



Patient Preferred Communication Method and ROI

In an effort to streamline processes and ensure that information is being documented in a standardized way, we have outlined a process for collecting and documenting a patient's preferred communication method as well as any personal Release of Information's (i.e. – to whom the patient has authorized RVH&DC staff to speak with regarding their care). When identifying this process we worked to ensure that the information is being recorded in SuccessEHS in a way that is first and foremost as efficient as possible given any constraints/limitations by the software. To ensure that we have the most current information on file, the Office Assistants have been working and continue to collect this information from each patient as they check-in for their appointment.

The process to locate this information within SuccessEHS is outlined below:

Release of Information:

- Patient Administration → Search out Patient → Contacts/Communications Tab → Look for any name that has Release of Medical Records Checked

Type	First Name	MI	Last Name	Relationship	Emergency Contact	Release of Medical Records	Primary Contact	Legal Guardian	Resides With	Primary Caregiver	Include In Care Team	Next of Kin
Patient	SAM		ZZTEST	PATIENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact	XXX	XXX	OTHER		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contact	AMBER		SMITH	SPOUSE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contact	SUSIE		SMITH	OTHER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact	MARY		ZZTEST	SPOUSE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contact	XXX	XXX	OTHER		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Preferred Communication Method (This information can be found 2 places):

- Patient Administration → Search out Patient → Demographics Tab → Privacy/Consent → Right-Hand side of screen preferred method of confidential communication

Ext: Fax: Privacy/Consent Care Programs

UNKNOWN Other:

for ZZTEST, SAM (R)

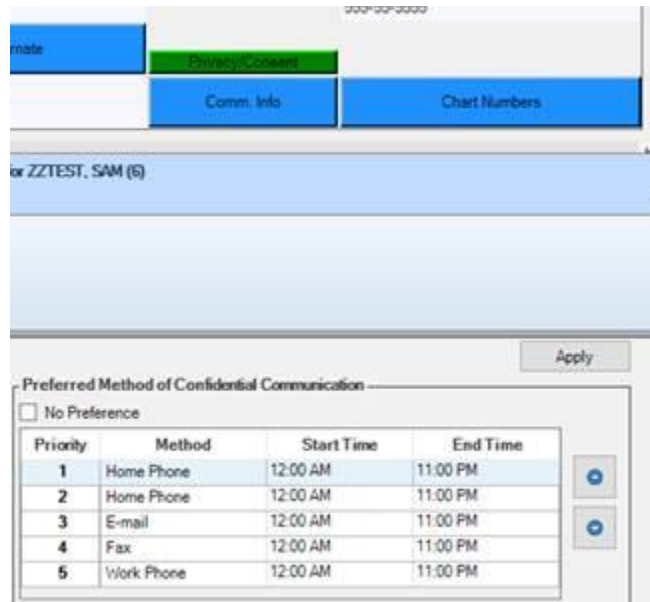
Apply

Preferred Method of Confidential Communication

☐ No Preference

Priority	Method	Start Time	End Time
1	Home Phone	12:00 AM	11:00 PM
2	Home Phone	12:00 AM	11:00 PM
3	E-mail	12:00 AM	11:00 PM
4	Fax	12:00 AM	11:00 PM
5	Work Phone	12:00 AM	11:00 PM

- Clinical Console → Open Patient Chart → Patient Data → Privacy/Consent



Apply

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