**Purpose:** Manage inbasket messages and paperwork during flow

**Who:** MA, Provider

**Tools/Supplies Required:** MA must have access to Provider’s inbasket

*Revised*: 8

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| --- | --- | --- | --- |
| **AM In Basket** | **Priority of Message/Folder Type** | **MA Action** | **Why** |
| Prioritizing of Provider Folders within their Inbasket  How is it determined which MA is assigned to which provider in basket?  If provider is working two different sites on the same/week day? | * Patient Calls * Provider Calls * My Health Messages * 1.3.1 Delete pleasantries (i.e., Thank you). Pass along FYI’s (i.e., I’m feeling better, etc.) * Results * Refills | * Review provider’s messages throughout the day * Prioritize inbasket items. (Refer to Prioritization table). Turn items red in Inbasket using the epic flags. * Identify and prioritize 2-3 “grains of sand” - messages the provider can resolve within the 5 minute window between patients. * Verbally communicate content of message to provider during handoff * Discuss plan to resolve with provider. * Revisit as needed. * Repeat Steps 1-5 until all of today’s incoming messages have been addressed. |  |

**Prioritization Table**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Priority** | **Patient Calls** | **Provider/Staff** | **Refills** | **MyHealth Messages** | **Results** |
| **1. Urgent and easy**  **(<2 min)** | Patient needing information or response today |  | Routine refills needed now (patient out) |  |  |
| **2. Urgent and hard**  **(2+min)** |  |  | Controlled substances |  | Abnormal results requires a call |
| **3. Non-urgent and hard** | Calls to discuss personal reason/issue |  |  | Most are non-urgent | Results normal and related to specific problem |
| **4. Non-urgent and easy** | Patient calls for normal results |  |  | Most are non-urgent | Normal preventative results |