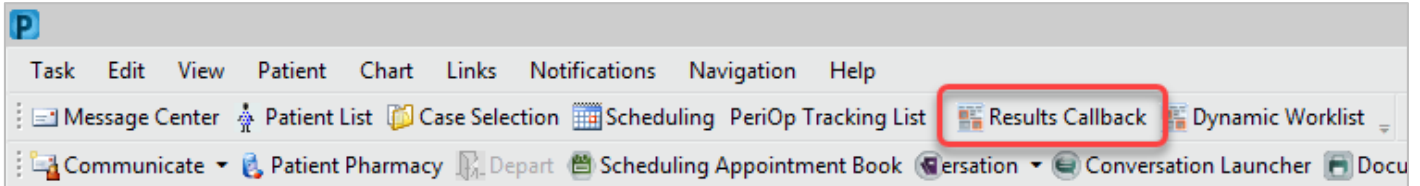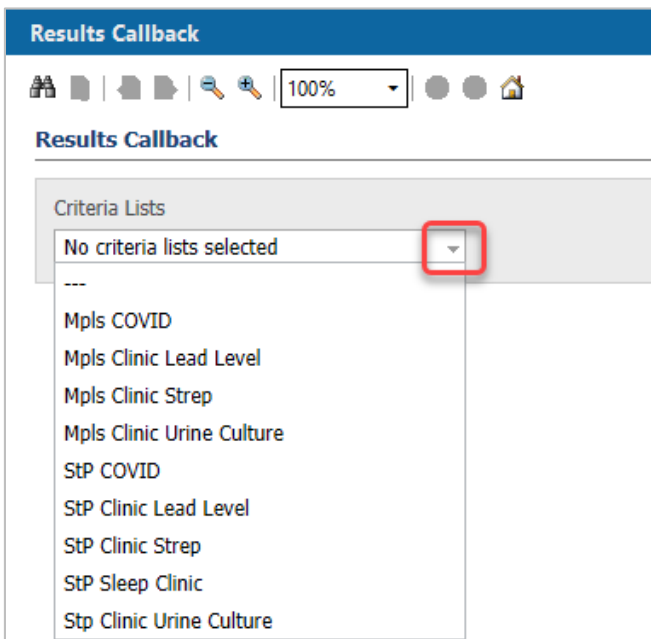# Results Callback Instructions

The Results Callback worklist tracks patients requiring follow-up and facilitates communication between all the clinicians involved in the callback process.
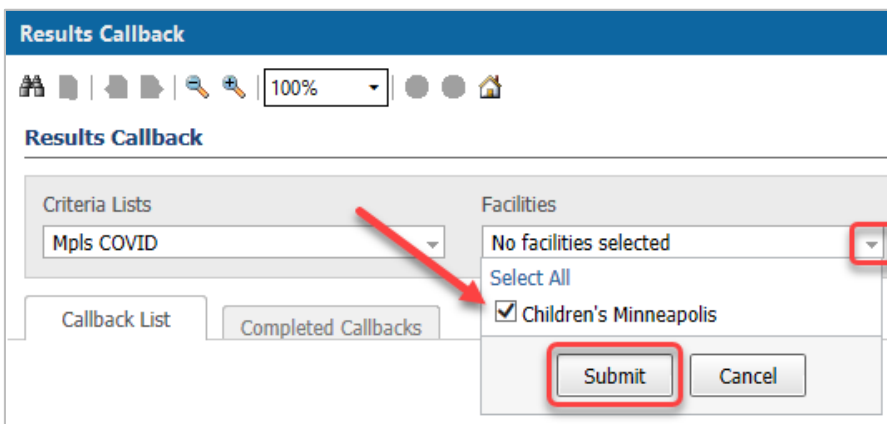
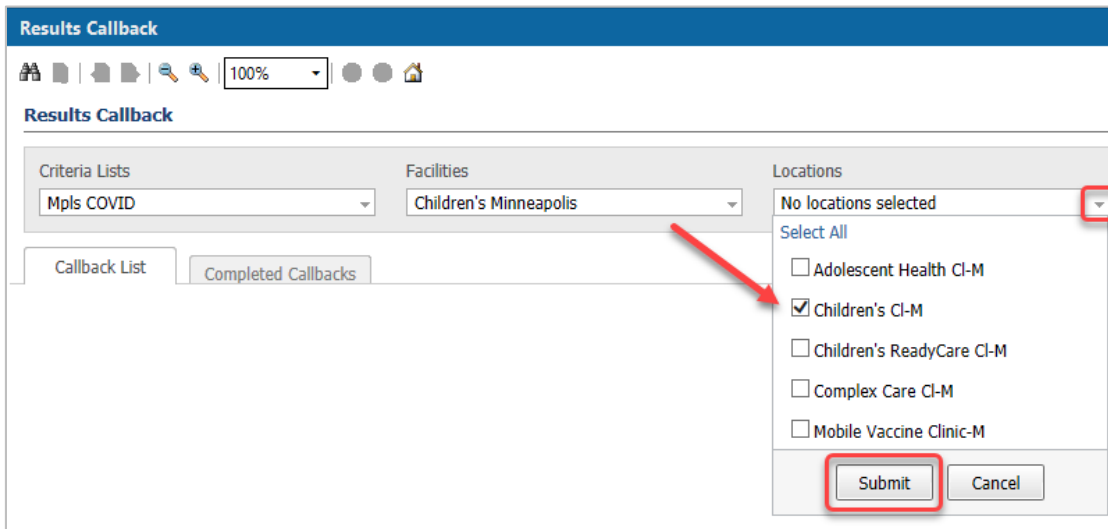1. Click **Results Callback** from the tool bar.

2. Click the **Criteria Lists** drop-down and select the appropriate result list.


3. Click the **Facilities** drop-down, select the appropriate facility, then click **Submit**.

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4. Click the **Locations** drop-down, select the location, then click **Submit**.

5. Click the **Update List** button to display the Callback List based on the criteria selected.
Note: The next time Results Callback is opened, it will display the last opened list.
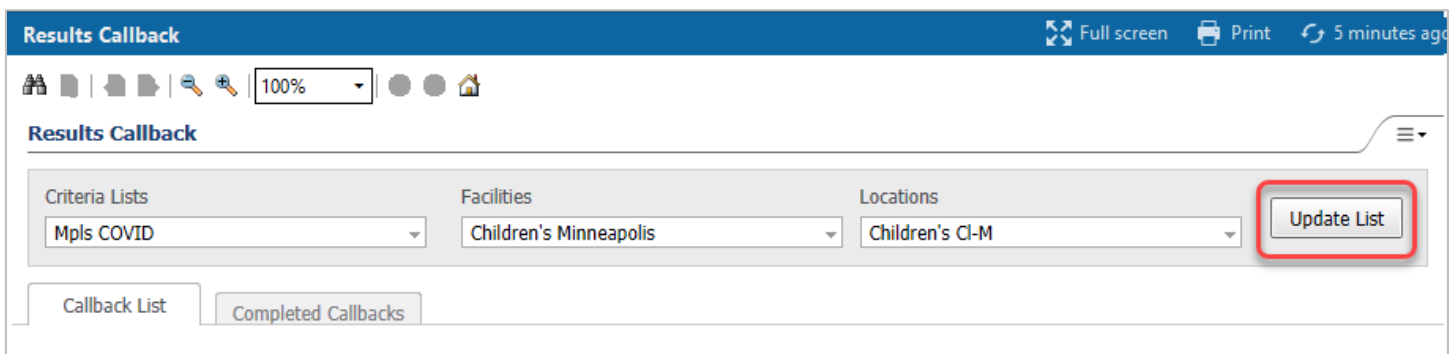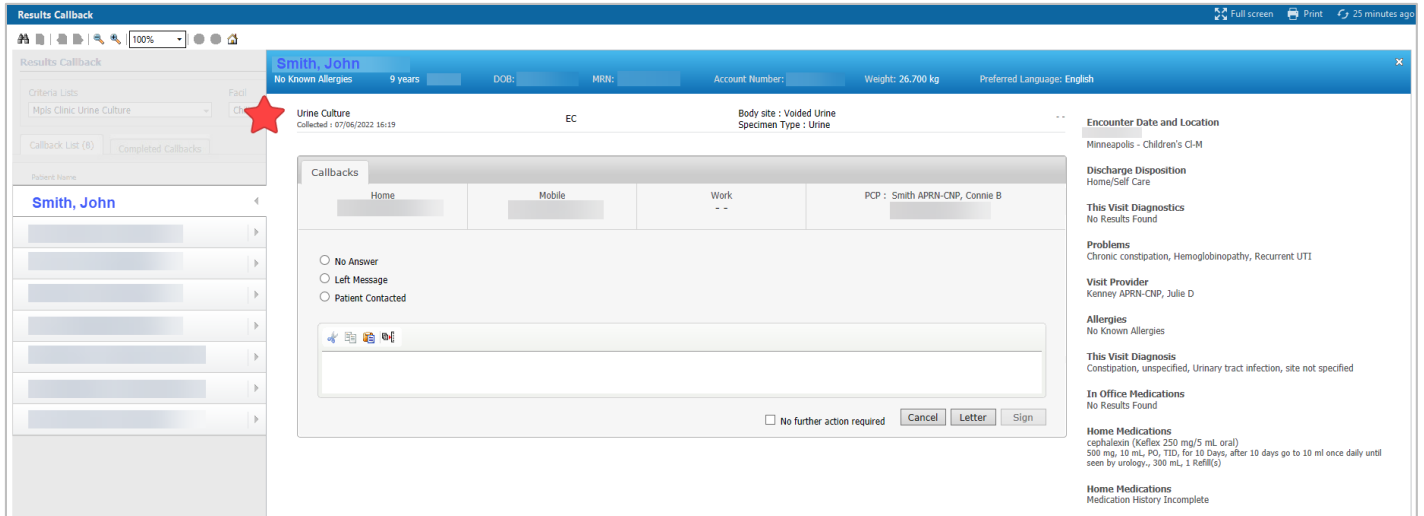

6. The Callback List displays patients that meet the specific criteria for that list. To view the callback window for a specific patient, click the arrow next to the patient name.
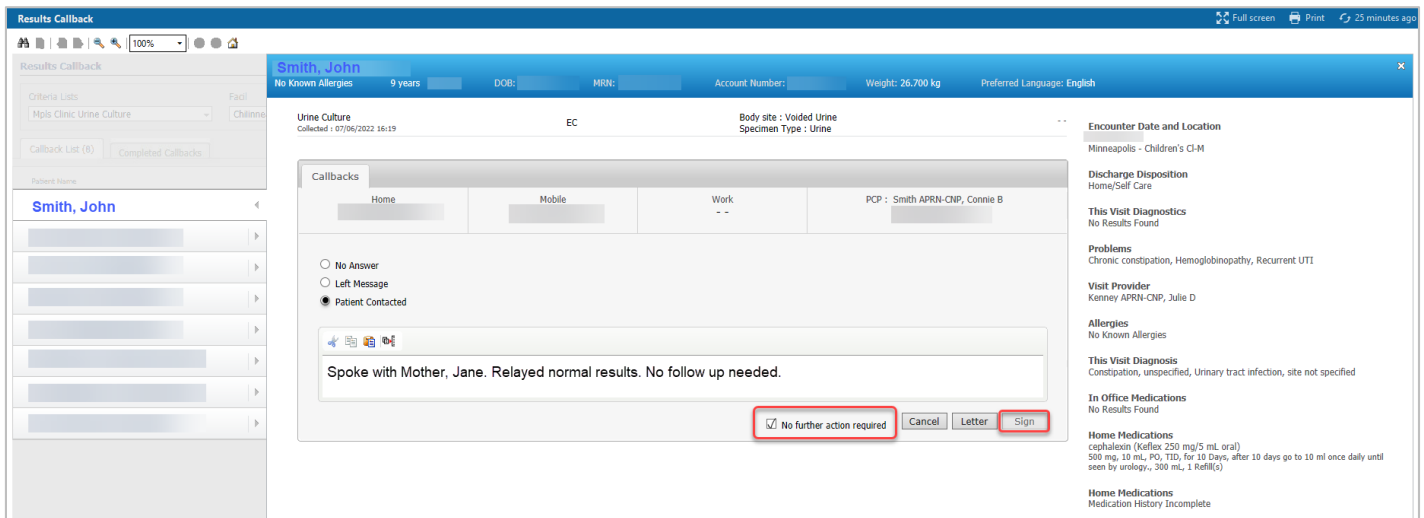
7. The callback window opens and displays demographic information, telephone number(s), encounter data, results (*), and a text box for documenting call back details.

8. Complete documentation as appropriate. When documentation is complete, click **No further action required** then click **Sign**.

   Note: documentation will be saved as a **Phone Message**. Documentation for Callbacks can be found in **Notes** under **Phone Messages.**

9. The patient record will move to the Completed Callbacks list and will remain on this list for 5 days.
   If completed in error, click **Mark callback incomplete** or **Completed callback in error** and click **Sign** to return the patient record back to the Callbacks List.

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