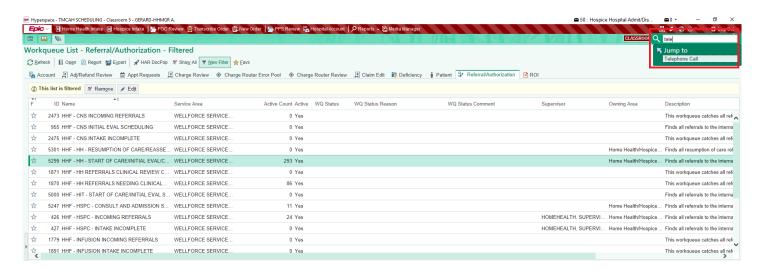


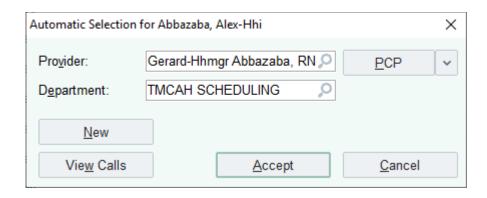
How to Document a Telephone Encounter

Friday, April 8, 2022

- If you get a patient call that you want to document after the SOC is scheduled, you want to document that with a Telephone Encounter.
- To do so, from Chart Search, search "telephone" and click Jump To telephone
 Encounter



- Search for your patient by name and DOB, and click Accept
- Enter TMCAH for department and yourself for the provider, and click Accept
 - If you cannot enter yourself as the provider, use the team's manager for now





 In the Contacts section, choose the appropriate type of contact and document in the form that appears



- When complete, click Accept.
- If you need specific providers to see the note of the call, enter them in the Routing section. This will send your note to these individuals when you sign the encounter
 - o You may frequently send these to the case manager and clinical supervisor



· When finished, click Sign Encounter