

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





Documenting Patient Notes

Beth Israel Lahey Health

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"/> Epic Partial Dictation <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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- 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, typing, or partial dictation can be used.



SmartText Tools - SmartLists

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Pend Share Sign Cancel

✓	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 organ 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. 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%". Below this, the text "Physical Exam" is followed by "Nursing note and vitals reviewed." and then "Pulmonary/Chest: He is in respiratory distress. He has wheezes." Below this, "Abdominal: There is tenderness." and "Neurological: He is alert." are visible. The text "Skin: Skin is warm and dry." and "Psychiatric: He has a normal mood and affect. Judgment and thought content normal." are also present. At the bottom of the text area, "Assessment/Plan:" and "Active Problems:" are visible. The interface includes various icons for actions like 'Pend', 'Share', 'Sign', and 'Cancel'.



Dictation Choices

✓	Telephone Dictation
✓	Epic Partial Dictation
✓	Dragon in Epic Dictation

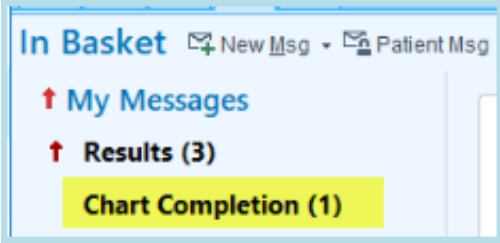




Telephone - Dictation

How it works:

- ❑ Provider dictates into a phone which produces a recorded file
- ❑ 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

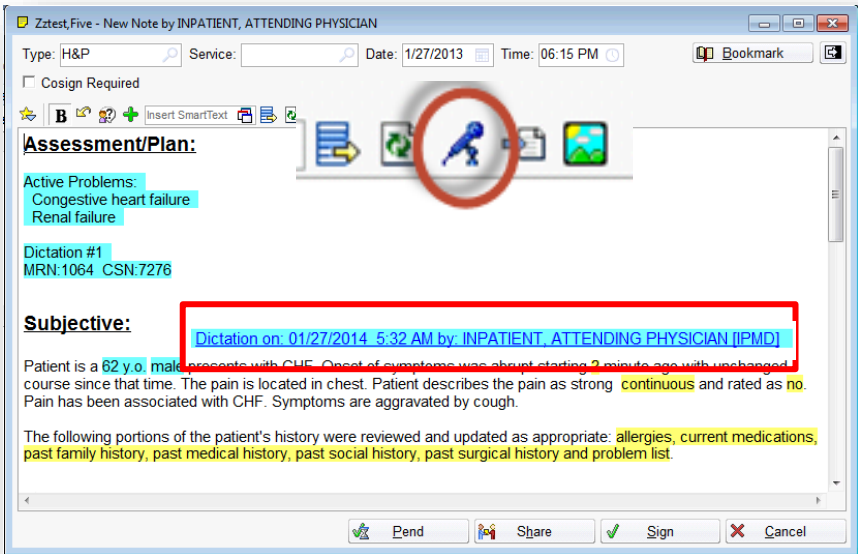




Epic Partial - Dictation

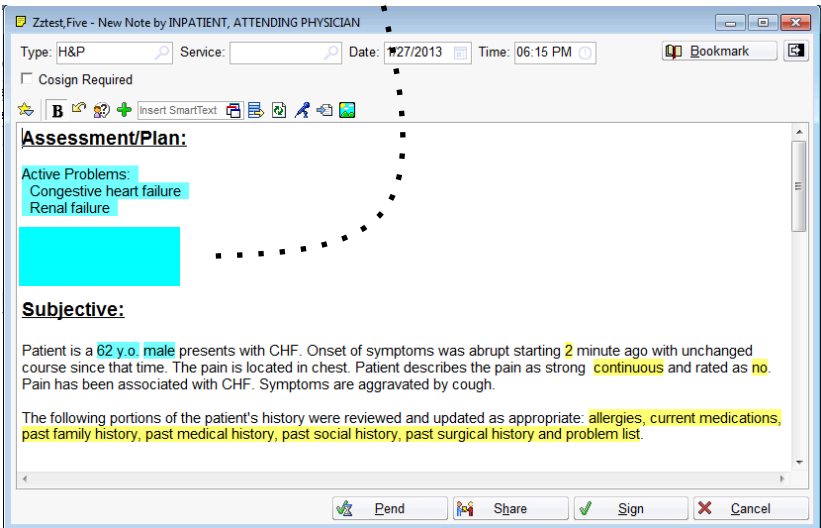
How it works:

- The majority of the Epic note is populated by SmartTools.
- Provider clicks on the [blue](#) microphone to begin recording.
- The provider dictates into a microphone that is connected to the computer.
- A recording link is inserted into the note.
- The recording is sent to a transcriptionist who generates future typed sections of the note.
- The provider's In Basket is updated with finished, typed notes for review/edit/signature.





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



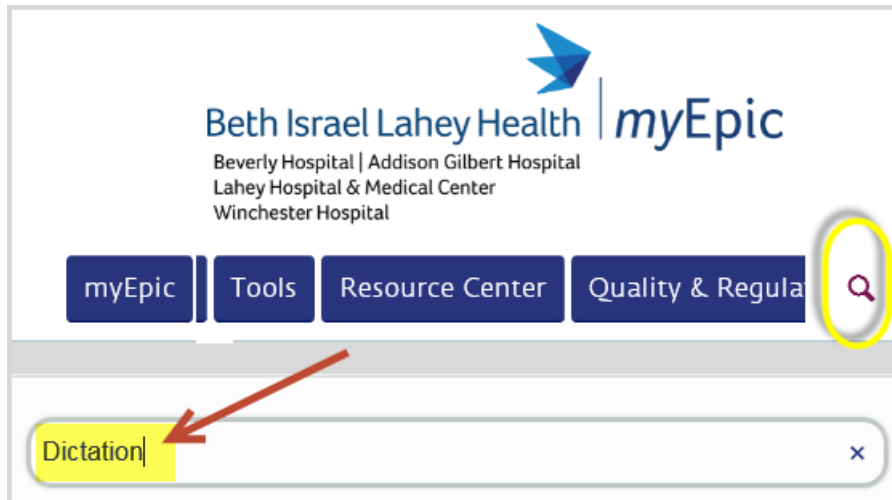
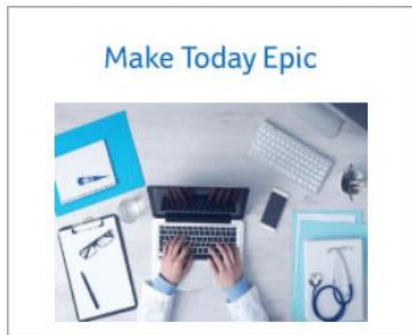
- ✓ Reduce your documentation time
- ✓ Maximize your Patient Time
- ✓ Notes are available immediately for provider to provider services
- ✓ Completed Notes: Review and Sign





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
	Partially Dictate in Epic	Perform a partial dictation for transcription in Epic.

Contact Physician Support Services

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