Workflow for ordering and completing a store-and-forward retinal screening.

March 19, 2019

**Neighborhood Healthcare – Retinal Screening Current State**

**MA**
- Complete huddle and identify patient as DM with no retinal screening on file
- Document retinal screening in Care Guidelines and Intake
  - Has patient completed outside retinal screening?
    - Yes
      - Request records from Ophthalmologist
      - Technician available?
        - Yes
          - Schedule appointment on retinal schedule
    - No
      - Explain process to patient
      - Schedule future appointment for retinal screen
      - Take full vitals
    - No
      - Patient able to have procedure today?
    - Yes
      - Call patient 2 days prior to retinal screen appointment
      - Take photographs
      - Inform patient that results will be available in 48 hours
      - Login to EyePacs to obtain results
    - No
      - Does patient need dilation?
        - Yes
          - Create TE for Retinal Provider and alert if patient needs 3/6 month retinal images follow-up
          - Create referral for Ophthalmologist
          - Task Referral staff through TE, Virtual Visit
        - No
          - Add Retinal Exam by MD template
          - Explain procedure and dilation process
    - No
      - Review results
      - Assign report to Retinal Provider
      - Upload report to patient documents in eCW
      - Add Retinal Exam by MD template

**Medical Records**
- Create TE for Retinal Provider and alert if patient needs 3/6 month retinal images follow-up
- Is result abnormal?
  - Yes
    - Create referral for Ophthalmologist
  - No
    - Select next action based on patient status
    - Have patient wait in waiting room for 15-20 minutes
    - Examine retina
    - Call patient 2 days prior to retinal screen appointment
    - Take photos
    - Explain retinal processes and provide dark sunglasses, if needed
    - Login to EyePacs to obtain results
    - Upload report to patient documents in eCW
    - Assign report to Retinal Provider
    - Is result abnormal?
      - Yes
        - Create TE for Retinal Provider and alert if patient needs 3/6 month retinal images follow-up
        - Create referral for Ophthalmologist
        - Task Referral staff through TE, Virtual Visit
      - No
        - Add Retinal Exam by MD template
        - Explain procedure and dilation process
    - No
      - Review results
      - Assign report to Retinal Provider
      - Upload report to patient documents in eCW
      - Add Retinal Exam by MD template

**Retinal Photographer**
- Review results
- Task Referral staff through TE, Virtual Visit
- Sign off on results

**Retinal Provider**
- Review results
- Create referral for Ophthalmologist
- Task Referral staff through TE, Virtual Visit
- Sign off on results

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<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
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<tbody>
<tr>
<td>Red circle</td>
<td>Process Start or End</td>
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<tr>
<td>Green square</td>
<td>Process Step</td>
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<tr>
<td>Orange diamond</td>
<td>Decision Point</td>
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<tr>
<td>Green circle</td>
<td>Reference Point</td>
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- **Indicates the start and end points of a process**
- **A specific process step, task or activity that is performed**
- **A point in the process where a yes/no question is required**
- **Indicates a reference or connection to another workflow**

- Red star: Indicates Meaningful Use Reporting
- Purple triangle: Indicates UDS Reporting
- Dashed line: Indicates a Reference Point that is not part of a Decision Point