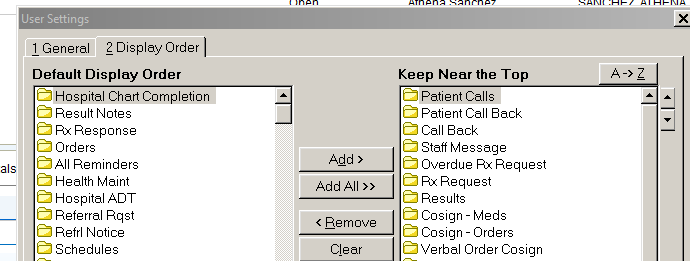
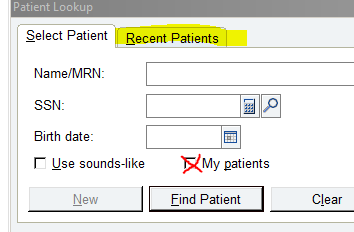
Navel’s Guide to a Healthy and Happy Relationship with your Inbasket

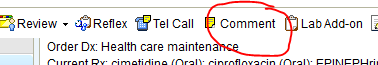
1. Expectation is all messages dealt within 3 business days but best patient care is the same day. Most days an inbasket should be empty at the end of the day, minimum goal is no unread messages.
2. Order your inbasket with most pressing folders at the top. (Settings🡪Display Order🡪Add folder you want to keep near the top)

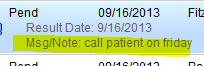


1. Ask for help, your superuser is a resource, schedule a training session, ask a preceptor how they manage.
2. Check your inbasket at least daily, if you have a few minutes free try to get through a few items rather than letting things pile up. A lonely inbasket is a naughty inbasket
3. Use patient station smartly. You can see your post recent patients rather than searching or filter by your patients (Extremely helpful when looking for your Maria Lopez)

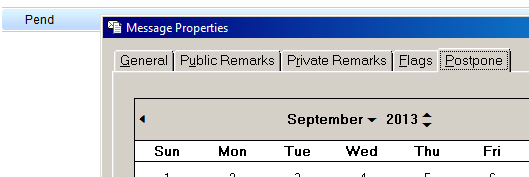


1. Do today’s work today. The seconds wasted by re-reading a message add up. But if you can’t leave a comment for yourself, also helps others helping with your inbasket.

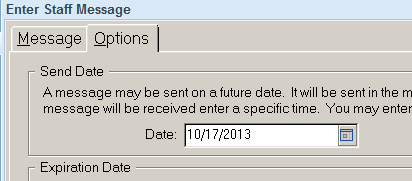




1. You can also postpone messages or send yourself or other’s postponed messages. This also can help clear the inbasket for the day. Right Click over Status and choose properties.

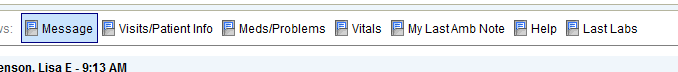


Or from staff message



1. Whenever possible try not to leave the inbasket (extra clicks waste time) to link to other parts of Epic. The Rx request folder has windows for your last note, last labs, last vitals. The result folder also has several options including result note (best way to communicate with lvn/cc), enc (to open a telephone or orders only), plus the same last note/labs/vitals options.

*Rx Request*



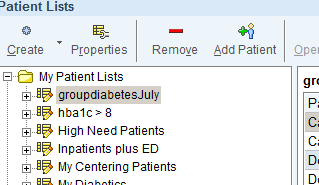
*Results*

C:\Users\aluensma\Desktop\results.PNG

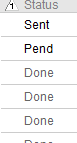
*Patient Call*

C:\Users\aluensma\Desktop\Patient Call.PNG

1. Use patient lists to organize your high need groups, this will help you before going on vacation or when you have some extra time. My favorite lists are chronic pain, ob patients and high need patients. You can have as many lists as you want and share between providers. Go to create a list, name it and then add patients.



1. Never let sun set on an open encounter-this will prevent the open encounters folder from ever existing but also prevent extra work later.
2. You can address everything in a folder (for example overdue results, admissions etc) Ctrl+A🡪Display all selected messages🡪Done
3. You can spy on other Epic users (to see if they’ve looked at a message you sent) by going to your outbasket-Sent means haven’t read, pend is read but still there and done means they’ve finished with the message.



Good Luck! Share tips you learn with others!