

# Dept of Emergency Medicine

## MSH ED Observation Service

**Date Created:** 3/20/2024

**Date Reviewed:** 12/06/2024

**Reviewed By:** Eric Epstein, Rubayet Hossain, Siriesha Patnaik, Tehreem Rehman, Robert Sellman, Erika Stefanchik



---

### Overview:

MSH ED Observation Service (EDOS) provides care to emergency department patients who need ongoing treatment or monitoring to determine appropriate admission or discharge. EDOS will function as a pull model. The ED Observation Service provider will regularly scan the track board to proactively identify eligible cases before rounding with your teams.

RETU workflow is not impacted by this change. Continue placing patients in RETU as clinically indicated. If you are unsure, the RETU PA can triage and determine whether the patient is a better candidate for the ED Observation.

The process excludes pediatric patients and patients requiring critical care or otherwise unstable.

# Dept of Emergency Medicine

## MSH ED Observation Service

Date Created: 3/20/2024

Date Reviewed: 12/06/2024

Reviewed By: Eric Epstein, Rubayet Hossain, Siriesha Patnaik, Tehreem Rehman, Robert Sellman, Erika Stefanchik



### Referring to ED Observation:

1. If patient meets the criteria, go to single screen disposition screen -> select "RETU/Observation" -> under Observation Orders select "Admit to ED Observation Service".

The screenshot shows the EHR interface for a patient's disposition. In the 'Disposition' section, the 'RETU/Observation' option is highlighted with a red circle. A red arrow points from this circle to the 'Observation Orders' section on the right, where the 'Admit to ED Observation Service' option is also highlighted with a red circle.

2. After the order has been placed the disposition in the track board will display as "Observation" with a purple background. The midlevel on your team is responsible for this patient until accepted by the Observation provider. As the attending, you will remain assigned to this patient and should sign out patient per standard protocol.
  - a. After the MSH ED Observation Provider has assumed care for the patient, the letter "A" will appear in the IP column on the track board.

Observation			00:29	X	A
Discharge			93:54		ED Obs Accept
Discharge			90:22	X	
Observation			4670:28	X	
			766:41	X	
Discharge			330:09	X	
Admit			3668:01	X	
Discharge			3599:47	X	
Transfer			463:14	✓	
RETU / Obse...			3310:43	X	

# Dept of Emergency Medicine

## MSH ED Observation Service

Date Created: 3/20/2024

Date Reviewed: 12/06/2024

Reviewed By: Eric Epstein, Rubayet Hossain, Siriesha Patnaik, Tehreem Rehman, Robert Sellman, Erika Stefanchik



### Sign outs:

1. The ED attending remains responsible for patients in ED Observation. Make sure when signing out these patients that the incoming attending puts their name on these patients.
2. Resus providers can place patients eligible for downgrade directly into ED Observation. Before you leave your shift, please sign out the patient to an Acute 1 or 2 attending.

### Steps for Attending Attestation of ED Observation Notes:

1. Under “My Messages”, go to “Cosign Notes”. You do not need to open the note to cosign with attestation.

The screenshot shows the EHR interface. On the left is the 'My Messages' sidebar with various task lists. The main area displays a table of 'Cosign Notes'. The 'Cosign with Attestation' button is circled in red.

Status	Note Time	Note Date	Enc Date	Patient	Author	Note Type
Pend	10:53 AM	04/08/24	01/30/24	Ccstroke, Msbi	Resident Em...	ED Provider F
Read	2:39 PM	07/01/24	07/01/24	Deficiency, Build	Robert Sellm...	Observation F
Read	11:38 AM	07/08/24	07/08/24	EDITSteering, ObsTest	Robert Sellm...	Observation F
Read	10:46 AM	07/12/24	07/12/24	JulyTwelve, EDObs	Robert Sellm...	Observation F
Read	10:48 AM	07/12/24	07/12/24	JulyTwelve, EDObs	Robert Sellm...	Observation F
Pend	11:02 AM	04/08/24	04/05/24	Knowledge, Share	Resident Em...	ED Provider F

Message More Info Patient Info Meds/Problems Vitals/Labs My Last Note Help

**Cosign with Attestation** Edit Enc ...

**Cosign-Required Note**

Robert Sellman, PA → Attending Physician Emergency, MD

**Attached Notes**

Observation Provider Note by Robert Sellman, PA at 07/12/24 1045

Author: Robert Sellman, PA  
Filed: 07/12/24 1046

Service: Emergency Medicine  
Date of Service: 07/12/24 10

2. For both “Obs Provider Note” and “Obs Reassessment Note”, select “OBS PROVIDER NOTE ATTESTATION”.

# Dept of Emergency Medicine

## MSH ED Observation Service

Date Created: 3/20/2024

Date Reviewed: 12/06/2024

Reviewed By: Eric Epstein, Rubayet Hossain, Siriesha Patnaik, Tehreem Rehman, Robert Sellman, Erika Stefanchik



JulyTwelve, EDObs

Attest Note

My Note

Note Details

Service: Emergency ...

Robert Sellman, PA  
Physician Assistant  
Emergency Medicine  
Date of Service: 07/12/24 1045

Observation Provider Note  
Cosign Needed

Cosign/Attest observation note:

☐ OBS PROVIDER NOTE ATTESTATION

☐ OBS DISCHARGE ATTESTATION

Pend Sign Cancel

Cosign-Required Note

Received: 3 days ago

Robert Sellman, PA → Attending Physician Emergency, MD

Attached Notes

Observation Provider Note by Robert Sellman, PA at 07/12/24 1045

Author: Robert Sellman, PA Service: Emergency Medicine Author Type: Physician Assistant

Filed: 07/12/24 1046 Date of Service: 07/12/24 1045 Creation Time: 07/12/24 1045

Note Type: Observation Provider Note Status: Cosign Needed

Editor: Robert Sellman, PA (Physician Assistant) Cosign Required: Yes

Expand All Collapse All

ED Observation Service H&P

Past Medical History

No past medical history on file.

3. Review and click “sign”.

Attest Note

My Note

Note Details

Service: Emergency ...

Robert Sellman, PA  
Physician Assistant  
Emergency Medicine  
Date of Service: 07/12/24 1045

Observation Provider Note  
Cosign Needed

I personally encountered the patient. I directed the diagnostic, therapeutic, and consultative decisions. I have reviewed the midlevel documented history, exam, and MDM. I performed a substantive portion of the medical decision making.

I have determined that there is a medical necessity for observation. Due to ongoing diagnostic uncertainty, there is a need for additional monitoring, testing, and/or treatment to determine appropriate disposition.

Pend Sign Cancel

Cosign-Required Note

Received: 3 days ago

Robert Sellman, PA → Attending Physician Emergency, MD

Attached Notes

Observation Provider Note by Robert Sellman, PA at 07/12/24 1045

Author: Robert Sellman, PA Service: Emergency Medicine Author Type: Physician Assistant

Filed: 07/12/24 1046 Date of Service: 07/12/24 1045 Creation Time: 07/12/24 1045

Note Type: Observation Provider Note Status: Cosign Needed

Editor: Robert Sellman, PA (Physician Assistant) Cosign Required: Yes

Expand All Collapse All

ED Observation Service H&P

Past Medical History

No past medical history on file.

4. For “Obs Discharge Summary”, select “OBS DISCHARGE ATTESTATION”.

Attest Note

My Note

Note Details

Service: Emergency ...

Robert Sellman, PA  
Physician Assistant  
Emergency Medicine  
Date of Service: 07/12/24 1045

Observation Provider Note  
Cosign Needed

Cosign/Attest observation note:

☐ OBS PROVIDER NOTE ATTESTATION

☒ OBS DISCHARGE ATTESTATION

Pend Sign Cancel

Cosign-Required Note

Received: 3 days ago

Robert Sellman, PA → Attending Physician Emergency, MD

Attached Notes

Observation Provider Note by Robert Sellman, PA at 07/12/24 1045

Author: Robert Sellman, PA Service: Emergency Medicine Author Type: Physician Assistant

Filed: 07/12/24 1046 Date of Service: 07/12/24 1045 Creation Time: 07/12/24 1045

Note Type: Observation Provider Note Status: Cosign Needed

Editor: Robert Sellman, PA (Physician Assistant) Cosign Required: Yes

Expand All Collapse All

ED Observation Service H&P

Past Medical History

No past medical history on file.

# Dept of Emergency Medicine

## MSH ED Observation Service

Date Created: 3/20/2024

Date Reviewed: 12/06/2024

Reviewed By: Eric Epstein, Rubayet Hossain, Siriesha Patnaik, Tehreem Rehman, Robert Sellman, Erika Stefanchik



5. Review content below and select the most appropriate option for time spent.

Attest Note

My Note

Note Details

Service: Emergency ...

Robert Sellman, PA  
Physician Assistant  
Emergency Medicine  
Date of Service: 07/12/24 1045

Observation Provider Note  
Cosign Needed

I personally encountered the patient. I directed the diagnostic, therapeutic, and consultative decisions. I have reviewed the midlevel documented history, exam, and MDM. I performed a substantive portion of the medical decision making.

I have determined that there is a medical necessity for observation. Due to ongoing diagnostic uncertainty, there is a need for additional monitoring, testing, and/or treatment to determine appropriate disposition.

I spent [time spent] minutes on performing an evaluation including history and exam, reviewing history and results, ordering medications and diagnostics, independently interpreting results, documentation, communicating with other health care professionals, counseling and educating the patient/family/caregiver, and care coordination

Expand All Collapse All

**ED Observation Service H&P**

Past Medical History  
No past medical history on file

6. Almost always, ">30" will be the most accurate option.

Attest Note

My Note

Note Details

Service: Emergency ...

Robert Sellman, PA  
Physician Assistant  
Emergency Medicine  
Date of Service: 07/12/24 1045

Observation Provider Note  
Cosign Needed

I personally encountered the patient. I directed the diagnostic, therapeutic, and consultative decisions. I have reviewed the midlevel documented history, exam, and MDM. I performed a substantive portion of the medical decision making.

I have determined that there is a medical necessity for observation. Due to ongoing diagnostic uncertainty, there is a need for additional monitoring, testing, and/or treatment to determine appropriate disposition.

I spent [time spent] minutes on performing an evaluation including history and exam, reviewing history and results, ordering medications and diagnostics, independently interpreting results, documentation, communicating with other health care professionals, counseling and educating the patient/family/caregiver, and care coordination

Expand All Collapse All

**ED Observation Service H&P**

Past Medical History  
No past medical history on file

# Dept of Emergency Medicine

## MSH ED Observation Service

**Date Created:** 3/20/2024

**Date Reviewed:** 12/06/2024

**Reviewed By:** Eric Epstein, Rubayet Hossain, Siriesha Patnaik, Tehreem Rehman, Robert Sellman, Erika Stefanchik



### Escalation

- For urgent patient care issues related to this process, please contact MSH ED Physician AOC on Epic Secure Chat or call Physician AOC @ MSH ED on Zoom.
- For general questions regarding the process, please contact [Tehreem.Rehman@mountsinai.org](mailto:Tehreem.Rehman@mountsinai.org).