

September Tip Chart Flow in the Physician Office Practice

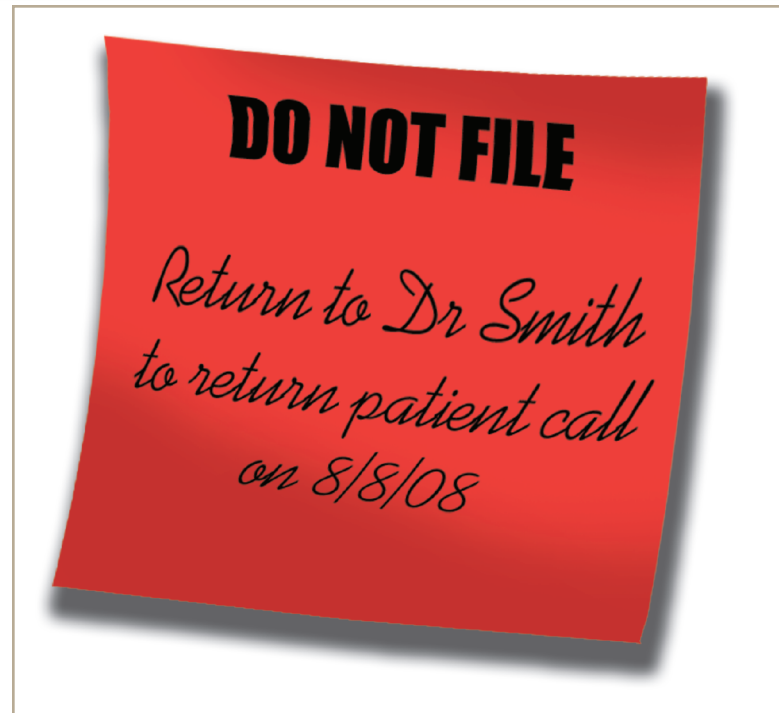
This section will feature a handy tip, some advice or a suggestion submitted by a staff member of one of our physician insureds that makes working in the office practice setting a little easier for them. If you are interested in sharing what works at your practice or facility, **let us know** and we may share it with your colleagues in a future issue. Our number is **1-866-Rx4-RISK**.

Has a chart ever been filed before a physician returned a patient's phone call – resulting in the patient never being called? Has a staff member ever taken a chart from the nurse's desk before the nurse had an opportunity to phone in a prescription refill to the pharmacy – resulting in the prescription not being refilled in a timely manner?

If this is a common scenario in your practice, here's a tip:

Create actual "red flags" that any physician or staff member can affix to the outer chart indicating "Do Not File." The red flag could also indicate why the chart is not to be filed, such as "Do Not File – Dr. Smith to return patient's call on 8/7/08." Although not a substitute for other chart flow tools, such as out guides for the file cabinet or room, it's another safety net to ensure that the chart is not filed before a physician or another staff member completes their important task. Give it a try – see if it works for your practice! ❖

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