

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- Cloning of Notes - Copying and pasting of notes carries with it risks of inaccurate or outdated information.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



Documenting Patient Notes

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Notes

+ Create Note | 1 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 febrile. The following portions of the patient's history were reviewed and updated as appropriate: allergies, current medications.

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

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

	<h2>SmartPhrase</h2>
<p>A Smartphrase contains common statements or template layouts that can be pulled into the note.</p>	
<p>Simply type .aaa (dot command) within the note and your SmartPhrases will be pulled into the section of the note.</p>	



SmartPhrase - Templates

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	<h2>Template Creation</h2>
<ul style="list-style-type: none"><input type="checkbox"/> Complete and Accurate<input type="checkbox"/> Important to create with the HIM Compliance Headers for each Note Type<input type="checkbox"/> 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.

The screenshot displays the Epic NoteWriter interface. On the left, the 'Physical Exam' section is active, showing various system categories like Constitutional, HENT, Eyes, Neck, Cardiovascular, Pulmo/Chest Wall, Abdominal, Genitourinary/Anorectal, Musculoskeletal, Neurological, and Skin. Each category contains a list of clinical findings with checkboxes and dropdown menus. Two red boxes with the text "click" are positioned over the 'Respiratory distress' and 'Tenderness' buttons in the Pulmo/Chest Wall and Abdominal sections, respectively. On the right, the 'Patient Note' window is open, showing a 'New Note' form. The form includes fields for Service, Date (12/27/2012), and Time (04:32 PM). Below these fields, a text area contains the following text:

BP 120/75 | Pulse 88 | Temp(Src) 99 °F (37.2 °C) (Oral) |

Resp 20 | Ht 5' 8" (1.727·m) | Wt 120 lb (54.432 kg) | BMI

18.25 kg/m2 | SpO2 94%

Physical Exam

Nursing note and vitals reviewed.

Pulmonary/Chest: He is in respiratory distress. He has

wheezes.

Abdominal: There is tenderness.

Neurological: He is alert.

Skin: Skin is warm and dry.

Psychiatric: He has a normal mood and affect. Judgment

and thought content normal.

Assessment/Plan:

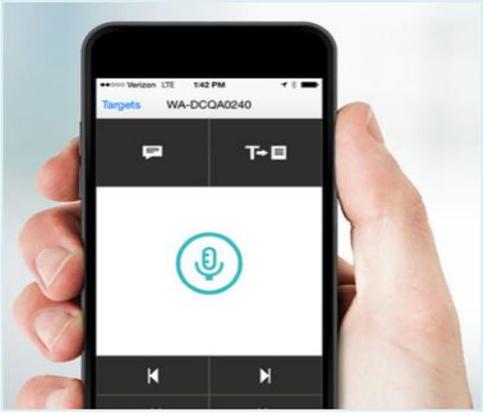
Active Problems:

At the bottom of the note window are buttons for 'Pend', 'Share', 'Sign', and 'Cancel'. Dotted lines connect the 'click' boxes to the corresponding text in the note, illustrating the data flow.



Dictation Choices

✓	Telephone Dictation
✓	Powermic Mobile
✓	Dragon in Epic Dictation





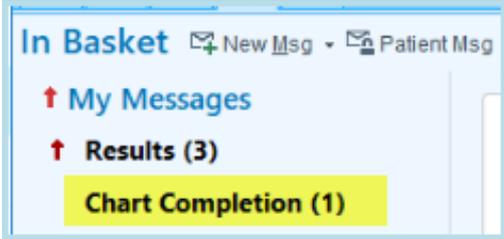
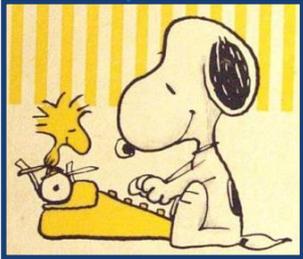
Telephone - Dictation

How it works:

- ❑ Provider dictates into a phone which produces a recorded file. 24 hour TAT

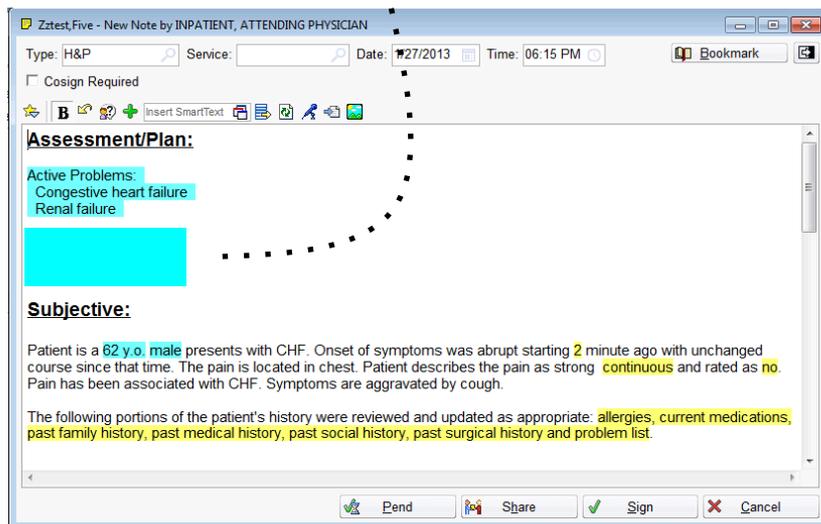
- ❑ A transcriptionist types up the note and posts it into the provider's Epic 'In Basket' for review

- ❑ Providers goes into the Epic 'In Basket' option to review, edit and sign the note





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



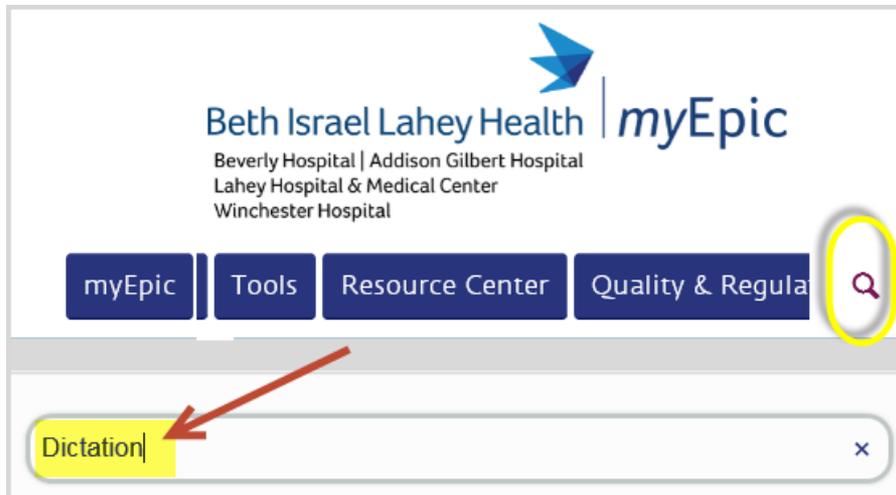
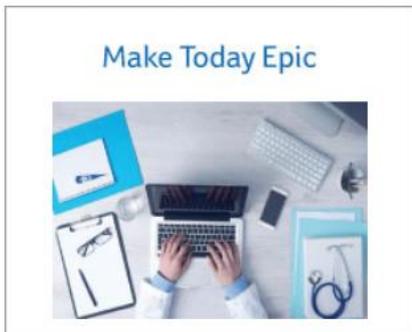
- ✓ Reduce your documentation time
- ✓ Maximize your Patient Time
- ✓ Notes are available immediately for provider to provider services
- ✓ Completed Notes: Review and Sign





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