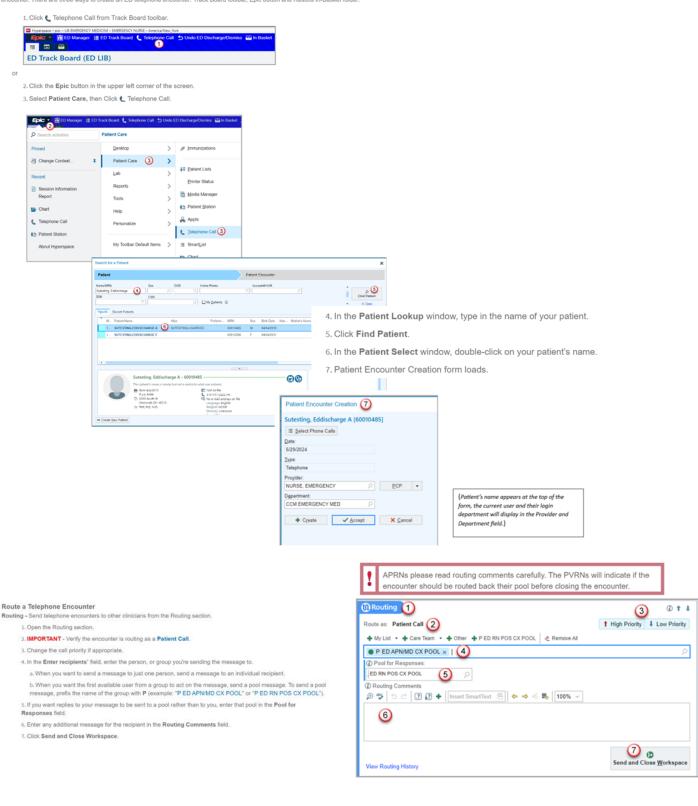


# How to Document an ED Telephone Encounter & Documentation

#### Create or open an ED telephone encounter

Document post-visit documentation like results, pharmacy calls, medical advice, or patient/family communication in a telephone encounter. There are three ways to create an ED telephone encounter: Track Board toolbar, Epic button and Results In-Basket folder.



Telephone encounters created or opened by the ED PVRNs should be routed back to the PVRNs to close.

### Script to use with families

1. Call family. Verify who you are speaking with including name and relationship to patient.

2. Introduce yourself as APRN/physician from Cincinnati Children's.

3. Want to see how the patient is doing, find out patient status. Any symptoms? Improving, looking worse, back to normal, etc.

4. Inform family there is a lab result that didn't come back right away and it is possible there is nothing to worry about and you will tell them why.

When your child was in the ED/hospital they had a lab test called a blood culture which looks for bacteria in the blood. We all have normal bacteria on our skin, and sometimes, the skin bacteria gets into the blood sample- we call this a contaminant. Your child's blood sample did show bacteria. This is most likely the normal skin bacteria and doesn't need any treatment. Our lab does tests to figure out whether the bacteria in your child's culture is a normal skin bacteria or a real infection.

**Option 1-** Since your child is \*\*\*improving, doing well\*\*\*, it is safe for them to stay at home while our lab does these extra tests (ePlex), which should result in ~3 hours.

A member of our team will call back right away if the results are concerning, and if they are not concerning we will call you in the morning.

(optional: We do recommend that your child follow up with their pediatrician in the next \*\*\*days. This is just to make sure your child continues to move in the right direction. Are you able to see the pediatrician within this timeframe?)

**Option 2-** I would like you to return to the Emergency Department to be seen since your child is still experiencing concerning symptoms. They will evaluate the child while there and determine if you need any further testing.

## AM follow up call if eplex shows contaminant:

When your child was in the ED / UC they had a lab test called a blood culture which looks for bacteria in the blood. We all have normal bacteria on our skin, and sometimes, the skin bacteria gets into the blood sample- we call this a contaminant. Your child's blood sample showed normal skin bacteria and this doesn't need any further testing or treatment.

#### What is ePlex?

ePlex is a molecular test that rapidly identifies bacterial species on blood cultures. Other brand names that perform the same function as ePlex include nanosphere (formerly used at CCHMC) and BioFire. ePlex usually results 3 hours after a gram stain.

Positive $1$ Gram $\frac{3}{5}$ Culture Stain	rocult	Lab does ~24-48 hours Sensitivities manual peciation result
ePlex in Epic: it can be confusing		
A commonly misunderstood ePlex is		
	Staphylococcus	Det 📍 🗈 🎋
	Staphylococcus aureus	Not Detec 🍀
	Staphylococcus epidermidis	Not Detec 🍀
	Staphylococcus lugdunensis	Not Detec 🍀
Which is often called "Staphylococcus species" or "Staphylococcus other" This means the culture tested positive for Staphylococcus but negative for Staph aureus, Staph epidermidis, and Staph lugdunensis. These cultures grow varieties of coag. negative staph such as Staph hominis and Staph capitis. <b>Less than 1%</b> of these samples manually speciate Staph aureus.		