Documenting Patient Notes

Beth Israel Lahey Health

Documentation Standard

✓	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- Cloning of Notes - Copying and pasting of notes carries with it risks of inaccurate or outdated information.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

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✓	Epic "SmartText" Tools
✓	Epic NoteWriter
✓	Dictation: ❑ Telephone ❑ Dragon in Epic

SmartText Tools

SmartText Tools - SmartPhrase

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

✓	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

✓	SmartLists
"Pull down" list of values that can be added to the note. Create your own values.	

Epic "NoteWriter"

✓ | 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
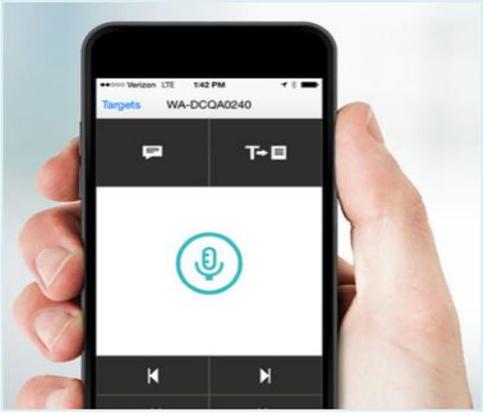
Telephone - Dictation

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

In Basket ✉ New Msg ▾ ✉ Patient Msg
 ↑ My Messages
 ↑ Results (3)
 Chart Completion (1)
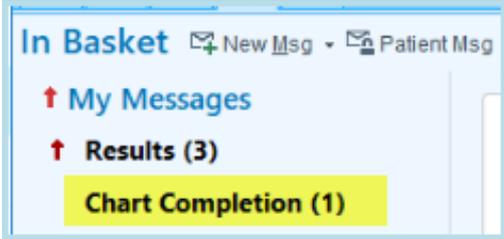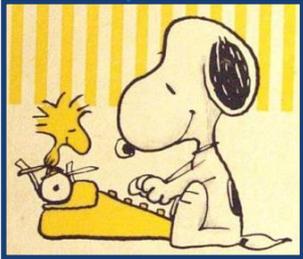
Dragon in Epic - Dictation
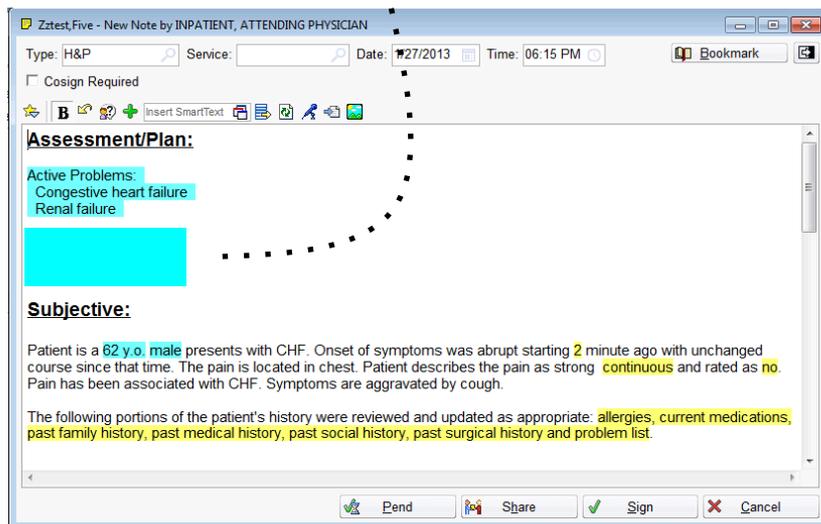
✓ Integrated with the Epic application

✓ 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

Make Today Epic

Beth Israel Lahey Health | myEpic

Beverly Hospital | Addison Gilbert Hospital
Lahey Hospital & Medical Center
Winchester Hospital

myEpic | Tools | Resource Center | Quality & Regula | 🔍

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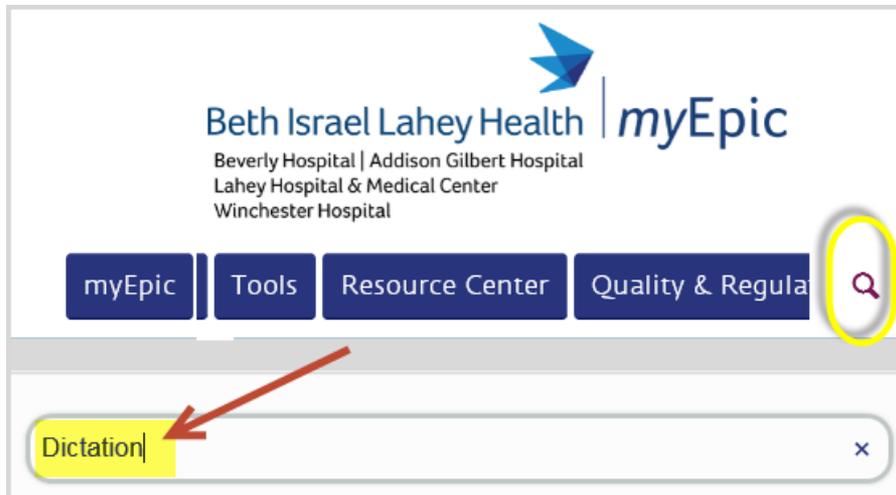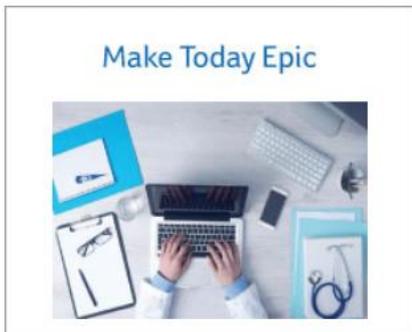
|	TITLE (CLICK TO VIEW)	DESCRIPTION
📄	Dragon - Train Your Dragon	Learn how to train your Dragon. Steps to take if any words(s) or phrase(s) do not type out correctly. Train it once and going forward, it will do as you say.
📄	Dragon - Using Punctuation	Speaking punctuation while dictating with Dragon...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

Getting Help

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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