



Serving Sonoma, Napa, Marin & Yolo Counties

Hypertension Recall Instructions

The following pages are screenshot by screenshot instructions for recalling patients with hypertension using eClinicalworks. There are two protocols provided:

- Inform patients by mail
- Inform patients by email or automated phone call

Patient criteria for recall:

- 18 years of age or older
- Diagnosis of hypertension on problem list
- Active patients
- Not deceased
- Have had at least one office visit in the past 2 years
- Has not had an office visit in the past 6 months
- Does not have a scheduled visit in the next month

FAQ:

How frequently should patients be recalled?

In order to have patients come in a timely manner we recommend running the recall monthly.

What if too many patients appear on the list, Can it be broken up?

Yes, the list can be sorted by care team, provider or even by count of patients. For assistance with this please contact the RCH EHR Optimization Team.

Can the recall be sorted by care team or provider?

Yes, instructions for this are included with the screenshots that follow.

Regular Recall Process

