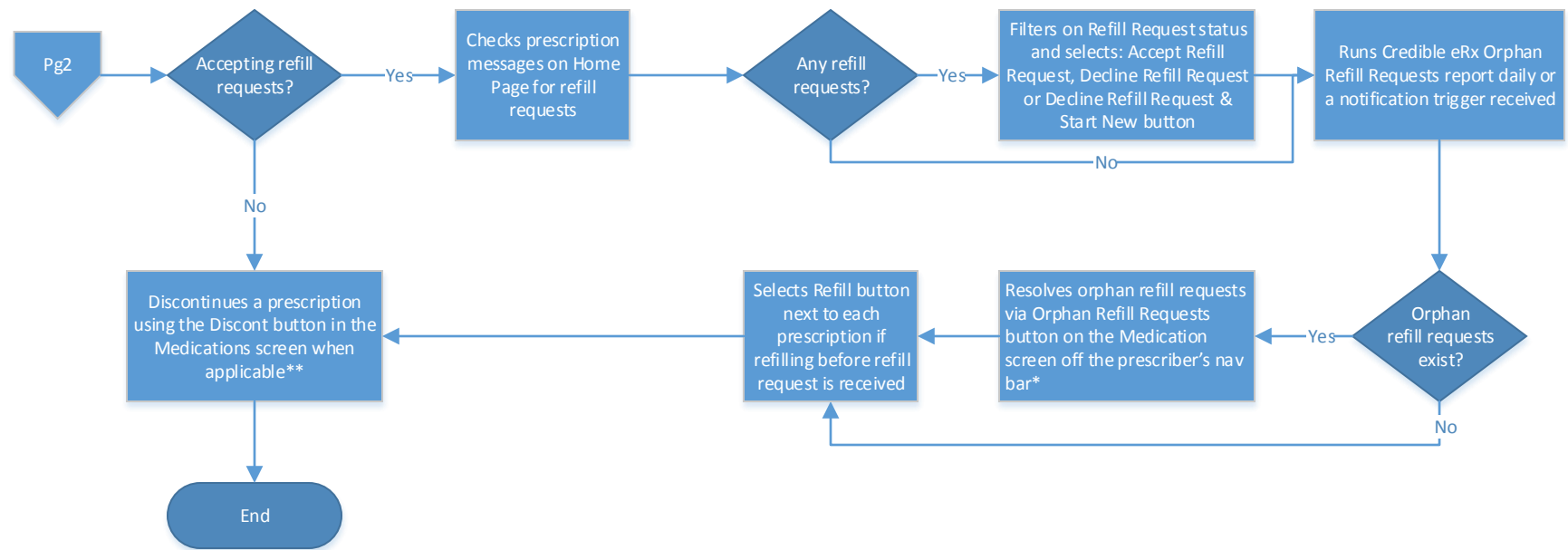
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Pg1 → Lab results received via eLabs? — Yes → Notification trigger alerts medical staff of received results → Enters note that lab results were reviewed via Detail button next to each lab result → Checks prescription messages on Home page for electronic failed messages daily → Failed messages exist? — Yes → Selects All Prescriptions with Messages link on Home page and selects Retry button → Pg3

No → (down)

Failed messages exist? — No → Pg3

Medical or Clinical Staff

Enters lab results in the eLabs screen → Results in HL7 format? — Yes → Uploads results using Choose File and Upload Lab buttons

Results in HL7 format? — No → Selects Add Manual Result tab in eLabs screen***

*** Add Manual Result for Lab Test Key Points:
1. Lab result header entered & saved. Order #, Ordered Date, Collection Date & Received Date are required fields
2, Lab results entered & saved. The Lab Picker button must be selected to search on lab test by LOINC code or Lab test name. Test Code, Test Name & Result Date are required fields
3. The hardcopy lab results can be scanned & attached using the Choose File & Attach File buttons in the Lab Results screen

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Pg2 → Accepting refill requests?

— Yes → Checks prescription messages on Home Page for refill requests → Any refill requests? — Yes → Filters on Refill Request status and selects: Accept Refill Request, Decline Refill Request or Decline Refill Request & Start New button → Runs Credible eRx Orphan Refill Requests report daily or a notification trigger received

— No (from Any refill requests?)

— No (from Accepting refill requests?) → Discontinues a prescription using the Discont button in the Medications screen when applicable** → End

Orphan refill requests exist? — Yes → Resolves orphan refill requests via Orphan Refill Requests button on the Medication screen off the prescriber's nav bar* → Selects Refill button next to each prescription if refilling before refill request is received → Discontinues a prescription...

Orphan refill requests exist? — No → Selects Refill button...

Medical or Clinical Staff

*Resolving Orphan Refill Requests Key Points:
1. Match to the client using the Select Client button or decline the refill request using the Decline (Client Unknown) button
2. Match to the medication using the Select Med button, declining is not an option

**Discontinue Prescription Key Points:
1. Medical staff to document a reason for discontinuing the medication
2. Medical or designated staff need to call to notify the pharmacy that the prescription is being discontinued so a refill request is not sent
3. Medical staff to note that a prior med is discontinued in the Additional Comments field of the Create Prescription screen if creating a new prescription to notify the pharmacy of an existing prescription being discontinued

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