

SQL: Phone Message Review

Last Modified on 03/29/2022 8:29 am EDT

i There are **two versions** of this SQL: Firebird and MySQL. The **MySQL version** only applies to clients who are **BETA testing MySQL**. All other Practices should continue to use the Firebird version of this code. Click to expand and copy the code you need. If you are unsure which code to use, please check with your Practice Administrator.

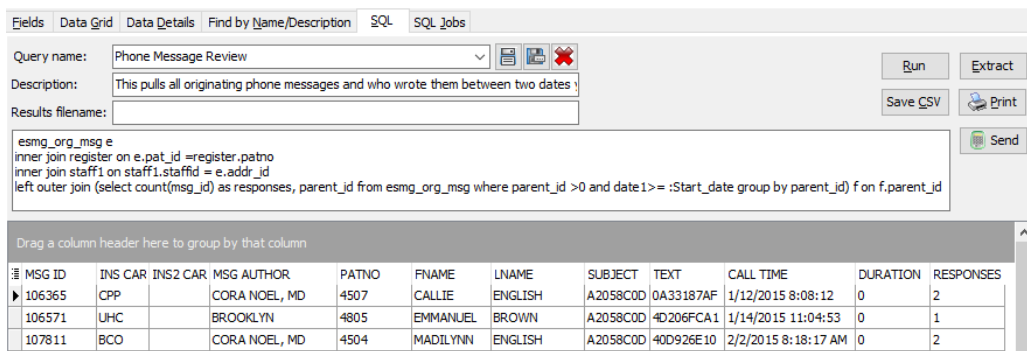
About

This SQL will show all originating phone messages and who wrote them between the two dates you specify. It also includes:

- The message subject and text
- The duration (if completed)
- The patient's current primary and secondary insurance codes

"Responses" shows the number of distinct responses to the original message on that thread.

A sample image of this SQL report run in the Database Viewer is shown below:



The screenshot shows a Database Viewer window with the following details:

- Query name:** Phone Message Review
- Description:** This pulls all originating phone messages and who wrote them between two dates
- Results filename:** (empty)
- SQL Code:**

```

esmsg_org_msg e
inner join register on e.pat_id =register.patno
inner join staff1 on staff1.staffid = e.addr_id
left outer join (select count(msg_id) as responses, parent_id from esmsg_org_msg where parent_id >0 and date1 >= :Start_date group by parent_id) f on f.parent_id

```
- Results Table:**

MSG ID	INS CAR	INS2 CAR	MSG AUTHOR	PATNO	FNAME	LNAME	SUBJECT	TEXT	CALL TIME	DURATION	RESPONSES
106365	CPP		CORA NOEL, MD	4507	CALLIE	ENGLISH	A2058COD	0A33187AF	1/12/2015 8:08:12	0	2
106571	UHC		BROOKLYN	4805	EMMANUEL	BROWN	A2058COD	4D206FCA1	1/14/2015 11:04:53	0	1
107811	BCO		CORA NOEL, MD	4504	MADILYNN	ENGLISH	A2058COD	40D926E10	2/2/2015 8:18:17 AM	0	2

Report Usage Ideas

- Phone messages created by providers might be internal (i.e. setting up referral), but they might be phone calls with families. Some of these might be billable with 99441-3 or G2012.
- Phone messages by nurses might reflect 99490 (chronic care management) if >=20 minutes is spent in a calendar month.
- Phone messages sent from families through the portal will show as being from "Web Portal User." If answered by the provider and time thresholds are met, then this might be billable with 9942x.

SQL Code: Firebird

To highlight and copy the code below to your clipboard, simply click the **Copy** button.

Copy

```
select msg_id, register.ins_carrier_Code, register.ins2_carrier_code, staffname as msg_author, patno, fname, lname, subject, cast(text as char(30000)) as txt, call_time, duration, responses from
esmg_org_msg e
inner join register on e.pat_id =register.patno
inner join staff1 on staff1.staffid = e.addr_id
left outer join (select count(msg_id) as responses, parent_id from esmg_org_msg where parent_id >0 and date1>= :Start_date group by parent_id) f on f.parent_id = e.msg_id
where e.date1 between :Start_date and :end_date and (e.parent_id is null or e.parent_id <1)
```

SQL Code: MySQL

To highlight and copy the code below to your clipboard, simply click the **Copy** button.

Copy

```
select msg_id, register.ins_carrier_Code, register.ins2_carrier_code, staffname as msg_author, patno, fname, lname, subject, text, call_time, duration, responses from
esmg_org_msg e
inner join register on e.pat_id =register.patno
inner join staff1 on staff1.staffid = e.addr_id
left outer join (select count(msg_id) as responses, parent_id from esmg_org_msg where parent_id >0 and date1>= :start_date group by parent_id) f on f.parent_id = e.msg_id
where e.date1 between :start_date and :end_date and (e.parent_id is null or e.parent_id <1)
```