

MSH Emergency Department

Welcome Desk BA 2

Last Reviewed: 4/22/2022

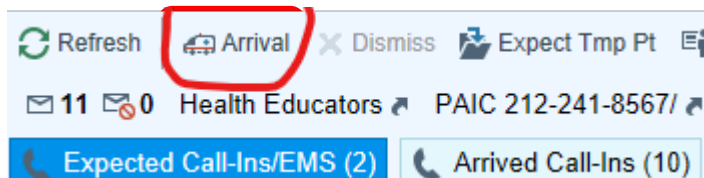
Description of Process

BA 2 is primarily responsible for:

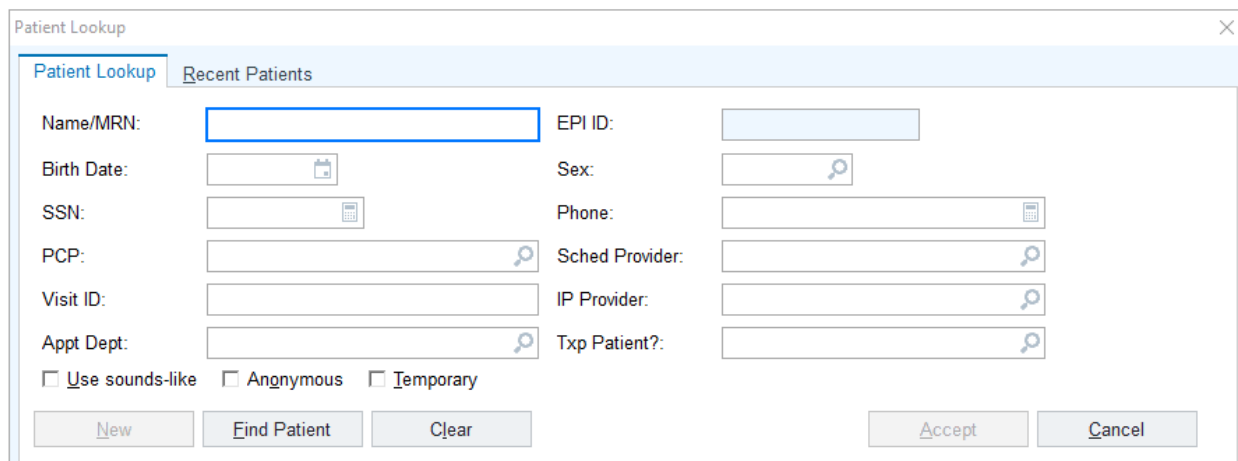
1. Completing quick registration for patients requiring escalations (Stroke, EKG/STEMI, Psych, L&D, Resus, etc.) at the Welcome Desk.
2. Working closely with Triage RN 2 to complete initial triage and registration of patients when number of patients waiting to be triaged exceeds **4**.
3. Answering calls, scanning documents, and other responsibilities as needed.

Arrival Process

1. Partner with RN 2 to identify and register patients who require escalations (STEMI/EKG, Stroke, Labor and Delivery, Psychiatry, Resus, etc.) Patients may be screened by RN 1 first.
2. Welcome the patient, and introduce yourself.
 - o “Hello, I am going to register you. Can I have a form of identification”
3. Ask for identification (State ID preferable) if patient doesn’t have an ID, let patient fill out top of a data form (Name, DOB) to be scanned in system.
4. Click Arrival



5. Enter patient information in Patient Lookup screen(Name, DOB, Sex), click Find Patient



6. Verify patient address and demographical information

7. If patient new click New after verifying.

Patient Lookup

Patient Lookup Recent Patients

Name/MRN: EPI ID:

Birth Date: Sex:

SSN: Phone:

PCP: Sched Provider:

Visit ID: IP Provider:

Appt Dept: Txp Patient?:

☐ Use sounds-like ☐ Anonymous ☐ Temporary

New Find Patient Clear Accept Cancel


8. If current Mount Sinai patient, double click name or highlight and click Select

Patient Select

Patient Name	MRN	ID Type	Date Of Birth	Le...	Street Address	PCP
TEST, ZZTESTZZ	F149785	MSMRN	1/1/2000	M	123 test, NEW YORK NY 10012	

Results loaded: 1

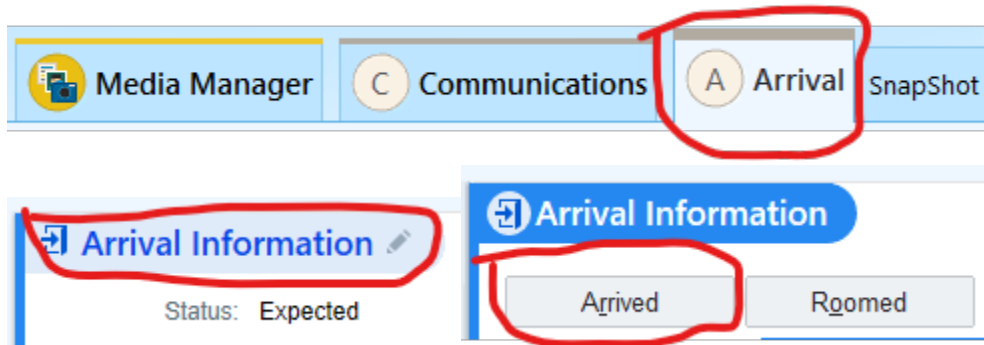
Test, Zztestzz - F149785

 Born 1/1/2000
21 y.o. Male
123 test
NEW YORK NY 10012
000-000-0000 (H)
n@a.com
No PCP on file

SSN: Not on file
Language: EDO
Religion: JEHOVAH WITNESS
Race: NATIVE HAWAIIAN

Select Go Back

9. Click Arrival tab, then click Arrival information, tap Arrived (will populate date and time)



10. Fill in Arrival Information

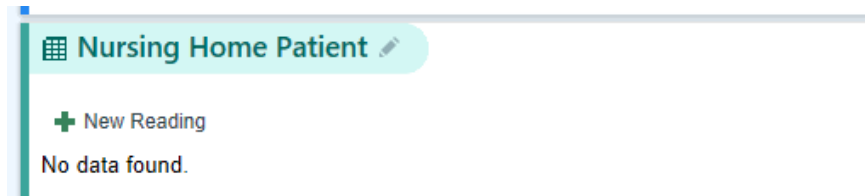
- Escorted by (who accompanied patient)
- Means of arrival (how did they get here),
- Complaint (brief description of what's there reason for coming to Hospital)
- Click Closed when completed

The screenshot shows the 'Arrival Information' form. The 'Arrived' button is selected. The form contains the following fields:

Field	Value
Expected date:	
Arrival date:	7/16/2021
Roomed date:	
Room:	
Escorted by:	
Means of arrival:	
Service:	Emergency Medicine
Complaint:	
Expected time:	
Arrival time:	1145
Roomed time:	
Bed:	
Arrival status:	Waiting
Acuity:	
Admission type:	Emergency Department

At the bottom, there are three buttons: 'Restore', 'Close', and 'Cancel'.



11. If nursing home patient, click "New Reading" in the Nursing Home Patient tab




12. Choose what type of Care facility (Nursing Home, Assisted Living, Group Home, or Other Facility)

Care Facility Residence

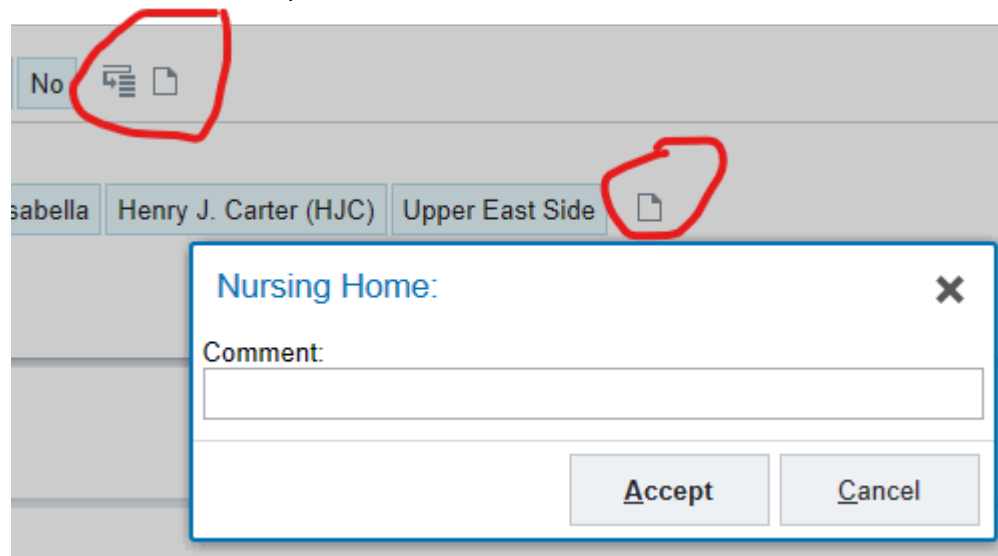
Does patient reside in Care Facility?

Nursing Home:



13. Click name of Facility, if not on list click little paper tab to right and fill in Facility name, click Close when complete



The screenshot shows the facility selection interface. A red circle highlights the 'No' button and the list/document icon. Another red circle highlights the document icon next to 'Upper East Side'. A modal window titled 'Nursing Home:' is open, showing a 'Comment:' text box and 'Accept' and 'Cancel' buttons.

14. Scanned all ID's and Transfer documents

15. Place ID Band on patient's wrist patient

- Attach patient label to plastic band
- Secure band to patient's wrist
- Place additional labels in wrist band

16. If patient requires any escalations (Stroke, Chest pain/EKG/STEMI, Psych, L&D, Resus), handoff to BA 2 to complete the quick registration process.

17. Collect patient labels for each patient they arrive to keep track of your work

Other Responsibilities

1. Scan of all patient documents
2. Answer phones and directing to proper person and location
 - Answer with your name, hospital location, and how can I help you
 - “Mount Sinai Hospital Emergency Room, my name is XXXX how can I help you?”
3. Assist with arriving patients
4. Cross-cover breaks for Welcome and Rover.
5. All other duties as assigned