Epic | Downtime Follow-up Instructions for Charting

Thank you for your exceptional work during downtime procedures. Your efforts ensured that our patients received the high quality care they are accustomed to, even in the presence of a technical challenge. The following instructions are for Community Healthcare Teams that conducted patient encounters during downtime procedures.

Instructions:

1. **Progress Notes**
   - For encounters where HPI and other documentation were recorded on to physical paper progress note:
     - Clinic staff to upload the progress note paper form to Epic (Label appropriately and send to HIM)
     - Clinic staff to enter vitals, screening, etc. into Epic
     - HPI/Assessment/Plan are <u>not required to be manually entered by the provider</u> into Epic if the <u>documentation is present and legible</u> on the progress note paper form

       - **In place of a full progress note, enter a progress note into Epic with the following contents: "See scanned progress note dated XX/XX/2020."**

   - Note: If documentation requirements were not satisfied utilizing the progress note paper form, the encounter progress note will require full manual entry into Epic
   - Note: Complete attestation prompt if applicable to encounter

2. **Diagnoses**
   - Enter ICD-10 diagnoses codes into Epic for topics documented on progress note paper form

3. **Orders**
   - Enter all orders into Epic with appropriate settings if possible (dates, location, etc.)
   - <u>Note</u>: Entering orders will allow for resulting back into Epic for future review
   - Instruct clinic support staff to enter Point of Care (POC) testing results to corresponding orders
   - Associate orders to corresponding diagnoses
   - Communicate orders with clinic support staff for patient outreach and instructions

4. **Referrals**
   - Enter all referrals and eConsults into Epic
   - <u>Note</u>: Entering referral and eConsult requests will allow for specialty reviewer dialogue to result back into Epic for future review
   - Communicate referrals and eConsults with clinic support staff for patient outreach and instructions

5. **Prescriptions**
   - Enter any prescriptions remaining from during downtime procedures into Epic
   - Communicate prescriptions status (transmitted to pharmacy, printed, etc.) with clinic support staff for patient outreach and instructions

6. **Level of Service**
   - Apply appropriate level of service

7. **Sign and Close Encounter**