

MSH Emergency Department

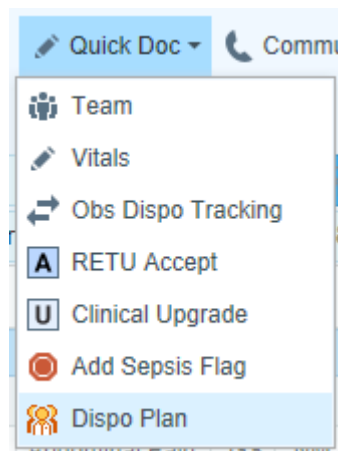
Discharge Process - Attending, PA, Resident

Description of Process:

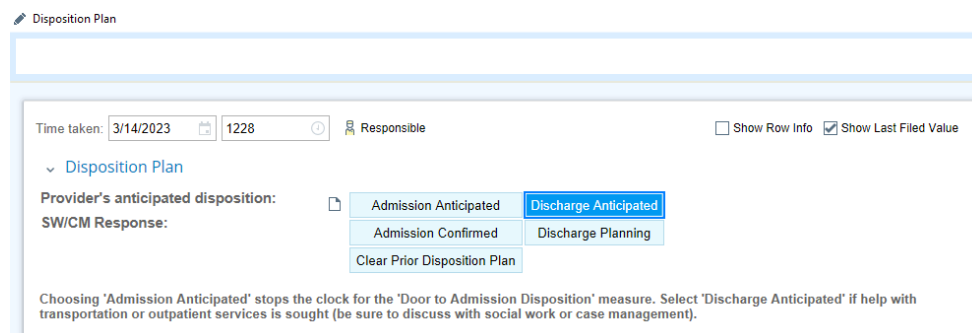
A standardized procedure for discharging a patient from the MSH ED and incorporates interdisciplinary members of the care team, including the patient's nurse, provider, and BA

Disposition

- 1) When the Attending approves the plan for discharge, change Plan column to "Discharge Anticipated". (**Note Attendings:** Once patient is approved for discharge, change status.)
 - a) On the header in Epic, click "Quick Doc", then click "Dispo plan".



- b) In the new window, click "Discharge Anticipated" under Provider's anticipated disposition. (**NOTE:** Please disregard the text that appears below the click options.)



Plan



This will change the plan column to an orange house signaling the intended disposition to the rest of the team.

- c) When possible, change status prior to starting AVS.

- 2) Discuss the anticipated discharge with the patient including review of test results and plan for post discharge care. Tell the patient that before they depart the following must occur:
 - a) RN will bring you discharge paperwork
 - b) BA will come to discharge you and verify your contact information
 - c) Ask the patient if they have any other questions. Remind the patient that their results are available in MyChart.
 - d) Ask the patient if they require a work note. If yes, print work note. (**NOTE:** Nurses do not currently have the ability to print lab/radiology results or work notes.)
- 3) If you identify any psychosocial barriers to discharge, send an Epic Secure Chat to “MSH ED CORE Social Work” and/or contact SW in assigned zone. Include nurse in the chat.
- 4) Complete discharge documentation and After Visit Summary
 - a) Verify pharmacy information with patient and place medication order to correct pharmacy
 - i) If pharmacy information is missing, contact the BA in the zone to obtain the preferred pharmacy information from the patient.
 - b) Place referrals orders
 - c) Document Discharge precautions using .MSHEDDISCHARGE Smartphrase
 - i) Click the “Epic” Button
 - ii) Click “Smartphrase Manager” and select Level: User
 - iii) Type “Milgrim” into the user search box
 - iv) Select MSHEDDISCHARGE from the list
 - v) Add to my smartphrases. Use this phrase or if you have a personal smartphrase you prefer, to provide nursing with parts of the written discharge instructions to point patients to as part of the bedside discharge

DC/Transfer

Discharge Instructions (F3 to enlarge)

Attach reference + Add Clinical References

Patient Language: English Spanish Russian Chinese (Other) English

Discharge Instructions

You were evaluated by the ED team for ***.

The testing performed today revealed {abnormalities:50366} ***.

{We recommend/you can consider:50365} taking the following over the counter medication(s): ***

Please see your {follow up doctor:50339} doctor {follow up time:50340}.

Return to the ER if you have ***.

Departure – For Discharge, AMA, Elopement, and LWBS

- 1) Under ED Orders, place order for discharge.

ED Orders

Search

Pref List

Order Search

Panels (No results found)

Medications (No results found)

Procedures

	Name	Type	Pref List	Px Code
	DEPARTURE ORDERS (aka Discharge)		MSH ED ORDER...	O1660199

- a) Select “Discharge Patient” under Departure Orders and select “Home” under disposition if patient is being discharged home. Select other option under Departure orders as indicated.

Departure Orders

☐ Patient left before Medical Screening Exam - Left Without Being Seen
Home

☐ Patient left despite being cognitively and/or chemically impaired, having SI/HI, and/or being ordered for constant observation - Elopement
Eloped

☐ Patient is not impaired and the premature departure plan was fully discussed with their provider - Left Against Medical Advice
AMA

☐ Patient left prior to disposition and the above options do not apply - Left Before Treatment Completed
Home

☒ Discharge Patient

Disposition: Discharge/Transfer to Court/Law Skilled Nursing Facility

Diagnosis

Transport Required Ambulette Livery

Visit for wound check, suture removal, or other followup care? Yes

- b) Complete the other fields as appropriate
- c) Indicate mode of transport. This selection will notify the rest of the care team that the patient is waiting for transportation.

Once placed, this will change the disposition column to “Discharge” with a green highlight.

- i) If Ambulance or Ambulette is selected, an ambulance icon will appear next to “Discharge”

Discharge

- ii) If Livery is selected, a car icon will appear next to “Discharge”

Discharge

Note: Do not room the patient in “Discharge”. This will falsely signal to the BA that the visit is ready to be closed. The RN will room the patient in “Discharge” after they review the AVS with the patient.

2) For dispositions other than Discharge, Elopement, AMA, and LWBS, use the “Sent to L&D/Clinic” tab

DC/Transfer

Discharge

Transfer Bundle

Post Mortem

DISCHARGE

BestPractice

D/C ALERTS

Clinical Impression

Disposition

Sent to L&D/Clinic

Insurance/Address

ED Follow-Up

Rx Order Sets

Orders/Prescripti...

Discharge Inst

ED AVS

Letters/Forms

OTHER ACTIVITIES

Discharge Docs

ED Provider Note

Barriers to Learni...

Sent to L&D/Clinic

Sent to L&D

Sent to Clinic

Comments

abc

↶

↷

?

+

Insert SmartText

↵

↶

↷

100%

⏮ Restore

✓ Close

⬆ Previous

Insurance/Address

Primary Coverage

Payer	Plan	Subscriber Name	Subscriber ID
No coverage found			

MSH Emergency Department

Discharge Process - Registered Nurse

Description of Process:

A standardized procedure for discharging a patient from the MSH ED and incorporates interdisciplinary members of the care team, including the patient's nurse, provider, and BA.

Disposition

- 1) Provider will indicate that the patient's anticipated disposition is discharge by changing the Dispo Plan column to "Discharge Anticipated". This will change the plan column to an orange house.

Plan

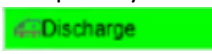


- 2) Complete any remaining care, documentation, and medication administration.
- 3) If you identify any psychosocial barriers to discharge, send an Epic Secure Chat to "MSH ED CORE Social Work" and/or contact SW in assigned zone. Include provider in the chat.
 - a) If near change of shift, include incoming nurse.

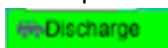
Departure

- 1) Once the provider completes the AVS, they will place the discharge order. The disposition column will change to "Discharge" with a green highlight. The provider can also indicate if the patient is waiting for transportation.

Dispo	I
Discharge	
Admit	f
Discharge	
Admit	f

- a) If the patient is waiting for transport by Ambulance or Ambulette, an ambulance icon will appear next to "Discharge"
 

- b) If the patient is waiting for transport by Livery, a car icon will appear next to "Discharge"



- 2) Print the AVS once ambulance arrives or once the green discharge order appears if patient does not need transportation.
 - a) Click ED AVS under the Discharge Tab and click "Print". (Screenshots below)

Discharge

🔔 Navigator Assistance for Template: T_MODEL_ED_RN_DISCHARGE [16049504]

DISCHARGE

- BestPractice
- D/C ALERTS
- Infusions
- LDA Removal
- Interpreter
- Discharge Inst
- Departure Condit...
- Care Handoff
- Patient Belongings
- Print Discharge...
- Discharge Docs
- D/C Summary
- ED AVS**
- Forms
- LWBS or to L+D

ED AVS SEC_ED_PREVIEW_

[Preview/Print the Patient's ED Discharge Summary](#)

Forms SEC

+ New Communication

LWBS or to L+D (Epic Clinical Emergency Navigator Disposition Web Views DispositionSection)

Disposition: None Comments:

AVS Reviewed? (~Views/Clinical)

+ New Reading

No data found.

After Visit Summary SEC_IP_BOARDERS_PREVIEW_A

[Preview/Print the Patient's Boarders After Visit Summary](#)

- 3) Conduct review of the AVS with patient. The provider should have already reviewed the plan of care and given the patient a chance to ask questions.
 - a) Review the discharge instructions entered by the provider. They will follow the format below.

You were evaluated by the ED team for ***.

The testing performed today revealed {abnormalities:50366} ***.

{We recommend/you can consider:50365} taking the following over the counter medication(s): ***

Please see your {follow up doctor:50339} doctor {follow up time:50340}.

Return to the ER if you have ***.
 - b) If questions arise, or if instructions are incomplete, huddle with provider
 - c) Lab and Radiology results will be printed with the AVS.
 - d) If patient requests additional information about their stay, refer patient to MyChart. The discharge paperwork includes an activation code.

- 4) If the patient requires a work note, click on “Forms” under the Discharge tab.
 - a) Click “New Communication” to generate a new work note or “Print Now” for a pending note.

The screenshot displays the Epic Discharge Forms interface. On the left sidebar, the 'Forms' menu item is circled in red. The main area shows a 'New Communication' button, also circled in red. Below it, a 'Pending Communication' card is shown with a 'Print Now' button circled in red. The card also displays a message: 'You have not selected a letter or attachment to send. Edit'. The main area also shows a list of forms including 'LWBS', 'AVS Reviewed?', 'SW Discharge Info', and 'Discharge Huddle with Transportation Team'.

- 5) Ask patient to sign Attestation page. Return Attestation page to BA in the zone.
- 6) Remove IV from the patient if needed and complete LDA documentation.
- 7) Complete discharge readiness documentation.
- 8) Instruct patient to go to BA or to wait for BA to complete discharge process.
- 9) Room patient in “Discharge” on Epic. Only the discharging RN should room the patient in Discharge.

MSH Emergency Department

Discharge Process – Emergency Room Technician

Description of Process:

A standardized procedure for discharging a patient from the MSH ED and incorporates interdisciplinary members of the care team, including the patient's nurse, provider, and BA.

Discharge



- 1) Provider will indicate that the patient's anticipated disposition is discharge by changing the Dispo Plan column to "Discharge Anticipated". This will change the plan column to an orange house.

Plan



- 2) Complete any remaining care.
- 3) If you identify any psychosocial barriers to discharge, escalate to the patient's nurse or provider.

Departure

- 1) Once the provider completes the AVS, they will place the discharge order. The disposition column will change to "Discharge" with a green highlight. The provider can also indicate if the patient is waiting for transportation.
 - i) If the patient is waiting for transport by Ambulance or Ambulette, an ambulance icon will appear next to "Discharge"  Discharge
 - ii) If the patient is waiting for transport by Livery, a car icon will appear next to "Discharge"  Discharge
- 2) Obtain Discharge vital signs from the patient once ambulance arrives or once the green discharge order appears if patient does not need transportation
 - a) If there is an abnormal vital sign, escalate to patient's nurse.
- 3) Ensure that the patient has their belongings after nurse has completed AVS review and IV removal.

MSH Emergency Department

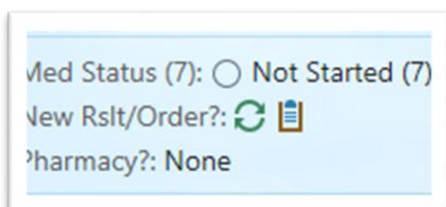
Discharge Process – Business Associate

Description of Process:

A standardized procedure for discharging a patient from the MSH ED and incorporates interdisciplinary members of the care team, including the patient's nurse, provider, and BA.

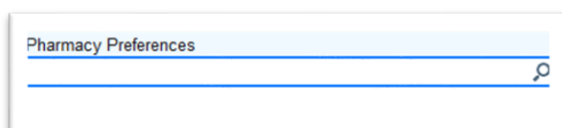
Pre-Disposition

- 1) Provide patient with Your Rights, pharmacy information form, and data forms
- 2) Verify that demographic, insurance, emergency contact/NoK/COVID screen, employer information is accurate based on data form
- 3) Update patient's pharmacy information in Epic.
 - a) Open the patient's chart in Epic. On the left hand banner, click Pharmacy. If Pharmacy?: Yes- Confirm pharmacy is still valid for this visit. Note: If weekend, overnight, or holiday, confirm that the pharmacy is open. If not, ask patient for alternative pharmacy if possible.



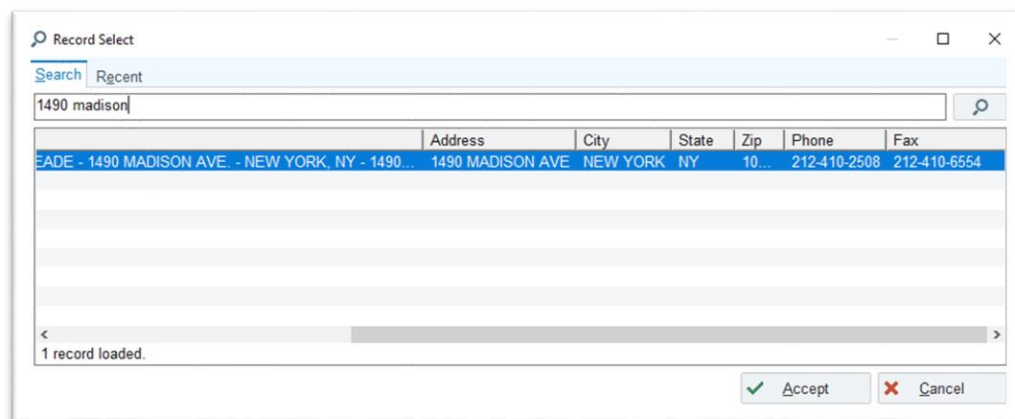
Med Status (7): ☐ Not Started (7)
New Rslt/Order?:
Pharmacy?: None

- b) If Pharmacy?: None- Use green pharmacy information form to select the patient's preferred pharmacy for this visit.
 - i) Click on pharmacy preferences and look up the pharmacy.



Pharmacy Preferences

- ii) Select the right pharmacy from the list, then click "Accept". **Note:** Confirm pharmacy using phone number when possible.



Record Select

Search Recent

1490 madison

	Address	City	State	Zip	Phone	Fax
EADE - 1490 MADISON AVE. - NEW YORK, NY - 1490...	1490 MADISON AVE	NEW YORK	NY	10...	212-410-2508	212-410-6554

< 1 record loaded. >

Accept Cancel

- iii) The pharmacy you selected will be listed in the Pharmacy Preferences section. Once you navigate away from the page, the banner on the left side will now say Pharmacy?: Yes.



Disposition



- 1) Provider will indicate that the patient's anticipated disposition is discharge by changing the Dispo Plan column to "Discharge Anticipated". This will change the plan column to an orange house.

Plan



- 2) Collect patient's email address for mychart registration automessage.
3) Collect copay if possible.

Departure

- 1) Once the provider completes the AVS, they will place the discharge order. The disposition column will change to "Discharge" with a green highlight. The provider can also indicate if the patient is waiting for transportation.
- i) If the patient is waiting for transport by Ambulance or Ambulette, an ambulance icon will appear next to "Discharge"  Discharge
 - ii) If the patient is waiting for transport by Livery, a car icon will appear next to "Discharge"  Discharge
- 2) The RN will direct the patient to the BA in the area. Verify the patient's contact information, and if needed, collect co-payment
- 3) Verify that the patient has completed their AVS attestation.
- 4) Once patient is roomed in "Discharge" by the RN, discharge patient from Epic per usual process.