



EPIC Tip sheet to improve Physician-Patient communication and experience

Snipping tool



This tool is available in any desktop station, you can use it to select and print any image on your screen.

I find it very helpful to show patients or family an X-ray or CT , explaining their disease or showing them the reason to perform a procedure (example: picture of an abscess).

The way you do it: you open the picture of interest, then click on the snipping tool from the start menu, then you select with the arrow the picture frame you want to show the patient. You save this image on your desktop then print. Do not include any patient's identifier in the frame.

Drawing diagrams/sketches on the white board in patient's room.

Many surgeons do this to explain procedures, and we can also do this. It would take few seconds but patient may feel that you spent more time with them. As an example, drawing patient's choledocholithiasis in relation to the abdominal organs and how to remove it by ERCP. **Keep a black marker in your pocket** since it may not be in the room, and use it to write your name or draw a diagram on the board

Telling patients the date and time of procedures-

This is helpful for physicians and patients to know when is certain procedure scheduled. It would be on the top of the list. You click on the future encounter and you will see the time.

A. IR Procedures, modified barium swallow testing

- You can click on chart review, uncheck "convenience filter", then you will be able to see any future appointments.
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B. OR and endoscopy schedule

- Type in "All Areas" to search box on top right of screen when you are on your patient list

Discussing patient's conditions with family over the phone



You can get guaranteed complements for calling, when you discuss a demented patient's condition over the phone with his/hers HCP.

This also applies for patients with developmental disorder or any acute mental illness. Keep in mind, patients with mental problems may not fill in the survey about their hospital stay. The family or HCP would do this form them.