



BUILD YOUR eNOTIFICATION TEAM WORKFLOW

Decide who reviews, who acts, and how the loop gets closed.



1 eNOTIFICATION ARRIVES



ED Visit • Admission
Discharge • Day Surgery

Who has access to eNotifications?

Where are they received in the EMR?

Delivery times:

- ☐ 6 AM delivery reviewed
- ☐ 2 PM delivery reviewed

TIP
eNotifications work best when every alert has an owner and a clear path from start to finish.

2 REVIEW & TRIAGE



Who reviews incoming eNotifications?

Backup person:

How often are they reviewed?

- ☐ Standing orders in place
- ☐ Clinic protocol in place
- ☐ Escalation criteria established

TEAM TIP
Use standing orders and protocols to empower staff and keep important notices moving forward.

3 ACTION



Who takes the next step?

- ☐ Follow-up call
- ☐ Appointment booked
- ☐ Provider review required
- ☐ Other:

When does it go directly to the NP?

REMEMBER
Complex or high-risk cases should always be flagged for the Nurse Practitioner.

4 DOCUMENT & CLOSE



Who documents the action?

Where is it documented?

- ☐ Response recorded in patient chart
- ☐ Required follow-up completed
- ☐ Provider notified when appropriate
- ☐ Loop closed

GOOD PRACTICE
A closed loop ensures nothing is missed and patients receive appropriate follow-up.



BUILD YOUR PROTOCOL

Questions to decide as a team

- ☐ Who is responsible for checking eNotifications each day?
- ☐ Who provides coverage when that person is away?
- ☐ Do ED visits, admissions, discharges and day surgery require different responses?
- ☐ What can staff action independently?

- ☐ What requires NP review?
- ☐ What is considered urgent?
- ☐ What is the expected follow-up timeframe?
- ☐ How will the team know the loop has been closed?



THE GOAL: NO eNOTIFICATION SITS WITHOUT AN OWNER.
Every notification should have a clear path from
ARRIVAL → REVIEW → ACTION → DOCUMENTATION

