

Call Disposition Report in TDO

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Overview

When office staff call to check on patients from the **Patients to Call** list, they enter a note on that report with the result of the phone call. That note automatically goes into the patient's chart.

The screenshot shows the 'Office Call List' interface. At the top, there's a header with 'Office Call List' and a 'Sort on:' dropdown set to 'Asc'. Below this, there are checkboxes for 'Doctor call list' and 'Office call list', and a date range selector showing '9/26/2009' to 'Tomorrow'. The main area is divided into two columns: 'PRE-OP1' and 'POST-OP1'. Under 'PRE-OP1', patient information for 'Kristen Bell (Thor)' is listed, including 'Tooth: 14', 'Phone(Home): (555) 555-1212', 'Phone(Work): (555) 552-1232', 'Phone (Mobile):', 'Referred by: Dr. Gary Carr', 'Phone: (858) 558-3636', 'Fax: (858) 558-3633', and 'Next Appt.:'. A 'View Exam Dates' button is below this information. On the left, a 'Call Disposition' section has a 'Highlight' checkbox and a dropdown menu showing 'Called patient to follow up, patient done well.' and 'Called patient to follow up, patient doing well.' Below this is a 'Called By' dropdown with 'admin' selected. On the right, there are buttons for 'Add new note', 'Add new pain entry', 'Open Patient Record', 'Previous Patient to Call', and 'Next Patient to Call'.

Detailed Instructions

The **Call Disposition Report** summarizes all of the call notes for specific dates on one page. This saves you from having to go into each patient's record to see the result of the phone call, or the office staff from having to send an internal email with the information.

Filter: Tooth/Patient: Private: Administrative Hidden: P

Current View: All Show Show Show

ID#: 2 R Date: Tooth

☒ Tooth
 ☐ Patient
 ☐ Private
 ☐ Administrative
 ☒ Sort Descending
 New Note Delete Note

Date: 10/11/2018 11:11:32 AM Macro Note: Select Notes

Called patient to follow up, patient doing well.

Category: Call List Note ☐ Hide Note ☒ Show on web to referring

To open this report, click **Reports** on the top menu bar, select **Administrative – Call Disposition Report**. Next, select the date range of the calls you wish to view.

Main Data			Image Tools	Screen Capture Tools	Alerts	Leave TDO
Patient Name	Referring Doctor	Tooth #	Disposition Note	Call Date/Time	Called By	Dr. FD.
Miranda Lambert		15			☒	☐ Open Patient
Jennifer Lopez	Sammie Barnett	4			☒	☐ Open Patient
John Mayer	Sammie Barnett	3			☒	☐ Open Patient
David Cross	Dr. Gary Carr	1			☒	☒ Open Patient
Ingrid Zivetsch	Sammie Barnett	8			☒	☐ Open Patient
Kristen Bell	Dr. Gary Carr	14	Called patient to follow up, patient doing well.	10/11/2018 11:11:32 AM	admin	☐ ☒ Open Patient

Video Instructions

Online URL: <https://kb.tdo4endo.com/article.php?id=730>