

Documenting Patient Notes



Beth Israel Lahey Health



Documentation Standard

Beth Israel Lahey Health

✓	Consistent, Current, Complete
✓	Caregiver Communication Easy to Understand
✓	Detailed for Continuity of Patient Care
✓	Ensures Correct Revenue Levels for Services Provided





REMINDERS

- Note Bloat - Notes are faxed out and could be high volumes of pages.
- Cloning of Notes - Copying and pasting of notes carries with it risks of inaccurate or outdated information. Update information accordingly which is pertinent to the time of the entry.
- Correct Work Types - Use the correct work type as there are different elements needed for each type of note to ensure proper coding and billing.
- Elements Within a Note Type - Keep all headers in for compliance and billing.
- Dates of Service - When your notes are being created, the DOS reflects accordingly to the link.
- Selecting the Correct Encounter

Dragon Related:

- Prohibited Verbiage - Not allowed per Lahey Legal Department
- Examples: Voice recognition used in this note
Syntax errors may occur
Voice recognition software was used in the production of this note



Documenting Patient Notes

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Notes

+ Create Note
Blank Note

My Note

☐ Cosign Required

★
B
abc
+
Insert SmartText

↔
↔
↔
↔
↔
↔
↔
↔

Subjective:

Paulina Graphite is a 37 y.o. female who presents for evaluation of abdominal pain. Onset was 4 day ago. Aggravating factors: alcohol. Alleviating factors: aspirin. Associated symptoms: chills. The patient denies fe. The following portions of the patient's history were reviewed and updated as appropriate: allergies, current i

Review of Systems

All other systems were reviewed and are negative except for: Respiratory: positive for cough

Objective:

There were no vitals taken for this visit.

General Appearance: Alert, cooperative, no distress, appears stated age
Head: Normocephalic, without obvious abnormality, atraumatic
Eyes: PERRL, conjunctiva/corneas clear, EOM's intact, fundi benign, both eyes
Ears: Normal TM's and external ear canals, both ears
Nose: Nares normal, septum midline, mucosa normal, no drainage or sinus tenderness
Throat: Lips, mucosa, and tongue normal; teeth and gums normal
Neck: Supple, symmetrical, trachea midline, no adenopathy; thyroid: no enlargement/tenderness/nodules; no carotid bruit or JVD
Back: Symmetric, no curvature, ROM normal, no CVA tenderness
Lungs: Clear to auscultation bilaterally, respirations unlabored
Chest Wall: No tenderness or deformity
Heart: Regular rate and rhythm, S1 and S2 normal, no murmur, rub or gallop
Breast Exam: No tenderness, masses, or nipple abnormality
Abdomen: Soft, non-tender, bowel sounds active all four quadrants,

✓	Epic "SmartText" Tools
✓	Epic NoteWriter
✓	Dictation: <ul style="list-style-type: none"> <input type="checkbox"/> Telephone <input type="checkbox"/> Dragon in Epic





SmartText Tools

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New Note

Type: Discharge Summ Service: Date: 12/28/2012 Time: 11:23 AM

☐ Cosign Required

Insert SmartText

Physician Discharge Summary

Admit date: 10/9/2006

Discharge date and time: No discharge date for patient encounter.

Admitting Physician: Attending Physician Inpatient, MD

Discharge Physician: Inpatient Attending Physician

Admission Diagnoses: Chest Pain

Discharge Diagnoses: ***

Admission Condition: serious

Discharged Condition: [condition:18240]

Indication for Admission: ***

Hospital Course: ***

Consults: GI and nephrology

Significant Diagnostic Studies: {diagnostics:18242}

good
fair
poor
stable
serious
critical

Pend Share Sign Cancel

✓	SmartPhrase
✓	SmartLinks
✓	Wild Cards
✓	SmartLists



SmartText Tools - SmartPhrase

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SmartPhrase

A Smartphrase contains common statements or template layouts that can be pulled into the note.

Simply type **.aaa** (dot command) within the note and your SmartPhrases will be pulled into the section of the note.



SmartPhrase - Templates

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Template Creation

- ☐ Complete and Accurate
- ☐ Important to create with the HIM Compliance Headers for each Note Type
- ☐ Follow Template Guidelines within the BILH policies



SmartText Tools - SmartLinks

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SmartLinks

Automatically “links” or pulls in pre-existing data from other sources in Epic



SmartText Tools - Wild Cards

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Wild Cards

A placeholder inside the note.

This is where Dragon or typing can be used.



SmartText Tools - SmartLists

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SmartLists

“Pull down” list of values that can be added to the note.

Create your own values.



Epic “NoteWriter”

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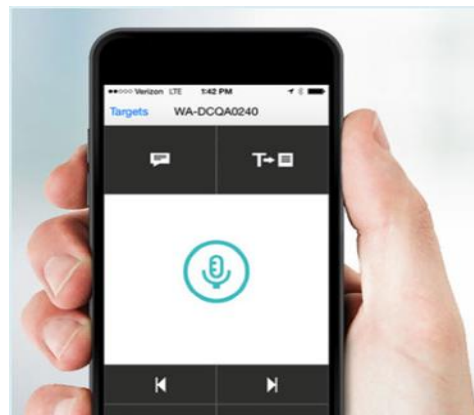


As you click on the NoteWriter screen buttons, data will populate into the Patient Note screen.



Dictation Choices

✓	Telephone Dictation
✓	Powermic Mobile
✓	Dragon in Epic Dictation



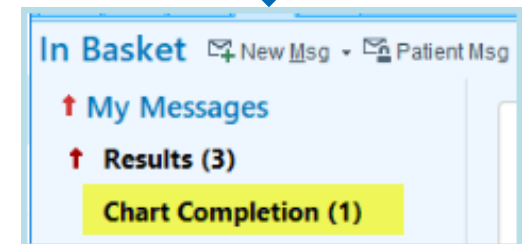


Telephone - Dictation

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How it works:

- ❑ Provider dictates into a phone which produces a recorded file. 24 hour TAT
- ❑ A transcriptionist types up the note and posts it into the provider's Epic 'In Basket' for review
- ❑ Providers goes into the Epic 'In Basket' option to review, edit and sign the note

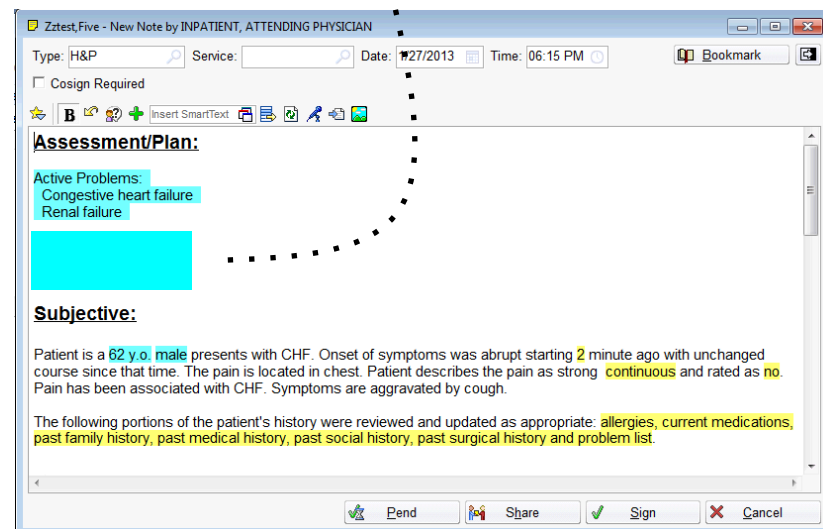




Dragon in Epic - Dictation



- ✓ Integrated with the Epic application
- ✓ How it works:
 - ✓ Click on the Dragon button
 - ✓ Establish position of Text field
 - ✓ Speak into the Dragon Microphone
 - ✓ Text appears on the note
- ✓ Voice commands are available to navigate through Epic screens





Dragon in Epic - Benefits



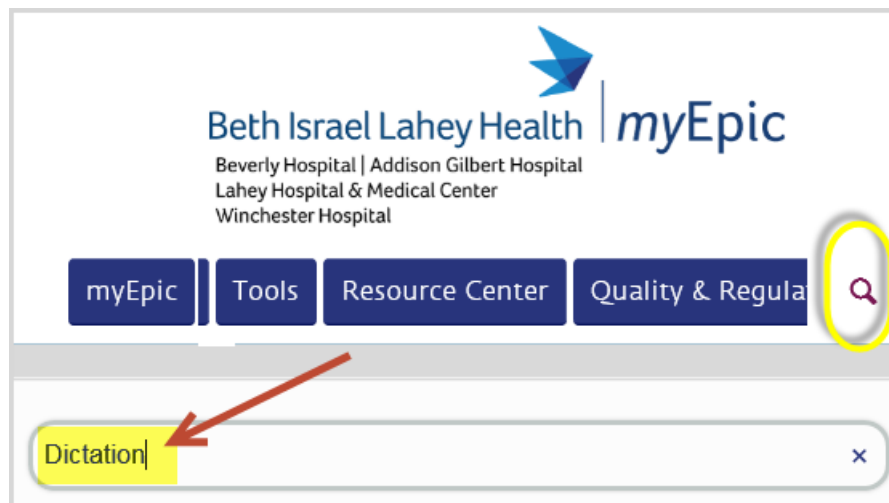
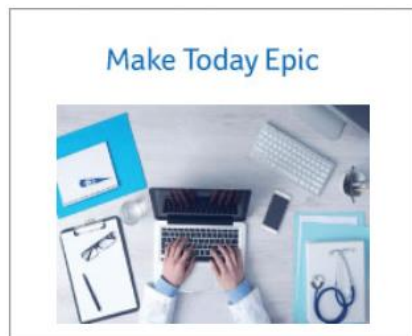
- ✓ Reduce your documentation time
- ✓ Maximize your Patient Time
- ✓ Notes are available immediately for provider to provider services
- ✓ Completed Notes: Review and Sign





Documentation – Tip Sheets & Video

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	TITLE (CLICK TO VIEW)	DESCRIPTION
	Dragon - Train Your Dragon	Learn how to train your Dragon. Steps to take if any words(s) or phrase(s) do not type out correctly. Train it once and going forward, it will do as you say.
	Dragon - Using Punctuation	Speaking punctuation while dictating with Dragon... helps Dragon understand your sentences and improves Dragon accuracy



Contact Physician Support Services
for set up and training

	Dictation Method	Phone / Email
✓	Telephone Dictation	781-744-8939
✓	Powermic Mobile	Dragontraining@lahey.org
✓	Dragon in Epic Dictation	Dragontraining@lahey.org