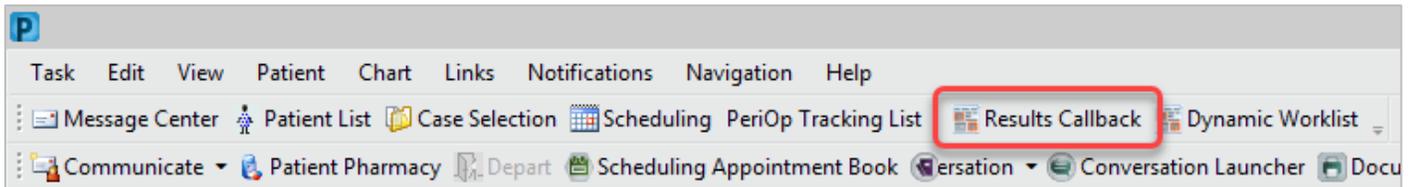


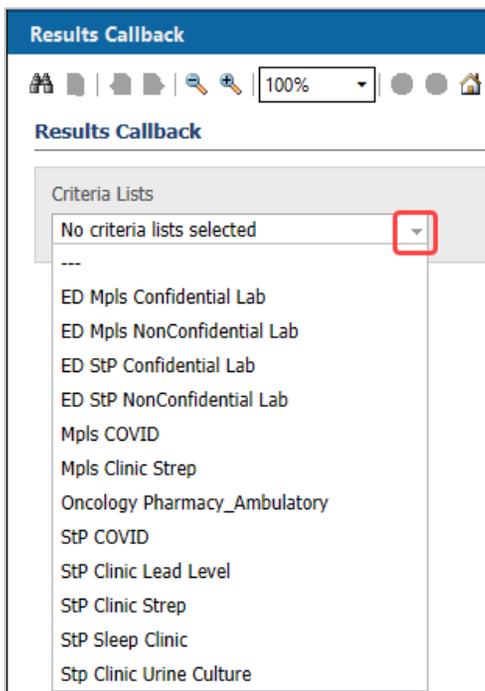
Results Callback Instructions

The Results Callback worklist tracks patients requiring follow-up and facilitates communication between all the clinicians involved in the callback process.

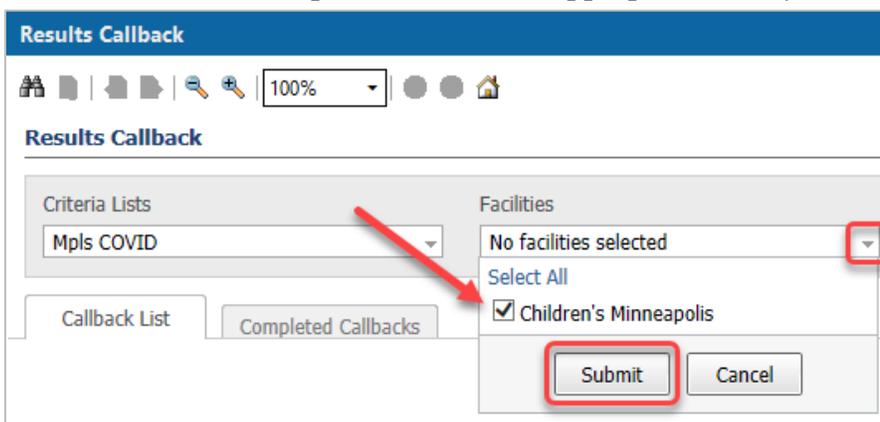
1. Click **Results Callback** from the tool bar.



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**.



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

The screenshot shows the 'Results Callback' window. At the top, there are navigation icons and a search bar. Below that, the 'Results Callback' title is displayed. The main area contains three dropdown menus: 'Criteria Lists' (set to 'Mpls COVID'), 'Facilities' (set to 'Children's Minneapolis'), and 'Locations' (set to 'No locations selected'). A red box highlights the 'Locations' dropdown arrow. A red arrow points to the 'Children's CI-M' option in the expanded dropdown menu, which is checked. Below the dropdowns are two buttons: 'Callback List' and 'Completed Callbacks'. At the bottom right, there are 'Submit' and 'Cancel' buttons, with 'Submit' highlighted by a red box.

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.

This screenshot shows the 'Results Callback' window after the location has been selected. The 'Locations' dropdown is now set to 'Children's CI-M'. The 'Update List' button is highlighted with a red box. The 'Callback List' and 'Completed Callbacks' buttons are still visible at the bottom left.

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's name.

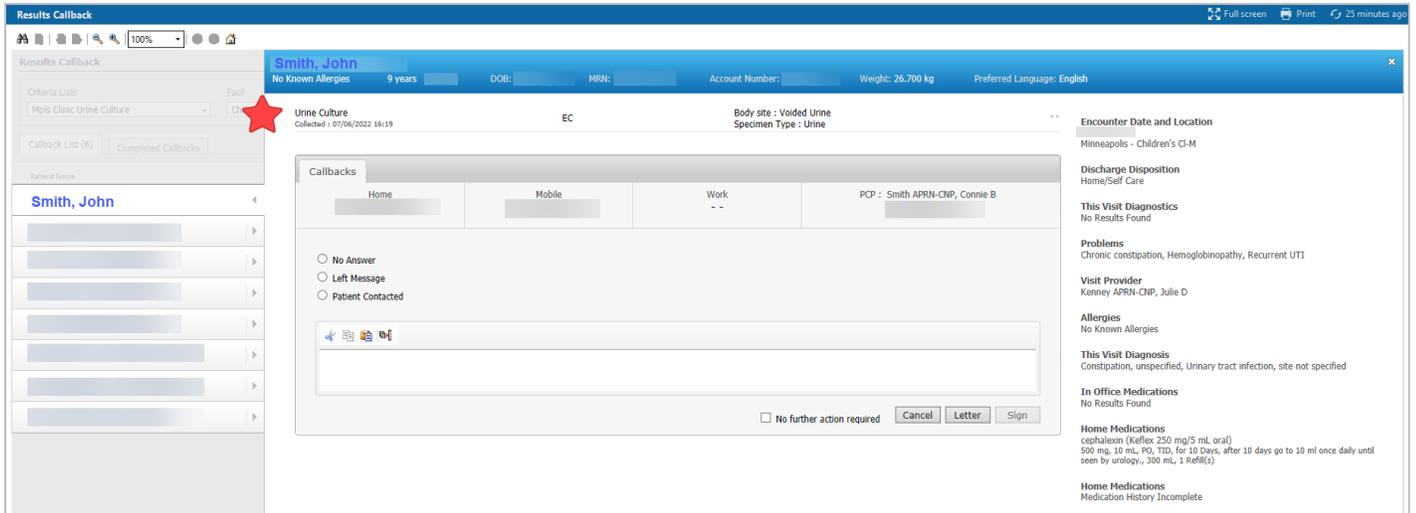
Callback List (8) Completed Callbacks

Patient Name	Result	Status	Comment	Last Update
Smith, John	Urine Culture	EC	No Status Found	No Comment Found

The screenshot shows the 'Callback List' tab selected. A table displays patient information. The first row shows 'Smith, John' with a red box around a right-pointing arrow next to his name. The table columns are Patient Name, Result, Status, Comment, and Last Update. The result for John Smith is 'Urine Culture' with a status of 'EC'. The status and comment columns contain 'No Status Found' and 'No Comment Found' respectively.

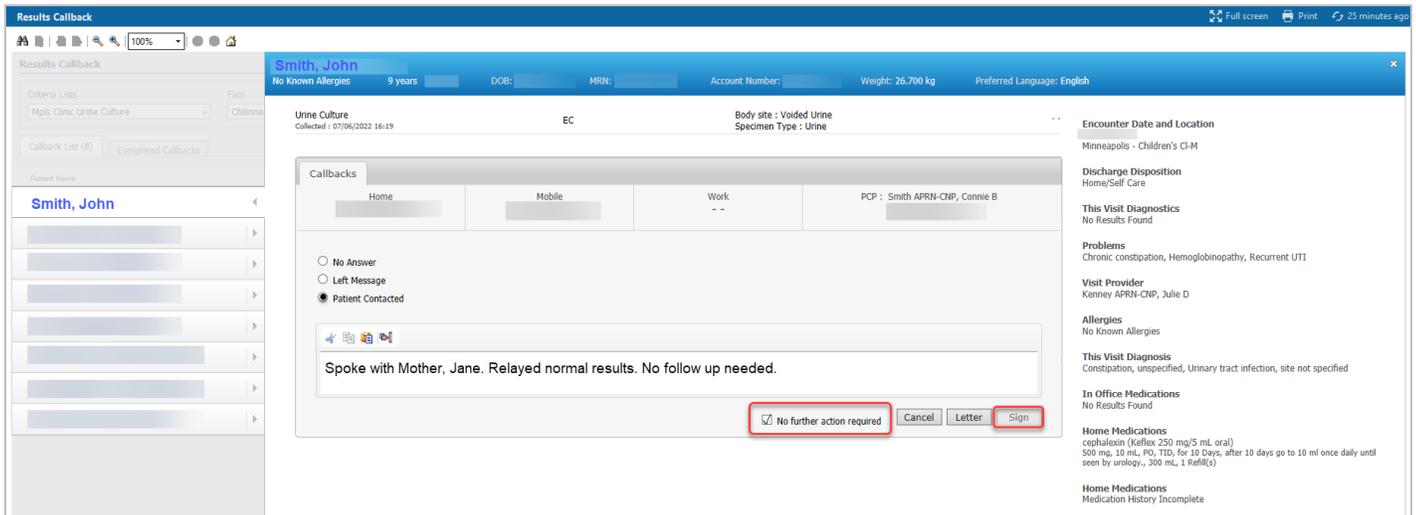
Results Callback Instructions

- The callback window opens and displays demographic information, telephone number(s), encounter data, results (*), and a text box for documenting call back details.



- 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.

The screenshot shows a user interface for handling a callback. At the top left, there are two radio button options: "Mark callback incomplete" and "Completed callback in error". These options are enclosed in a red rectangular box. Below the radio buttons is a text input field with a toolbar containing icons for copy, paste, and other actions. At the bottom right of the form area are two buttons: "Cancel" and "Sign".

Below the form, a status message is displayed: "Yesterday 10:25" followed by a blue checkmark icon and the text "Reviewed by Provider, No further action required, Patient Contacted". To the right of this message, it says "Family texted positive results."