eClinicalWorks

Business Analysis Department

Dental Workflows

Katy Trail Community Health Center

CONTENTS

INTRODUCTION

The main purpose of this workflow guide is to outline the best possible workflow in eClinicalWorks, for each of the processes within your organization. This workflow guide has been custom built for your organization using the information obtained during the Business Analysts' site visit.

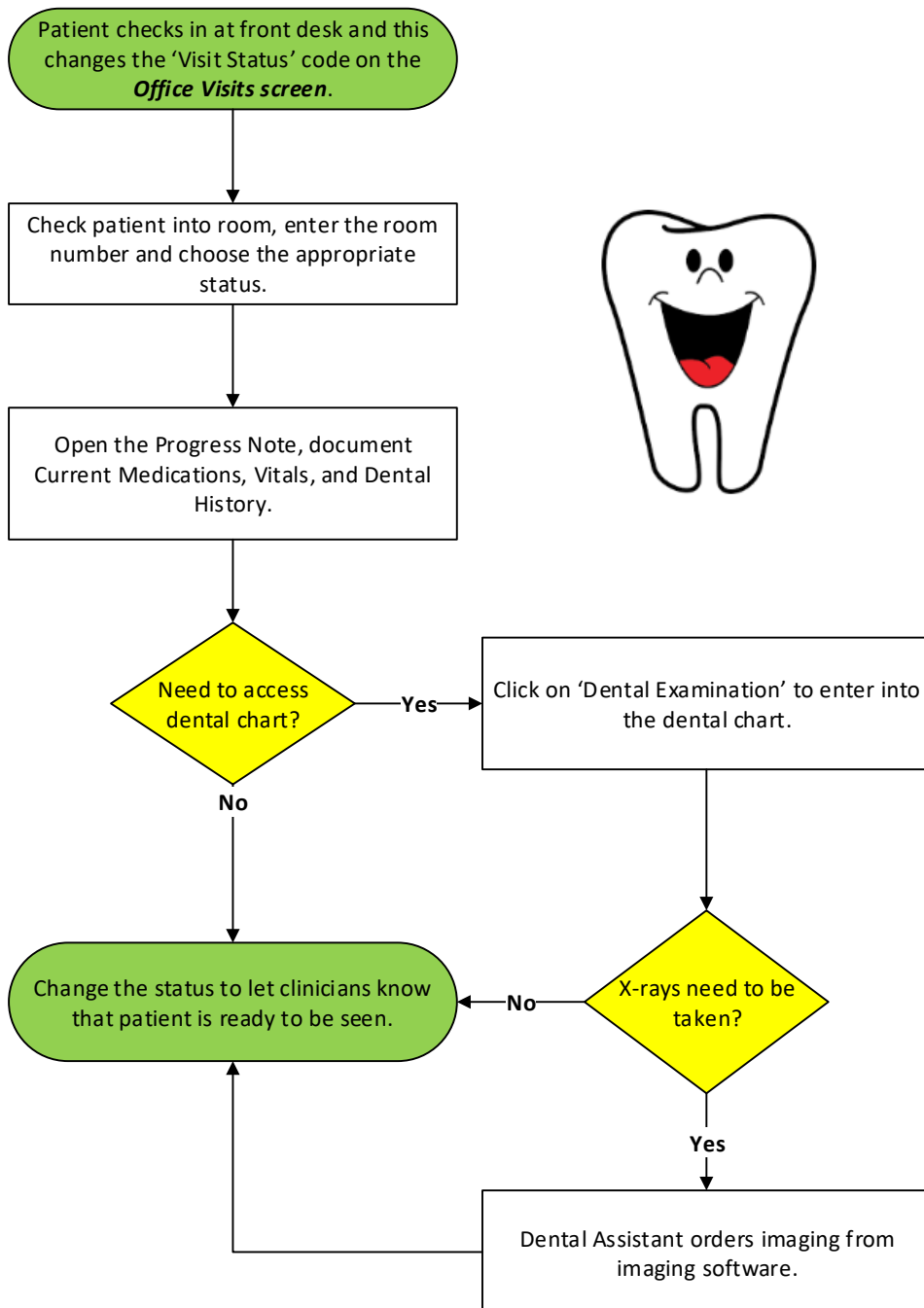The optimum utilization of this guide depends on the following premises:

- ✓ The scenarios described in this guide are based on the assumption that the user has/will have the necessary access in eClinicalWorks to perform the described functions.
- ✓ Each process is a distinct job responsibility and will require a dedicated staff member(s).

Dental Workflows

Dental Assistant

Dental Assistant

Dental Assistant Workflow

Patient checks in at front desk and this changes the 'Visit Status' code on the *Office Visits screen*.

↓

Check patient into room, enter the room number and choose the appropriate status.

↓

Open the Progress Note, document Current Medications, Vitals, and Dental History.

↓

Need to access dental chart?

— **Yes** → Click on 'Dental Examination' to enter into the dental chart.

No ↓

↓

X-rays need to be taken?

— **No** → Change the status to let clinicians know that patient is ready to be seen.

Yes ↓

Dental Assistant orders imaging from imaging software.

Dental Provider

Dental Provider

Dental Provider Workflow


```
┌─────────────────────────────┐
│ Dental Assistant changes    │
│ status to 'Ready to be      │
│ seen'.                      │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Clinician enters the exam   │
│ room, opens the Office      │
│ Visit screen and opens the  │
│ progress note               │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Clinician reviews patient   │
│ information (CC, Meds,      │
│ Histories and Dental        │
│ History), with the patient  │
│ and updates as necessary.   │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Clinician documents on      │
│ Perio Chart. Creates        │
│ Treatment plan and begins   │
│ Examination. Documenting    │
│ in the EDR.                 │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Clinician prescribes meds,  │
│ create outgoing referral,   │
│ as needed in eCW.           │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Clinician bills visit by    │
│ marking each procedure as   │
│ 'completed' and selecting   │
│ 'bill'. Charges will flow   │
│ over to progress note.      │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│  Clinician visit is         │
│  completed                  │
└─────────────────────────────┘
```

Please Note: Clinician will have to click on 'Dental Examination' hyperlink to open up the Dental Module (EDR).
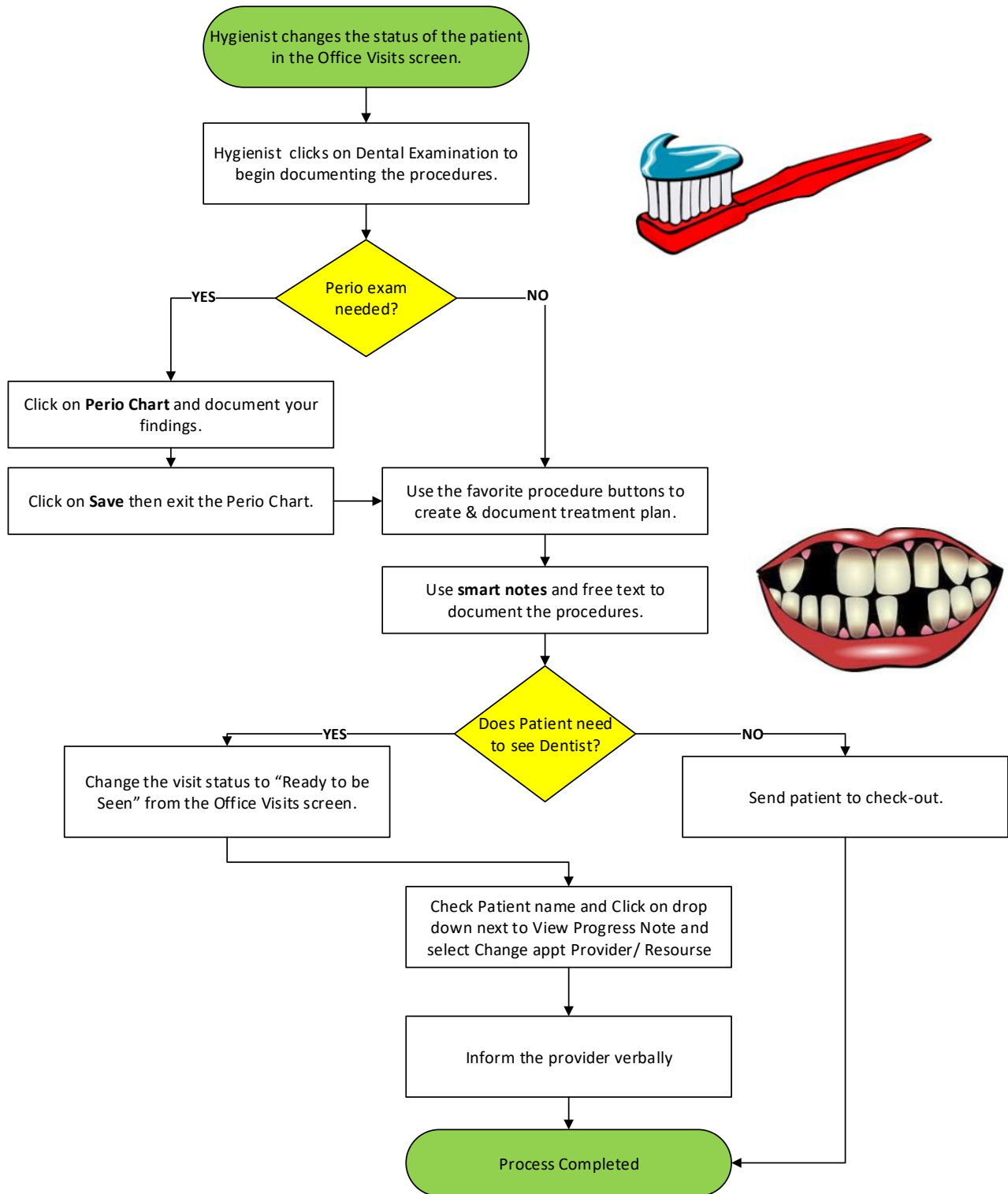

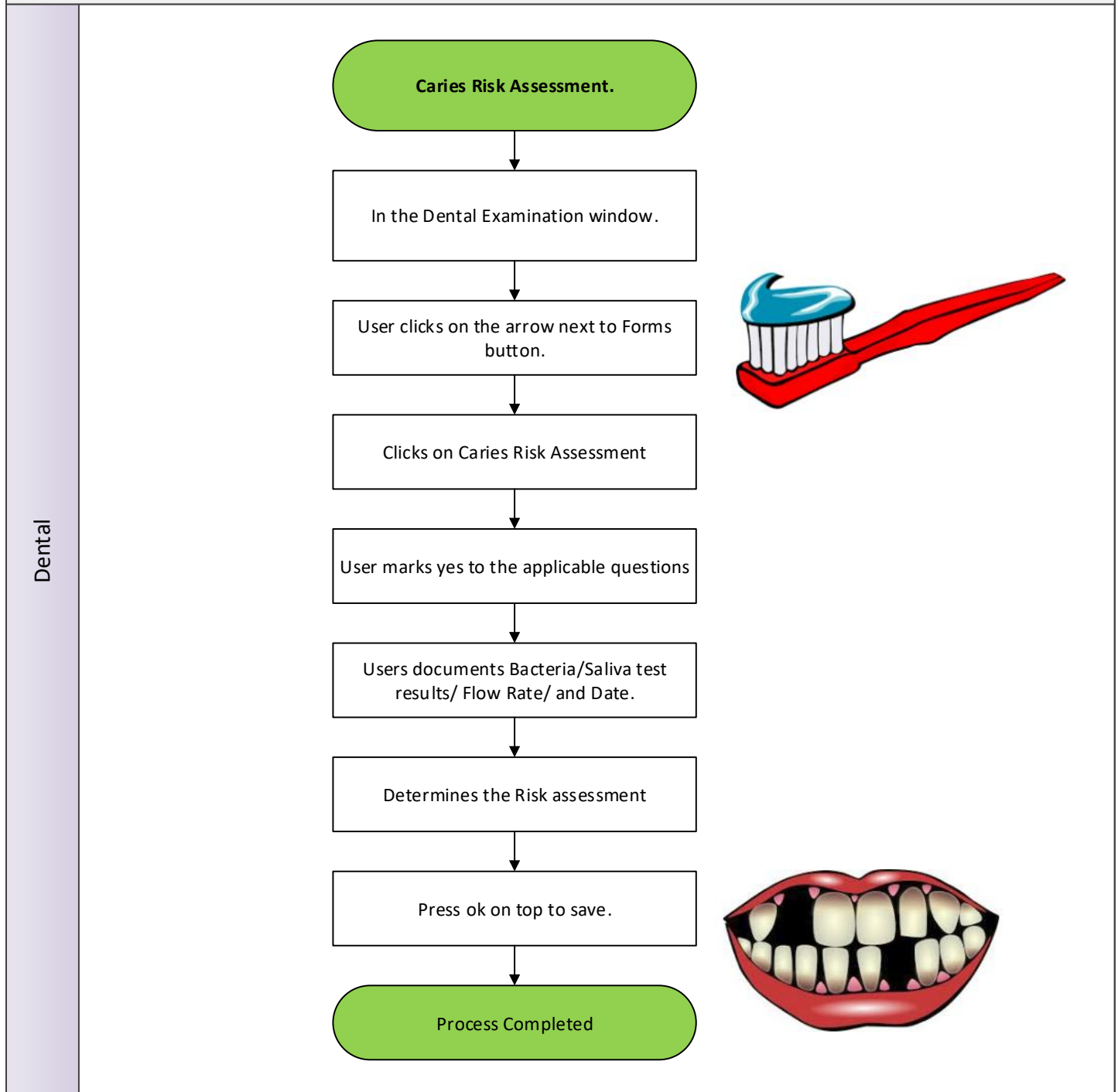**Please Note: Once Attending reviews note, they can 'Lock' the note.**

Dental Hygienist

Dental Hygienist

Dental Hygienist Workflow

```
Hygienist changes the status of the patient
in the Office Visits screen.
        │
        ▼
Hygienist clicks on Dental Examination to
begin documenting the procedures.
        │
        ▼
      ◇ Perio exam needed? ◇
   YES │              │ NO
       ▼              │
Click on Perio Chart and document your
findings.
       │              │
       ▼              │
Click on Save then exit the Perio Chart. ──►  Use the favorite procedure buttons to
                                              create & document treatment plan.
                                                       │
                                                       ▼
                                              Use smart notes and free text to
                                              document the procedures.
                                                       │
                                                       ▼
                                     ◇ Does Patient need to see Dentist? ◇
                          YES │                                    │ NO
                              ▼                                    ▼
              Change the visit status to "Ready to be     Send patient to check-out.
              Seen" from the Office Visits screen.
                              │
                              ▼
              Check Patient name and Click on drop
              down next to View Progress Note and
              select Change appt Provider/ Resourse
                              │
                              ▼
              Inform the provider verbally
                              │
                              ▼
                    Process Completed ◄──────────────────┘
```

Caries Risk Assessment

| Dental | **Caries Risk Assessment.**

↓

In the Dental Examination window.

↓

User clicks on the arrow next to Forms button.

↓

Clicks on Caries Risk Assessment

↓

User marks yes to the applicable questions

↓

Users documents Bacteria/Saliva test results/ Flow Rate/ and Date.

↓

Determines the Risk assessment

↓

Press ok on top to save.

↓

Process Completed |

Appendix A: Notices

Trademarks

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