

MSH Emergency Department

Welcome Desk Triage ERT 2

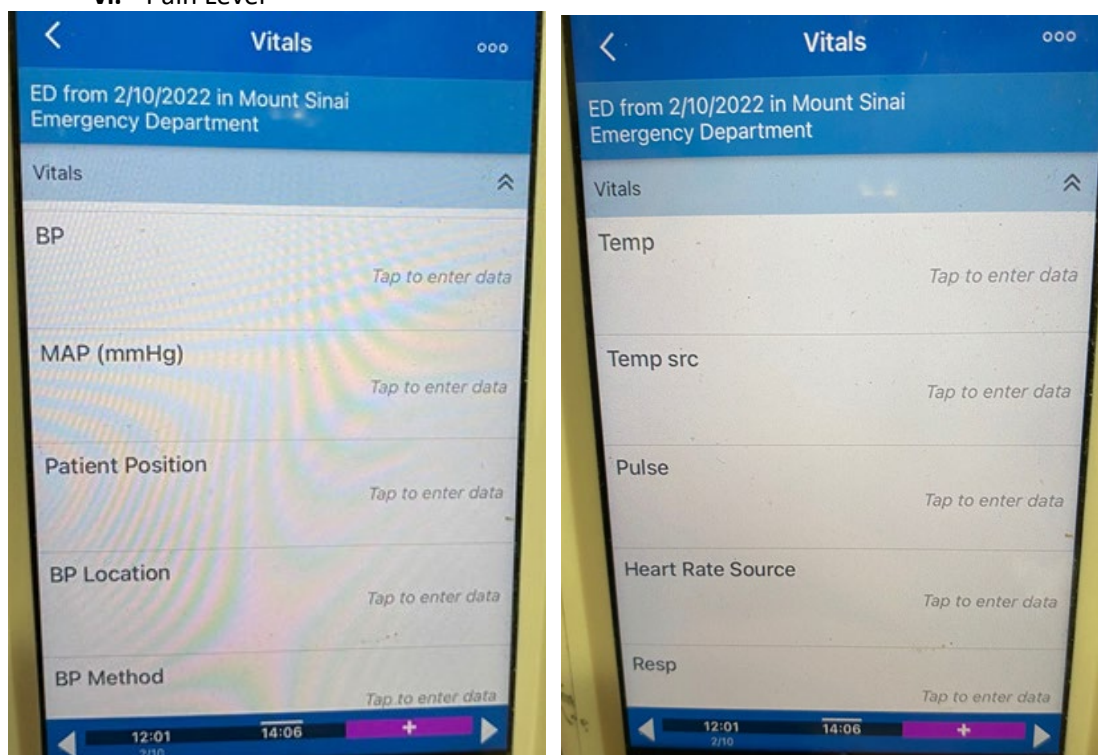
Last Reviewed: 3/11/2022

Description of Process:

The goal of the ERT 2 at the Welcome Desk is to assist with obtaining vital signs and directing patients to appropriate locations within the hospital. ERT 2 must also act as a back up to EKG ERT when multiple patients require a Rapid EKG.

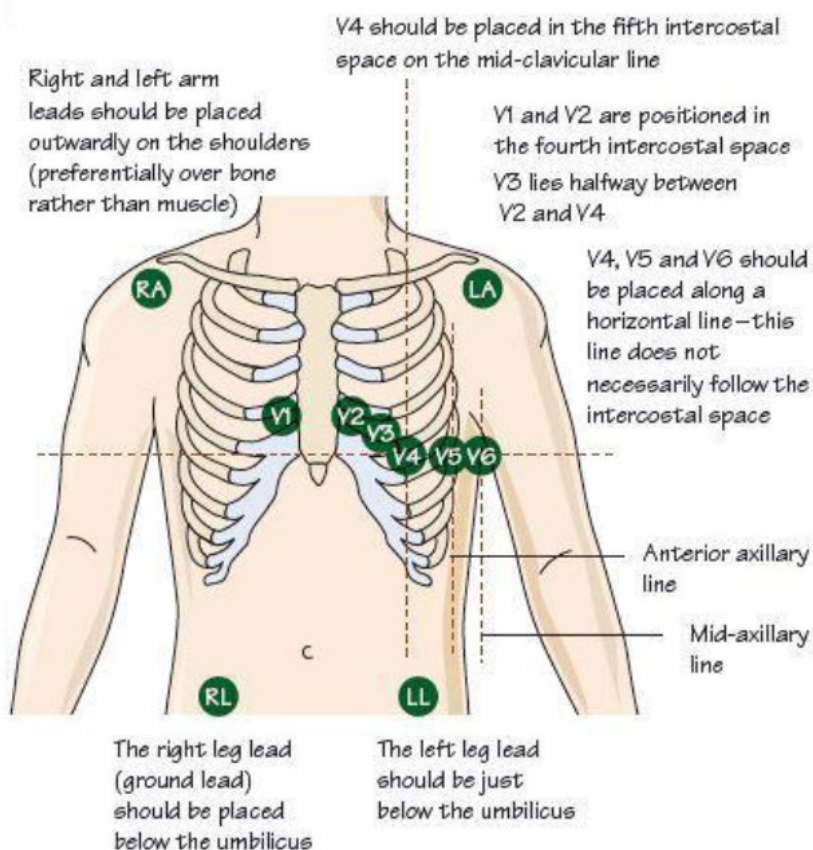
Instructions to Obtain Vital Signs:

1. Greet Patient, introduce yourself, and explain next steps to patient.
 - a. *"My name is __, I am the Emergency Room Technician and I will be obtaining vital signs for you."*
2. **Confirm patient ID by asking patient to verbally state their full name and date of birth**
3. Obtain and enter Vital Signs into ROVER.
 - a. Manually document each value by tapping the field:
 - i. Blood Pressure & Method
 - ii. Heart Rate & Source
 - iii. Respirations
 - iv. Temperature & Source
 - v. SpO2
 - vi. Pain Level



Instructions to Obtain EKG when covering EKG ERT

1. Greet Patient and Prepare for EKG, introduce yourself and explain procedure to patient.
 - a. *"My name is __, I am the Emergency Room Technician and I will be obtaining an EKG for you. I will be placing leads on your chest and ask that you remain still"*
2. **Confirm patient ID by asking patient to verbally state their full name and date of birth.**
3. Place leads on patient's chest as shown below:

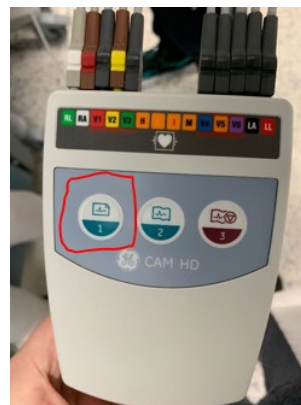
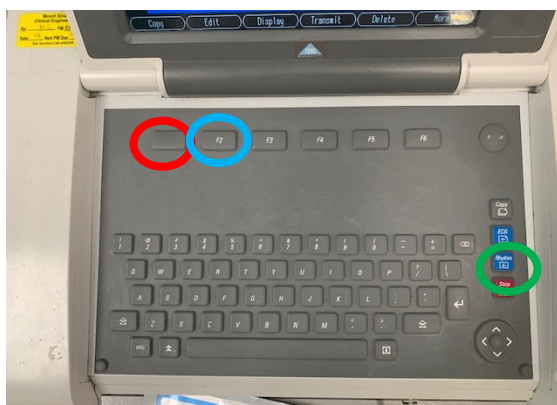


4. Perform EKG

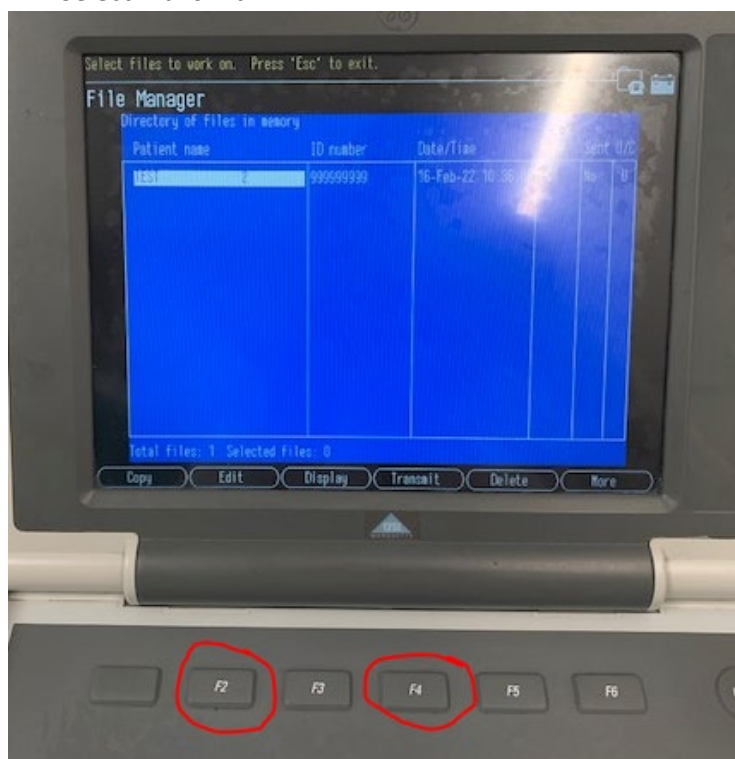
- a. Enter patient information into EKG Machine
 - i. If patient has already been Registered:
 1. Scan ID Wrist Band
 2. Or Enter patient Data
 - ii. If patient is not registered (when STAT EKG required)
 1. Enter patient data
 - a. **Press F1** (Patient Data)
 - b. Name
 - c. MR number
 - d. DOB
 - e. Technician (first initial, last initial)

b. Obtain and Print EKG:

- i. **Select EKG or #1 on handheld**
- ii. **Select Store (F2)**



- a. Once patient is registered, you can edit their data to link it to MRN.
 - iii. Select MAIN MENU (F5)
 - iv. File Manager (F5)
 - v. Select Patient Name
 - vi. Select Edit --> Patient Information
 - vii. Update patient information (Enter Visit ID Number) --> Select Return
 - viii. Select Return Again
 - ix. Select Store
 - x. Select Transmit



5. Confirm if EKG is *ACUTE MI/STEMI *****

- a. **If ACUTE MI/STEMI notification is present, NOTIFY TRIAGE RN IMMEDIATELY**

Vent. rate	53 bpm	Sinus bradycardia with sinus arrhythmia
PR interval	178 ms	ST elevation, consider inferior injury or acute infarct
QRS duration	102 ms	*** ACUTE MI / STEMI ***
QT/QTc	434/407 ms	Abnormal ECG
P-R-T axes	43 53 78	

6. Obtain signature on EKG from Zone A Attending and return EKG to communication desk
 - a. If patient is triaged to Resus, obtain signature from Resus Attending and return EKG to communication desk

Instructions to Transport patient to care area:

1. Escort patient to appropriate area as directed by Triage RN
 - a. L&D
 - i. Escort patient to Klingenstein Pavilion 2nd Floor (KP2) by wheelchair.
 - b. Psychiatry
 - i. In accompaniment with security, patient must be changed into hospital gown with belongings removed and handed to security officer.
 - ii. Walk patient with Security to Psychiatric ED
 - c. Transport to Zones in the ED
 - i. Handoff to receiving ERT/RN
 1. Provide patient name, tasks completed, tasks pending (if any) and location
 2. The ERT in the zone will update the track board with the patient's location and connect the patient to the monitor if needed

Additional responsibilities:

1. Preparing Stretchers

Supplies Needed:

- Rover
- Vitals Machine
- Vocera