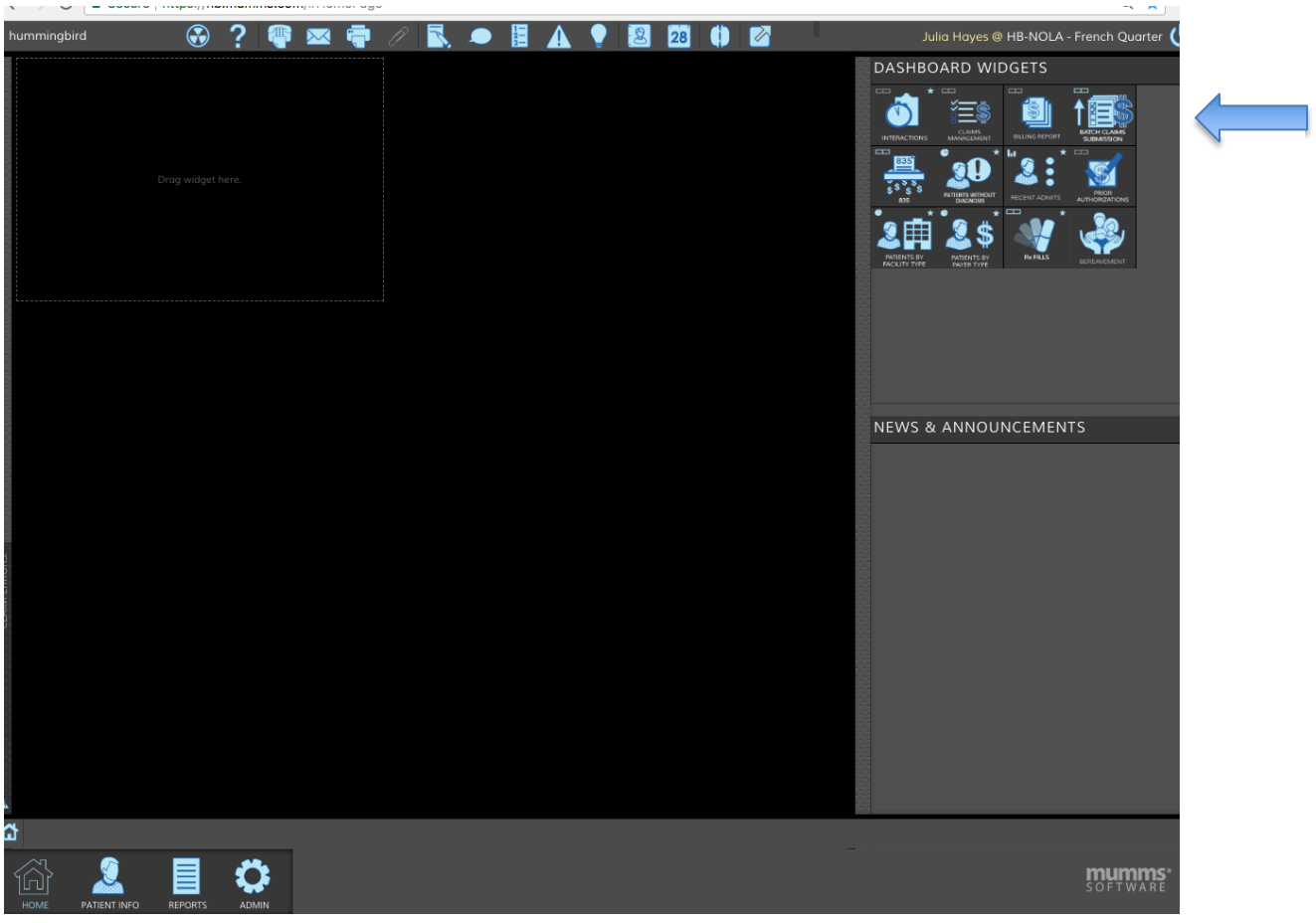
Interactions Entry and Update

Entries into hummingbird clinical (HBC) and hummingbird mobile (HBM) will flow to Patient Information Management (PIM)and can be found in the Interactions Widget. Interactions can be added directly into the widget if not recorded in HBC or HBM.

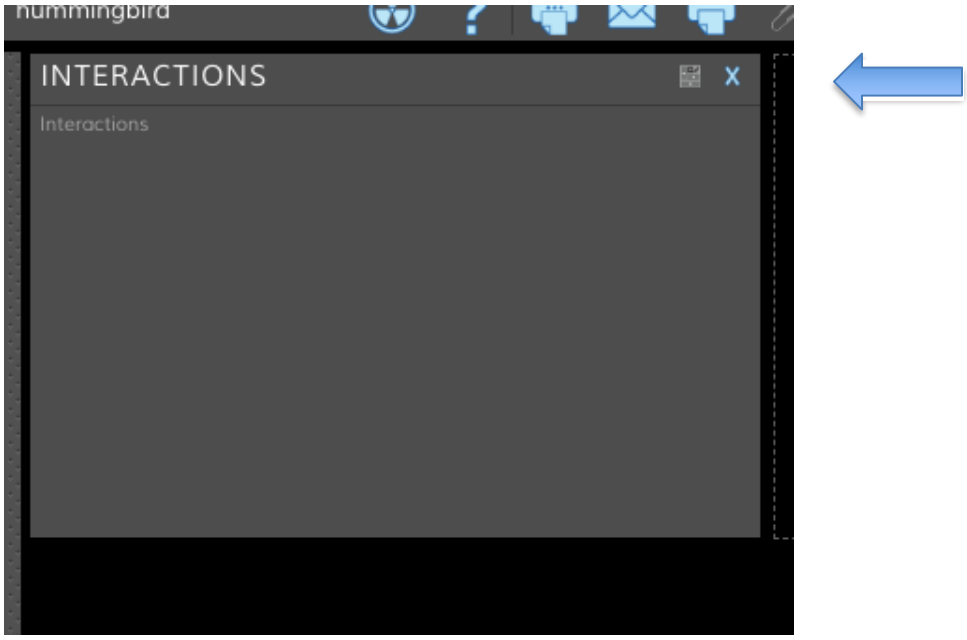
Viewing Interactions

From the HOME screen, drag the Interactions Widget out to the dashboard. The Widget is located in the Widget drawer on the right side of the HOME screen.

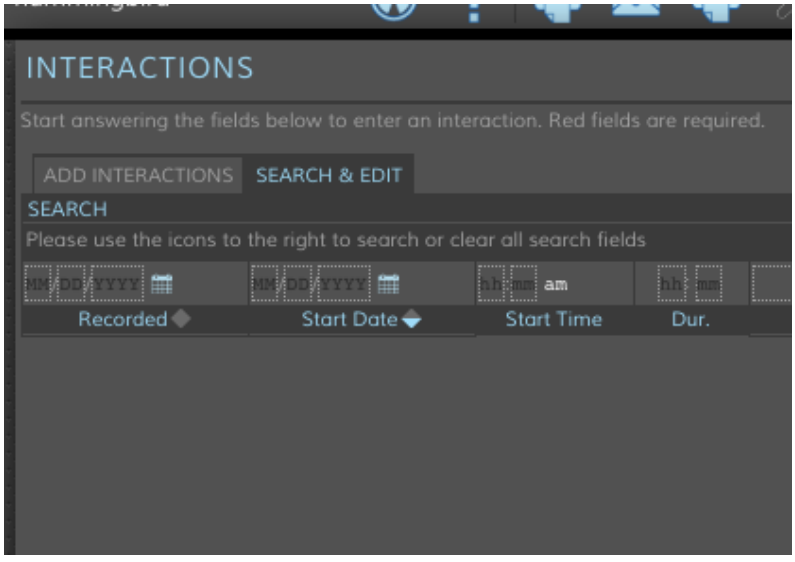


Interactions Entry and Update

The Interactions Widget can be opened by clicking on the word INTERACTIONS.



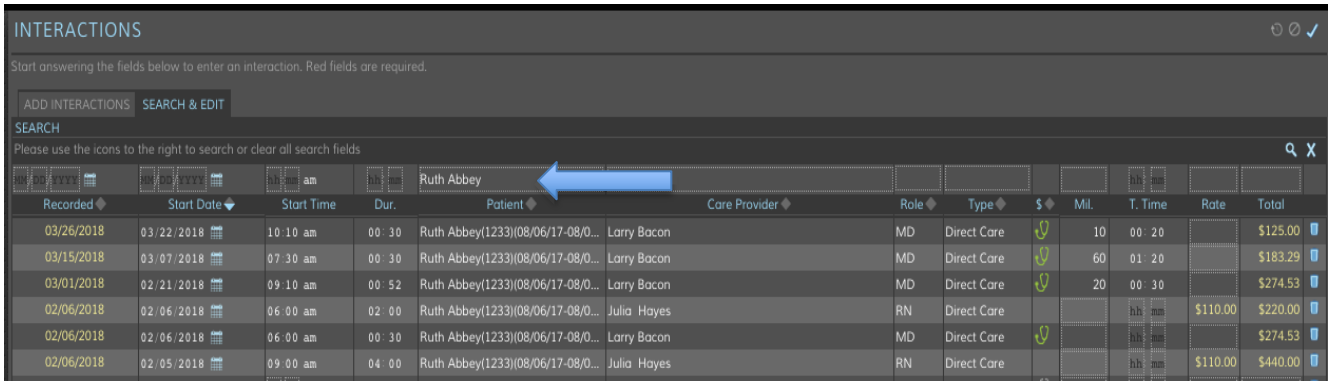
Once expanded select the “SEARCH & EDIT” tab at the top to view interactions.



Updated: April 11, 2018

Interactions Entry and Update

Interactions can be searched by Start Date, Patient, Care Provider, Role, or Type by typing your search criteria in the empty box above the selected area.



Searching visits in this manner will allow you to view the details of any visit/interaction that has been entered into HBC, HBM, or PIM>INTERACTIONS. The details listed include:

- Date the visit was recorded
- Date and time the visit occurred
- Duration of the visit
- Patient name and MR #
- Care Provider Name
- Care Provider Role
- Type of visit/interaction
- Billable, mileage and rate details of the visit

Correct/Modify Interaction Data

Visit details entered into HBC or HBM should be corrected or modified in PAC/Admin Console. This change will carry over to PIM interactions. If modified in PIM, it will not carry back to the admin console.

To modify Interactions details for visits entered into PIM:

1. Search to find the interaction in question.

2. Modify data by clicking in the box of the data you want to change and replacing it with correct data.

3. Delete the entire interaction by using the trash can icon to the right on the line you want to remove.

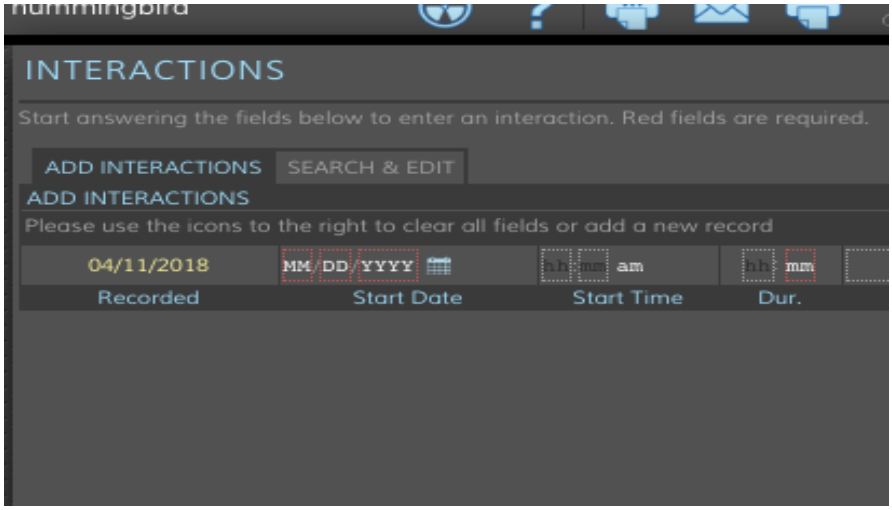
4. For a physician visit which was entered as a non-billable visit that should have been a billable visit, find the visit under the "Search and Edit" tab, click the "stethoscope" icon. A floating window will open to allow the HCPCS code and rate to be entered. Once entered, click the blue arrow to add. When all codes have been entered, select OK. You will see the stethoscope turn green and the total rate appear in the total box. Change the "Direct Care (Non-billable) type to Direct Care by clicking in the box. A drop down list will appear and you can select Direct Care to change.

5. To change information on a face to face visit that was entered into PIM Insurance > Elections go to interactions, search and edit as above. This will change the data in interactions and elections. Duration of visits entered directly into PIM elections will need to be added in interactions as well.

Entering Patient Interactions

Interactions that were not entered in HBC or HBM can be entered through the interaction screen. (ie. Physician or Volunteer visits completed on paper)

1. Open the Interactions Widget by clicking on the word INTERACTIONS. A floating window will open with the "ADD INTERACTIONS" tab open.



Interactions Entry and Update

The recorded date will default to the current date.

2. “Start Date” (date of visit) is required and the boxes are outlined in red. Enter the date of the visit by clicking in each box and choosing the correct number or by using the calendar icon to choose the date.

3. Enter “Start Time” of the visit/interaction.

4. Enter “Duration” of the visit. Duration is a required field.

5. Enter “Patient” name. As you begin to type, all available patients with like names will appear. Choose the correct patient from the drop down.

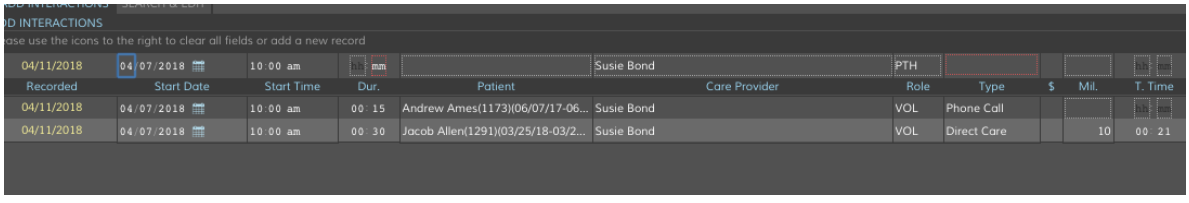
6. Enter “Care Provider” name. As you begin to type, all available care providers with like names will appear. Choose the correct person from the drop down.

7. “Role” will automatically populate with the primary role for the person. If the person has more than one role, a different role can be chosen for the visit by clicking in the role box and choosing from the drop down list.

8. Type of visit will default to Direct Care for a patient visit. This can be changed by clicking in the box to view a drop down list and choosing the correct type. (ie. phone call).

9. Enter Mileage and Travel Time as appropriate.

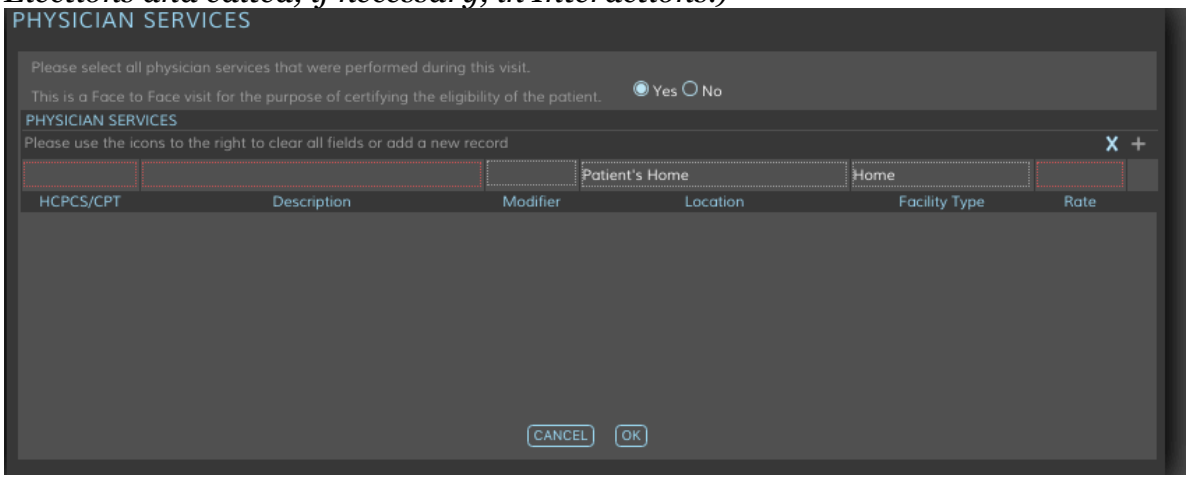
10. Click the Blue Plus Sign to add the visit. The visit will drop down below the line with all the appropriate information. If it was a visit by a discipline that a rate was attached to, the rate would now appear in the line as well.



Interactions Entry and Update

11. The date, time and care provider will stay in the add line until you change it, or the widget is closed. This allows for multiple visits by the same provider to be entered quickly into the system. (ie. volunteer with 4 patient visits in one day)

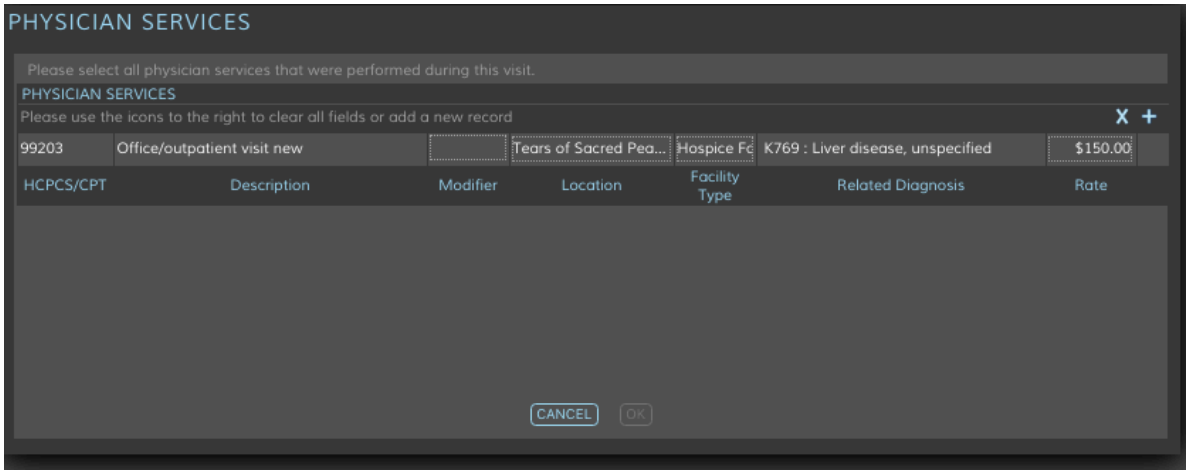
12. If this is a Physician or Nurse Practitioner visit, a "Physician Services" floating window will appear allowing you to enter the details of the visit. If the patient is due for a face to face visit in the time frame this interaction occurred you will see a question to prompt you to answer if this is a face to face visit. *(Face to Face visit information added in Insurance > Elections will carry over to interactions. However, Face to Face visit information added here, will not carry to elections. F2F information not entered through HBC/HBM should be added in Insurance > Elections and edited, if necessary, in Interactions.)*



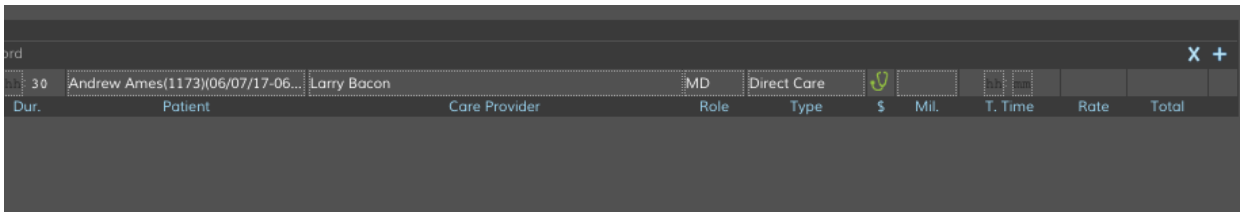
13. Billable HCPCS/CPT codes and rates are entered in this floating window when physician visits are entered through interactions. They can be entered by entering the code or the description. Once all of the required information is added, the plus sign to the right will turn blue allowing you to add each line. After all charges have been entered, select OK to close the floating window and return to the Interactions Widget.

Interactions Entry and Update

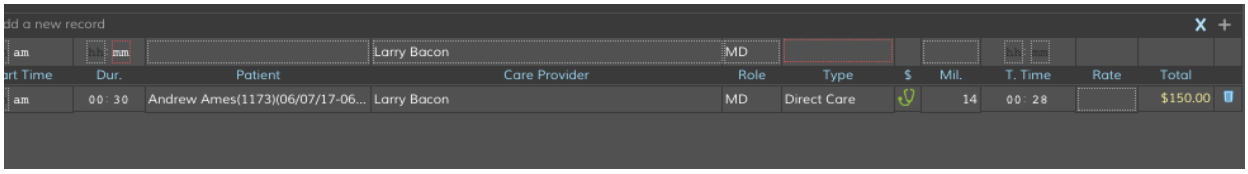
14. If the patient is in Palliative Care during the time of the interaction. The Physician Services floating window will have a “Related Diagnosis” box required as well.



15. Once back on the Interactions Widget you can add the mileage and travel time to the visit and click the blue plus sign to enter.



The visit will drop down below the line and the rate will appear in the box, indicating it has been added successfully.

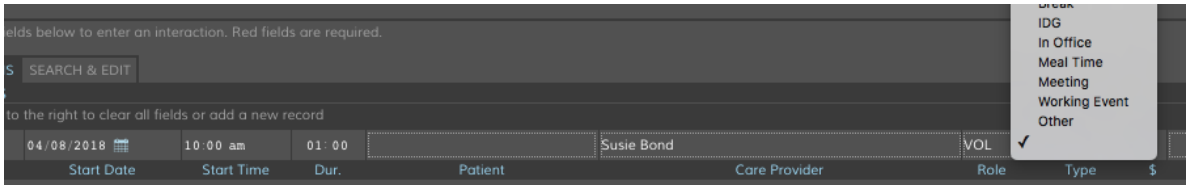


Interactions Entry and Update

hummingbird™

Entering Non-Patient Interactions

Entering non-patient interactions is accomplished in the same manner as above leaving out Step #5.



When entering non-patient time, no patient name is entered and the type of visits to choose from will change to non-patient type visits.