Patient Arrives at Reception

- Reception Agent asks if pt has received a flu shot this season
  - YES: Reception Agent adds colored sticker to patient paperwork, MA verifies and initials the sticker
  - NO: Reception Agent retrieves form (Spanish available)

- Reception Agent retrieves form (Spanish available)
  - NO: Reception Agent retrieves form (Spanish available)
    - YES: MA gives form to family
      - FAMILY ACCEPSES: MA enters form info into Help2
      - FAMILY DECLINES: Provider must inform MA
        - YES: Provider must inform MA
          - NO: Contraindications?
            - NO: MA reviews form
            - YES: MA reviews form

- Provider must inform MA
  - NO: MA reviews form
  - YES: Contraindications?
    - NO: MA reviews form
    - YES: Contraindications?

- MA reviews form
  - FAMILY ACCEPSES: MA enters form info into Help2
  - FAMILY DECLINES: MA enters form info into Help2

- Forms are reviewed for accuracy
  - Reception uploads forms

Expanded on following page
Flu Vaccine Process
MA/Reception Detail

- Open patient’s chart in Help2
- Go to Web Forms
- SOAP Note
- Preventive/Social Hx Tab
- Change the Form Type to Immunization/Injection Record
- Go to Adult Immunizations under Preventive History
- Received Immunization?
  - YES
  - Fill in Date for Influenza Immunization
  - Choose Reason of either “Contraindication” or “Other”
  - Hit Ctrl+t in the comments box to retrieve hot text
  - Fill in hot text and date and hit “done”
  - Save and Sign
  - Complete paper form
  - MA updates USIS
  - Turn form into Lead MA
  - Lead MA reviews paper forms for quality
  - Lead MA returns to MA to update
  - MA corrects form and USIS and returns to Lead

- NO
  - Lead MA turns forms into Reception Team
  - Reception team quality checks documentation
  - Reception team scans all forms daily
  - Reception Team uploads forms throughout day

Key
- MA Staff
- MA Lead
- Reception Staff

9/5/14 – L.Bardsley