

Complete Patient Record. Complete Patient Care.



In Basket Out of Contact

Out of Contact" occasions can be created to give users access to review and work others' In Basket messages when they are out of the office or unavailable. This document outlines the steps to create an "Out of Contact Occasion" and how to work/review In Basket messages that you have been given access to.

Creating Out of Contact

1. From your **In Basket**, click the **Out of Contact** button on the main toolbar.

In Basket					
← → 🏠 Home 📿 R <u>e</u> fresh	🕰 New Message 🔻 🎦 New Patient Message 👻	My Pools	🔎 Search 🔗 Attach	📩 Out of Contact	Preferences

2. Once the Out of Contact window opens, click New on the bottom left.

Epic - 🔤 In Bask	et 🛗 Schedule Pati	ent Care 👻 🌽 Bi	uild Tools 👻	+ Refill Medication	Orders Only	🌜 Telephone Call	Manager Sul	۵	Secure	E Log Out
	Out of Contact	×						TH	Grand C	entral 📿
Out of Contact										? ×
Out of Contact Per	From Date From Ti	me To Date	To Time	Reason First	t Covering User	or Covering Pool	Comment			
+ New Edit	× Delete No Out o	of Contact occas	ions found.						CR	fresh All

- 3. Complete the fields below and click **Accept** to create.
 - a. **Person** user name will populate
 - b. Reason- indicate if out of office, unavailable, or other
 - c. Comment- optional, does not display to users receiving messages
 - d. Start Date and End Date indicate the dates for coverage
 - e. Covering Users or Covering Pools enter covering providers/pools in this section.
 - f. Accept

Editing Out of Contact C	Occasion		×
Out of Contact Perso	on		A Covering Users
	vider who is out of off	ice listed here) 🔎	e
🗖 laskuda inastius i			
Reason b			
Out	Unavailable	Other	
Comment			
Start d	All day	4	▲ Covering Pools
End			٩
θ	🖬 All day	()	
			f ✓ <u>Accept</u> × <u>C</u> ancel

BP/SB • 10.12.22 • Nova # 790355

Anyone sending a message during your out of contact will see the following pop up box.

Routing	×
(i) The following recipients are out of contact: Verambmd, Test, MD is unavailable through 10/8/2022. Messages will be covered by the following	users: Kroeger, Christy.
	<u>о</u> к

To review and/or work messages for someone you are covering, use the Home page:



To narrow your view of the tasks you are covering, use the filters on the home page of your In Basket.

- 1) **Covering Users** people you are covering for
- 2) **Pools** you're signed into. **IF** a pool is used to cover for an **Out of Contact** person, you will need to sign into the covering pool.

🖬 🛗 🕶 🖴							THC POC	AMBMD T. EpicCare
In Basket								🎬 🚺 🕐 👂
← → ☆ Home ② Refresh	R New	Message 👻 🖺 New Patient Message 👻 🍰	Manage Pools 🙀 My Pools 🔎 S	Search 🖓 Attach	📩 Out of Contact 🛛 🏓 Preferences 🕜 Manage QuickActions 👻	- Q		
📟 My Messages		New New	High Priority	Fotal	B Pools 'm Signed Into	- Sign In/Out	♀ Did You Know?	Q Tour X Dismiss
Help Desk	2/5	172	0 3	306	Pool	Messages		
CC'd Chart	0/1				HELP DESK POOL	75/128	×	
Charts	28/32	2 Covering Users			CLINICAL (PC FIVE MILE)	21/29	 One and Done 	- F
Cosign - Clinic Orders	9/10	Person	Start End	Messages	BEITER, P (PCP)	7/20	Done, Reviewed, and Complete are now one b	utton: Done.
E-Consult	0/4	Woods, Cyd, Registered Nurse	10/03/18 10/03/27	5/6	CLINICAL (PC NORTHCREEK)	5/39		
E-Visits	0/2	Q All Covering Q High Priority Covering	no O Last 7 Days O New Coverin	ng Search	TH MYCHART E-VISITS	0/0		
Hospital Chart Completion	1/2	,						
Letter Queue	3/3						P Saved Searches	+ New Search
Medication Cancellation	0/2	M Attached Osers		 Attach 			Care Managers: Condition Code 44 In Basket Messages (All	Statuses Last 7
My Incomplete Notes	4/6	Person		Messages			Days)	
My Open Encounters	10/14	Beiter, Patrick A., MD		† 233/302			Care Managers: Condition Code 44 In Basket Messages (Dor 60 Days)	ie Status, Last
My Unsigned Orders	0/1				Filter to a specific	: pool or	Done'd Messages	
MyChart Administration	5/5	Search Cove	ring Users		Click on a Saved	Search	Patient Accounting: Done'd ADT Order Messages	
Orders	1/4		h huttone		Search results ap	pear on	Refil Requests Completed	
Overdue Results	23/24	quickly with	i buttons		left under fold	ders	Poli Poqueta Pending	
Patient Call	1/7						Item Itednesis Leunink	

When covering for a colleague, use the filters under **Covering Users** to search for new messages. If you click on **New Covering Search**, you will be prompted for further information.

New	New High Priority	Total	📅 Pools I'm Signed Into	퓐 Sign In/Out	♀ Did You Know?	♀ Tour ★ Dismiss
176	0	330	Pool	Messages		
9 Covering Users			HELP DESK POOL	64/128		\mathbf{v}
Covering Users			CLINICAL (PC FIVE MILE)	20/29	•	One and Done
Person	Start	End Messages	BEITER, P (PCP)	7/21	Done, Review	ved, and Complete are now one button: Done.
Woods, Cyd, Registered No	urse 10/03/18	09/26/22 5/6	CLINICAL (PC NORTHCREEK)	4/39		
O All Covering O High Price	ority Covering 🔎 Last 7 Days	O New Covering Search	TH MYCHART E-VISITS	Search for new		• • • • • •
Attached Users				messages here	P Saved Searches	New Search
Person		Messages			Covering for today	*
Beiter, Patrick A., MD		† 247/328			Care Managers: Conditio Days)	on Code 44 In Basket Messages (All Statuses, Last 7

To use the New Covering Search:

- 1) Choose **Status** and **Receive Date** to narrow the search
- 2) Run the Search
- 3) **Search** results appear on the **left** under folders

Search In Basket Messages	
Patient	Saved Searches
Select a patient	Covering for today [90
Message Type	Care Managers: Cond *
Select message types	🔎 Care Managers: Cond 🐐
Status	Done'd Messages [28 🍢
Status	Patient Accounting: D *
Vew Vead Vend Vestpone Done Unselect All	Refill Requests Compl 🀐
Receive Date	Refill Requests Pendi 🀐
From To 9/26/2022	and Receive Date
In Basket	to narrow search
Mine and Attached All Attached All Covering Custom	
	*
Search 2	< 2
atient	Save As Save Run X Cano
inter name or MRN	H. CATOLO H Zake A Tan V Zake
🖌 🕇 Ad Hoc Search 🛛 🔁 🗶	

If you have navigated away from the Home screen and need to see your attached In Baskets:

 Click Attached & Covering tab in the lower left corner of your screen.

இ Attached & Cove)/0	
ଦ୍ୱ Follow-up	
,O Search	
🖋 Sent Messages	
✓ Completed Work	

- You can now view and act on In Basket messages for the Out of Contact person.
- R Attached & Covering Users 🖋
- Woods, Cyd, Registered N...5/6
- Figure 1 Beiter, Patrick A., MD 247/328