



Clinician Experience

Product Guide 2023 R1

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Document Information

Audience

Clinician Experience customers

Purpose

Provides an overview of the features and functions in Clinician Experience

Availability

December 2023

Prerequisites & Dependencies

Clinicians Experience leverages existing features in _____ products that must be installed and configured prior to Clinician Experience deployment. The prerequisites include:

- _____ eMAR – Electronic Medication Administration Record (eMAR) with Barcode Administration
- _____ Patient Care Documentation – fully-integrated, multi-disciplinary clinician application that allows for patient charting
- _____ Order Management – provides the ability to enter and manage orders
- _____ Enterprise Clinicals – an Enterprise solution used to receive and process orders
- Protocol Handler version 11.0.16.1

NOTE

Sites must perform the following actions:

- Build Clinical Document Assessments and note templates
- Update Nursing Orders and Interventions type A and N
- Review existing Patient Care Orders

Clinician Experience 2023 R1 Features

This document describes workflows and features introduced by _____ Clinician Experience that are visible to clinicians using _____ Enterprise Clinicals.

IMPORTANT

Clinicians at facilities that have not fully implemented Clinician Experience must continue using the existing Patient Care workflows until Clinician Experience implementation is completed.

Related Documents

For an in-depth description of Clinician Experience, including detailed workflow instructions, see:

- [Clinician Experience 2023 R1 Summary of Enhancements](#)
- [Clinician Experience 2023 R1 Release Notes](#)
- [Online help](#)
- [Protocol Handler 2023 R1 User Guide](#)

Overview

Clinician Experience enables healthcare clinicians to focus on delivering the highest quality patient care by providing intuitive solutions and streamlined workflows. This is achieved by improved communication and collaboration, promoting effective decision making, and enabling care in every setting. Clinician Experience users can:

- Easily access, filter, and acknowledge patient and order information
- Effectively manage individual patient information
- More accurately assess patient visits
- Use the patient worklist to manage patient care orders, tasks, and medication records
- Assemble an in-depth discharge plan for patients

Value and Benefits

Clinician Experience offers the following values and benefits to clinics and hospitals:

- Enhanced clinician tools
- Provide the ability to provide patient care from a single platform
- Streamlined eMAR workflows
- Enhanced reporting options
- Meeting needs of clinical departments within the hospital setting and levels of care
- Provide the ability for information to be available throughout Enterprise
- Offer a real-time availability of patient documentation in the chart, such as vital signs, medication administration, and new allergy or immunizations

Features at a Glance

Clinician Experience provides the following features and functionality:

- **Patient List**
 - Patient Lists & Filters
 - Acknowledge STAT & New Orders
- **Patient Chart**
- **Assessments**
 - Anatomical Assessments
 - Enhanced Assessments
- **Patient Worklist**
 - Activities Tab
 - Orders Tab
 - eMAR Tabs
- **Metric Values for Patient Weight**
- **Clinical View Reports**

Clinician Experience Personas

Clinician Experience provides read/write access to all Enterprise Clinicals personas.

The following personas have view only permission:

- PerioperativeViewOnly
- Pharmacy Tech I
- Pharmacy Tech II
- Pharmacist

Patient List

Patient lists display patient information and allow access to the patient chart to complete patient documentation.

Patient Lists & Filters

Clinicians can access patient information through various lists:

- **Active Patients** – Displays active patients

Patient List						
Active Patients	My Patients	Outpatient	Pre Admit / Pre Reg	Discharged		
Nursing Station(s) ▾						
<input type="checkbox"/> Inpatient	<input type="checkbox"/> Observation	<input type="checkbox"/> Outpatient				
Patient Name			Alert ⚠	Status	Location ▾	HSV
MRN [REDACTED]	Encounter 374369			–	HOS	Attending Physician
MRN [REDACTED]	Encounter 374370			–	HOS	Admitting DX / CC
> [REDACTED]					ASC	
MRN [REDACTED]	Encounter 376199			–		

- **My Patients** – Displays active/unactive patients

Patient List						
Active Patients	My Patients	Outpatient	Pre Admit / Pre Reg	Discharged		
Nursing Station(s) ▾						
<input type="checkbox"/> Inpatient	<input type="checkbox"/> Observation	<input type="checkbox"/> Outpatient	<input type="checkbox"/> Pre-Admit/Pre-Reg	<input type="checkbox"/> Discharged		
Patient Name			Alert	Status	Location ▾	HSV
> [REDACTED]			New		OBS	Attending Physician
MRN [REDACTED]	Encounter 371340			–		Admitting DX / CC
> [REDACTED]			Opt-out			
MRN [REDACTED]	Encounter 375361		New	–	LAB	Broken Ankle
> [REDACTED]			Opt-out			
MRN [REDACTED]	Encounter 375780		STAT	▲	LAB	

- **Outpatient – Displays outpatients**

Patient List

Patient List						
Active Patients	My Patients	Outpatient	Pre Admit / Pre Reg	Discharged		
Nursing Station(s) ▾						
Patient Name ▾		Alert ⚠	Status	Location	HSV	Attending Physician
MRN [REDACTED] Encounter 371253			-	CPR	[REDACTED]	-
MRN [REDACTED] Encounter 377488			-	MOP	[REDACTED]	-
MRN [REDACTED] Encounter 377485			-	MOP	[REDACTED]	-

- **Pre-Admit / Pre-Reg – Displays pre-administered and pre-registered patients**

Patient List

Patient List						
Active Patients	My Patients	Outpatient	Pre Admit / Pre Reg	Discharged		
Patient Name ▾						
MRN [REDACTED] Encounter 371055			HSV	Attending Physician	Admitting DX / CC	
MRN [REDACTED] Encounter 370885			MIP	[REDACTED]	-	
MRN [REDACTED] Encounter 375135			MIP	[REDACTED]	-	
MRN [REDACTED] Encounter 375135			LAB	[REDACTED]	-	

- **Discharged – Displays discharged patients**

Patient List

Patient List						
Active Patients	My Patients	Outpatient	Pre Admit / Pre Reg	Discharged	Last <input checked="" type="radio"/> 7 days <input type="radio"/> 24 hours	
Patient Name ▾						
MRN [REDACTED] Encounter 376459			HSV	Admitted	Discharged	Attending Physician
MRN [REDACTED] Encounter 376459			EDO	Feb-16-2023	Jul-16-2023	Admitting DX / CC
MRN [REDACTED] Encounter 376459						Abdominal Aortic Aneurysm, Ruptured

- **Search – Displays patients relevant to specific criteria**

Search for Patient



All Patients Active Patients

Patient Name MRN

DOB

Encounter

Search **Reset**

patient list > search Include discharged patients from last 90 day(s)

Inpatient Observation Outpatient Pre-Admit/Pre-Reg Discharged

Patient Name ▾ Location HSV Admitted Discharged Attending Physician Admitting DX / CC

Patients that display on each list are determined by the clinician's Hospital Service codes (HSV) and nursing stations. Information in patient lists can be filtered by nursing station, patient type, and most columns (in ascending or descending order). Each list varies in the information that is displayed, available filter options, and other functionalities.

NOTE

Patients with previous encounters display with next to their name within a patient list, which can be clicked to display them.

After selecting a patient, clinicians can easily navigate through patients within a list while maintaining their tab location via the patient banner.



- Next patient
- Previous patient
- Back to patient list

Acknowledge STAT & New Orders

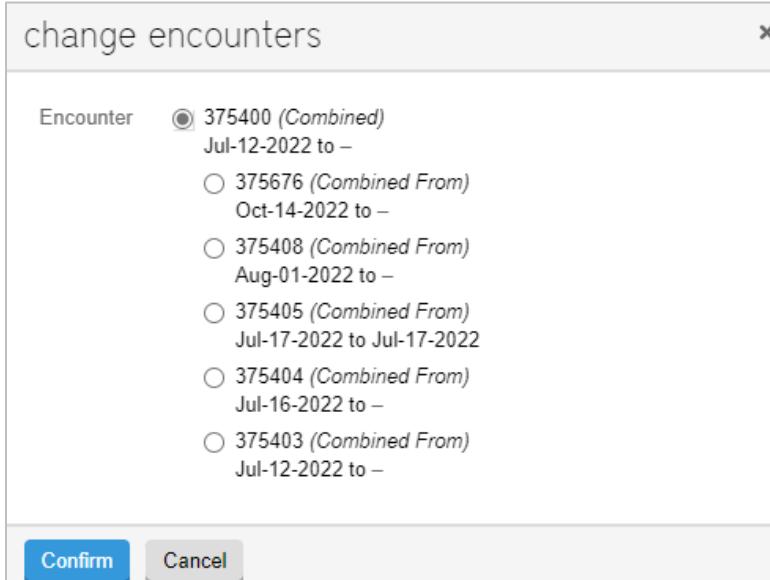
The order acknowledgement feature enables clinicians to review and acknowledge a patient's STAT or new order alerts. The following alerts are accessible via the **Alert** column in the **Patient List** or by navigating to a patient's **Order** tab:

- New STAT orders
- New orders

Patient Chart

Clinicians can access the following features from Patient Chart:

- **Combined Encounters** – Helps clinicians identify and access current patient encounters that are combined with previous encounters for the same patient. Combined encounters are accessible via **Encounter** in the Patient Banner.



- **Patient Demographics** – Provides information on a patient's demographics, insurance information, and physician information.

demographics		
Demographics	Insurance	Physician Info
Name		Ethnicity
Social Security Number		Religion
Date of Birth		Congregation
City of Birth		Preferred Language
Resident Country		Primary Race
Birth Gender		Additional Race
Administrative Gender		Smoker
Gender Identity		Profile Picture
Preferred Name		
Sexual Orientation		
Marital Status		
Spouse/Maiden		
Expired		
patient contact		
Address		
Zip / County		
City / State		
Primary Phone		
Home Email		
patient's employer		
Company Name		
Zip		
City / State		
Company Phone		
Occupation		
Employed		

- **Reproductive Health** – Displays a patient's **Last Menstrual Period** and **Pregnancy** and **Lactating** status.

reproductive health		
Last Menstrual Period	May-02-2022	
Pregnant	Yes	No
Lactating	Yes	No
Save		

- **Transport** – Displays a patient's transportation requirements.

The screenshot shows a form titled "transport". It contains several sections with checkboxes:

- O2: Yes (selected), No
- IV: Yes (selected), No
- Monitor: Yes (selected), No
- Ventilator: Yes (selected), No
- Mobility: Full Assist, Partial Assist (selected), No Assist
- Transportation: Ambulatory, Stretcher, Wheelchair, Other (Other is selected)

At the bottom is a blue "Save" button.

- **Care Plan** – Allows clinicians to create, modify, and review a patient's care plan. Clinicians can select from a list of problems to add to a patient's care plan, along with associated outcomes and interventions.

The screenshot shows a "create care plan" dialog. It includes fields for "Short Name" (Charlie) and "Expected Length Of Stay" (7 days). Below these are sections for "add problems" and "selected".

Problems:

- ANEMIA: HIGH RISK FOR ALTERED ORAL MUCOUS MEMBRANES
- ANEMIA: HIGH RISK FOR INFECTION R/T DECREASED RESISTANCE
- ANEMIA: HIGH RISK FOR INJURY; BLEEDING TENDENCIES
- ANXIETY
- APPENDICITIS: FLUID VOLUME DEFICIT
- APPENDICITIS: PAIN
- APPENDICITIS: RISK FOR INFECTION
- ARTHRITIS, RHEUMATOID: BODY IMAGE DISTURBANCE
- ARTHRITIS, RHEUMATOID: CHRONIC PAIN
- ARTHRITIS, RHEUMATOID: IMPAIRED PHYSICAL MOBILITY

selected:

- *CORE MEASURE PNEUMONIA*
- FATIGUE *

At the bottom are "Save" and "Cancel" buttons.

- **Discharge Plan** – Allows clinicians to create, modify, and review a patient's discharge plan. Clinicians can select from a list of discharge criteria, along with associated instructions. Special instructions can also be added to a patient's discharge plan via the **Special Instructions** tab.

The screenshot shows a "discharge plan" dialog. It has tabs for "Discharge Instructions" (selected) and "Special Instructions".

Discharge Instructions:

- DIABETES MANAGEMENT
- DIABETES MANAGEMENT DIET
- DIABETES MANAGEMENT EXERCISE
- DIABETES MANAGEMENT MEDICATION
- FOLLOW UP APPOINTMENTS

For each item, there are "Add" and "Remove" buttons. To the right of the list are "More Info" and "Modify Discharge Plan" buttons.

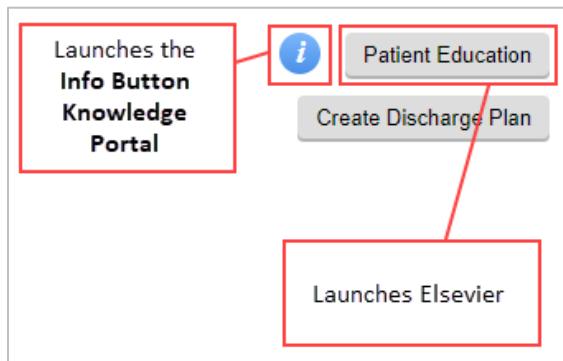
Documentation Provided – Allows clinicians to add, modify, and retract information related to documentation that has been provided to a patient. The types of documentation provided includes patient education, discharge summary, transfer summary, C-CDA Continuity of Care Document, and C-CDA Discharge Summary.

The screenshot shows two views of the 'Documentation Provided' section. On the left, a list of entries is shown under 'current' and 'past'. Entries include 'patient education resources' (with a 'Patient' icon), 'discharge summary', 'transfer summary', 'C-CDA continuity of care document', and 'C-CDA discharge summary', all marked with a minus sign. A 'retracted' section is also present. On the right, a modal window titled 'add documentation provided' is open, containing fields for 'Documents Provided' (dropdown), 'Date / Time Provided' (date/time picker), 'Provided To' (dropdown), and 'Comments' (text input with a character limit of 150). Buttons for 'Save' and 'Cancel' are at the bottom.

Patient Education

Patient education can be accessed by clinicians through a new **Patient Education** button in the **discharge plan** and **documentation provided** sections of **Patient Chart**—which launches Elsevier, a third-party tool formerly known as ExitCare.

Additionally, a new **Info Button Knowledge Portal** button is accessible via **discharge plan** only, which launches a tool that provides links to MedLine Plus and contains information relevant to the patients' problems and medications in their discharge plan.



Infobutton Knowledge Portal

[English](#)[Spanish](#)

Problems

Allergy to bee venom
Anxiety disorder
Crohn's disease of small intestine
Diabetes mellitus
Laceration of lower leg
Migraine variants
Toxic pneumonitis

Medications

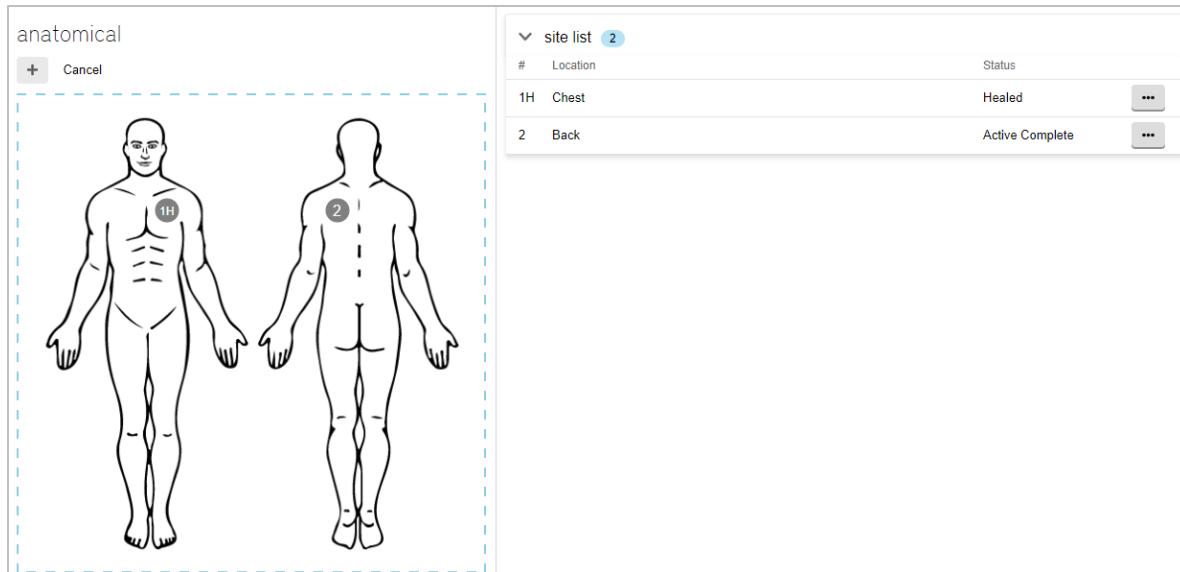
-

Assessments

Assessments help clinicians document and evaluate patient information.

Anatomical Assessments

Anatomical assessments allow clinicians to document a patient's wound information with streamlined workflows using anatomical images. Clinicians can quickly move through questions and responses, and can also add, modify, or retract them. In addition, clinicians can comment on wound sites and mark them as healed.



Enhanced Assessments

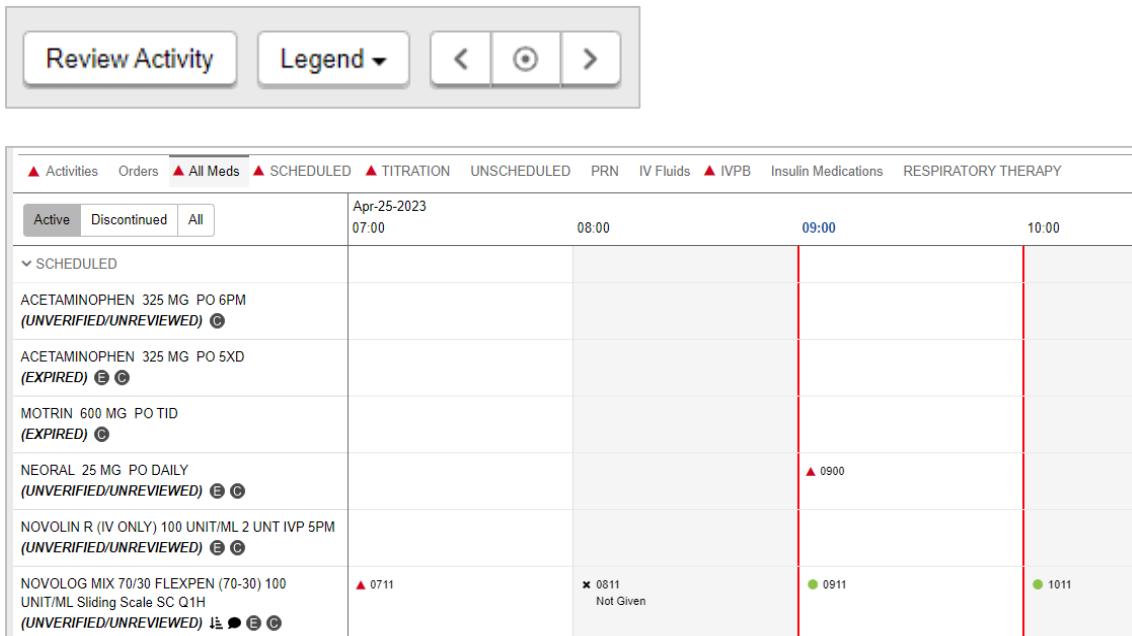
Enhanced assessments help streamline the assessment and documentation workflow when working with care plans. Clinicians can:

- Place orders from linked procedures
- Flag responses as critical when completing an assessment
- Incorporate diagnoses linked to completed assessments into a patient's care plan
- Complete CQM assessments
- Use the "eCQM Assessments" filter in the Assessments section

Patient Worklist

The **Patient Worklist** allows clinicians to review a patient's activities, orders, and medication records. It consists of multiple subtabs that vary depending on the medication ordered for a patient.

The worklist toolbar is used to review activity, view the worklist legend, and navigate between shifts.



The screenshot shows the Patient Worklist interface. At the top is a toolbar with buttons for "Review Activity", "Legend ▾", and navigation arrows. Below the toolbar is a grid representing a shift schedule from 07:00 to 10:00 on April 25, 2023. The grid has columns for time (07:00, 08:00, 09:00, 10:00) and rows for medication categories (SCHEDULED, TITRATION, UNSCHEDULED, PRN, IV Fluids, IVPB, Insulin Medications, RESPIRATORY THERAPY). The "SCHEDULED" row contains several entries:

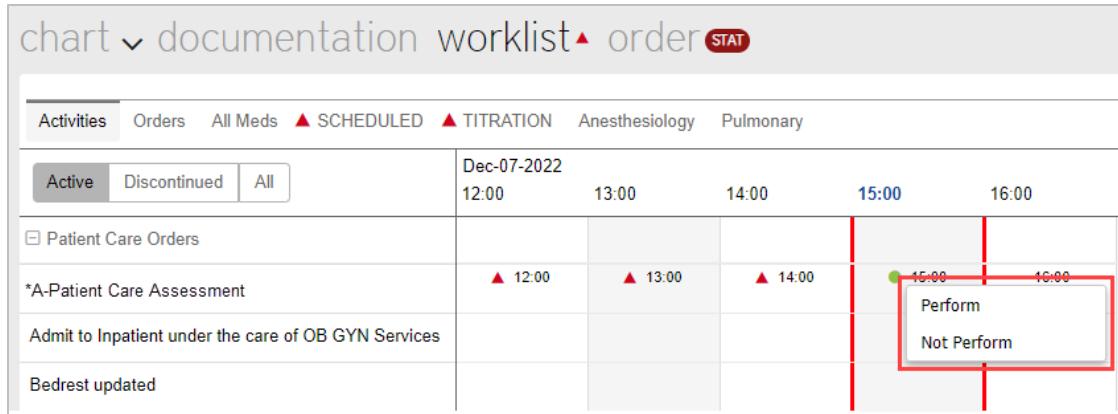
Category	Medication	Time	Status
SCHEDULED	ACETAMINOPHEN 325 MG PO 6PM (UNVERIFIED/UNREVIEWED)	07:00	
SCHEDULED	ACETAMINOPHEN 325 MG PO 5XD (EXPIRED)	08:00	
SCHEDULED	MOTRIN 600 MG PO TID (EXPIRED)	09:00	
SCHEDULED	NEORAL 25 MG PO DAILY (UNVERIFIED/UNREVIEWED)	09:00	
SCHEDULED	NOVOLIN R (IV ONLY) 100 UNIT/ML 2 UNT IVP 5PM (UNVERIFIED/UNREVIEWED)	09:00	
SCHEDULED	NOVOLOG MIX 70/30 FLEXPEN (70-30) 100 UNIT/ML Sliding Scale SC Q1H (UNVERIFIED/UNREVIEWED)	09:00	
TITRATION		0711	
UNscheduled		0811 Not Given	
PRN		0911	
IV Fluids		1011	

NOTE

Clinicians can click worklist items in any tab to view additional information, such as order details, audit information, and more.

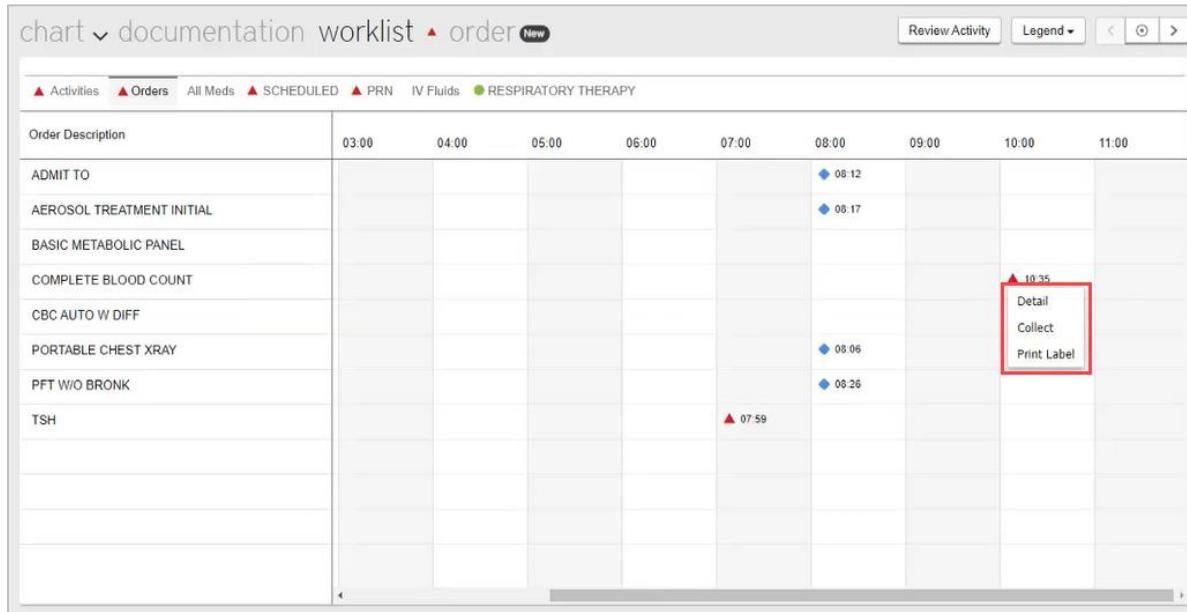
Activities Tab

The **Activities** tab allows clinicians to review, choose to perform, and choose to not perform patient care orders and care plan tasks.



Orders Tab

The **Orders** tab allows clinicians to view, collect, and print ancillary orders. It helps improve patient safety by giving nurses the ability to scan a patient's armband barcode or lab collection barcode to confirm lab collection is being done for the right patient and/or order. If lab collection was done for the wrong patient and/or order, an error message displays.



eMAR Tabs

The Electronic Medication Administration Record (eMAR) tabs allow clinicians to review and administer medication for a patient. It also allows clinicians to scan patient and medication barcodes into the worklist. eMAR tabs in the **Patient Worklist** consist of the following:

- All Meds
- Scheduled
- Unscheduled

- PRN
- IV Fluids
- IVPB

NOTE

Additional tabs that display in a patient's eMAR worklist depend on what medication is ordered to them. Medications can be assigned a MAR category during the order stage, which will add a corresponding MAR tab to the worklist.

▲ Activities ▲ Orders ▲ All Meds ▲ SCHEDULED ▲ TITRATION ● UNSCHEDULED PRN IV Fluids IVPB Pulmonary RESPIRATORY THERAPY									
Active Discontinued All		May-16-2023 08:00 09:00 10:00 11:00 12:00 13:00 14:00 15:00							
SCHEDULED									
1/2 NS 0.45 % 10 ML IV TITR (UNVERIFIED/UNREVIEWED) (EXPIRING) E C Dose 6 mcg/kg/min									
HUMALOG 100 UNIT/ML 1 UNIT IV TITR 1/2 NS 0.45 % 500 ML (UNVERIFIED/UNREVIEWED) E C Dose 11 units/hr									
PNEUMOVAX 23 25 MCG/0.5ML 25 MCG IM ONE- UNSCHD (UNVERIFIED/UNREVIEWED) (EXPIRING) E C									
TITRATION									
1/2 NS 0.45 % 10 ML IV TITR (UNVERIFIED/UNREVIEWED) (EXPIRING) E C Dose 6 mcg/kg/min									

Clicking an eMAR worklist item displays even more additional information regarding order details. It includes administration history, screening messages, education, and patient consent information.

Order Details Administration History Screening Messages Education Consent

DOBUTREX IV 250 MG/20ML 500 MG IV TITRATE12

Dose	500MG	Route	IV	Frequency	TITRATE12	Total Days	45	Total Doses	–	NDC	00409-2344-02
Pharmacy Comments Look-alike Sound-alike											
D5W 100 ML											
Dose	100ML	Route	IV	Frequency	TITRATE12	Total Days	45	Total Doses	–	NDC	00264-7510-20
Pharmacy Comments –											
Provider Comments withdraw 40ml from 250ml bag of D5W then add 40ml (500mg) Dobutamine for a final concentration of 2000mcg/ml											

general details

Drip Rate	–	Infusion Rate	–
Titration Scale Begin Infusion: 5 mg/hour			
Titrate for: HEART RATE			
< 100			
Increase:			
5 mg/hour, every 15 MIN, for HEART RATE			
>100			
Decrease:			
5 mg/hour, every 15 MIN, for HEART RATE			
<100			
Max dose:			

Close

Once a medication is scanned, the scanned medication tray displays for the clinician to administer the medication.

The screenshot shows a 'scanned medications' interface. At the top, there is a section for 'ASPIRIN 300 MG REC DAILY'. Below this, the following details are displayed:

- Status: Active
- Scheduled: May-18-2023 0900
- Ordered Dose: 300 MG

Below these details are two tabs: 'Admin. Details' (selected) and 'Screening Message'. Under 'Admin. Details', the following fields are visible:

- Dose: 300 MG
- Route: REC
- Pain Scale: Select ...
- * Administered By: [dropdown menu]
- Documented By: [dropdown menu]
- * Date/Time: May-18-2023 10:04
- Comment: 60 characters
- * Late Reason: Select ...

At the bottom of the interface are two buttons: 'Accept' (highlighted in blue) and 'Cancel'.

NOTE

Additional information also displays when applicable to the medication, including **Vital Signs**, a **Screening Messages** tab, a **Lab Links** tab, and an **Immunization** tab.

Click on an administered medication to display medication and administration information, modify the administration, add follow-up documentation, or retract the administration. Other information could also display, such as an IV documentation history section.

Administration Documentation

> TYLENOL W CODEINE 4 300-60 MG 1 TAB PO Q4HPRN
Scheduled Date/Time Mar-27-2023 0300

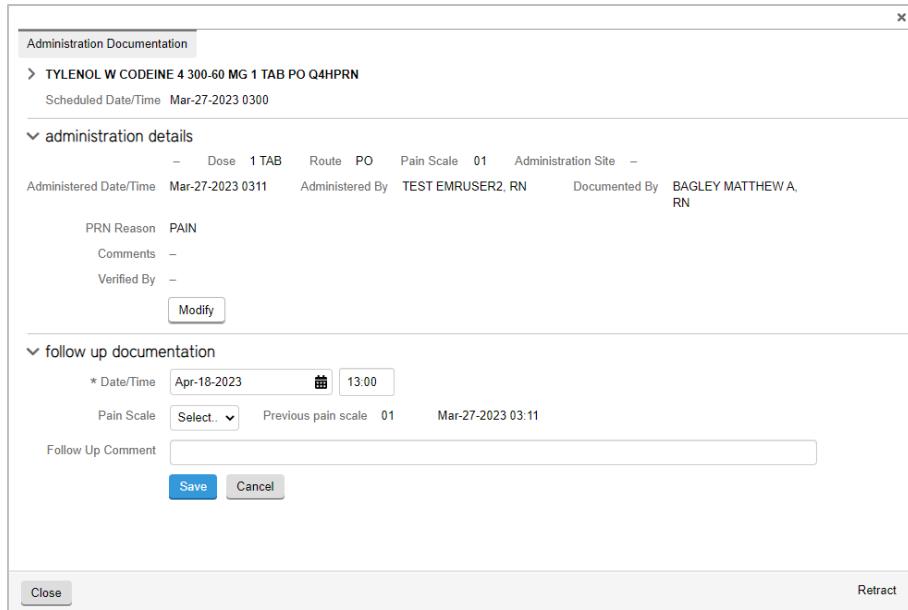
administration details

- Dose 1 TAB Route PO Pain Scale 01 Administration Site -
Administered Date/Time Mar-27-2023 0311 Administered By TEST EMRUSER2, RN Documented By BAGLEY MATTHEW A, RN
PRN Reason PAIN
Comments -
Verified By -
Modify

follow up documentation

* Date/Time Apr-18-2023 13:00
Pain Scale Select.. Previous pain scale 01 Mar-27-2023 03:11
Follow Up Comment
Save **Cancel**

Close **Retract**

**NOTE**

Only the user who administered the medication can modify the administration.

Patient Transfer via Patient Banner

Users with applicable personas are now able to transfer patients directly from the patient banner. This enhancement improves workflow and ensures accurate reporting and documentation. When a patient is transferred, their location is updated throughout Clinician Experience.

Patients can be transferred to a new location by clicking the patient's **Assigned** location in the Patient Banner, which then displays the **transfer patient** window for transfer information to be entered.

The screenshot shows a patient banner with the following details:

DOB May-28-1930 (93y / M)	MRN 153184	Attending GOODMAN MATTHEW A
Isolation None	Encounter 378442	Assigned 68 M DW
Code –	CC Null	Current –
Allergies Folic Acid		

The screenshot shows the "transfer patient" dialog box with the following fields:

Encounter 376465	Medical Service ICU	Accommodation N - NO CHG	Room / Bed 31 N OR	Acuity Level –
* Transfer Date / Time Oct-05-2023 13:24				
* New Medical Service ICU - Intensive Care U Nit				
* New Accommodation N - NO CHG				
* New Room / Bed 68 M DW				
Confirm		Cancel		

Metric Values for Patient Weight

Facility administrators can choose to require that patient weight is entered and displayed only using the metric unit of measurement. If the **Metric weight display and input** option in WAFM is set to **Yes**, patient weight will not be available for input or display using the standard weight.

NOTE

The default setting for the **Metric weight display and input** option in WAFM is **No**, which allows for both metric and standard weight input and display.

Clinical View Reports

Clinicians can now access the following reports:

- **Clinical Documentation** – Provides a variety of documentation details about a patient, including vital signs, activities, discharge instructions, and more.
- **Clinical Reconciliation** – Provides details about a patient's clinical reconciliation.
- **Patient Discharge Instructions** – Provides information about a patient's discharge instructions.
- **Patient Discharge Summary** – Provides details about a patient's discharge from a facility.
- **Patient Summary** – Provides broad details about a patient such as allergies, active medications, and more.
- **Patient Transfer Summary** – Provides details about a patient transfer, including transfer medications, procedures, and more.