

Between Visit Encounters are created to document contact with a patient, send communication messages regarding patient to other staff in the practice, as well as systemwide, and to place orders for a patient outside of an office visit.

## Creating Between Visit Encounters

### ➤ From Message Center

**STEP 1:** Click the **Communicate** button to open a new message.



**STEP 2:** Type the patient's name in the **Patient** field and click the binoculars to search.

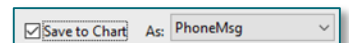


**STEP 3:** When the search window opens, select the correct patient in the top field.

**NOTE:** Do not select an encounter in the bottom field. By selecting the patient's name in the top field, and clicking OK, this will create a Between Visit Encounter.

- When the Between Visit Encounter is created, a FIN number will generate. Look for the **Between Visit** location in the banner bar and encounter selection pane.
- The patient's name populates in the **Patient** and **Caller** boxes and their phone number populates the **Caller #** box.

**STEP 4:** Save to chart by clicking the box in front of **Save to Chart** as **PhoneMsg**.



**STEP 5:** Add a **Subject** (i.e., the reason for the patient contact).

**STEP 6:** Use the body of the message to document the detail of patient contact.

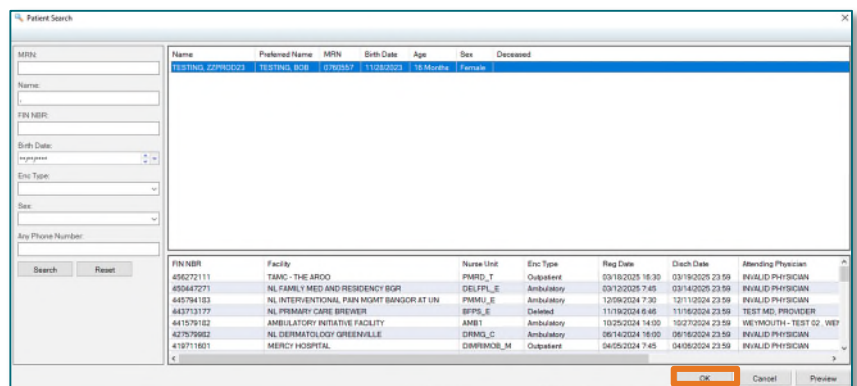
**NOTE:** If a patient calls on the same day of a visit, create a phone note using the FIN number of that day's visit.

### ➤ From a Patient Chart – Request from Another Internal Location

**STEP 1:** From the patient chart click the dropdown arrow on the **Communicate** button to open a new message.

**STEP 2:** Click the **binoculars** at end of patient field.

**STEP 3:** The **Patient Search** will pop up. Once you have the patient's name highlighted click **OK**. This ensures the orders will be associated with the correct location. Do **NOT** click an encounter.



The Patient Search window displays a table of patient information. The table has columns for Name, Preferred Name, MRN, Birth Date, Age, Sex, and Deceased. The first row is highlighted.

Name	Preferred Name	MRN	Birth Date	Age	Sex	Deceased
1527862 ZPPH0223	TESTING, BOB	0700157	11/05/2023	16 Months	Female	Deceased

Below the table, there are fields for FIN NBR, Facility, Nurse Unit, Enc Type, Reg Date, Check Date, and Attending Physician. The first row of data is highlighted.

FIN NBR	Facility	Nurse Unit	Enc Type	Reg Date	Check Date	Attending Physician
456272111	TAMU - THE ARCO	PNRD_1	Outpatient	03/16/2025 16:30	03/19/2025 23:59	INVALID PHYSICIAN
456447271	NL FAMILY MED AND RESIDENCY BGR	DELFTL_E	Ambulatory	03/12/2025 7:45	03/14/2025 23:59	INVALID PHYSICIAN
445794183	NL INTERVENTIONAL PAIN MGMT BANGOR AT UN	PRMU_E	Ambulatory	12/09/2024 7:30	12/11/2024 23:59	INVALID PHYSICIAN
443733177	NL PRIMARY CARE BREWER	BPPL_E	Outpatient	11/19/2024 8:45	11/19/2024 23:59	TEST MD, PROVIDER
441759182	AMBULATORY INITIATIVE FACILITY	AMBI1	Ambulatory	10/25/2024 14:00	10/27/2024 23:59	NEWYOUTH - TEST G2, WEP
427579982	NL DERMATOLOGY GREENVILLE	DRMG_C	Ambulatory	06/14/2024 16:00	06/16/2024 23:59	INVALID PHYSICIAN
419711801	MERCY HOSPITAL	DIRMOR_B	Outpatient	04/25/2024 7:45	04/26/2024 23:59	INVALID PHYSICIAN

At the bottom of the window, there are buttons for Search, Reset, OK, Cancel, and Preview.

**NOTE:** This process can be used when someone from outside sends a message requesting an order. Orders cannot be launched from the message received as it will not populate in the multi-patient task list and will be associated with the location the message was sent on.

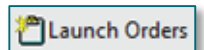
- Back on the message, click the **Launch Orders** button, this opens the orders window. Place and sign orders as appropriate.

**NOTE:** Following this workflow will save from putting in the order again and prevent the order from getting lost.

## Entering Orders

**NOTE:** Dahl-Chase orders cannot be created from an in-between visit encounter. Place those orders from an established FIN associated with the practice.

**STEP 1:** Use the **Launch Orders** button in the upper-right corner of the window.



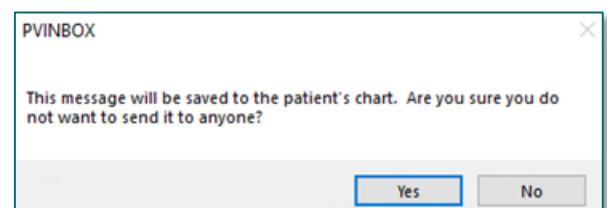
**STEP 2:** Add orders using the normal workflow.

**STEP 3:** After **Signing** orders, the **New Message** window will display again with the new order information displayed in the body of the message.

- Additional information can be entered into the body of the message if context is needed for entering orders.

**STEP 4:** Click **Send**.

**NOTE:** If the message does not need to be sent to a message pool or staff member and only needs to be saved to the chart, click **Yes** in the pop-up window.



➤ The Between Visit Encounter is now added to the patient chart.

## Sending a Request to Another Internal Provider Outside of Current Location

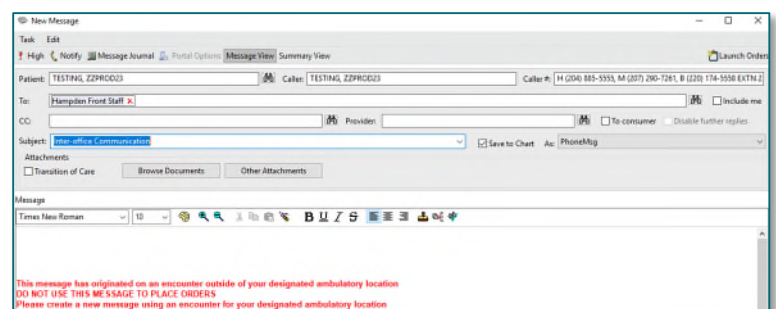
Within the new message window.

**STEP 1:** Search for the appropriate pool or person to send the request in the **To:** field.

**STEP 1:** Click the **Subject** dropdown and select **Inter-office Communication**.

**STEP 2:** **Send** message.

**NOTE:** The provider will see this communication and know to create a new in between note.



## Creating a Phone Note

Within the new message window.

**STEP 1:** Search for the appropriate pool or person to send the request in the **To:** field.

**STEP 2:** Click the **Subject** dropdown and select **MSG Phone Note**.

- The body of the message updates to reflect information about the patient's concerns, their provider, and best time to call the patient back.
- Complete the fields in the message as appropriate and type additional information if necessary.

**STEP 3:** **Send** message.

- Message will populate to the appropriate person's or pool's message center for further action.

**NOTE:** Several other subject dropdowns are available.

