

## Protocol at Temple IM 3322 N. Broad St.

### General Notes:

- Office Manager: Donnita Howard
- Code to EyeNuk Door (Right of waiting room) : 3322
- If you need to go back to clinic/go to the restroom: 2468\*
- Business casual attire + white coat or scrubs is appropriate



### Who Gets a Scan:

- Patients with diabetes or are considered pre-diabetic
- If patients have not had EyeNuk retina scan before, get one to establish a baseline.
  - If the previous scan > 1 year ago, scan.
  - If the previous scan was <1 year ago, no need to scan.

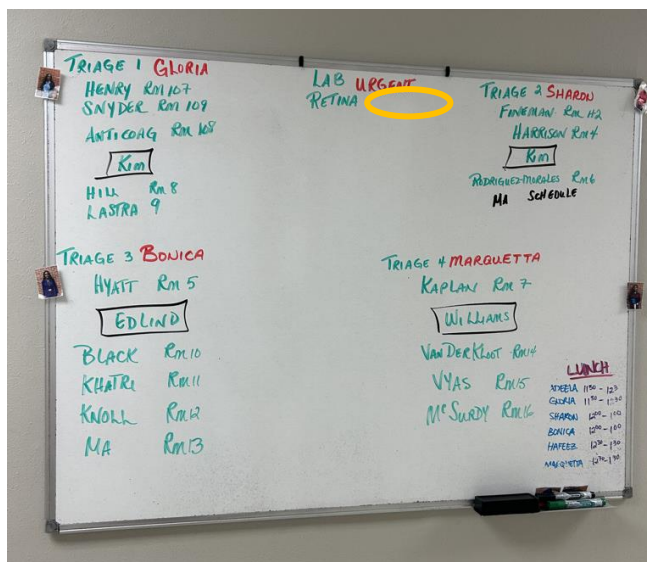
### Setting Up:

- Upon arrival, sign into the laptop and EyeNuk.
  - Computer password is on the pin noted on the sticky note on the laptop
- If EPIC access is available, feel free to use the desktop computer to sign in and access EPIC to see the schedule. **See below if you do not have EPIC access.**
  - When selecting a department, type in “MG” to find Temple Internal Medicine Associates
- If you do not have EPIC access:
  - Politely ask the front desk for printed list of retina appointments
    - Can be found under MA schedule
    - Print schedule option is in top right of EPIC window

### Huddle @9AM and @1PM (if you are able to attend):

- Huddle is in the preceptor room.
  - Enter the clinic doors to the right of the elevators. Code is 2468\*

- Walk past the restrooms (on your left). The preceptor room is the coded door (on your right) opposite the white board and workstation. Code to the preceptor room is 3322
- Introduce yourself to the residents and their preceptors so they know you are available and dedicated to retina screenings. Let them know how long you plan on being available to scan patients
  - They may bring you add-on patients who need to be screened or give you additional names
- Write your name and the time you plan on being in clinic on the white board so that the staff is aware
- Walk over to the front desk and inform them of any add-on retina screening patients (provided by residents/preceptors) so that the patients will be given the brightly colored retina sheets indicating that they need to be screened at some point during their visit that day



### Reading the Schedule

- The schedule below is from a previous clinic date. All patient identifiers have been redacted.
- The “Time” column indicated by the red boxes are the time of the MA appointment. Patient’s MA appointment may be scheduled either before or after their medical appointment with their physician.
  - If the patient arrives <15 minutes before their physician’s appointment, wait until after their appointment to avoid causing a delay.
  - If the patient arrives >15 minutes before their scheduled medical appointment with their physician, feel free to scan them before their appointment.
- The “Notes” column will typically be to the right of the “Type” column. This “Notes” column indicates when the patient is scheduled for their medical appointment with their physician.

- The MA schedule typically consists of appointments for retinal screenings, vaccinations, and lab work. See column “Type” for “Retinal Disease Screen-Ophth” in black box
- Patient’s name will be displayed as LastName, FirstInitial - politely ask the patient to spell out their first name to create the EyeNuk encounter
- Universal ID should be used as the MRN in the EyeNuk encounter
- DOB should also be entered into the EyeNuk encounter

Status	Status	Time	Patient Name/Age/Sex	Universal ID	IDX MRN	DOB	Type
● Visit Complete	Comp	11:30 AM					RETINAL DISEASE SCREEN - OPHTH
Notes: appt Dr @11am Checked In: 10:25 AM Provider: MA, MEDICINE GROUP Research Encounter Link?: MTH Status: Pending Patient Cell Phone: Qst needed?: Yes Smk Status:							
● Visit Complete	Comp	11:30 AM					RETINAL DISEASE SCREEN - OPHTH
Notes: appt Dr @11am Checked In: 11:05 AM Provider: MA, MEDICINE GROUP Research Encounter Link?: MTH Status: Active Qst needed?: Yes Smk Status:							
Not Seen	No Show [NS]	11:50 AM					BLOODWORK - INTMED
Notes: Urinalysis Drug Screening Test---Per Dr Tedaldi Provider: MA, MEDICINE GROUP Research Encounter Link?: MTH Status: Code Expired Qst needed?: Smk Status:							
● Visit Complete	Comp	1:30 PM					RETINAL DISEASE SCREEN - OPHTH
Notes: appt Dr@1pm Checked In: 12:22 PM Provider: MA, MEDICINE GROUP Research Encounter Link?: MTH Status: Pending Qst needed?: Yes Smk Status:							
Not Seen	No Show [NS]	1:50 PM					RETINAL DISEASE SCREEN - OPHTH
Notes: appt Dr @1pm Provider: MA, MEDICINE GROUP Research Encounter Link?: MTH Status: Active Patient Cell Phone: Qst needed?: Yes Smk Status:							
Not Seen	No Show [NS]	1:50 PM					RETINAL DISEASE SCREEN - OPHTH
Notes: appt Dr@ 2:20pm Provider: MA, MEDICINE GROUP Research Encounter Link?: MTH Status: Pending Qst needed?: Yes							

**Workflow:**

1. Front desk to check in patient. If patient has retina appt scheduled, they will be given a brightly colored retina sheet (neon pink) and instructed to sit in the waiting room next to the retina room.
  - a. If they are here >15 min BEFORE medical appt time, they will be told that retina scan will be done *before* the medical visit

- b. If they are here within 15 min of their medical appt time, they will be told to give the paper to their physician/NP/pharmacist, who will then send them to the retina scanner *after* the visit
- 2. If MA or student with Epic access:**
- c. Identify patient with yellow dot on MA schedule
  - d. If patient is here >15 min BEFORE medical appt time, call pt and do retina scan
    - i. Perform scan
    - ii. Check off appropriate box on sheet
    - iii. Instruct patient to give sheet to physician/NP as FYI
  - e. If patient is here within 15 min of appt time, allow them to be triaged first (-> green dot). If they are put back in the waiting room after triage (i.e. physician is not ready for them), can perform retina scan at that time. If not, physician will bring patient to retina scanner *after* the visit (physician to knock on door as FYI)
- 3. If student without Epic access**
- f. Politely ask for a print out of the MA schedule.
    - i. Select MA schedule on schedule options and print is in upper right corner of EPIC window
  - g. Student to look in waiting room for patients with bright pink retina sheets
  - h. Inquire of patient when their appointment time is. Based on answer, follow algorithm above
4. If physician identifies a patient who is *not* on the retina schedule but needs a retina scan, they will give the patient the colored sheet and knock on the retina door as FYI

**Upon Scan Completion:**

If it is BEFORE their medical appointment:

- Check off according box on the pink sheet for the patient to bring back to their physician. Options include:
  - “Image obtained, results will be communicated by physician after interpretation by ophthalmology”
  - “Image unable to be obtained, patient should be referred to ophthalmology for formal dilated eye exam”

If it is AFTER their medical appointment:

- *As students, we **cannot** relay result information to patients.* Can state the something along the lines of the following:
  - “I was able to get a clear photo, the results will be reviewed by the ophthalmology department. If further evaluation and management is necessary, they will contact you. Otherwise, if you do not hear from then that is good news (no concern for diabetic eye disease at this time).”

- “I was unable to get a clear image at this time, the ophthalmology department should be contacting you to schedule a visit, but here is a list of locations and phone numbers if you would like to contact them sooner.” Provide patient with list of Temple Ophthalmology locations (white handout).

**Before Leaving:**

Let Donnita know that you are leaving. Feel free to leave her any notes that you may think is relevant.

**Additional Notes**

- If the patient is blind in one eye: Take photos of good eye twice.
  - Move green dot over just a little to be able to override laterality.
  - Example: Patient is blind in right eye. Take two sets of photos of the left.