

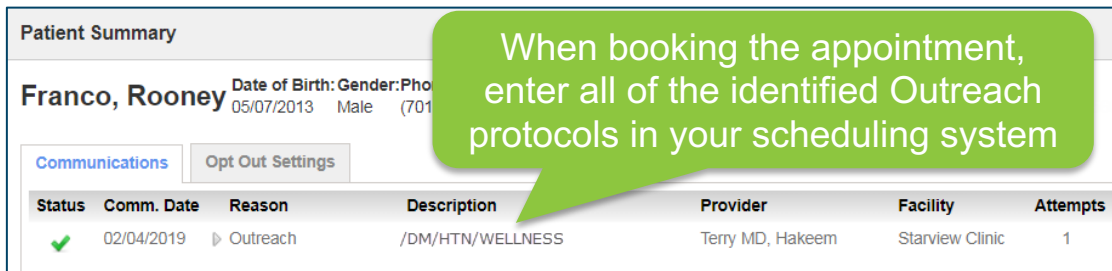
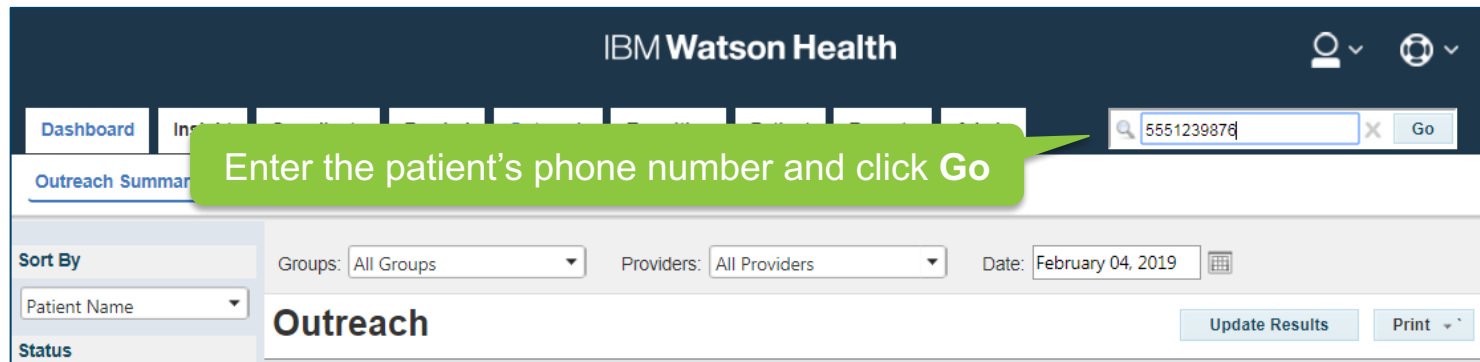
Log into <https://atmosphere.phytel.com>

## Educate your patients about Outreach!

“Our providers have a system to monitor your health. May I have the telephone number where you receive communications from our practice?”

Ask for the **phone number** because the Outreach call may not have been for the person that is calling back (relatives, wrong number, etc.) **Search for the patient** in the Outreach application using the **phone number** to determine the reason for the call.

“Am I speaking with \_\_\_\_\_? The reason you received the call is ....”



# IBM Phytel Outreach Quick Reference Guide

Protocol Name	Abbreviation
Asthma	ASTHMA
Thyroid Disorder	THY
Cervical Cancer Screening (PAP)	PAP
Chronic Obstructive Pulmonary Disease	COPD
Colorectal Cancer Screening	CCS
Coronary Artery Disease	CAD
Diabetes	DM
Diabetes Uncontrolled	DM UNC
Echocardiography	ECHO
Heart Failure	HF
High Cholesterol	CHOL
Hypertension	HTN
Hypertension Malignant	HTN ML
Mammogram	MAMM
Medicare Initial Patient Physical Exam	IPPE
Pneumococcal Vaccine	PPSV
Wellness Visit	Wellness

Protocol Examples