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.

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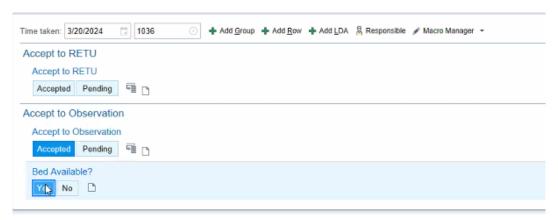**Date Reviewed:** *12/06/2024*
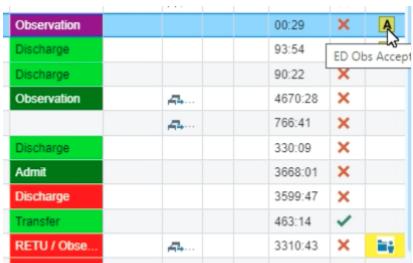**Reviewed By:** *Eric Epstein, Rubayet Hossain, Siriesha Patnaik, Tehreem Rehman, Robert Sellman, Erika Stefanchik*

Pathway & Start/End of shift check list- Link here!

Accepting a referral to ED Observation:

1. If patient meets the criteria, "Accept" the patient to Observation --> the dispo will change from red "RETU/Observation" to purple "Observation" and the letter "A" will appear in the IP column.
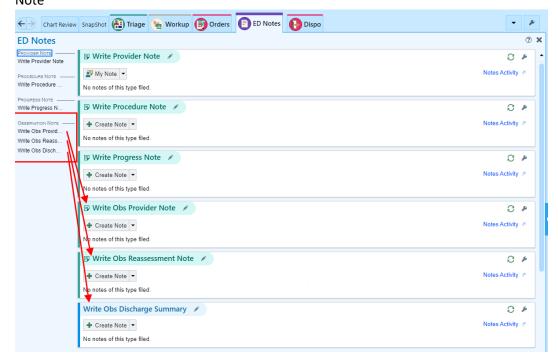
2. Enter the ED Notes activity. Under the Observation Note category --> Select "Write Obs Provider Note"

3. A snapshot of the note is as follows, please fill relevant information for your patient.

4. If patient meets the criteria and you anticipate capacity to take over care later in shift, "Pend" the patient to Observation --> the letter "P" will appear in the IP column.

Updates during same shift within SAME calendar date:

Start with ".now" for time-stamped updates, such as conversations with consultants and reassessments, and insert them under the "Updates" section.

Updates during same shift within DIFFERENT calendar date:

Enter the ED Notes activity. Under the Observation Note category --> Select "Write Obs Reassessment Note". A snapshot of the note is as follows, please fill relevant information for your patient.
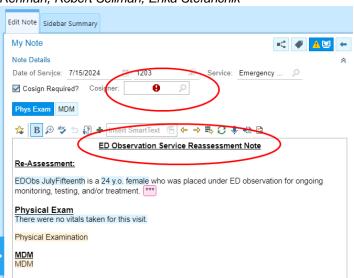
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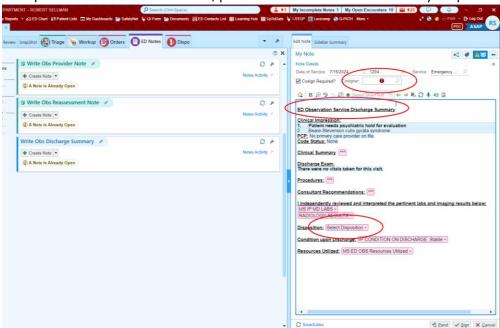

Change in disposition during ED Observation:

1. Enter the ED Notes activity. Under the Observation Note category --> Select "Write Obs Discharge Summary".

   Note: A discharge summary must be written for patients with any change in disposition, including placement to RETU or admission.

2. A snapshot of the note is as follows, please fill relevant information for your patient.

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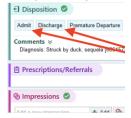**Reviewed By:** *Eric Epstein, Rubayet Hossain, Siriesha Patnaik, Tehreem Rehman, Robert Sellman, Erika Stefanchik*

3. For disposition of "discharge", almost always you will have spent more than 35 minutes on patient care the day of discharge. A snapshot of content below.

4. Complete disposition as per case, including admission handoff note when indicated.

Signing out patient at end of shift:

1. Incoming EDOS provider starts an "Obs Reassessment Note" for each patient.
2. If there is no incoming EDOS provider, make sure to sign out the patient to another midlevel on the care team of the attending who is still assigned to the patient.
3. Sign out from Epic after to make sure only the new midlevel appears as front-line provider for the patient.

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.