Primary Care Office Process for Patient with Suspected CAP (Pre-Implementation)

Patient calls front desk with complaints of breathing problem, cough, and/or SOB.

- Front desk staff uses phone triage guidelines to schedule appointment.

Urgency of appointment?

Patient arrives.

- Patient in the EHR?
  - No
    - Patient completes paperwork.
  - Yes
    - Front desk flags patient in EHR as ready for room. MA available?
      - No
        - Waiting room.
      - Yes
        - MA takes temp, RR, oxygen saturation, and BP. MA flags patient in EHR as ready to be seen. Provider available?
          - No
            - Wait in exam room.
          - Yes
            - Inpatient treatment warranted? Based on clinical assessment.
              - No
                - Refer to ED or call EMS if symptoms severe.
              - Yes
                - Order outpatient treatment regimen.

Clinical assessment by provider.

Inpatient treatment warranted? Based on clinical assessment.

- Yes
  - Flagged in EHR once provider places order or signs off on encounter.
  - No
    - Order outpatient treatment regimen.

Wrap up activities. Patient leaves.

Key
- SOB=shortness of breath
- BP=blood pressure
- EHR=electronic health record
- ED=emergency department
- MA=medical assistant
- RR=respiratory rate
- EMS=emergency medical services
- CAP=community-acquired pneumonia
Patient calls front desk with complaints of breathing problem, cough, and/or SOB.

Urgency of appointment?

Front desk staff uses phone triage guidelines to schedule appointment.

Patient arrives.

Patient in the EHR?

Yes

Front desk flags patient in EHR as ready for room. MA available?

Yes

Provider available?

Yes

Clinical assessment by provider.

No

Order outpatient treatment regimen.

No

Fig 2

Primary Care Office Process for Patient with Suspected CAP (Pre-Implementation) with Data Elements

Notes

1 EHR Data Element: Chief complaint is entered either as free text (unstructured) or selected from a drop down list (structured).

2 EHR Data Element: The respiratory rate and systolic blood pressure (part of the CURB-65) are available here.

3 Confusion is clinically assessed by provider and entered into EHR documentation.

Key

SOB=shortness of breath
BP=blood pressure
EHR=electronic health record
ED=emergency department
MA=medical assistant
RR=respiratory rate
EMS=emergency medical services
CAP=community-acquired pneumonia
Primary Care Office Process for Patient with Suspected CAP (Post-Implementation)

1. Patient calls front desk with complaints of breathing problem, cough, and/or SOB.
2. Patient arrives.
3. Patient in the EHR?
   - Yes: Patient completes paperwork.
   - No: Front desk staff uses phone triage guidelines to schedule appointment.
4. Patient completes paperwork.
5. Front desk flags patient in EHR as ready for room. MA available?
   - Yes: MA takes temp, RR, oxygen saturation, and BP.
     - MA flags patient in EHR as ready to be seen. Provider available?
       - Yes: Clinical assessment by provider.
         - No: Order outpatient treatment regimen.
     - No: Refer to ED or call EMS if symptoms severe.
6. Wait in exam room.
   - Yes: Flagged in EHR once provider places order or signs off on encounter.
   - No: Wrap up activities. Patient leaves.

Notes:
1. EHR Data Element: Chief complaint is entered either as free text (unstructured) or selected from a drop-down list (structured).
2. EHR Data Element: The respiratory rate and systolic blood pressure (part of the CURB-65) are available here.
3. Confusion is clinically assessed by provider and entered into EHR documentation.
4. CURB-65 Tool is made available to provider through non-interruptive reminder. User initiation is necessary to launch tool.