

I N D I V I C A

Ticklers

Ticklers are a way to keep track of tasks. Each tickler has a due date (“service date”) and is assigned to a provider in the office. When the service date occurs, a reminder is sent to the provider. These reminders do not go away until the task is marked as completed or done.

I. Accessing Ticklers

1. Click on Ticklers in the OSCAR main page.
Note: When Ticklers is red and displays a number, there are that many ticklers outstanding assigned to you as of that day.

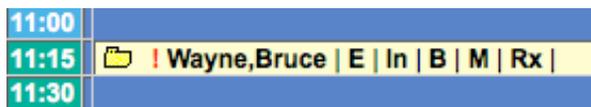
[Today](#) [Month](#) [Resources](#) [Search](#) [Report](#) [Billing](#) [Inbox](#) [Msg](#) [Con](#) [Pref](#) [eDoc](#) [Tickler¹](#) [Admin](#)

2. A window appears that lists all of the active ticklers that have a service date of the current date.
Note: Items in red have a service date that has already passed.
Note: Items that have been edited will have all of their previous messages listed in order.

	Demographic Name	Creator	Service Date	Creation Date	Priority	Task Assigned to	Status	Message
<input type="checkbox"/>	Edit FURY,NICK	Doom,Victor Von	2012-08-15	2012-08-03	Normal	Doom, Victor Von	Active	Requires a patch.
		Doom,Victor Von		11:30:05				Meant to say eye-patch.
<input type="checkbox"/>	Edit FREEMAN,AUGUSTUS	Doom,Victor Von	2012-08-15	2012-08-15	Normal	Joy, Nurse	Active	Please contact patient and get lawyer information.
<input type="checkbox"/>	Edit PRINCE,DIANA	Doom,Victor Von	2012-06-19	2012-06-19	Normal	Banner, Bruce	Active	Needs pilot's physical.
<input type="checkbox"/>	Edit JORDAN,HAL	Doom,Victor Von	2012-06-13	2012-06-13	Normal	Doom, Victor Von	Active	Call regarding lab result.
<input type="checkbox"/>	Edit WAYNE,BRUCE	Doom,Victor Von	2012-06-13	2012-06-13	Normal	Ratched, Mildred	Active	Send flowers to Mr. Wayne in the hospital.
<input type="checkbox"/>	Edit STORM,SUE	Doom,Victor Von	2012-05-01	2012-05-08	Low	Doom, Victor Von	Active	Pay remainder of 3rd party bill.

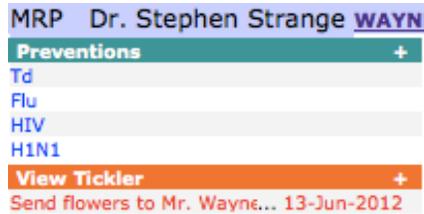
Check All - Clear All Add Tickler Complete Delete Cancel

3. Ticklers appear as a red exclamation point next to patients’ names on the appointment screen if there is an outstanding tickler for him/her.
Note: If you hover over the exclamation point, a text-box will appear with the message of that tickler. Clicking on it will open a new window with all outstanding ticklers for that patient.



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4. Ticklers also appear on a patient's E-Chart under Ticklers if an outstanding tickler exists for him/her.

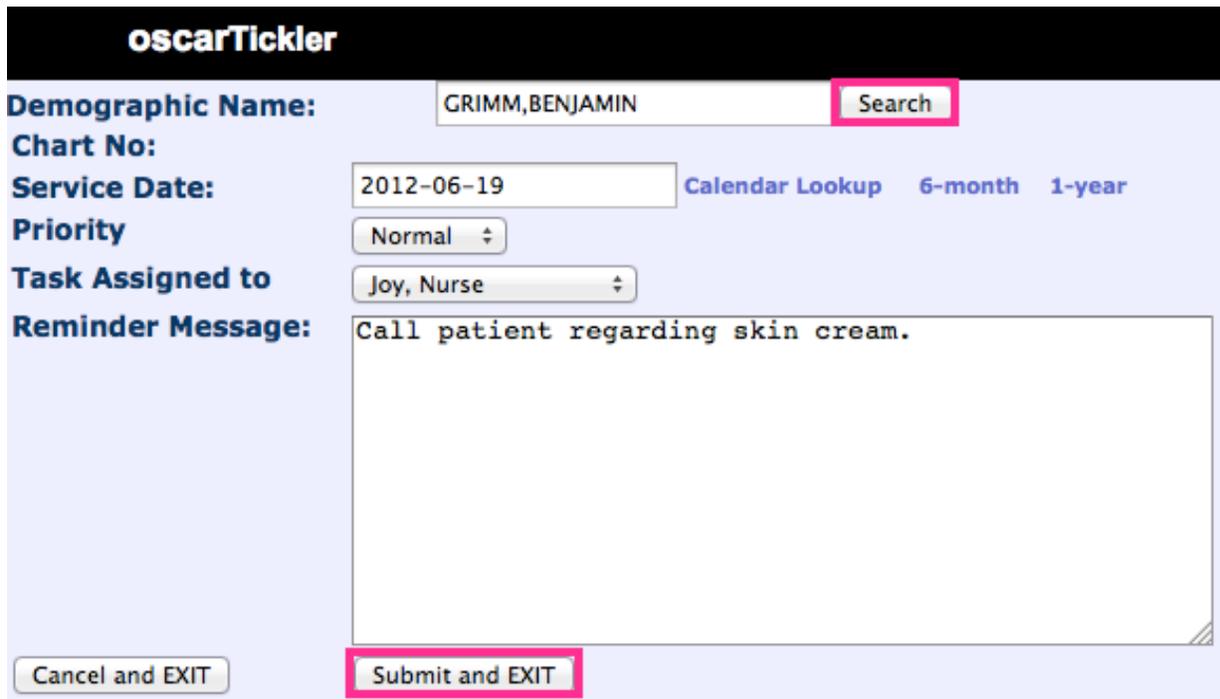


II. Creating Ticklers

1. Click on Ticklers in the OSCAR main page.
2. At the bottom of this window, click Add Tickler.



3. A window appears that allows you to add a tickler to the system.
Note: All fields are required.



4. When you are done, click "Submit and EXIT". Your tickler will be added to the list of active ticklers and will appear when the service date occurs.



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III. Editing Ticklers

- To edit an existing tickler, click Edit next to the demographic name.

<input checked="" type="checkbox"/>	Edit WAYNE, BRUCE	Doom, Victor Von	2012-06-13
<input checked="" type="checkbox"/>	Edit STORM, SUE	Doom, Victor Von	2012-05-01
Check All - Clear All		Add Tickler	Complete Delete Cancel

- A new window appears. Make any changes that are required. When you are done, click Update.

Note: You can use the Suggested Text dropdown menu to choose a pre-generated message. After you select the appropriate message, click Paste Message.

oscarTickler			
Demographic Name	FREEMAN, AUGUSTUS	Phone No. (Primary)	416-555-5555
Chart No.	802	Phone No. (Secondary)	416-555-6666
Age	24(1988-07-31)	Email	augustus@freeman.com

Messages	Added By	Update Date
Please contact patient and get lawyer information.	Doom, Victor Von	2012-08-15

New Message		Status	
Suggested Text:	Don't call	Active	
Message Text:		Priority	
<input type="text"/>		Normal	
		Assigned To	
		Joy, Nurse	
		Service Date	
		2012-08-15	Calendar Lookup
		6-month	1-year
		Update	Cancel

Note: Clicking Suggested Text allows you to add/edit pre-generated messages. Select a message and use the arrow buttons to mark it as (in)active. To create new messages, type in a new message under "New Text" and click Add Text.



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Text Suggestions

Active

- Advised RTC for immunization
- Advised RTC for Lab Work
- Advised RTC for Rx
- Advised RTC see INFO
- Advised RTC see MD
- Advised Test Results
- Declined treatment
- Letter sent
- Msg on ans. mach. to call clinic
- Msg with roommate to call clinic

Inactive

Don't call

>>
<<

New Text:

- Edited ticklers will appear with a full history of message revisions. The edited date appears under Creation Date.
Note: If a time appears, the Creation Date is the current date.

	Demographic Name	Creator	Service Date	Creation Date	Priority	Task Assigned to	Status	Message
<input type="checkbox"/>	Edit FURY,NICK	Doom,Victor Von	2012-08-15	2012-08-03	Normal	Doom, Victor Von	Active	Requires a patch.
		Doom,Victor Von		11:30:05				Meant to say eye-patch.

IV. Processing Ticklers

- Click on Ticklers on the OSCAR main page.
- Use the checkbox(es) to mark which Tickler(s) you will take action on.
- At the bottom of this window, click either Complete or Delete.
Note: Use Complete when the tickler has been done; use Delete if a tickler was made in error.

<input checked="" type="checkbox"/>	Edit WAYNE,BRUCE	Doom,Victor Von	2012-06-13
<input checked="" type="checkbox"/>	Edit STORM,SUE	Doom,Victor Von	2012-05-01

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I N D I V I C A

V. Viewing a Tickler Report

Use this function if you wish to see active, complete, or deleted ticklers for specific providers within a date range.

1. Click on Ticklers on the OSCAR main page.
2. At the top of the window, use the fields to select which ticklers to include on the report.
 - (a) Click Begin to choose a start-date for the report.
 - (b) Click End to choose an end-date for the report.
 - (c) Click View All to choose a start and end date that will encompass all of the ticklers.
 - (d) Select which status of ticklers to view.
 - (e) Choose a doctor. This refers to demographic MRP's.
 - (f) Choose who the task was assigned to.

The screenshot shows the 'oscarTickler' interface. At the top left is a 'Print' button. The main area contains several controls: 'Service Date-Range' with a 'Begin:' field (labeled (a)), an 'End:' field (labeled (b)), and a 'View All' button (labeled (c)). Below this is a 'Move To' dropdown menu set to 'Active' (labeled (d)), a 'Select provider' dropdown menu set to 'All Providers' (labeled (e)), and an 'Assigned To' dropdown menu set to 'All Providers' (labeled (f)). A 'Create Report' button is located at the bottom right of the control area.

3. Click Create Report.

