Patient Encounters in Epic: Five Things Every Physician Must Do

1. Open the Encounter in Epic and Review the Patient’s Background Information

Background information includes the patient’s chief complaint, vital signs, allergies, medications, history and problem list. Physicians may not have to enter all of this information themselves if it is entered by, other staff but they do need to review the information for accuracy. The highest-level provider in the encounter is ultimately responsible for the accuracy of all information generated during the patient encounter.

2. Document a Progress Note

The preferred methods for documenting a progress note are either by direct entry with or without Smart-Tools – Smart-Texts, Smart-Forms, and Smart-Phrases (keyboard shortcuts) – or by a combination of Smart-Tools and partial dictation within Epic.

3. Select a Visit Diagnosis; Enter Orders and Associate Orders with a Diagnosis – All Inside Epic

Selecting a visit diagnosis will be similar to circling codes on a billing sheet. Associating orders with diagnosis is required already to justify tests and labs, but also provides improved data and problem display in Epic. Members of your staff with appropriate Epic security can enter and pend diagnoses including orders that must be signed by the physicians.

4. Enter Charges

Most physicians will need to enter Level of Service (LOS) and/or codes for evaluation, management and procedures performed during the visit.

5. Close the Encounter

Closing the encounter triggers the charge to either print a charge ticket or drop charge into the Epic billing system regarding the patient visit. If a practice or department uses Epic’s professional billing, the charge will route into the system automatically. If a practice or department does not transition to Epic’s professional billing application, a charge ticket will print for the closed encounter. A member of practice/department staff will follow current workflow to enter the change into current billing system.

One team. One record. One focus: Our patients.