

# Flow Tech Duties (Excerpt)

## 1. Pull up electronic medical records

- A. Old electrocardiograms (EKGs). These allow doctor to compare current EKG to note if there are any acute changes.
- B. Patient's recent ED visit. For patients that were here recently, flow techs print the lab values, discharge summary, etc., before the doctor sees the patient. This allows the doctor to see what tests already have been done and what they concluded, which provides continuation of care
- C. Last admitting doctor. This record allows the doctor to quickly choose the appropriate admitting doctor and facilitates patient admittance process.

## 2. Prepares discharge instructions

- A. Everyone receives a referral if they do not have a family doctor. This is significant, because the ED sees some patients again and again if they do not have a family doctor. This referral allows them to get proper patient care for additional tests that the ED cannot schedule.
- B. More detailed instructions. Flow techs can spend more time typing discharge instructions and adding specific instructions to remind each patient of the doctor's recommendations.

## 3. Page Phlebotomist to start intravenous (IV) line, and draw labs as soon as the doctor decides to order them.

This used to occur only after the secretary received the chart, entered labs in the computer, then put the chart in the order box. Labs get to the lab faster now, and the doctor receives results faster and can give disposition faster.

## 4. Inform staff of pending discharges (people to be discharged in the next five to 10 minutes).

This information allows staff to help patient back into clothing, pull IV, etc., and allows doctor to dictate the chart while the flow tech prepares the discharge instructions. Then, when the doctor is finished dictating, the instructions are ready and the patients can be discharged faster because they already are dressed.

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