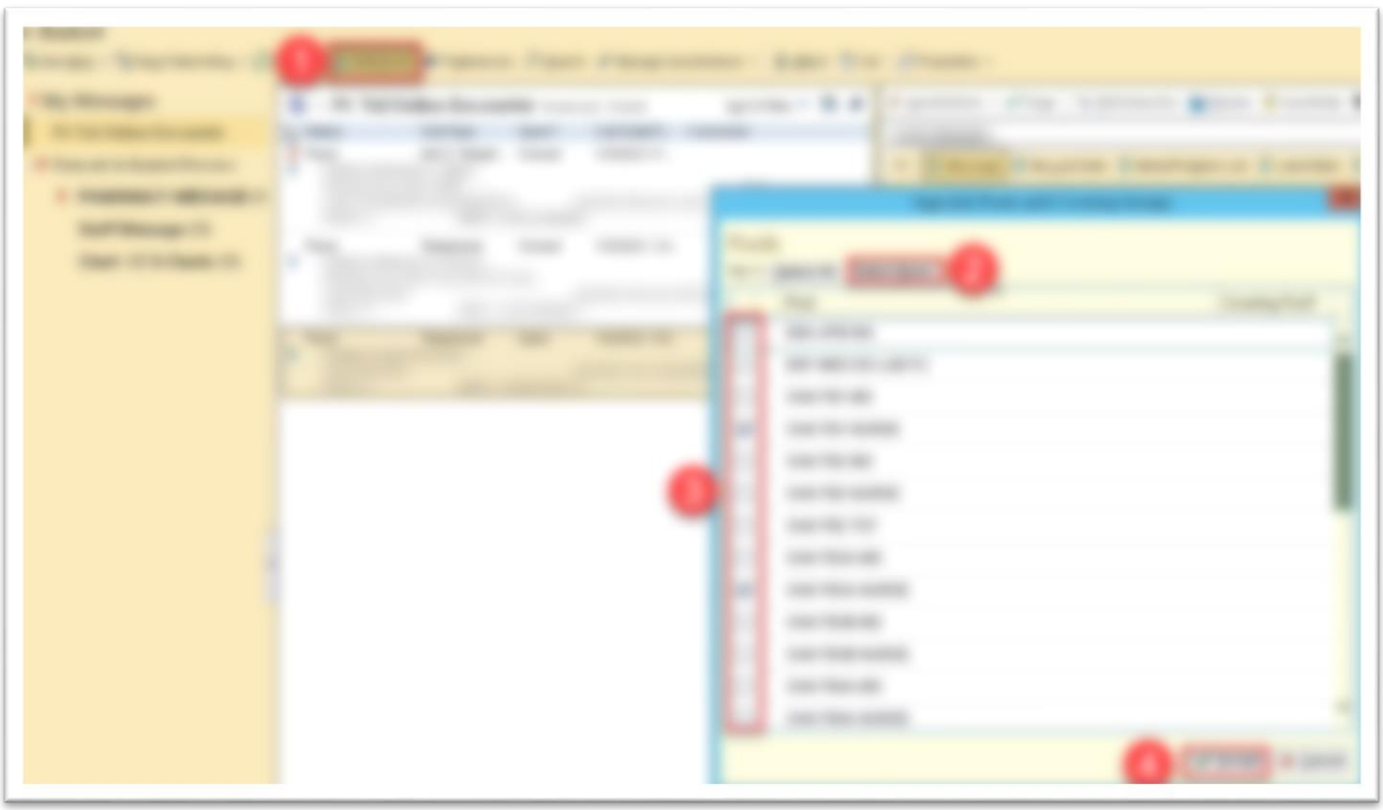
Managing RN Pool Messages

This job aid serves to assist in [REDACTED] Pools documentation for Telephone/Online encounters necessitation an RN appointment in [REDACTED]. The job aid includes:

- How to access [REDACTED]Pools assigned
- How to document in [REDACTED] RN Telephone/Online encounter
- Link to job aid: Telephone Encounters

Checking Into Pools

1. From the In Basket toolbar, click **Edit Pools**.
2. Click **Select None** to remove yourself from any pools you are currently signed into.
3. Check the box next to the pool(s) that has been assigned.
4. Click **Accept**.



Triaging Messages

Acting on Pool Messages

1. Navigate to the **Pt: Tel/Online Encounter** folder of the In Basket
2. Click on the icon to begin working on the message
    - The icon becomes a icon which indicates the message has been claimed.
    - The icon indicates that someone has already claimed that message.
    - Optional: Hover over the icon to view who has taken the message.

Course of Action

Use the preview pane of the selected message to determine the best course of action.

COVID-19 Protocols

Check with Charge Nurse for current department guidelines before scheduling in-person appointments.

When To Schedule an RN appointment *If the patient is requesting – as example - one of the following procedures:*	• Ear Wash • Fecal Disimpaction • MoCA (Montreal Cognitive Assessment) • Pediatric Urinary Catheterization & Specimen Collection	• Strep Swab • Suture/Staple Removal • Teaching, Intramuscular • Teaching, Subcutaneous • Wound Dressing Change
When To Assess the patient	• If the MD has requested an assessment of the patient, no appointment needs to be scheduled.	• The patient can be contacted directly using a telephone encounter as described in the next section

Handling Messages

Telephone Encounter

Review telephone encounter job aid

- Link [REDACTED]

Scheduling an appointment or assessing the patient

1. Double-click on the claimed message to open a telephone encounter.
2. Navigate to the **Call Intake Tab**
    a. **Reason for Call**: if no default reason, use Follow Up Call
    b. Click on **Outgoing Call**
    c. Enter **Contacts** information → Enter **Outcome** information *only* if unable to reach patient.
    d. Click Accept

Closing Messages

If patient was reached

a. Schedule appointment in [REDACTED]
b. Document in Documentation Tab
c. Sign Encounter

d. Mark message ✔ Done and click Refresh

If patient unavailable

Before closing workspace, verify that patient is actively using [REDACTED], then send a secure message to the patient.

a. Close workspace
b. Click the icon to return the message to the pool then right-click on the message and **Mark as New**. It will once again become **bold** and display the icon.
c. Click Refresh