VMG Clinical Inbox Management Tips

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My experience is that it works best if you can look at your inbox intermittently throughout the day. This allows you to utilize your clinical team to help call patients and meet their needs in a timely fashion.

1. **Red Flags-**Do your best to address these in a timely fashion. If you decide that they don't need to be red flagged it is ok to uncheck.
2. **Athenatext**: Try to look at these between patients so that we can address patient's needs and colleagues questions.
3. **Patient Cases:**

- The goal is to identify patients that need care or more triage and get their needs met in a timely fashion.
- Patient cases that are long and involved are best booked for a visit.
- When you look at a case and you don't know the patient, look to see who last saw them. Are you seeing the message because you are covering or was it misattributed?
- Look to see when the patient has their next visit. Often if it is coming up you can respond that you will address at next visit.
- As you work with assistants make sure to communicate your expectations. Give them feedback about cases that could have gone to triage or another provider. Good communication is key to a high functioning team.

4. Labs/Radiology Results:

- Start with abnormal results to see if patient should be booked or needs communication from clinical team.
- Look to see if a patient has an upcoming visit where the result can be addressed.
- Try to communicate plan with patients when you see them.
- Try to make sure patients know to get disease management labs prior to visits.

5. Orders
6. Clinical Documents

- Think about adding new diagnosis and care team members.
- Make sure to label documents for future searching and to satisfy QM. (Colonoscopy and Diabetic eye exams for example)