

Telephone Call Encounters

Telephone encounters are a way to document when a patient calls your office and wishes to receive medical advice or information from the nursing staff or providers.

Try it Out!

Opening a Telephone Call Encounter

1. In the activity toolbar, click **Telephone Call**. If you don't have the activity in your toolbar, click **Epic-> Patient Care -> Telephone Call**.
2. Search for the patient.
3. In the pop up, click the **New** button to create a new telephone call encounter. Note- if the patient is calling back about an issue they called about earlier in the day that has not been addressed, you can locate that encounter and click **Accept** to add comments to the original encounter.
4. After clicking **New**, you will be prompted to enter the provider for the new encounter. Select the provider responsible for the patient, or click the **PCP** button. Next, click **Accept**.

Documenting in the Telephone Call Encounter

1. **Contacts**: First, document how the contact with the patient was made, by an incoming call or an outgoing call, or other. Once you choose a contact type, complete the fields that are available with the appropriate information.
 - a. **Relationship**: Choose the relationship of the person you spoke with to the patient.
 - b. **Contact Name** and **Telephone**: Complete if necessary
 - c. **Contact Comments**: Use this field to indicate hours a patient wishes to be called back, or who you can speak with if unable to reach the patient.
 - d. Click **Accept**.
2. **Reason for Call**: Document the reason for the patient call and enter any necessary patient comments.
3. **Routing**: In the routing section, enter the pool or user who you wish to send the note to.
4. **Documentation**: Document any necessary information and click **Accept**.
5. **Sign**: Sign the encounter by clicking **Sign Visit** in the sidebar and clicking **Sign Visit** in the green box that appears. Or, sign the encounter by clicking the **X** in the tab next to the patient's name at the top.

