

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.

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Task	Edit	View	Patient	Chart	Links	Notifications	Navigation	Help		
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2. Click the Criteria Lists drop-down and select the appropriate result list.

Results Callback						
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Results Callback						
Criteria Lists						
No criteria lists selected						
ED Mpls Confidential Lab						
ED Mpls NonConfidential Lab						
ED StP Confidential Lab						
ED StP NonConfidential Lab						
Mpls COVID						
Mpls Clinic Strep						
Oncology Pharmacy_Ambulatory						
StP COVID						
StP Clinic Lead Level						
StP Clinic Strep						
StP Sleep Clinic						
Stp Clinic Urine Culture						

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

Results Callback	
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Results Callback	
Criteria Lists	Facilities
Mpls COVID	No facilities selected
	Select All
Callback List Completed Callbacks	Children's Minneapolis
	Submit Cancel
	1

Informatics Education Updated September 2024

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

Results Callback				
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Results Callback	c			
Criteria Lists		Facilities		Locations
Mpls COVID		Children's Minneapolis	-	No locations selected
	2			Select All
Callback List	Completed Callbacks			Adolescent Health Cl-M
				Children's Cl-M
				Children's ReadyCare Cl-M
				Complex Care Cl-M
				Mobile Vaccine Clinic-M
				Submit Cancel

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.

Results Callback					Full screen	🖶 Print	∮ 5 minutes ago
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Results Callback							
Criteria Lists		Facilities	Loc	cations		G	
Mpls COVID	•	Children's Minneapolis	- Cł	hildren's Cl-M		[L	Update List
Callback List	Completed Callbacks						

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	ert	Urine Culture	EC	No Status Found	No Comment Found	



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

Results Callback						🔀 Full screen 🛛 🖶 Print 🛭 🗲 25 mi	inutes ago
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Results Callback	Smith, John						×
Criteria Lists Facil	No Known Allergies 9 years	DOB: MRN:	Account Number:	Weight: 26.700 kg	Preferred Language: English		
Mpls Clinic Urine Culture - Che	Urine Culture Collected : 07/06/2022 16:19	EC	Body site : Voided Urine Specimen Type : Urine		Encounter Date and Location	1	
Callback List (8) Completed Callbacks					Minneapolis - Children's Cl-M		
Pablent Name	Callbacks				Discharge Disposition Home/Self Care		
Smith, John	Home	Mobile	Work 	PCP : Smith APRN-CNP, Con	nie B This Visit Diagnostics No Results Found		
					Problems Chronic constipation, Hemoglob Visit Provider Kenney APRN-CNP, Julie D	nopathy, Recurrent UTI	
	* 19 10 10				Allergies No Known Allergies		
	>				In Office Medications No Results Found	y tract infection, site not specified	
	<u> </u>		□ No further actio	on required Cancel Lette	Home Medications cephalexin (Keflex 250 mg/5 ml 500 mg, 10 ml, PO, TID, for 10 D seen by urology., 300 ml., 1 Refill(oral) ys, after 10 days go to 10 ml once daily un! ;)	ıtil
					Home Medications Medication History Incomplete		

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**.

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Results Caliback	Smith, John						×
Criteria Lists Facil	No Known Allergies 9 years	DOB: MRN:	Account Number:	Weight: 26.700 kg	Preferred Language: English		
	Urine Culture Collected : 07/06/2022 16:19	EC	Body site : Voldeo Specimen Type :	d Urine Urine	Encount	er Date and Location	
					Minneapo	ilis - Children's Cl-M	
Patient Name	Callbacks				Discharg Home/Se ¹	Je Disposition If Care	
Smith, John	Home	Mobile	Work	PCP : Smith APRN-CNP,	, Connie B This Visi' No Result	t Diagnostics is Found	
P	O No Answer				Problem: Chronic o	s onstipation, Hemoglobinopathy, Recurrent UTI	
•	 Left Message Patient Contacted 				Visit Pro Kenney A	vider IPRN-CNP, Julie D	
4	* 🖻 📬 🍽				Allergies No Known	f n Allergies	
• • • •	Spoke with Mother, Ja	ane. Relayed normal results. I	No follow up needed.		This Visit Constipati	t Diagnosis ion, unspecified, Urinary tract infection, site not specified	
•				Cancel	In Office No Result	• Medications ts Found	
Þ			k No furt	fer action required	Home Me cephalexii 500 mg, 1i seen by ur	edications n (Keflex 250 mg/5 mL oral) 0 mL PO, TD, for 10 Days, after 10 days go to 10 ml once daily until rology., 300 mL, 1 Refill(s)	
					Home Me Medicatio	edications ın History Incomplete	



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 **c**lick **Sign** to return the patient record back to the Callbacks List.

Mark callback incomplete Completed callback in error				
* 19 19				
				Cancel Sign
Yesterday 10:25	*	Reviewed by Provider, No further action Family texted positive required, Patient Contacted	esults.	