Emergency Clinician User Guide

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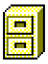
Contents

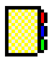
1 Basic Information

1.1.1 Icons

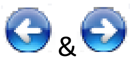
The following icons appear throughout WebPAS. Some, such as the navigation icons, appear on every screen, while others only appear as needed. Each icon has a specific function.

Icon	Name	Function
	Home	Click here to display your WebPAS Home Page. This is the first screen displayed after login.
	Recent	Click here to display a list of the last 20 NHI Numbers used in the specific function. The patient's demographics are displayed by clicking on the NHI number.
	Reports	Click here to alternate between the system menu and reports menu.
	Server Information	Click here to view server-related information
	Support Information	Click here to view information about the current screen. If you need support, you will need to record this information.
	Print	Click here to print the current page or record.
	Log-out	Click here to log out of the WebPAS application
	Table View	Click here select a new view if two or more of these icons display on a screen. Place the cursor over this icon to see a definition of the view.
	Patient Details folder	Click here to view Patient Details. Folder colours have been customised to distinguish patients with ACC claims, non-eligible patients and deceased patients.
	Change PMI Demographics	Click on this icon to change the patient's demographics details.
	Select (various)	Click on this icon in a referral list to view a specific referral. Using inpatient functionality, click on this icon to allocate a patient to a ward bed. Using Theatre funtionality, click on this icon to update the booking start time
	Patient suspended	Click to display the suspension details, for example, a patient may be on holidays and not available for treatment.
	Visit/Appointment	Click here to work with the visit, appointment or waiting list entry
	Theatre Session	Click here to view or change a theatre session.
	Outpatient clinic	Click here to view an outpatient clinic list
	Calendar lookup	Click here to select a date from a calendar.

Icon	Name	Function
	Range – today	Click here to view items for today.
	Range – week	Click here to view items for a single week.
	Range – month	Click here to view items for a single month.
	Date/time stamp	Click here to view/enter present date and time.
	Time lookup	Click here to view/choose time from a list.
	Search	Click here to Search.
	Maintenance	Indicates maintenance files. Click to edit or view the file.
	Erase	Click here to Erase field.
	Remove	Click here to remove the current record from the list.
	Update	Click to edit or view the record.
	Change Patient	Click to display the change patient dialogue, enabling you to select a different patient record.
	All Visit List	Click on this icon to display the all visit list (on the patient-level menu).
	Change PMI Demographics	Click on this icon to change patient demographics (on the patient-level menu).
	Patient Appointment List	Click on this icon to view a patient's appointments.
	Patient Labels	Click on this icon to print patient labels (on the patient-level menu).
	Change Admission Details	Click on this icon to display patient admission details (on the patient-level menu).
	Alert	Click to view, edit or add patient alerts. Alerts flag important medical information about a patient (e.g. drug reactions, other allergies, situational). Access to alerts is restricted.
	Disability Alert	Click to view, edit or add disability alerts.
	Legal Status	Click to view, edit or add active Mental Health Legal Status records.
	Alias	Click to view existing patient aliases for the patient.

Icon	Name	Function
	Interpreter	Indicates that the patient requires an interpreter.
	Medical Record request	Click to request physical access to the medical record of a selected patient (on the patient-level menu).
	Medical Records	Click to display a list of medical records available for a patient.
	Make new OP Appointment	Click on this icon to make a new outpatient appointment (on the patient-level menus)
	Active Primary Referral	Click to display active primary referrals for the patient.

1.1.2 Browser Buttons

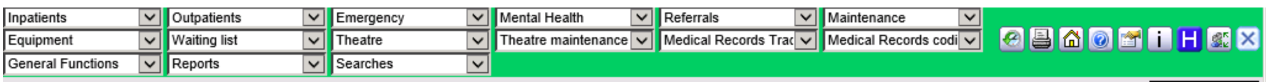
Icon	Function
	Enables you to browse backward and forward through the sequence of screens you have recently displayed.
	Enables you to stop system processing. This is useful if you change your mind about a system task, or the system is taking too long to process a request.
	Enables you to refresh the screen. It is advisable to do this each time you leave it for any length of time. If another user had accessed the same record while you were not at your PC your screen may not be displaying the latest information.
	Enables you to redisplay the Home page, your starting point in the system.

1.1.3 Menu Bars

WebPAS has two menu bars within the system:

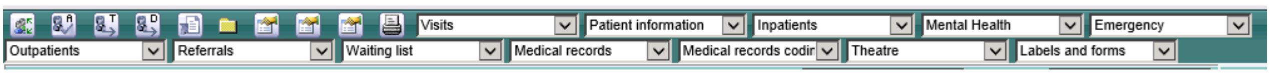
- Hospital-level Menu Bar

The **Hospital or high-level** menu bar enables you to access screens that are relevant to the whole hospital or service such as list screens.



- Patient-level Menu Bar

The **Patient-level** menu bar enables you to access screens that are relevant to the selected patient. It is displayed once you have searched for and selected a patient.



1.1.4 Patient Header

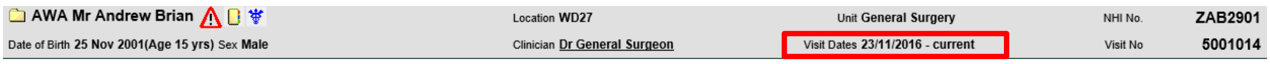
Above the **Patient** menu bar is the **Patient Header** or **Banner**. Like the **Patient** menu bar, this only displays when a patient is selected. It prominently displays the patient's name and important information, such as:

- The existence of medical records
- Patient alerts
- Patient Disability
- Displays legacy visit data
- If the patient has an **Active primary referral**
- A suspension period
- The need for an interpreter

It also shows other useful summary details, such as NHI and visit number, date of birth, age and sex.

Patient visit dates are also be displayed in the patient header:

Inpatient visits display the **Admission** and **Discharge dates** as follows.



For **Outpatient visits** the status will depend whether the patient is **'Booked'** or has **'Attended'**.

Booked: Booked 24/11/2016 at 8am

Attended: Attended 1/12/2016 at 8.25am

1.1.5 Calendar Lookup

The **Calendar look-up** displays throughout PAS at the top of most list screens.

or

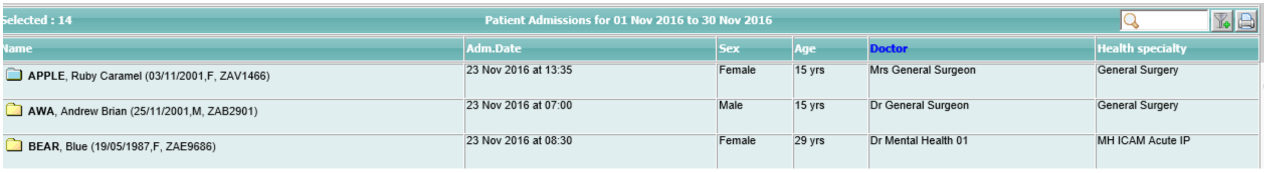

This enables you to view the screen as follows:

Icon	Function
	On a selected date
1	Today
5	Search for a part week (Monday to Friday)
7	Search for one week (starting with Monday)
31	Search for one month

1.1.6 Table Sort Functionality

When you hover the mouse over a column name, the list can be sorted if the colour of a column header changes from white to blue as shown below.

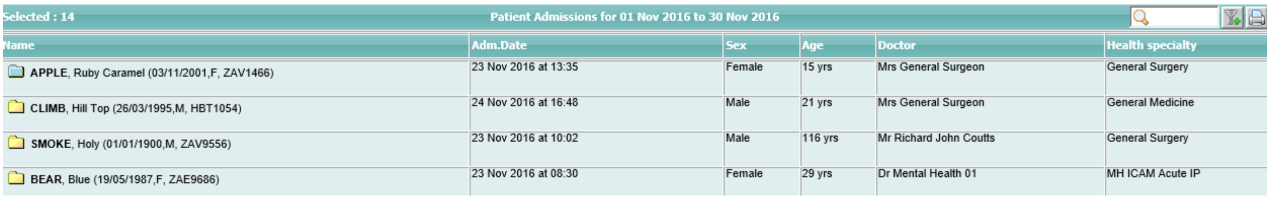
You can sort the list in ascending order, e.g. 1 to 5 or A to Z or descending order, e.g. 5 to 1 or Z to A by clicking the **Column Heading**.



Selected : 14 — Patient Admissions for 01 Nov 2016 to 30 Nov 2016

Name	Adm.Date	Sex	Age	Doctor	Health specialty
APPLE, Ruby Caramel (03/11/2001,F, ZAV1466)	23 Nov 2016 at 13:35	Female	15 yrs	Mrs General Surgeon	General Surgery
AWA, Andrew Brian (25/11/2001,M, ZAB2901)	23 Nov 2016 at 07:00	Male	15 yrs	Dr General Surgeon	General Surgery
BEAR, Blue (19/05/1987,F, ZAE9686)	23 Nov 2016 at 08:30	Female	29 yrs	Dr Mental Health 01	MH ICAM Acute IP

Sorted list (using Doctor field)



Selected : 14 — Patient Admissions for 01 Nov 2016 to 30 Nov 2016

Name	Adm.Date	Sex	Age	Doctor	Health specialty
APPLE, Ruby Caramel (03/11/2001,F, ZAV1466)	23 Nov 2016 at 13:35	Female	15 yrs	Mrs General Surgeon	General Surgery
CLIMB, Hill Top (26/03/1995,M, HBT1054)	24 Nov 2016 at 16:48	Male	21 yrs	Mrs General Surgeon	General Medicine
SMOKE, Holy (01/01/1900,M, ZAV9556)	23 Nov 2016 at 10:02	Male	116 yrs	Mr Richard John Coutts	General Surgery
BEAR, Blue (19/05/1987,F, ZAE9686)	23 Nov 2016 at 08:30	Female	29 yrs	Dr Mental Health 01	MH ICAM Acute IP

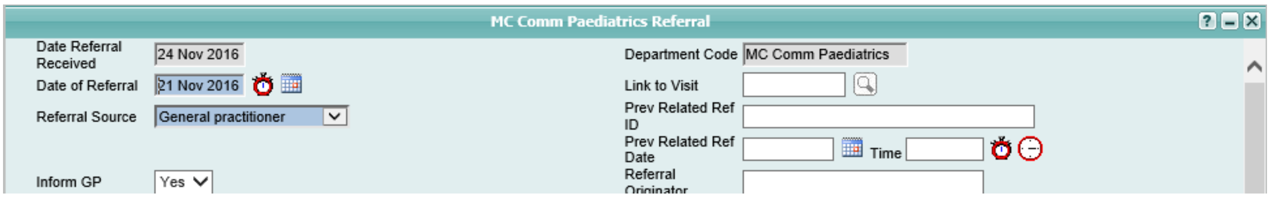
1.1.7 Fields

You will notice as you move through the system that some fields are coloured white**,** some are coloured blue and some are coloured grey.

White fields are **optional**, and should be completed if known.

Blue fields are **mandatory** and must be completed before updating screen. The system prompts you to complete these fields before updating the screen.

Grey fields are **read only** and cannot be edited. This information can only be edited in certain screens, provided you have sufficient access rights to do so.



2 Handy Hints

- Pressing the **Spacebar** ticks the currently selected check box.

- Pressing the **Tab** button moves the focus from one field to the next in the correct order of data entry.

- If a button is highlighted, you can press **Enter** to activate the button.

- In a drop-down **List**, typing the first letter of the item you want selects the first item in the list beginning with that letter. Repeatedly pressing the same key moves the selection down the list.

- Entering the appropriate code in a field, then tabbing to the next field completes the field without the use of a lookup.

- On **Date** fields entering the day only portion of the date will default the remaining value of the date to the current month and year, e.g. entering '24' in February 2015 will default the Date field to '24 Feb 2015'.

- On **Date** fields entering the day and month portions of the date with a space between them will default the remaining value of the date to the current year, e.g. entering '24 8' in February 2015 will default the Date field to '24 Aug 2015'.

- Pressing **F5** refreshes the screen.

- Pressing **F11** maximises the window.

- Pressing **Ctrl N** opens a second session window, enabling you to use two different parts of the system at once.

3 Manage Patient Alerts/Medical Warnings

Two types of patient alert are available in the PAS system:

Local alerts which are a coded system, specific to the Local system

Medical warnings on the NHI, which is specific to New Zealand.

Medical warnings are held at the NHI and are available to all applications that connect to the NHI/MWS system at the Ministry of Health.

Note: Remember that users will only be able to view and add alerts to which they have access via the Alert Levels within their Security Id account.

Alerts are used to flag potential risks to a patient or to staff, such as a drug reaction, medical condition or other allergy.

The patient banner displays an **Alert** ⚠ icon indicating presence of one or more alerts. The **Alert** icon is also a link the **Patient Alerts** screen.

Alerts include the following features:

Eight alert categories have been set up:

- Drug reactions
- Medical conditions
- Other allergies
- Infection prevention
- Situational alerts
- Transfusion issues
- Disability alerts
- Care planning alerts

Most of the situational alerts are held on the local database only. Otherwise alerts are also sent to the national Medical Warning System.

Alerts are protected by security levels, so that only authorised personnel can view or modify the information.

The PAS enables users to manage alerts by:

Adding alerts

Viewing alerts

Updating alerts

Deleting alerts.

The table below details the fields on **Patient alerts** screen in PAS and how each should be used:

Field	Type of Alert	Mandatory	Validation
Alert category	All	Yes	The coded field for the type of alert being entered, e.g. Drug reactions, Disability.
Alert	All	Yes	The coded field for the type of alert being entered, e.g. drug reactions, other allergies.
Date activated	All	Yes	The date that the alert becomes active.
End date	All	No	The date that the alert ends. If there is a date in this

Field	Type of Alert	Mandatory	Validation
			field then the alert is no longer active at this date, therefore the system will deactivate the alert icon from the patient banner and labels.
Status	All	No	Select from the drop-down list: allergy, anaphylaxis, intolerance.
Responsible HCP	All	No	Active HCP search. The person who is responsible for the alert being added to record.
Initiating hospital	All	No	Populated by the user log in.
DHB responsible for reviewing alert	All	No	Select from the drop-down list. The DHB responsible for reviewing alert may not be the DHB that created it.
Make alert national	Most	No	Ticked by default. With the exception of a number of situational risk alerts, all local alerts will be saved to the MWS.
Reaction/comment/ drug name	All	No	Comments relating to the alert – mandatory for drug reaction alerts.

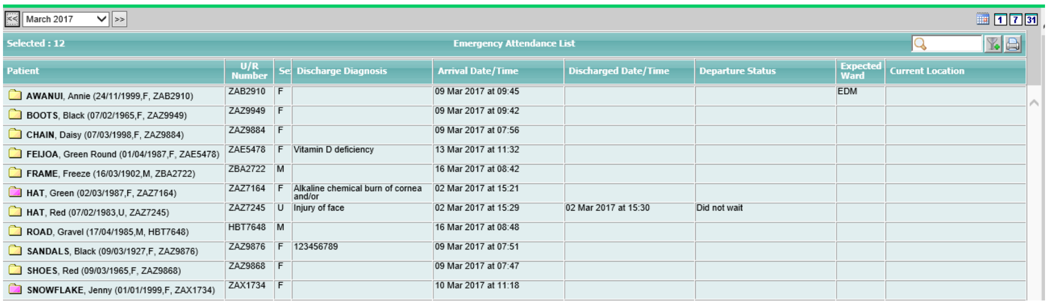
The table below details the fields on the **NHI/MWS medical warnings** section of the **Patient alerts** screen in PAS and how each should be used.

Field	Type of Alert	Mandatory	Validation
Severity	All	Yes	Warning will default and is the only option available.
Date of onset	All	Yes	Enter the date of onset of the **Medical warning**.
Warning Description	All	Yes	Auto populates from the **Alert** field – add more detail as free text.

4 View Emergency Lists – System Step

List	Description
Attendance list - diagnosis	The **Emergency attendance list** displays details of patients who have been in the department on a specific date (you can select day, week or month). The **Emergency attendance list** is useful for: locating a patient looking for previous cases to resolve incomplete data or follow-up looking for previous cases for research/surveillance purposes. Details that display include: • name, date of birth, sex • NHI • discharge diagnosis • arrival date/time • discharged date/time

List	Description
	• departure status • expected ward, this field is populated from the **Emergency patient work screen** • current location of the patient's medical record

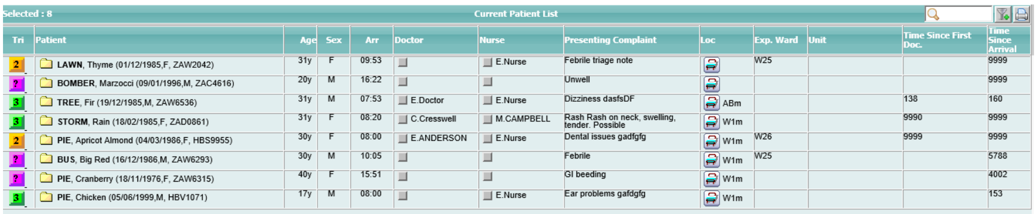


March 2017

Selected : 12 — Emergency Attendance List

Patient	U/R Number	Se	Discharge Diagnosis	Arrival Date/Time	Discharged Date/Time	Departure Status	Expected Ward	Current Location
AWANUI, Annie (24/11/1999,F, ZAB2910)	ZAB2910	F		09 Mar 2017 at 09:45			EDM	
BOOTS, Black (07/02/1965,F, ZAZ9949)	ZAZ9949	F		09 Mar 2017 at 09:42				
CHAIN, Daisy (07/03/1998,F, ZAZ9884)	ZAZ9884	F		09 Mar 2017 at 07:56				
FEIJOA, Green Round (01/04/1987,F, ZAE5478)	ZAE5478	F	Vitamin D deficiency	13 Mar 2017 at 11:32				
FRAME, Freeze (16/03/1902,M, ZBA2722)	ZBA2722	M		16 Mar 2017 at 08:42				
HAT, Green (02/03/1987,F, ZAZ7164)	ZAZ7164	F	Alkaline chemical burn of cornea and/or	02 Mar 2017 at 15:21				
HAT, Red (07/02/1983,U, ZAZ7245)	ZAZ7245	U	Injury of face	02 Mar 2017 at 15:29	02 Mar 2017 at 15:30	Did not wait		
ROAD, Gravel (17/04/1985,M, HBT7648)	HBT7648	M		16 Mar 2017 at 08:48				
SANDALS, Black (09/03/1927,F, ZAZ9876)	ZAZ9876	F	123456789	09 Mar 2017 at 07:51				
SHOES, Red (09/03/1965,F, ZAZ9868)	ZAZ9868	F		09 Mar 2017 at 07:47				
SNOWFLAKE, Jenny (01/01/1999,F, ZAX1734)	ZAX1734	F		10 Mar 2017 at 11:18				

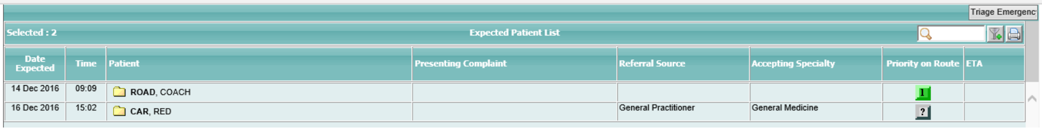
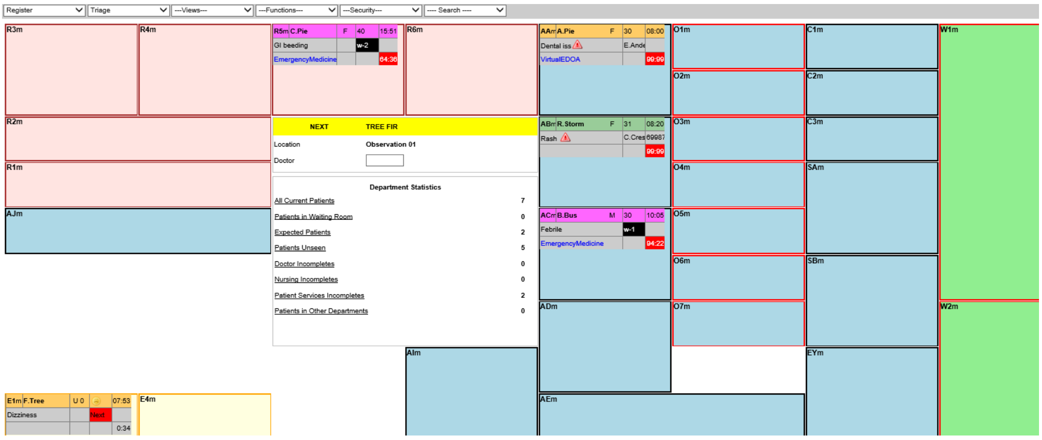
List	Description
Current patient list	The **Current patient list** provides you with a view of all patients currently in the department. Details that display include: • **triage** category. The triage category can be added if not recorded, or updated by clicking on the triage category icon • a link to the patient's clinical record for this presentation • demographic details, along with **arrival time**, **doctor**, **nurse**, **presenting complaint, location** and **time since arrival** information • other information about the presentation Use these steps to view the visit history of a patient: Select **Current patients** from the **Emergency** drop-down menu [hospital-level]. Result: The Current patient list displays.



Selected : 8 — Current Patient List

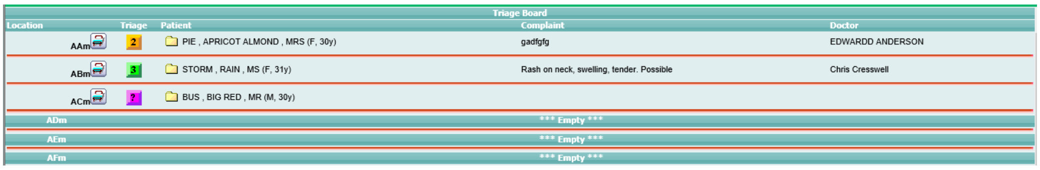
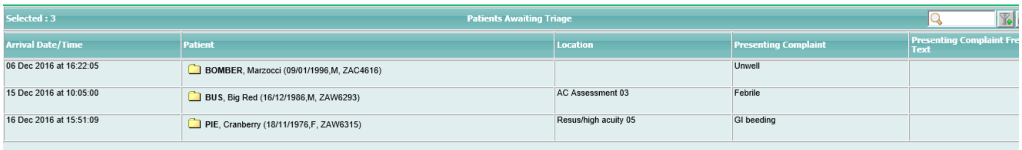
Tri	Patient	Age	Sex	Arr	Doctor	Nurse	Presenting Complaint	Loc	Exp. Ward	Unit	Time Since First Doc.	Time Since Arrival
2	**LAWN**, Thyme (01/12/1985,F, ZAW2042)	31y	F	09:53		E.Nurse	Febrile triage note		W25			9999
?	**BOMBER**, Marzocci (09/01/1996,M, ZAC4616)	20y	M	16:22			Unwell					9999
3	**TREE**, Fir (19/12/1985,M, ZAW6536)	31y	M	07:53	E.Doctor	E.Nurse	Dizziness dasfsDF	ABm			138	160
3	**STORM**, Rain (18/02/1985,F, ZAD0861)	31y	F	08:20	C.Cresswell	M.CAMPBELL	Rash Rash on neck, swelling, tender. Possible	W1m			9990	9999
2	**PIE**, Apricot Almond (04/03/1986,F, HBS9955)	30y	F	08:00	E.ANDERSON	E.Nurse	Dental issues gadfgfg	W1m	W26		9999	9999
?	**BUS**, Big Red (16/12/1986,M, ZAW6293)	30y	M	10:05			Febrile	W1m	W25			5788
?	**PIE**, Cranberry (18/11/1976,F, ZAW6315)	40y	F	15:51			GI beeding	W1m				4002
3	**PIE**, Chicken (05/06/1999,M, HBV1071)	17y	M	08:00		E.Nurse	Ear problems gafdgfg	W1m				153

List	Description
	Note: The triage category displays as ? if the patient has been registered but not triaged. Click the column headings to change the sort order of the list. Click the **Patient folder** icon located next to the patient's name to display the patient's **Emergency patient work screen**.
Expected patients list	The **Expected patients list** displays summary data from the **New expected patient** screen. Details that display include: Date and time notified of expected arrival Name Presenting complaint Referral source Accepting specialty Priority on route ETA

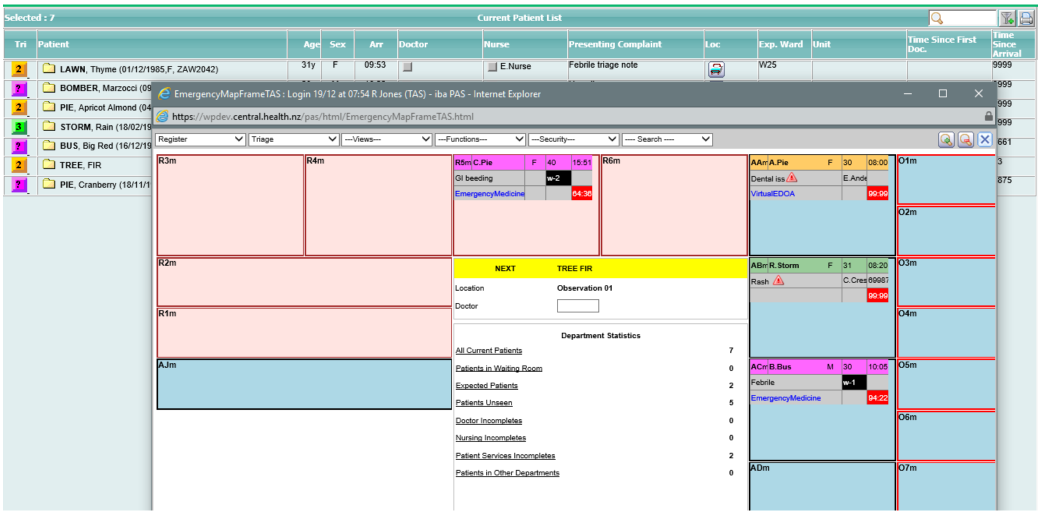
<table>
<tr><th>List</th><th>Description</th></tr>
<tr><td></td><td>
</td></tr>
<tr><td>Map view (incl ED statistics)</td><td>
The Map view is an alternative way of interacting with Emergency. It provides a graphical representation of the Emergency Department as:
patients are displayed as icons in their current locations
summary details about patients are displayed on their icons
clicking on a patient icon shows their details
moving a patient to a location in the department involves dragging the patient’s icon to that location


The Map menu enables you to access other Emergency functions whilst in the Map view.


Map menu options are outlined below:
<table>
<tr><th>Menu option</th><th>Description</th></tr>
<tr><td>Register</td><td>Displays the Emergency registration patient search screen, enabling users to record basic Patient demographics and Emergency arrival details (ie carry out a patient registration).</td></tr>
<tr><td>Triage</td><td>Displays the Emergency triage screen, enabling users to record patient triage details.</td></tr>
<tr><td>Views</td><td>Contains menu options to display the following:
Current patients
Triage board
Visit enquiry
Attendance list</td></tr>
<tr><td>Functions</td><td>Contains menu options which when selected displays the Single record movement screen (this is a medical records movement screen)</td></tr>
<tr><td>Search</td><td>Contains menu options which when selected display the following:
Local search</td></tr>
</table>
</td></tr>
</table>

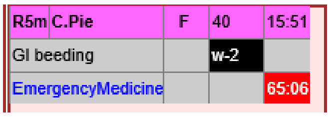
<table>
<tr><th>List</th><th>Description</th></tr>
<tr><td></td><td>EMR (emergency) current patients
National search
HCP search</td></tr>
<tr><td>Triage board</td><td>The Triage board provides a list of all triaged patients by their location. Details that displays include:
Location
Triage category
Patient name, age, sex
Complaint
ED doctor

</td></tr>
<tr><td>Triage outstanding</td><td>The Triage outstanding (O/S) list displays the name of patients who have been registered by not triaged. Details that display include:
Arrival date and time
Patient name, date of birth, sex and NHI
Location
Presenting complaint (coded)

</td></tr>
</table>

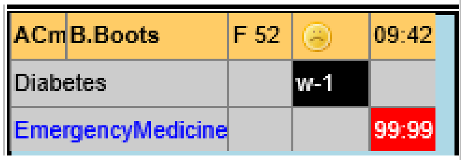
5 Working in the Map

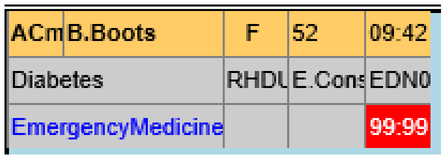
Function	Steps
Switch between Map and other views	Press the **Alt** and **Tab** keys together. **Result:** The Map view will be sent behind the chosen view. Pressing the **Alt** and **Tab** keys again will allow you to display the **Map** view in front. **Note:** The initial **View** selected exists in its own window at all times and is hidden by the **Emergency map view** window. You can switch between the two views at any time. 
Minimise the Map	Click the **minimise** icon in the title bar (at the top right of the screen).  **Result:** The **Map view** will be minimised, revealing whatever application window was behind it, e.g. the window containing the selected view.
Zoom icons	The **zoom** function  is used to increase or decrease the size of the map (icons & screen components)  increases the size of the map view or zooms in on detail.  decreases the size of the map view or zooms out.
Close the Map window	Click the **close**  icon in the title bar at the top of the **map**.   **Result:** The **Map** will close and displays the view that was behind it.

5.1.1 Viewing Patient Cells

The following is an explanation of the display of patient icons on the Emergency map:



<table>
<tr><th>Menu option</th><th>Description</th></tr>
<tr><td>Triage category colours</td><td>
<table>
<tr><th>Colour code</th><th>Icon</th><th>Description</th></tr>
<tr><td>Red</td><td></td><td>Category 1</td></tr>
<tr><td>Orange</td><td></td><td>Category 2</td></tr>
<tr><td>Green</td><td></td><td>Category 3</td></tr>
<tr><td>Blue</td><td></td><td>Category 4</td></tr>
<tr><td>White</td><td></td><td>Category 5</td></tr>
<tr><td>Purple</td><td></td><td>Not triaged</td></tr>
</table>
</td></tr>
<tr><td>Icon details</td><td>
View 1


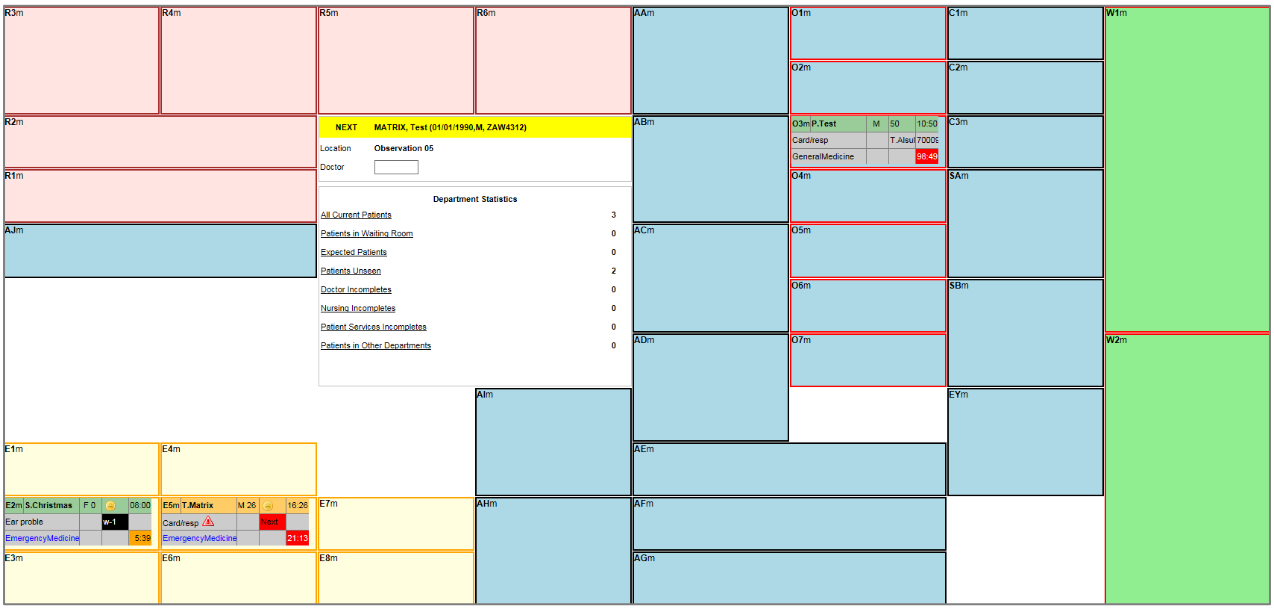
View 2


The table below details the purpose of each field in the cubicle above taken from the triage details:
<table>
<tr><th>Item</th><th>Description</th></tr>
<tr><td>ACm</td><td>Location of patient (cubicle, waiting room, etc). The last character is for the DHB</td></tr>
<tr><td>B. Boots</td><td>Patient’s name.
Note: if two patients with the same name are registered in the Emergency Department simultaneously the patients’ names will appear in red</td></tr>
<tr><td>F</td><td>Sex (Male, Female, Unknown)</td></tr>
<tr><td>52</td><td>Age</td></tr>
<tr><td>Sad face indicator</td><td>Patient has not been seen in the specified time so the sad face icon  displays</td></tr>
<tr><td>09:42</td><td>Triage time</td></tr>
<tr><td>Diabetes</td><td>Presenting complaint</td></tr>
<tr><td>w-1</td><td>Waiting – next patient to be seen</td></tr>
</table>
</td></tr>
</table>

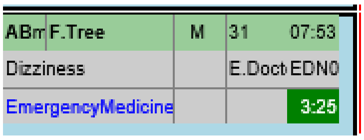
Menu option	Description	
	RHDU	Requested HDU bed on bed request
	E Cons	Name of the treating doctor
	EDN0	The HCP code for the treating nurse (HCP ID)
	Emergency Medicine	Displays the health specialty (from the patient's registration)
	99:99	Time since arrival

5.1.2 Move Patients around the Map – System Step

Use this system step to re-locate patients to other areas or cubicles within the Emergency map via the 'drag and drop' functionality.



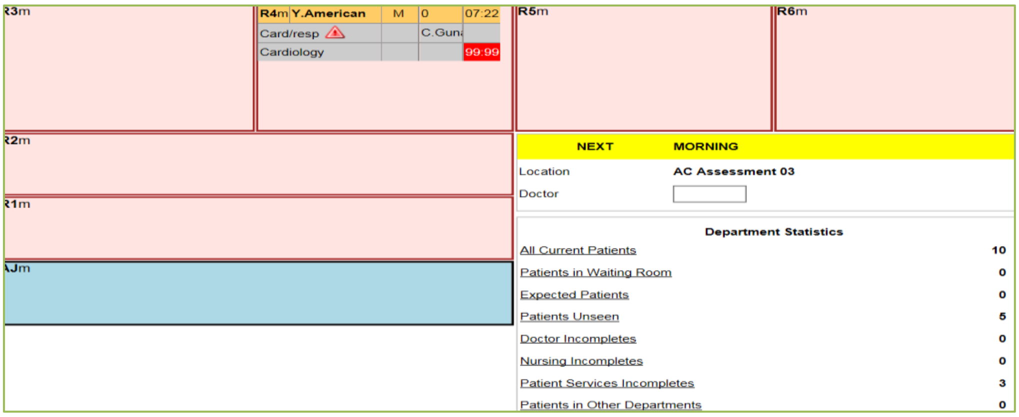
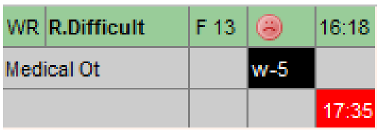
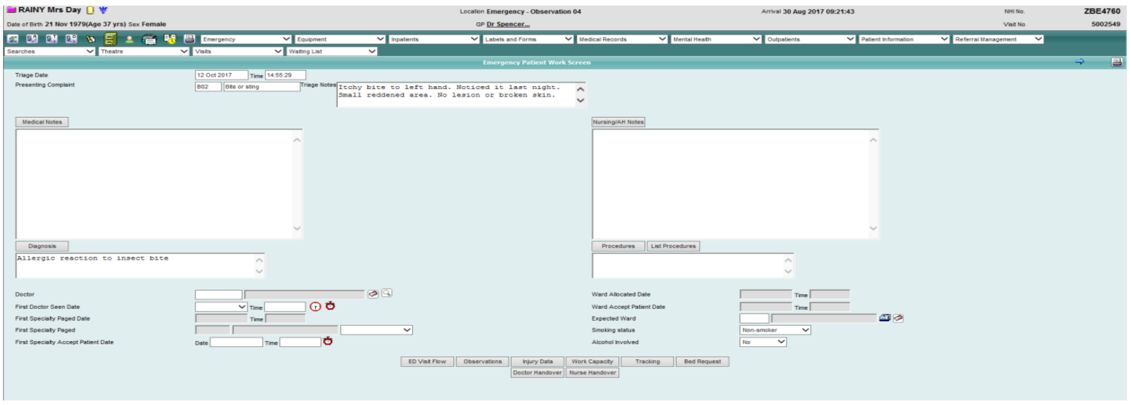
Use these steps to move patients from the waiting room to a cubicle:

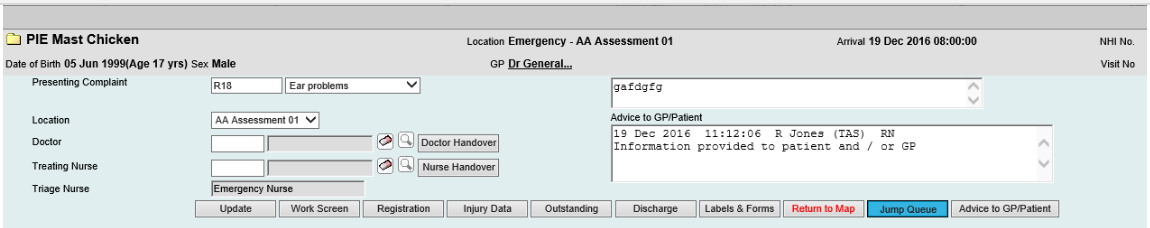
Step	Action
1	Click on a **patient's** icon <u>without</u> releasing the mouse button. **Result:** The move icon (a four-pointed arrow) displays over the cubicle cell. 
2	Drag the patient icon to an empty cubicle ensuring the top left corner of the icon (which shows the location) is positioned in the empty cubicle.
3	Release the mouse button ensuring the move was successful. **Note:** If the move is not succesful, the:

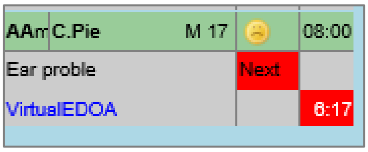
Step	Action
	• **Triage** screen displays if the patient has not been triaged. • **Emergency patient work screen** displays if the patient has been triaged.

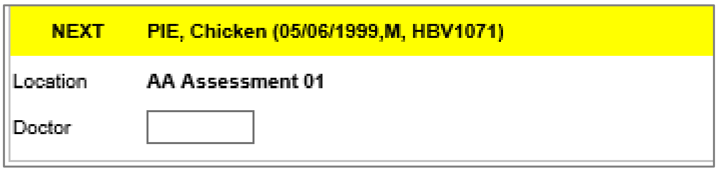
5.3 Jump the Queue – System Step

Use this system step when it is necessary to move a patient, e.g. if their condition deteriorates, to the front of the queue.

Step	Action
1	Select **Map view** from the **Emergency** drop-down menu [hospital-level]. 
2	Click once on the **patient's** icon.  **Result:** The **Emergency patient work screen** displays. 
3	Click the **ED visit flow** button in the **Views** patient-level drop-down. **Result:** The **ED visit flow** screen displays.
4	Click the **Jump queue** button.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>


</td></tr>
<tr><td>5</td><td>Click the Update button.</td></tr>
<tr><td>6</td><td>Click the Return to Map button.
Result: The Map screen displays with the patient updated to Next enabling the allocation of a doctor to the patient.




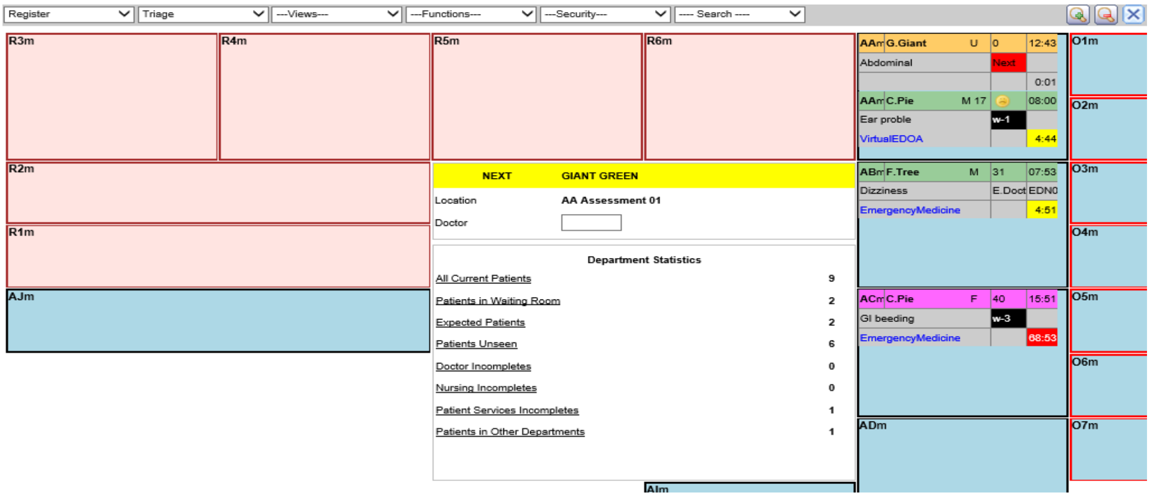
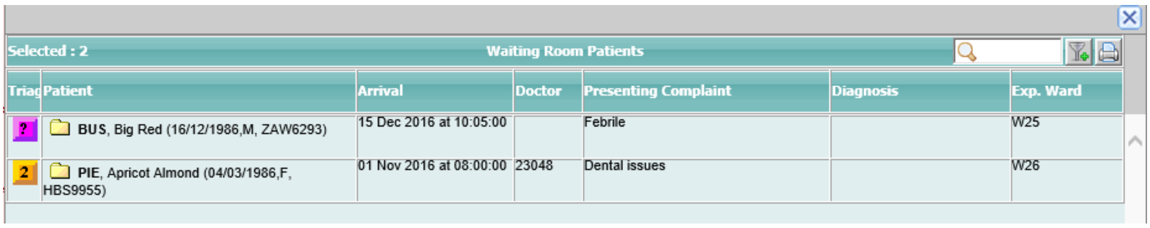
</td></tr>
</table>

5.4 View Waiting Room Patients

You can register the movement of patients to and from the cubicles in the waiting room by dragging and dropping patient icons into the waiting room area cubicles on the Emergency map.

Note: There are a number of cubicles located on the Emergency map that represent the waiting room area. These are used in order of priority.

Use these steps to browse through the list of waiting patients when there are more patients than cubicles in the Waiting Room:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select the Map view from the Emergency drop-down menu [hospital-level].

</td></tr>
<tr><td>2</td><td>Select Patients in waiting room from the Department statistics section of the screen.
Result: The Waiting room patients screen displays.

</td></tr>
<tr><td>3</td><td>Click on the Work screen button in the patient's management screen to display the Emergency patient work screen.</td></tr>
</table>

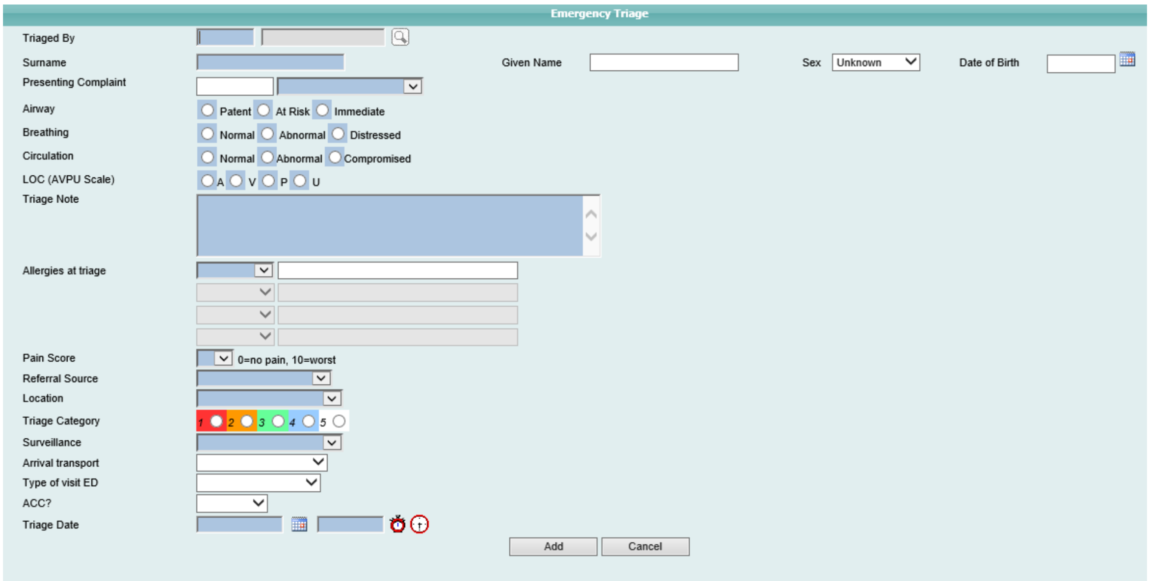
6 Triage a New Patient – System Step

Use these steps to triage a new patient at the emergency department:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

Select **Triage Emergency** from the **Emergency** drop-down menu [hospital-level].

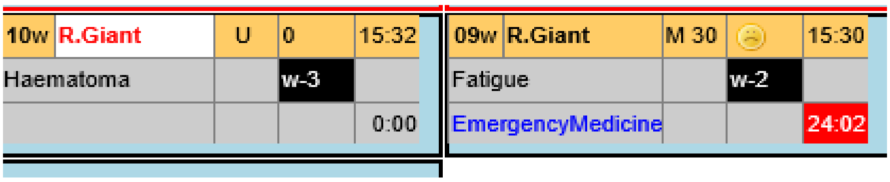
Result: The **Emergency triage** screen displays.



</td></tr>
<tr><td>2</td><td>

Complete as many of the patient and clinical details as possible, e.g. **surname**, **given name**, **sex**, **date of birth**, and **presenting complaint**.

Note: If there are two patients in emergency with the same the name, the patient names display in red text for both patients, indicating that there are two patients with the same surname.



</td></tr>
<tr><td>3</td><td>

Complete the triage details including **presenting complaint**, **location**, **surveillance** and **triage category**.

</td></tr>
<tr><td>4</td><td>

Click **Add**

Result: Triage details for the patient will be saved.

Note: The patient displays on the **Emergency map**.

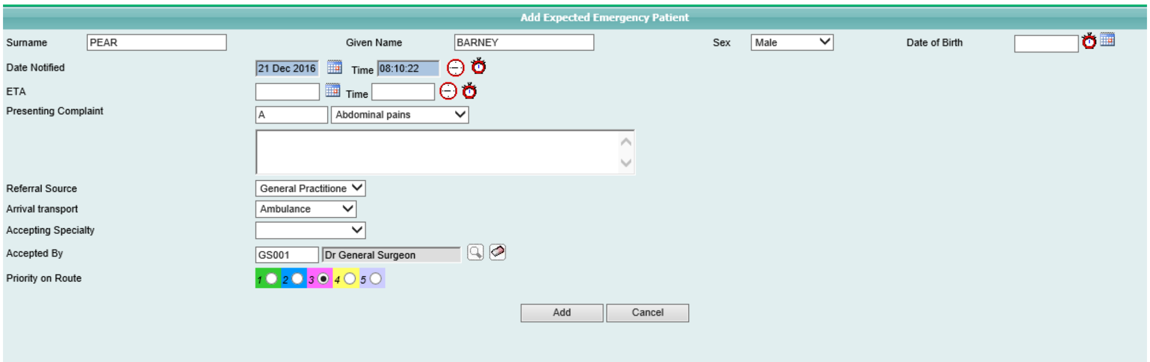
</td></tr>
</table>

7 New Expected Patient – System Step

Follow the steps for the tasks as and when required:

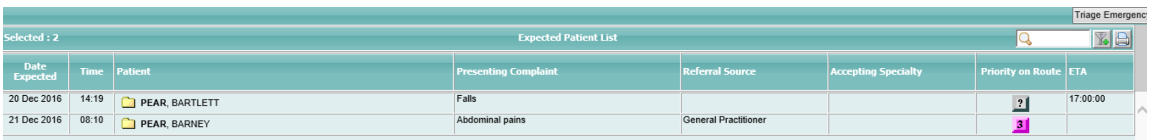
7.1.1 Add an Expected Patient

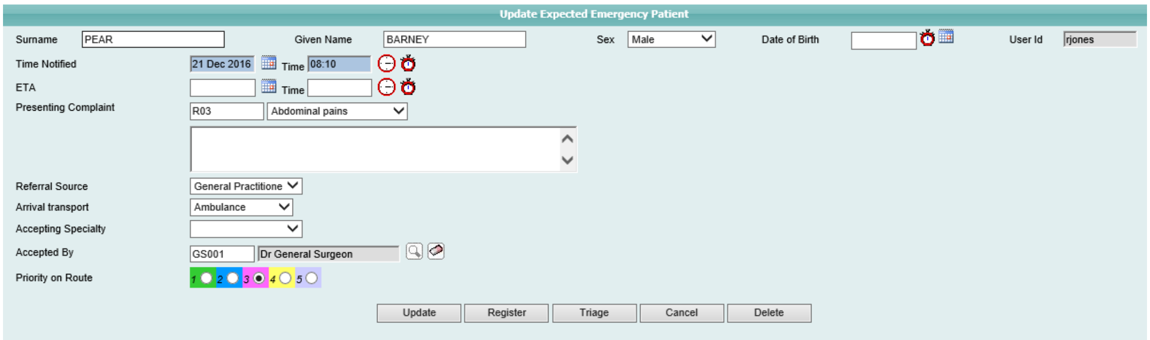
Use these steps to add an expected patient:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select New expected patient from the Emergency drop-down menu [hospital-level].
Result: The Add expected emergency patient screen displays.

</td></tr>
<tr><td>2</td><td>Record the available details on the Add expected emergency patient screen.</td></tr>
<tr><td>3</td><td>Details recorded include priority on route as determined by the referrer/ambulance. Priorities are a different colour from the triage priorities:
<table>
<tr><th>Colour code</th><th>Icon</th><th>Description</th></tr>
<tr><td>Red</td><td>1</td><td>Category 1</td></tr>
<tr><td>Orange</td><td>2</td><td>Category 2</td></tr>
<tr><td>Green</td><td>3</td><td>Category 3</td></tr>
<tr><td>Blue</td><td>4</td><td>Category 4</td></tr>
<tr><td>White</td><td>5</td><td>Category 5</td></tr>
</table></td></tr>
<tr><td>4</td><td>Click Add
Result: The details are saved and will display on the Expected patients list.</td></tr>
</table>

7.1.2 Update Expected Patient’s Details

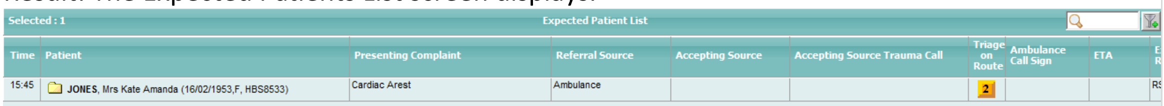
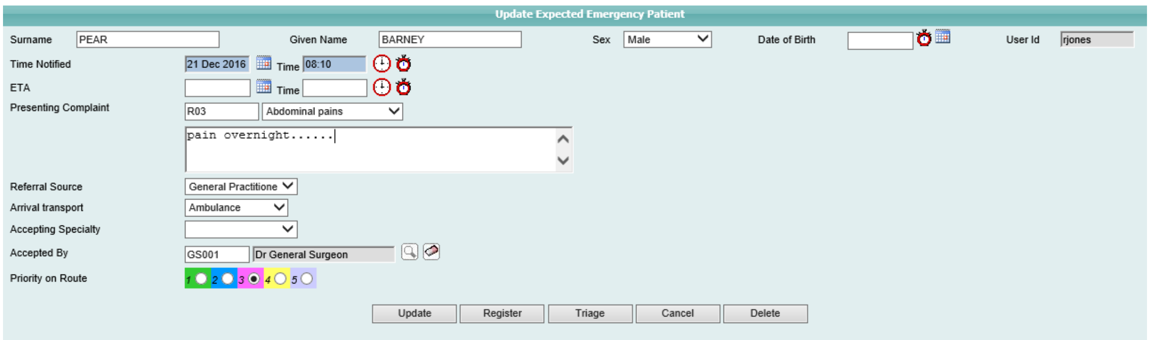
Use these steps to update the details of an expected patient:

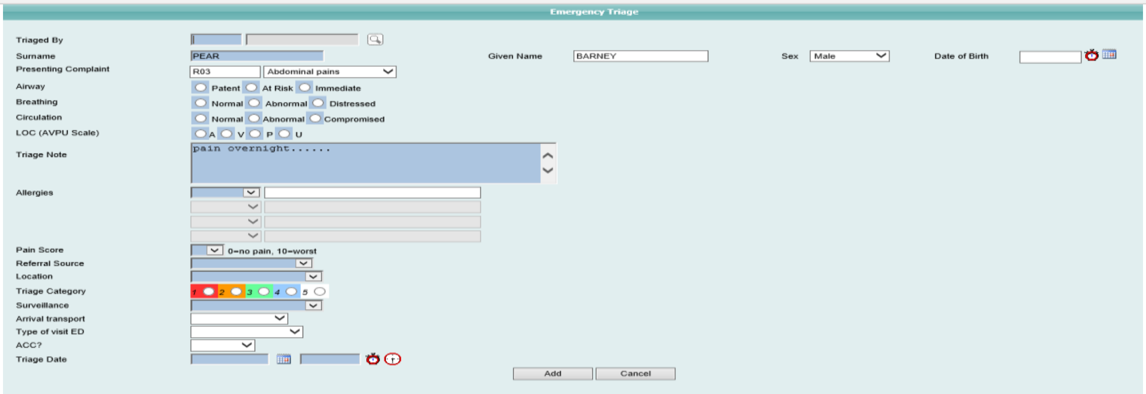
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select Expected patients list from the Emergency drop-down menu [hospital-level].
Result: The Expected patients list screen displays.

</td></tr>
</table>

Step	Action
2	Click the relevant **Patient folder** icon. **Result:** The **Update expected patients list** screen displays. 
3	Record additional information, e.g. important medical information may be missing, or the patient's condition may have changed.
4	Click **Update** **Result:** The additional information will be saved and the **Expected patients list** displays the updated information.

7.1.3 Triage an Expected Patient

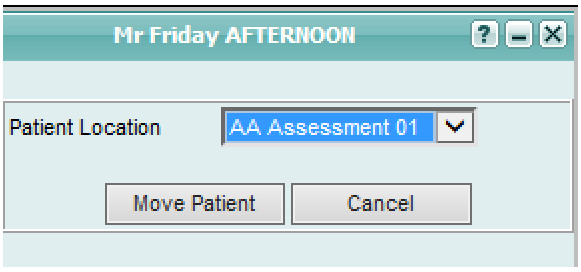
Use these steps to triage an expected patient on arrival:

Step	Action
1	Select **Expected patients list** from the **Emergency** drop-down menu [hospital-level]. Result: The Expected Patients List screen displays. 
2	Click the relevant **Patient folder** icon. **Result:** The **Update expected emergency patient** screen displays. 
3	Click **Triage** **Result:** The **Emergency triage** screen displays and the expected patient details will populate corresponding fields.

Step	Action
	
4	Complete the outstanding triage details.
5	Click **Add** **Result:** The triage details will be saved for the patient. The **ED visit details screen** displays. **Note:** The patient will now display on the **Emergency map**.

8 Moving Patients within Current Patient List

Use this system step to allocate a location or move a patients location via the current patient list.

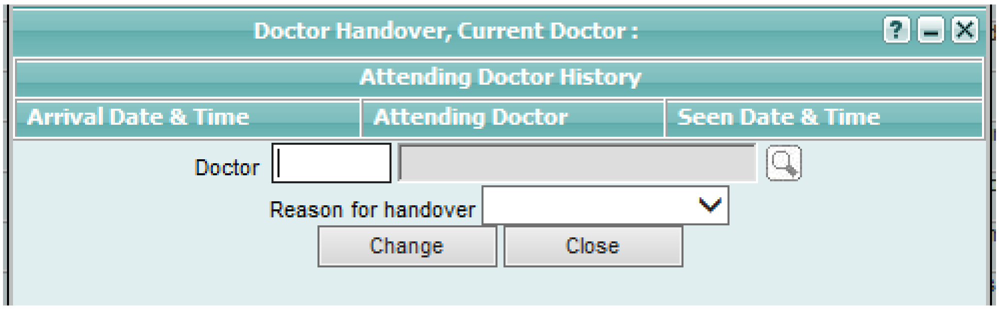
Step	Action
1	Navigate to the **Current Patient** list via the Emergency drop-down (hospital-level) 
2	Click on the  icon
3	**Result:** The Patient Location screen appears 
4	Choose the location from the drop-down and click **Move Patient**

9 Allocation

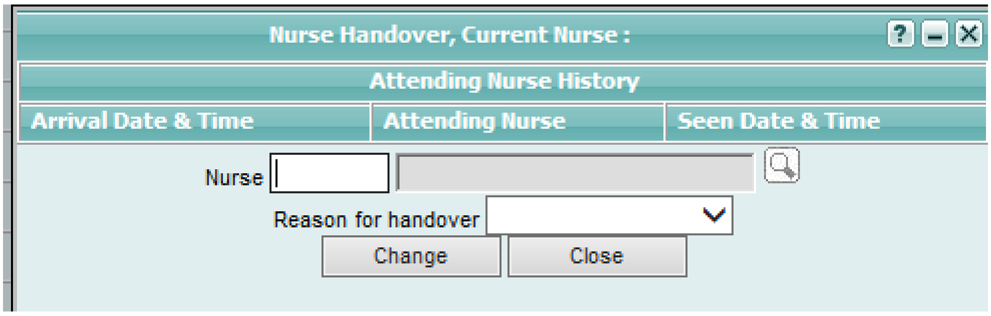
9.1.1 Allocate a Doctor to a Patient – System Step

Use this system step to assign a doctor to a patient when a doctor is ready to attend to a patient. This is important, as it establishes responsibility for patient care.

Use these steps to attend to the next patient in the triage queue:

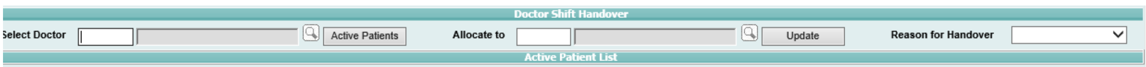
Step	Action
5	Navigate to the **Current Patient** list via the Emergency drop-down (hospital-level) 
6	Click on the square  in the Doctor column
7	**Result:** Doctor Handover, Current Doctor screen appears 
8	Enter the doctor code from whom the patients will be allocated to into the **Doctor** field. **Note:** If the doctor code is unknown, click the **search** icon to locate the doctor.
9	Enter **Reason for handover**
10	Click **Change**

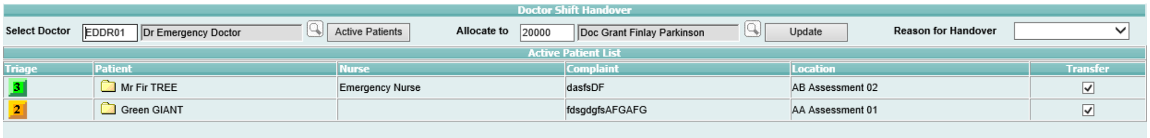
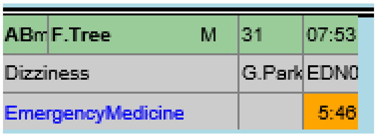
9.1.2 Allocate a Nurse to a Patient – System Step

Step	Action
1	Navigate to the **Current Patient** list via the Emergency drop-down (hospital-level) 
2	Click on the square  in the Nurse column
3	**Result:** Nurse Handover, Current Nurse screen appears 
4	Enter the Nurse code from whom the patients will be allocated to into the Nurse field. **Note:** If the nurse code is unknown, click the **search**  icon to locate the nurse.
5	Enter **Reason for handover**
6	Click **Change**

10 Handover

10.1.1 Doctor Shift Handover – System Step

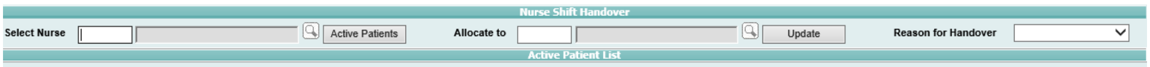
Step	Action
1	Select **Doctor shift change** from **Emergency** drop-down menu [hospital-level]. **Result:** The **Doctor shift handover** screen displays. 
2	Enter the doctor code from whom the patients will be handed over into the **Select doctor** field. **Note:** If the doctor code is unknown, click the **search**  icon to locate the doctor.
3	Click the **Active Patients** button.

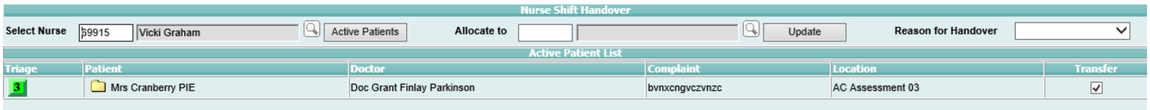
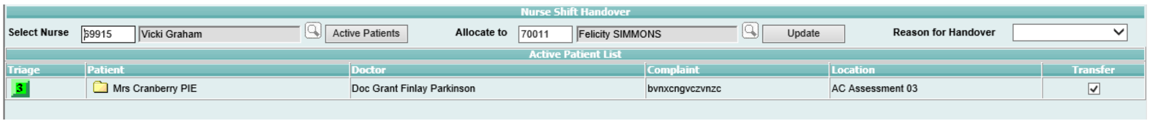
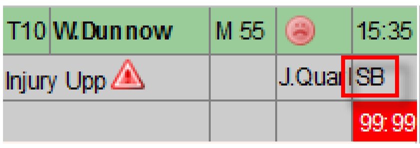
Step	Action
	Result: All current Emergency patients under the care of the selected doctor displays on the screen in the **Active patient list.**  **Note:** The **Active patient list** will also display the following details for each patient: • Triage category • Patient name • Allocated nurse • Complaint • Location • Transfer check box (this will default to ticked).
4	Enter the code for the doctor to whom the patients are to be transferred to in the **Allocate to** field. **Note:** If the doctor code is unknown, click the **search** icon to search for the doctor.
5	Exclude patients from the hand over, by un-ticking the **Transfer** check box.
6	Click **Update** **Result:** The patients will be transferred to the doctor assigned in the **Allocate to** field. **Note:** Patients that were transferred, display this information in their patient cell on the **Emergency map view** 

10.1.2 Nurse Shift Hand over – System Step

Use this system step to assign a different nurse to patients in bulk in a single transaction.

Note: The nurse shift handover functionality is useful when one nurse's shift ends and the care of the patient must be transferred to another nurse.

Step	Action
1	Select **Nurse shift change** from the **Emergency** drop-down menu [hospital-level]. **Result:** The **Nurse shift handover** screen displays. 
2	Enter the nurse code from whom the patients will be transferred in the **Select nurse** field. **Note:** If the nurse code is unknown, click the **search** icon to locate the nurse.
3	Click the **Active patients** button. **Result:** All current Emergency patients under the care of the selected nurse displays on the

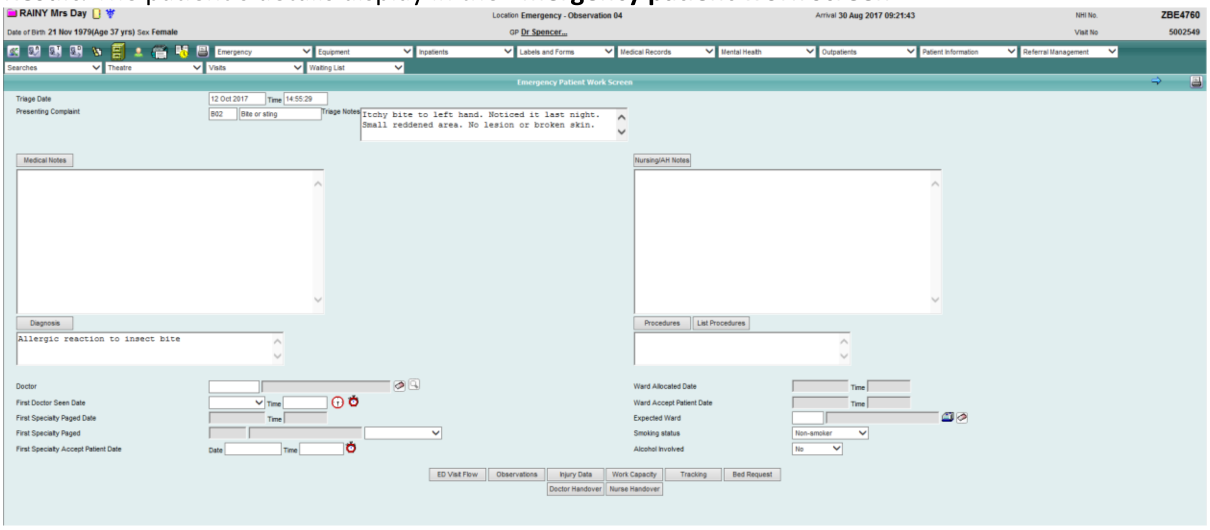
Step	Action
	screen in the **Active patient list**.  **Note:** The **Active patient list** will also display the following details for each patient: • Triage category • Patient name • Doctor • Complaint • Location • Transfer check box (this will default to ticked)
4	Enter the code of the nurse to whom the patients are to be transferred to in the **Allocate to** field. **Note:** If the nurse code is unknown, click the **search** icon to search for the nurse. 
5	Exclude patients from the hand over, by un-ticking the **Transfer** check box.
6	Click **Update** **Result:** The patients will be transferred to the nurse assigned in the **Allocate to** field. **Note:** Patients who were transferred to the new nurse display this information in their patient cell on the **Emergency map view**. 

11 Emergency Patient Work screen

The **Emergency patient work screen** shows summary information about the selected patient and provides access to perform patient management functions.

Click the **Patient folder** icon on the **Emergency map** view.

Result: The patient's details display in the **Emergency patient work screen**



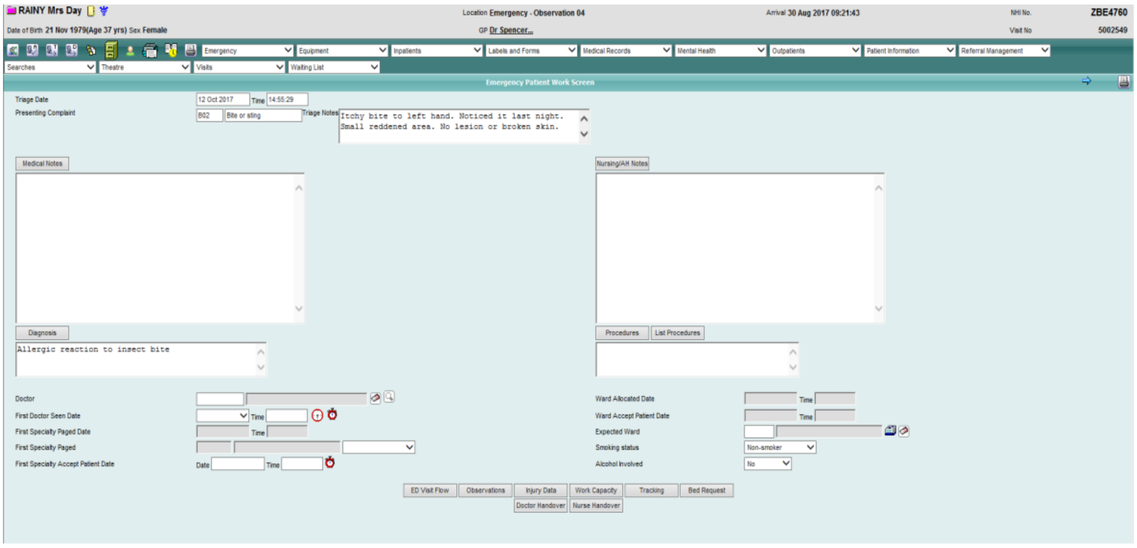
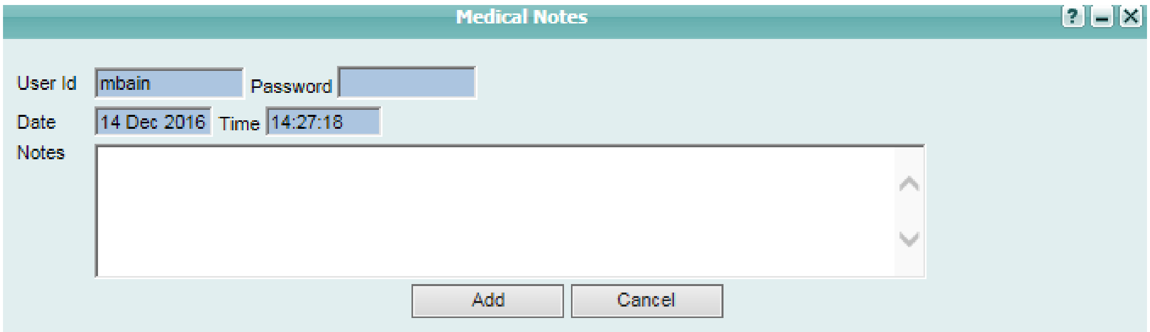
Note: This screen can be used for a number of purposes. It provides:

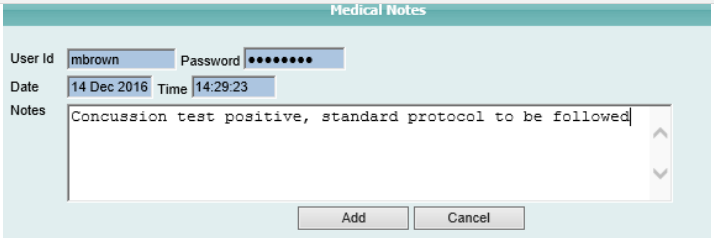
- an unlimited free-form text field so that you can record medical or nursing/allied health notes about the patient
- links to the following fields:
  - record diagnoses
  - record and view list of procedures required
- links to the following screens:
  - ED visit flow
  - observations
  - injury data
  - work capacity
  - tracking
  - doctor handover
  - nurse handover
- users with options to record the following detail:
  - current doctor
  - first doctor seen date and time
  - first specialty paged date, time and specialty
  - first specialty paged accept patient date and time
  - ward allocated date
  - expected ward
  - smoking status
  - alcohol involved
- drop-down menus that allow you to:

- add/view diagnosis coding, procedures, observations, bed request list
- view/record details on the **Tracking** screen
- admit a patient to the hospital
- discharge a patient from the Emergency Department
- view audit details

11.1.1 Add Medical, Nursing or Allied Health Notes

Use these steps to add medical or nursing/allied health history details:

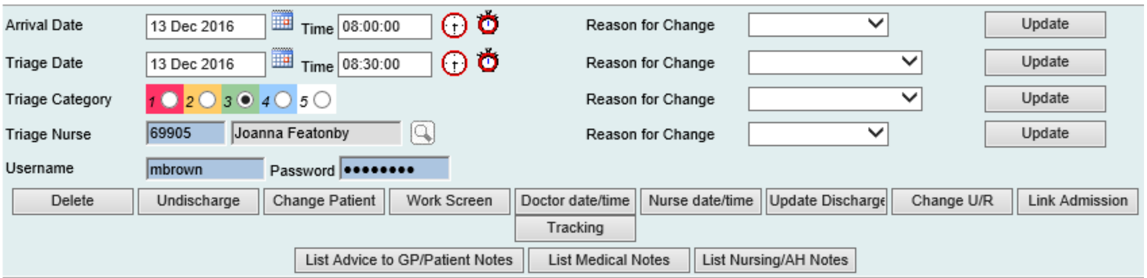
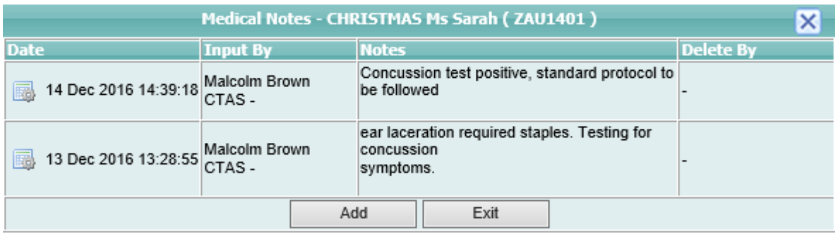
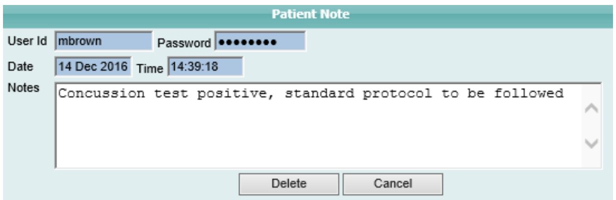
Step	Action
1	Select the required **patient cell** on the **map.** **Result:** The **Emergency patient work screen** displays.  **Note:** The information on this screen is inherited from the **Triage** screen and is recorded when the patient presents at Emergency.
2	Click **Medical notes** or **Nursing/AH notes**. **Result:** The relevant **notes** screen displays. 
3	Enter your **user ID** and **password**
4	Type the notes for the patient's current emergency department visit.
5	Click **Add** **Result:** The record will be added. **Note:** The patient must be registered to add notes.

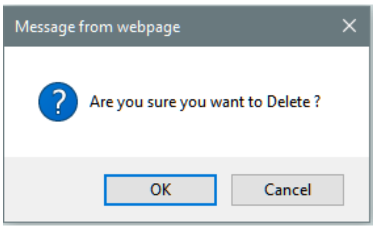
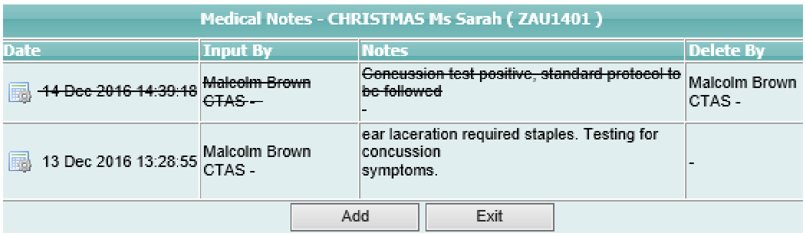
Step	Action
	

11.1.2 Delete Medical, Nursing or Allied Health Notes

Use these steps to add medical notes details:

Note: You will need to have **Supervisor** access to make this change.

Step	Action
1	Navigate to the **Emergency patient work screen**, see the steps above.
2	Select **Supervisor screen** from the **Emergency** drop-down menu [patient-level]. **Result:** The **Supervisor** screen displays.
3	Enter your **user ID** and p**Password**. 
4	Click **List Medical notes** **Result:** The **Medical notes [patient name]** screen displays. 
5	Click the **Maintenance** icon beside the record that is to be deleted. **Result:** The **Patient note** screen displays.
6	Enter your **user ID** and **password**. 
7	Click **Delete**

Step	Action
	Result: The following message displays 
8	Click **OK** **Result:** A strike-out displays through the text of the **notes** record. 
9	Click **Exit** to return to the **Supervisor** screen.

Medical Notes - CHRISTMAS Ms Sarah (ZAU1401)

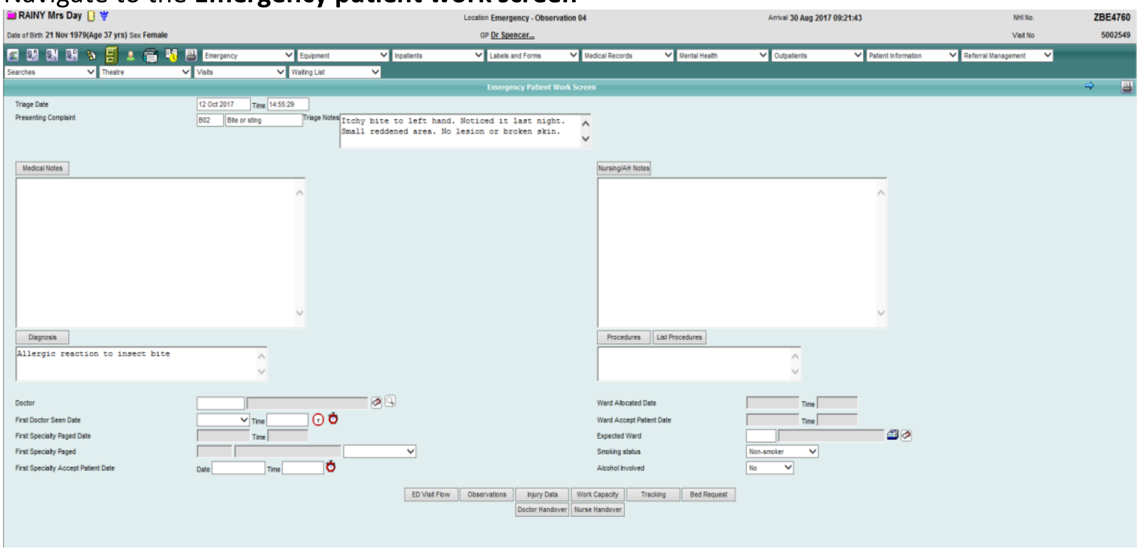
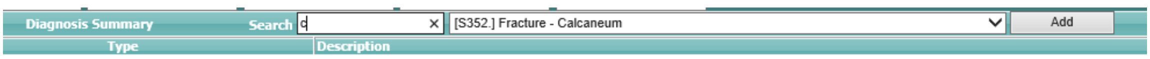
Date	Input By	Notes	Delete By
~~14 Dec 2016 14:39:18~~	~~Malcolm Brown CTAS -~~	~~Concussion test positive, standard protocol to be followed~~ -	Malcolm Brown CTAS -
13 Dec 2016 13:28:55	Malcolm Brown CTAS -	ear laceration required staples. Testing for concussion symptoms.	-

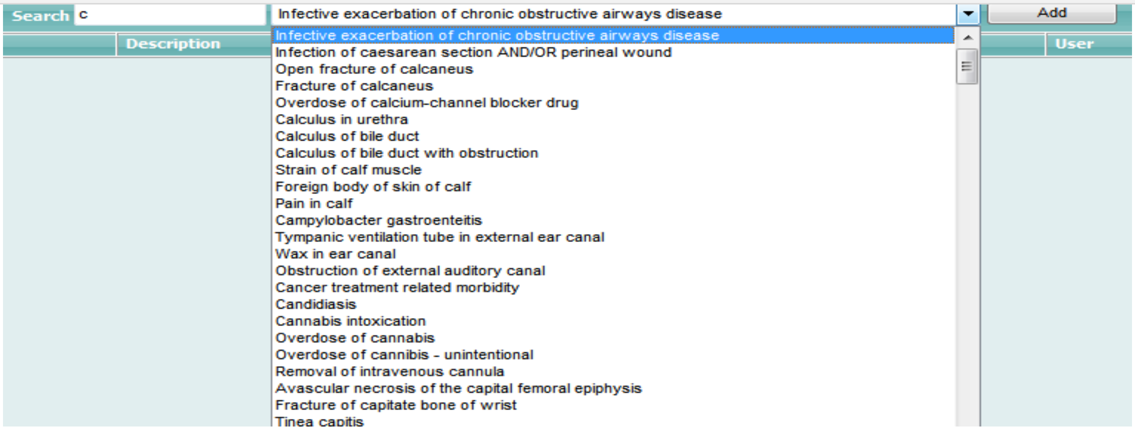
Add Exit

11.1.3 Add a Diagnosis

Use these steps to add a diagnosis:

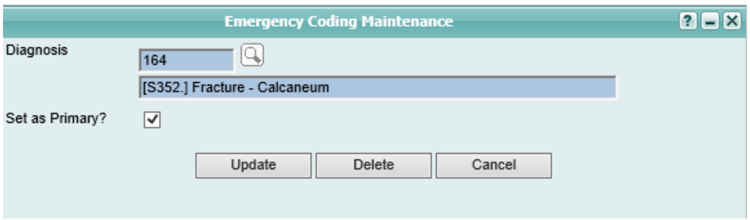
Note: The diagnosis details entered can also be added to the Injury/Accident details screen.

Step	Action
1	Navigate to the **Emergency patient work screen** 
2	Click on the **Diagnosis** button **Result:** The **Diagnosis summary** screen displays
3	Search for the **diagnosis**: enter a letter or key word into the search field  **Result:** A list of relevant diagnoses will display.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>


Note: The system uses SNOMED CT codes, but does not display the actual code in this view.
</td></tr>
<tr><td>4</td><td>Select the diagnosis and click Add</td></tr>
<tr><td>5</td><td>
Review the list of diagnoses entered. The primary diagnosis can be selected by clicking on the icon in the Description column.

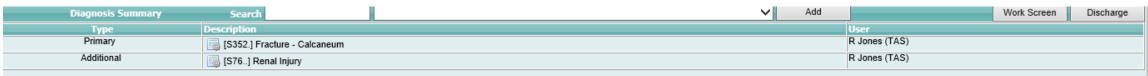
Result: This displays the Emergency coding maintenance screen.



Note: The first diagnosis entered displays as the primary diagnosis. If this is not correct, the primary diagnosis can be changed by selecting/removing the tick from teh Set as primary? tick box.
</td></tr>
<tr><td>6</td><td>
Click Update

Result: The list of diagnoses display.

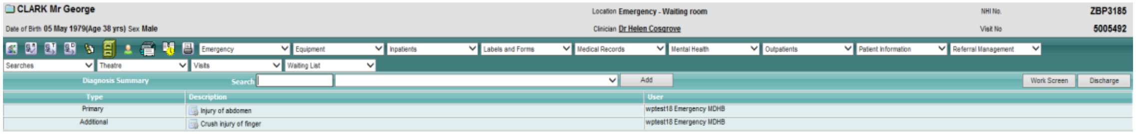
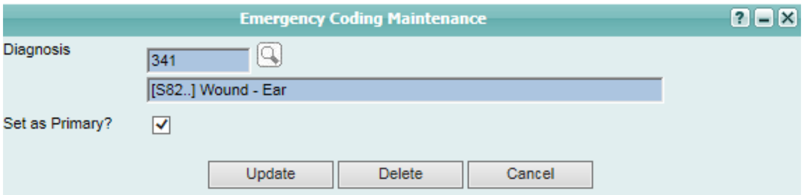
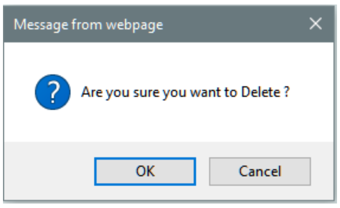
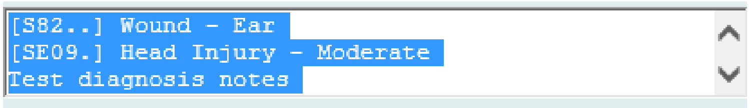
</td></tr>
<tr><td>7</td><td>Click the Work screen button to go back to the Emergency patient work screen</td></tr>
<tr><td>8</td><td>
Click on the Discharge button to go the Emergency patient discharge patient screen



Note: There must be a diagnosis for the patient on the visit record when completing the discharge screen.
</td></tr>
</table>

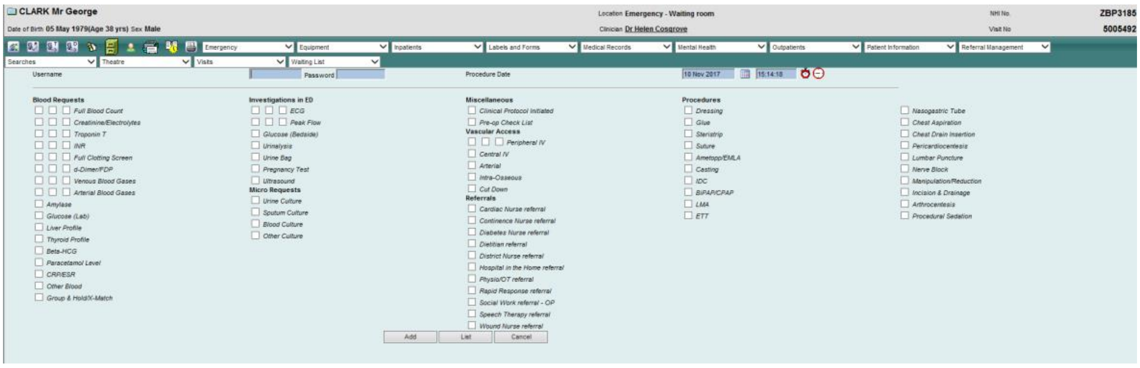
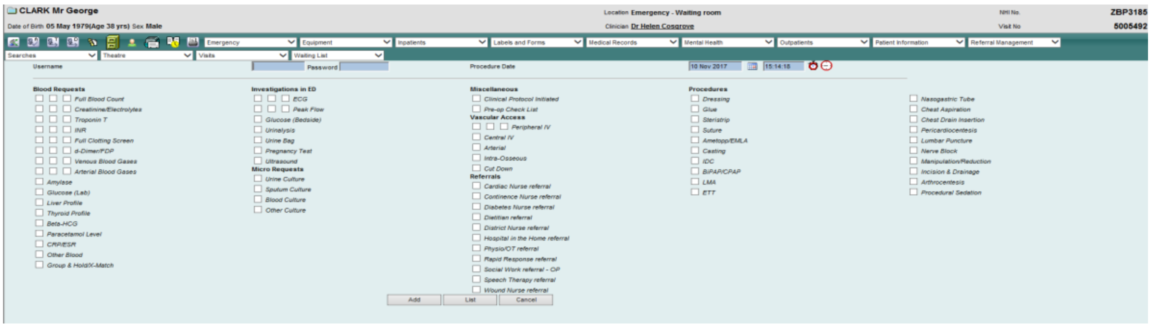
11.1.4 Delete a Diagnosis

Use these steps to delete a diagnosis:

Step	Action
1	Click **Diagnosis** on the **Emergency patient work screen**. **Result:** The following screen displays. 
2	Click the **Maintenance**  icon beside the diagnosis that is to be deleted. **Result:** The **Emergency coding maintenance** screen displays. 
3	Click **Delete** **Result:** The following message displays. 
4	Click **OK**
5	Click the **Work screen** button to return to the **Emergency patient work screen** **Result:** The **Emergency patient work screen** displays.
6	Highlight the diagnosis text in the **Diagnosis** field and press the **Delete** key.  **Note:** Users must delete the diagnosis manually from this field, as it is a free-format text field. The system can insert text into this field but cannot remove it automatically in case there are multiple diagnoses.

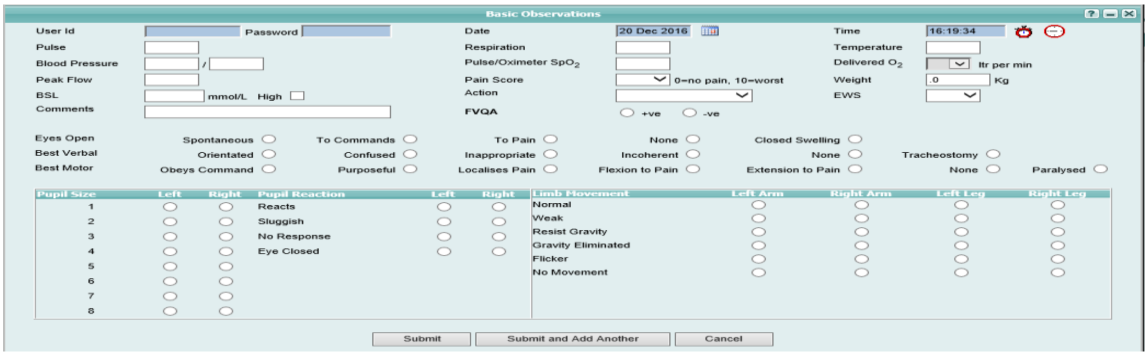
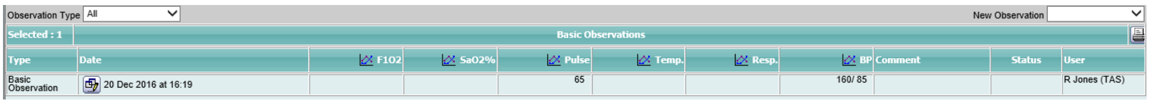
11.1.5 Record Clinical Procedures

Use these steps to record the procedures performed for a patient during an Emergency Department attendance:

Step	Action
1	Navigate to the **Emergency patient work screen**, see task **4.2 Display the Emergency patient work screen**
2	Click **Procedures** **Result:** The following **Emergency** screen displays. Enter your **user ID** and **password**. 
3	Select one or more values to indicate the procedures performed. 
4	Click **Add** **Result:** The **Clinical details** screen displays the values selected in the **Procedures** field.  **Note:** • Users can repeat this process as other procedures are performed during the Emergency Department presentation. • It is recommended that this data be recorded at the time the procedure is carried out.

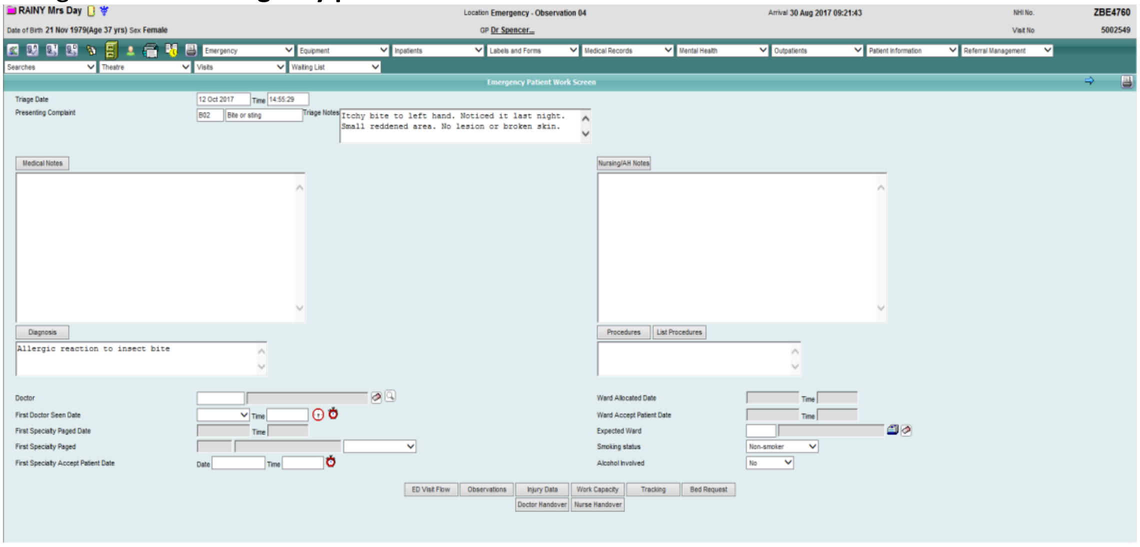
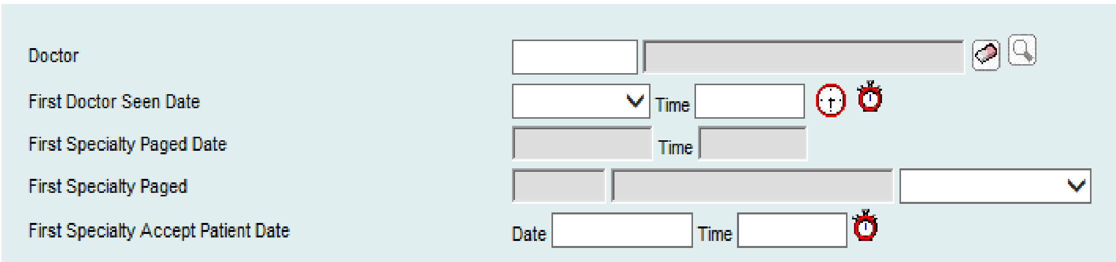
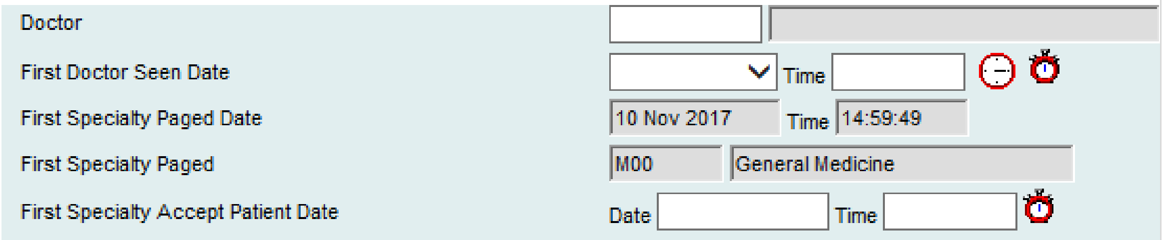
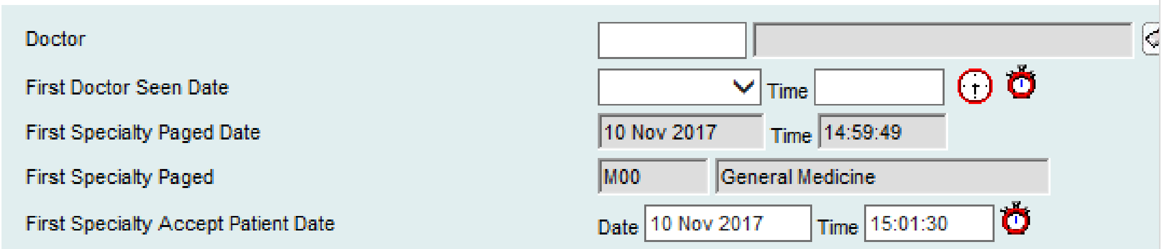
11.1.6 Add a Clinical Observation

Use these steps to add a clinical observation:

Step	Action
1	Navigate to the **Emergency patient work screen**
2	Click the **Observations** button. **Result:** The following **Emergency** screen displays. 
3	Select **Basic observation** in the **New observation** field **Result:** The **Basic observations** screen displays  Enter your **user ID** and **password**.
4	Select the observation(s) to be recorded. **Note: FVQA** refers to a family violence questionnaire Select **Submit** or **Submit and add another**. **Note:** The **Submit and add another** button allows users to add multiple observations. The data entry screen closes then re-opens to allow addition of more observation data. Your **user ID** and **password** must be added each time.
5	The observations recorded display on the **Basic observations** screen  Click on the **Update**  icon to update or delete the observation **Note:** Enter your **user ID** and **password** to update or delete the observation.

11.1.7 Add First Speciality Paged

Use these steps to add your first Speciality paged:

Step	Action
1	Navigate to the **Emergency patient work screen** 
2	Choose the correct Speciality from the drop down 
3	Result: Speciality, Date and Time appear in the field 
6	When the Speciality accepts the patient click the icon and the date and time will appear in the field 

12 Collect Injury/Accident Information

12.1.1 Record Injury/Accident Details – System Step

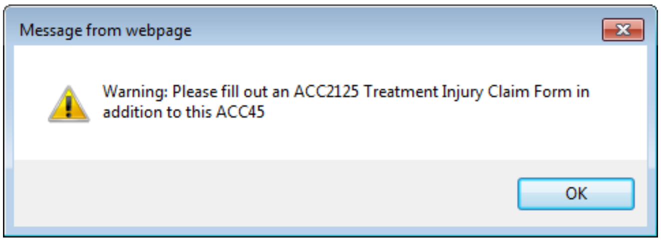
Once a **Visit** has been recorded as an Accident the **Injury / Accident Data** screen displays.

Note: the **New claim to be lodged** tick box is not ticked as a default when the screen is opened for the first time.

Use these steps to complete details on the **Injury/accident data** screen:

Step	Action
1	Complete the fields, referencing the table below.

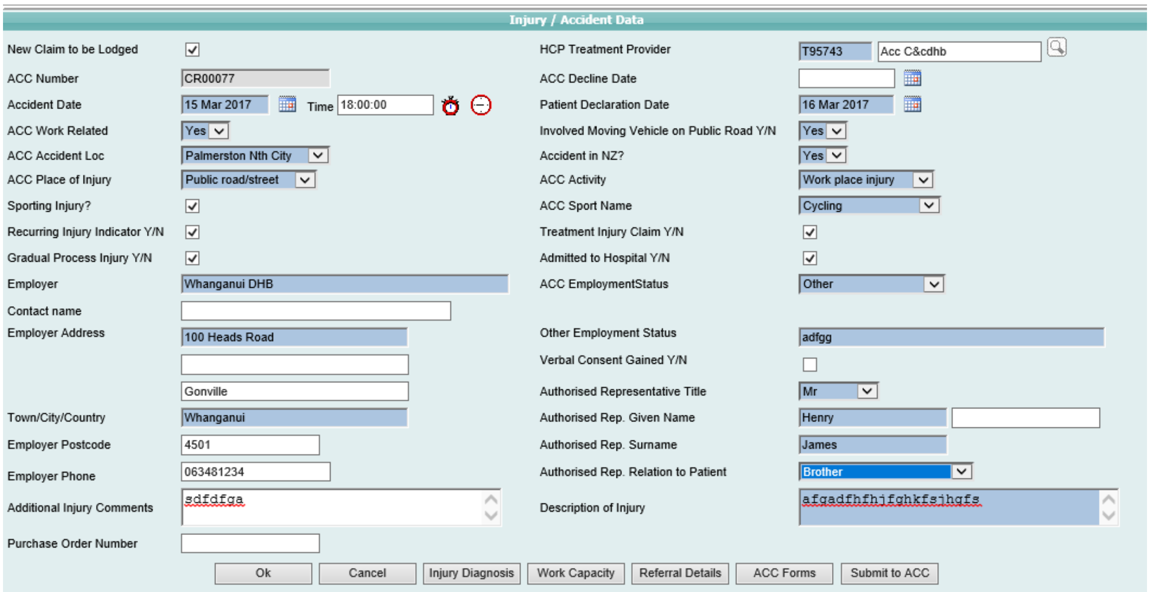
Field	Description and Use
New claim to be lodged	Tick this box if a new ACC claim is being made.  If the data being entered is from an existing claim do not tick this field. **Note:** The **'Submit to ACC'** button at the bottom right of the screen will no longer display.
HCP treatment provider	The **Treatment provider** details default on to the screen. This number is specific to the DHB.
ACC number	If a new ACC45 is required, this is allocated by the system by pressing the Assign ACC No button. If the patient presents with an ACC45 that has already been completed, e.g. from a GP, this number can be entered into the field. If an existing ACC45 that has already been saved in the system is to be used, press the  button to search for ACC45 details already saved for the patient, otherwise enter the details.
ACC decline date	Enter the ACC decline date if required – see section 4.6.
Accident date / time	Enter the date and time the accident occurred. Note date is a mandatory field.
Patient declaration date	Enter the date the patient advised about the accident.
ACC work eelated	Record whether the accident was work-related. If it is, the employer address fields will be mandatory.
Involved moving vehicle on public road Y/N	Record if the accident involved a moving vehicle on a public road.
ACC accidentl	Select a value from the drop-down list. This is a list of cities and districts in NZ, plus some other locations such as At sea, Overseas, etc.
Accident in NZ?	Record if the accident happened in NZ or not.
ACC place of injury	Select a value from the drop-down list. This is a list of types of place eg farm, home, public road, etc
ACC activity	Select a value from the drop-down list. This is a list of types of

Step	Action	
		injury, eg home accident, sporting injury
	Sporting injury?	Record if the accident was a sporting accident or not. If it is a sporting accident, the ACC sport name field becomes mandatory
	ACC sport name	Select a value from the drop-down list.
	Recurring injury indicator Y/N	Tick this if the accident is a recurring injury.
	Treatment injury claim Y/N	Tick this if a Treatment injury claim (ACC2125) is required. The following message will appear. 
	Gradual process injury Y/N	Tick this if the injury is a gradual process injury.
	Admitted to hospital Y/N	Tick if the patient is being admitted to hospital.
	Employer	Enter the employer name. This is required if the accident was work-related, or if the patient is in paid employment. This field is mandatory if the ACC employment status is: • Full-time employee • Own/part own business • Part-time employee • Self-employed.
	ACC employment status	Select a value from the drop-down list. **Note:** If the patient is in paid employment enter the Type of Work.
	Contact name	Enter the employer contact name.
	ACC type of work	Select a value from the drop-down list. This field is mandatory if one of the following fields has been selected in the employment status field: • Full-time employee • Own/part own business • Part-time employee • Self-employed.
	Employer address and Town/City/Country	Enter the employer address details.
	Other employment status	Select a value from the drop-down list. This field is mandatory if ACC employment status of 'Other' and 'Volunteer' have been selected.
	Verbal consent gained Y/N	Tick this box if the patient has given verbal consent for the completion of the form details. It is is not ticked, the authorised

Step	Action

	representative details fields are mandatory for completion.
Authorised representative title, name and relationship	Enter the patient's authorised representative details.
Employer post code	Enter the employer post code (part of the postal address).
Employer phone	Enter the employer phone number.
Additional injury comments	Enter any additional injury comments.
Description of injury	Enter the cause of injury details.
Purchase order number	Enter the ACC purchase order number if known – see section 4.6.

Result: The **ACC** details display as follows.


Injury / Accident Data

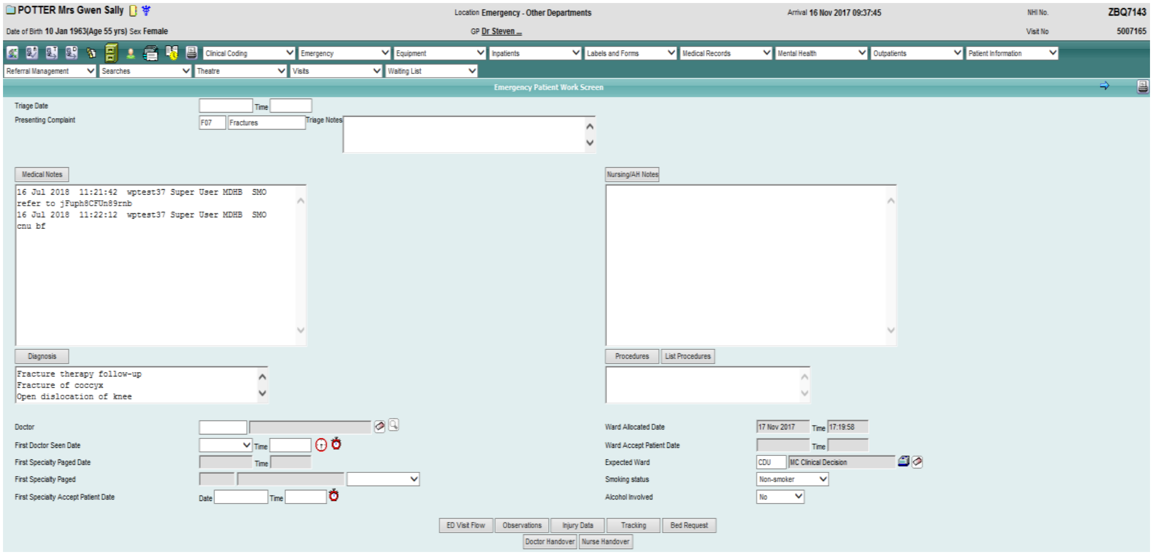
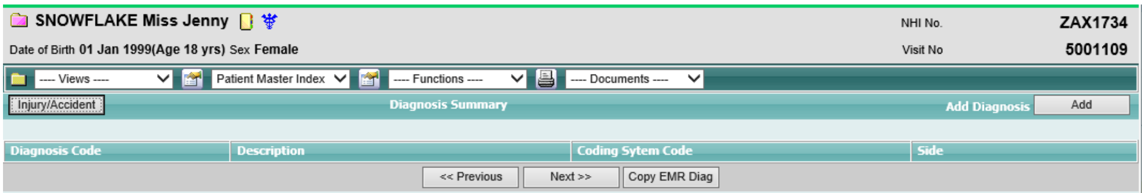
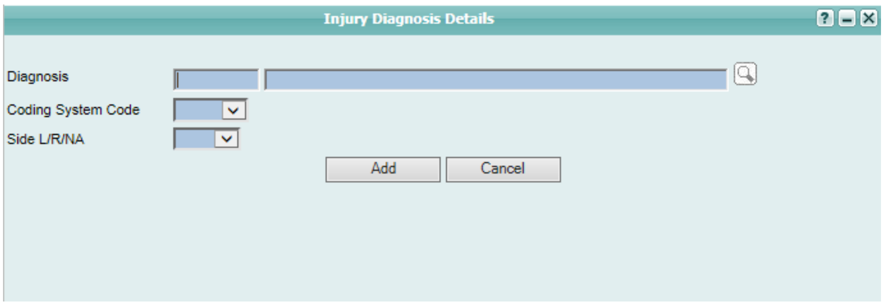
New Claim to be Lodged	☑	HCP Treatment Provider	T95743 Acc C&cdhb
ACC Number	CR00077	ACC Decline Date	
Accident Date	15 Mar 2017 Time 18:00:00	Patient Declaration Date	16 Mar 2017
ACC Work Related	Yes	Involved Moving Vehicle on Public Road Y/N	Yes
ACC Accident Loc	Palmerston Nth City	Accident in NZ?	Yes
ACC Place of Injury	Public road/street	ACC Activity	Work place injury
Sporting Injury?	☑	ACC Sport Name	Cycling
Recurring Injury Indicator Y/N	☑	Treatment Injury Claim Y/N	☑
Gradual Process Injury Y/N	☑	Admitted to Hospital Y/N	☑
Employer	Whanganui DHB	ACC EmploymentStatus	Other
Contact name			
Employer Address	100 Heads Road	Other Employment Status	adfgg
		Verbal Consent Gained Y/N	☐
	Gonville	Authorised Representative Title	Mr
Town/City/Country	Whanganui	Authorised Rep. Given Name	Henry
Employer Postcode	4501	Authorised Rep. Surname	James
Employer Phone	063481234	Authorised Rep. Relation to Patient	Brother
Additional Injury Comments	sdfdfga	Description of Injury	afgadfhfhjfghkfsjhgfs
Purchase Order Number			

Ok | Cancel | Injury Diagnosis | Work Capacity | Referral Details | ACC Forms | Submit to ACC

Step	Action
2	Click **Ok**
3	**Note:** Only click **Submit to ACC** when the form is completed. This will sit in a "holding bay" for the ACC Coordinator to pick up

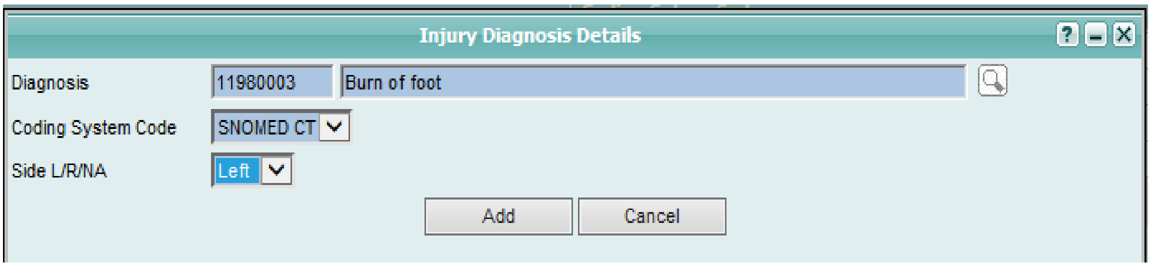
12.1.2 Record Injury Diagnosis Details – System Step

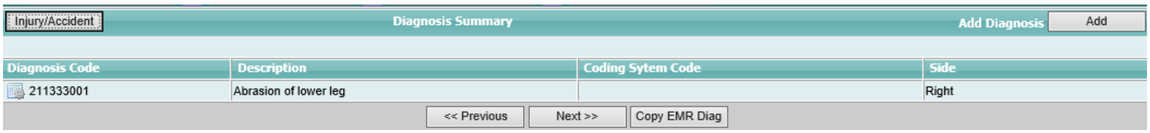
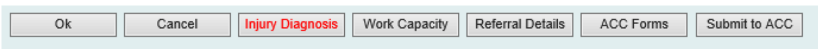
Use these steps to add injury diagnosis details:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Navigate to the Emergency patient work screen

</td></tr>
<tr><td>2</td><td>Select Injury Data
Result: The Injury / Accident Data screen displays</td></tr>
<tr><td>3</td><td>Select Injury diagnosis
Result: The Diagnosis Summary screen displays.

</td></tr>
<tr><td>4</td><td>Click Add
Result: The Injury diagnosis screen displays.

</td></tr>
<tr><td>5</td><td>Complete the fields below:
<table>
<tr><th>Field</th><th>Description and Use</th></tr>
<tr><td>Diagnosis</td><td>Click on the search icon to locate the required Diagnosis code.</td></tr>
<tr><td>Coding System Code</td><td>Select a value from the drop-down list. Note: the only valid value is SNOMED CT</td></tr>
</table></td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

Side L/R/NA	Select a value from the drop-down list.

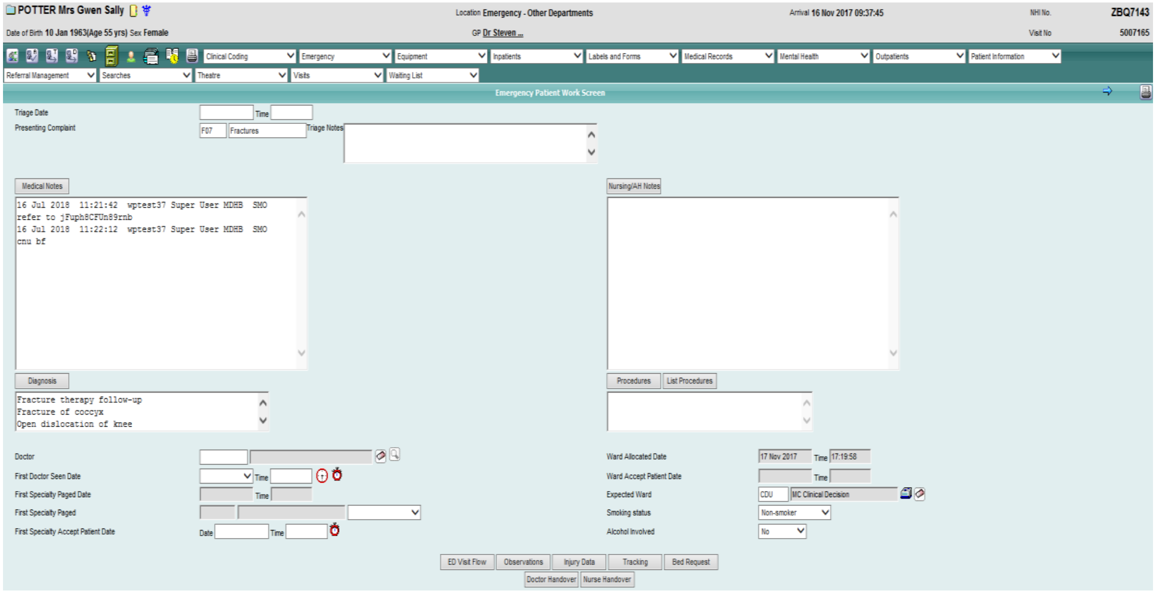
</td></tr>
<tr><td>6</td><td>Click Add
Result: The Diagnosis summary screen displays showing the code entered.


Note: Additional Diagnosis codes can be recorded as required.</td></tr>
<tr><td>7</td><td>Result: The Diagnosis summary screen displays.

</td></tr>
<tr><td>8</td><td>Note: When an injury diagnosis has been added to the record, the Injury diagnosis button displays in red.

</td></tr>
<tr><td>9</td><td>Navigate back to the Injury/accident data screen by clicking on the Injury/accident button at the top left of the screen.</td></tr>
</table>

12.1.3 Record ACC Work Capacity Details – System Step

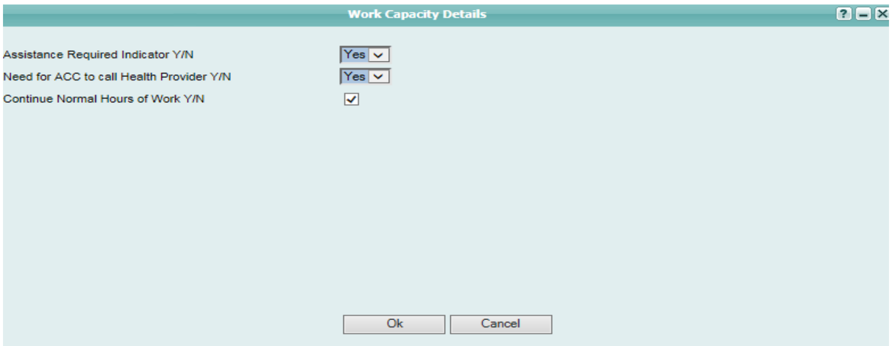
Use these steps to fill in the **Work capacity details** screen:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
Click once on a patient cell within the Emergency Map View
Result: The Emergency Patient Work Screen displays



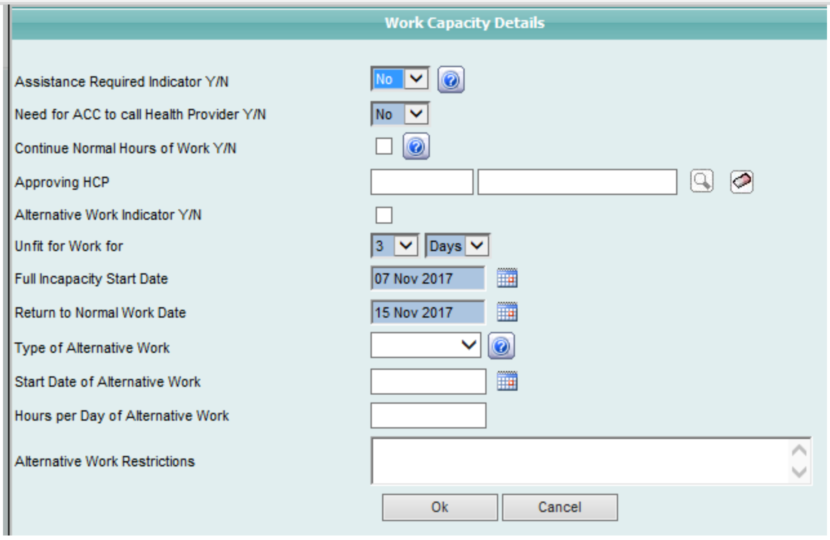
</td></tr>
<tr><td>2</td><td>
Select Injury Data then
Select Work capacity
Result: The Work capacity details screen displays with the following defaults:

Assistance required? No
Need for ACC to call health provider? No
Continue normal hours of work Yes



</td></tr>
<tr><td>3</td><td>
Determine next action:
<table>
<tr><th>If the patient is...</th><th>Then...</th></tr>
<tr><td>able to continue normal hours of work</td><td>click Ok</td></tr>
<tr><td>unfit for work</td><td>un-tick the Continue normal hours of work Y/N field
Result: Additional fields display.</td></tr>
</table>
</td></tr>
</table>

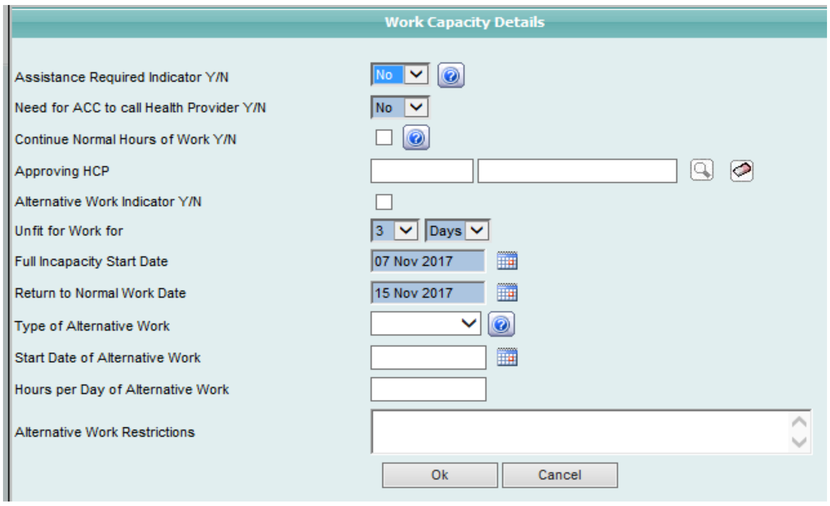
Step	Action



Complete the fields below then go to step 5.

Field	Description and Use
Approving HCP	Search for the HCP who made the decision that alternative work or time off work is required. This can only be a registered medical practitioner or clinical nurse specialist.
Unfit to work for	Enter the number of days and then select “days” from the drop-down list.
Full capacity start date	Enter the full capacity date. This can only be on or from the date of the accident
Return to normal work date	Enter the date the patient can return to normal work.

able to do alternative work	tick the **Alternative work indicator** Y/N field. **Result:** Additional fields display.



Complete the fields below:

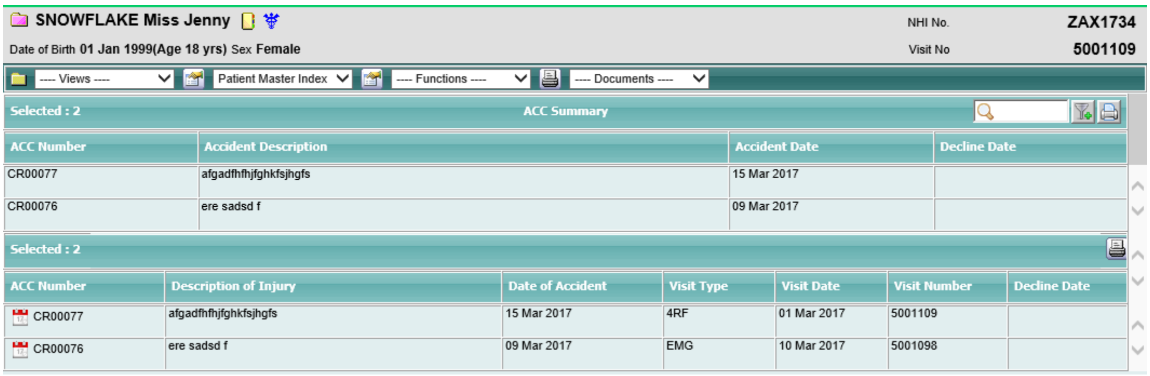
Field	Description and Use
Approving HCP	Search for the HCP who made the decision that alternative work or time off work is

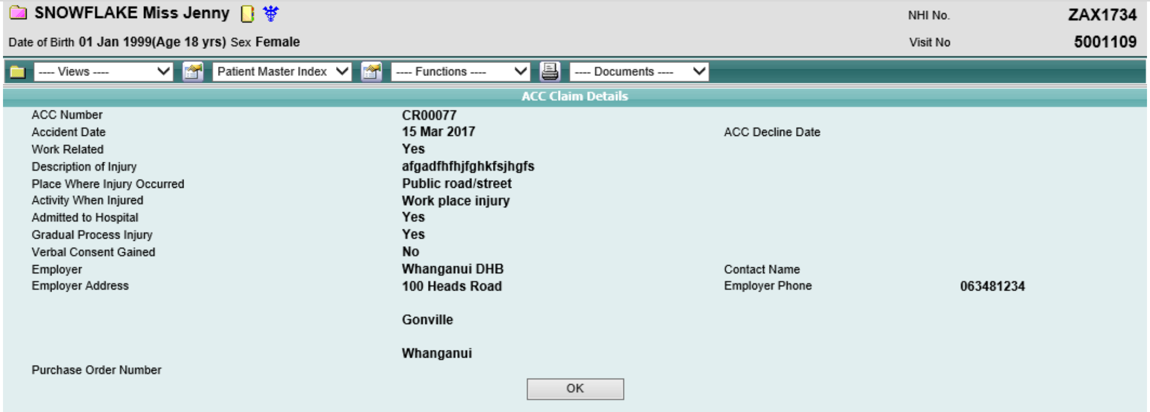
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>
<table>
<tr><td></td><td></td><td>required. This can only be a registered medical practitioner or clinical nurse specialist.</td></tr>
<tr><td></td><td>Type of alternative work</td><td>Select a value from the drop-down list.</td></tr>
<tr><td></td><td>Start date of alternative work</td><td>Enter the date the patient can commence alternative work.</td></tr>
<tr><td></td><td>Hours per day of alternative work</td><td>Enter the number of hours per day of alternative work the patient can perform.</td></tr>
<tr><td></td><td>Alternative work restrictions</td><td>Enter any restrictions on the alternative work the patient needs to adhere to.</td></tr>
</table>
</td></tr>
<tr><td></td><td>Click Ok
Result: The Injury/accident data screen displays.
Note: When work capacity has been added to the record, the Work capacity button displays in red.

</td></tr>
</table>

12.1.4 View all ACC Enquiry – System Step

Use these steps to view **ACC enquiry details** screen:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Patient folder icon on the Patient search screen.
Result: The Patient Demographics screen displays.</td></tr>
<tr><td>2</td><td>Navigate to the ACC enquiry option from the Patient Information drop-down menu [patient level].
Result: The ACC summary screen displays.
Note: This shows all ACC numbers the patient has in the top half of the screen and below this all Visits linked to those ACC numbers.

</td></tr>
<tr><td>3</td><td>Click the icon next to the ACC number to view ACC Claim Details.
Result: The ACC claim details screen displays.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>
</td></tr>
<tr><td>4</td><td>Click OK to return to the ACC summary screen.</td></tr>
</table>

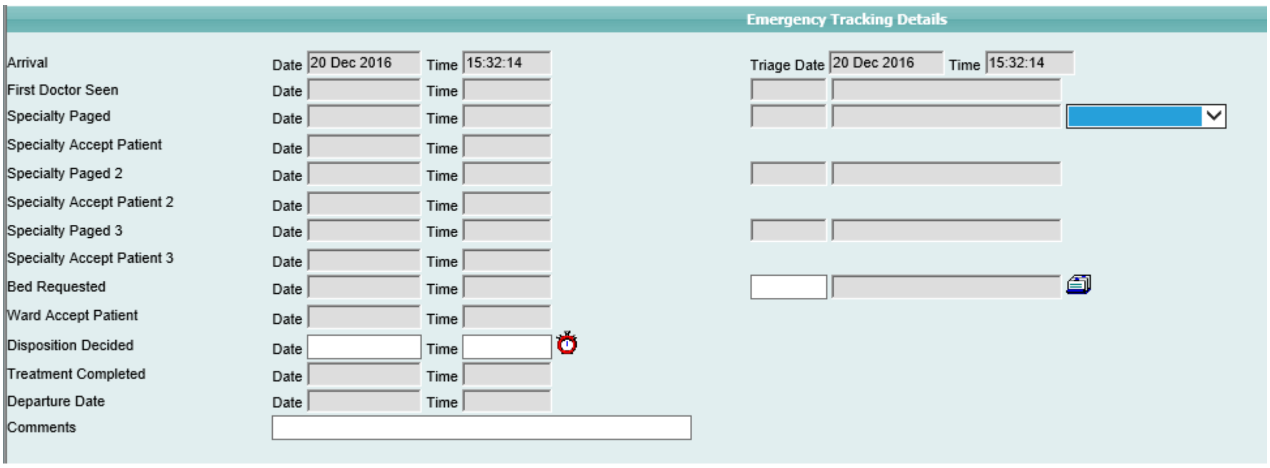
13 Emergency Tracking Details Screen

The **Emergency tracking details** screen holds a summary view of details associated with the patient's clinical treatment. It is used to record when specialties were paged, when treatment was completed and when the patient left the department.

Fields on this screen include:

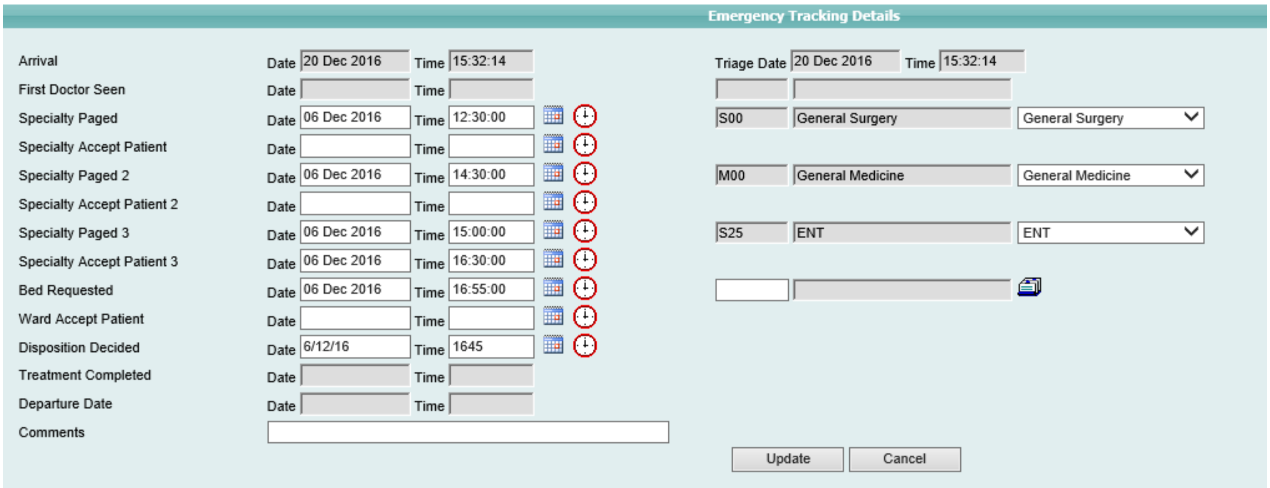
- date/time specialties paged for consults
- date/time of acceptance of the patient by the specialty
- expected ward
- ward accepted date/time
- when the patient's disposition was decided, i.e. decision to admit, on-refer or discharge home
- when treatment was completed
- date/time the patient left the department

To view the **Tracking** screen, click the **Tracking** button on the **Emergency patient work screen**, or select from the patient-level drop-down menu.



Note:

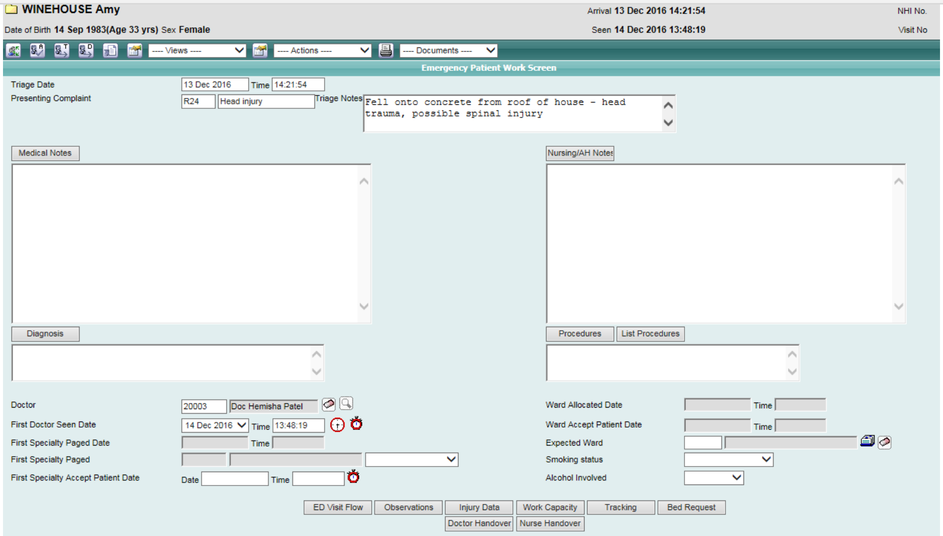
- These details can be updated via the **Supervisor** screen (super user menu).
- The following screenshot shows the **Supervisor** screen with updatable fields.



13.1.1 Allocate an Expected Ward on the Emergency Patient Work Screen

Use these steps to allocate an expected ward:

Step	Action
1	Navigate to the **Emergency patient work screen**

Step	Action
	
2	Click the **card file**  icon beside the **Expected ward** field to select the ward.
3	Select a **unit** from the drop-down list.  **Result:** The **Expected ward** field will be updated. 

14 Bed Request

Note: The bed request functionality will not be used in WebPAS.

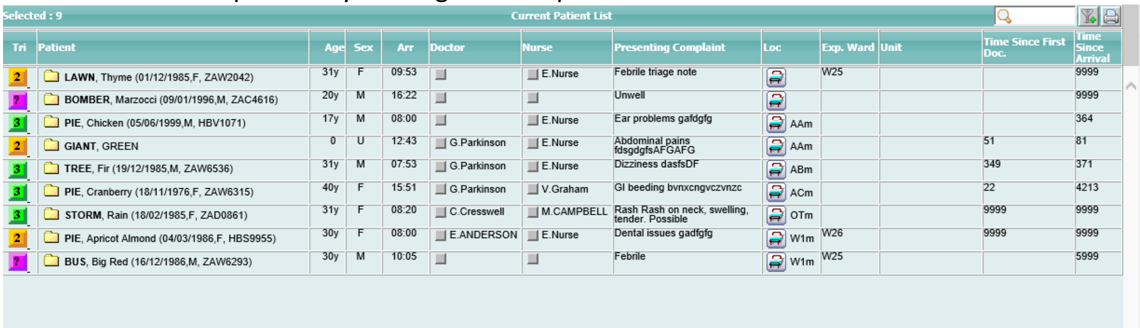
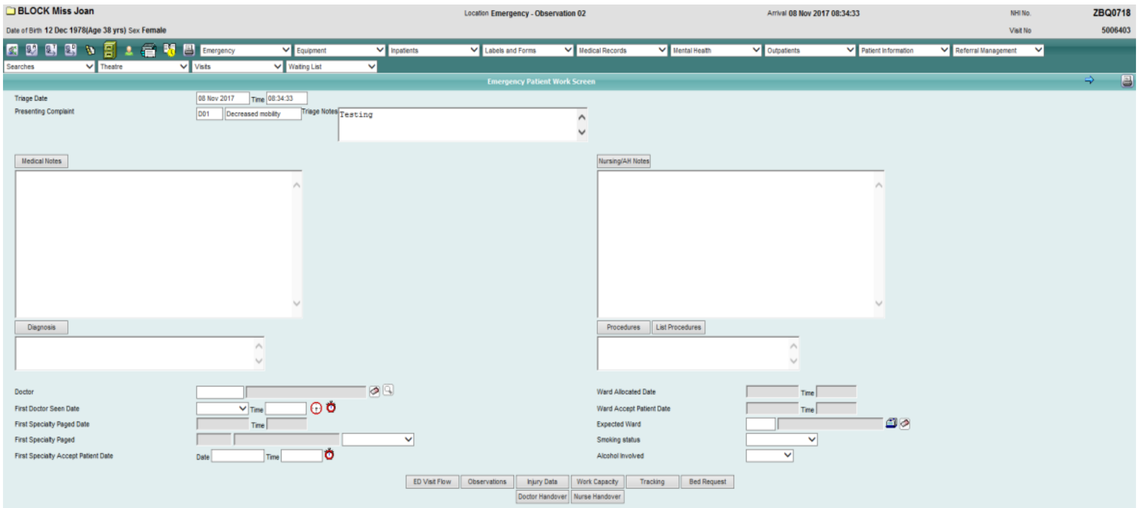
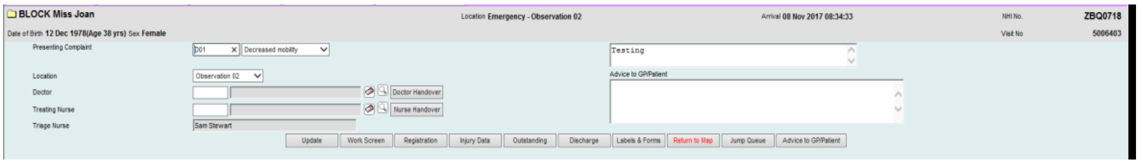
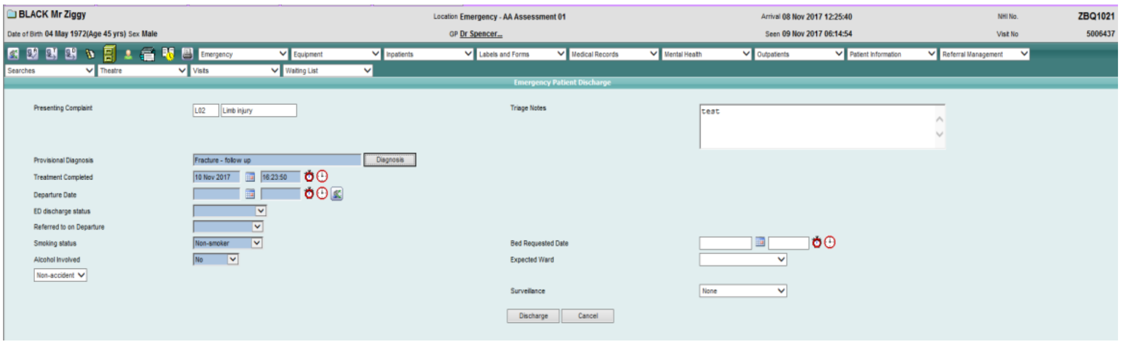
This functionality will be actioned in the Miya/HOC system. Please follow your current procedure.

15 Discharge a Patient

15.1.1 Discharge a Patient – System Step

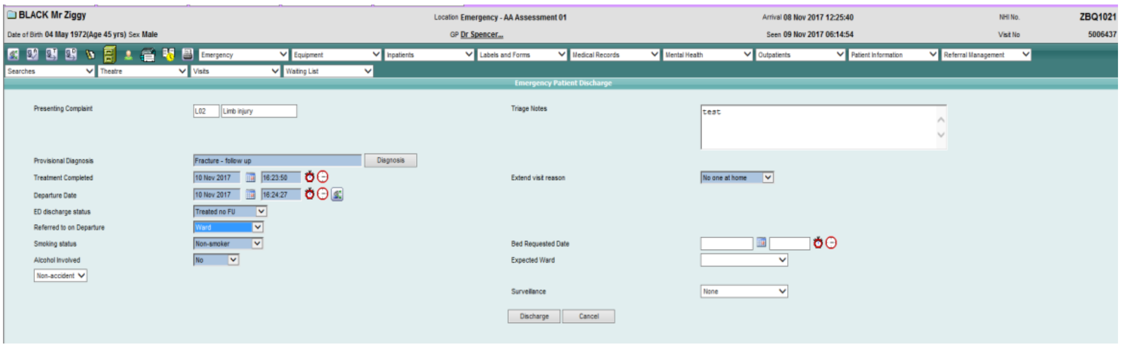
Use these steps to discharge patient:

Step	Action

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Navigate to the Current patient list screen via the Emergency dop-down (hospital level) and choose the correct patient by clicking on their patient file.

</td></tr>
<tr><td>2</td><td>Click ED Visit Flow
</td></tr>
<tr><td>3</td><td>Click Discharge

Result: Emergency Discharge screen displays</td></tr>
<tr><td>4</td><td></td></tr>
<tr><td>5</td><td>Complete the fields.
Note: The patient cannot be discharged without at least one diagnosis. If there is no diagnosis on the record, click on the Diagnosis button. From the Diagnosis screen you can navigate back to the Discharge screen.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>Click Discharge
Note:

Additional fields display on this screen if the patient is in Emergency for an extended period, a reason for their extended stay is required.
If there is delay in the patient leaving the department, a reason for their delayed departure is required.



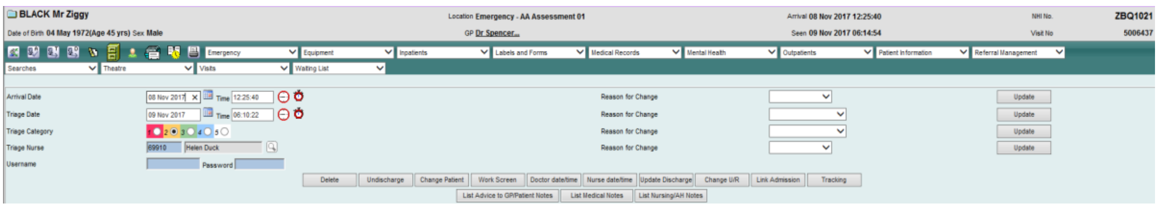
Result: The Current patient list screen displays.
Note:

Once a patient has been discharged from Emergency the patient record displays as ‘Read-only’ so that it cannot be altered.
The Supervisor function enables changes to be made to an emergency record that has been discharged as complete.
</td></tr>
</table>

16 Emergency Supervisor Screen

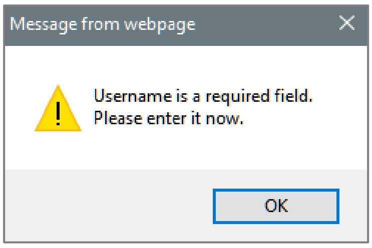
16.1.1 Access the Emergency Supervisor Screen – System Step

Use this system step to change or delete information that has been incorrectly recorded. Supervisor updates can be made either during an emergency visit or after the patient has been discharged or invoiced. The Supervisor function enables users with supervisory access only to make these changes.

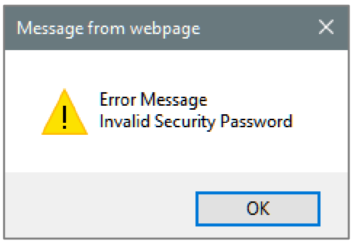


Note:

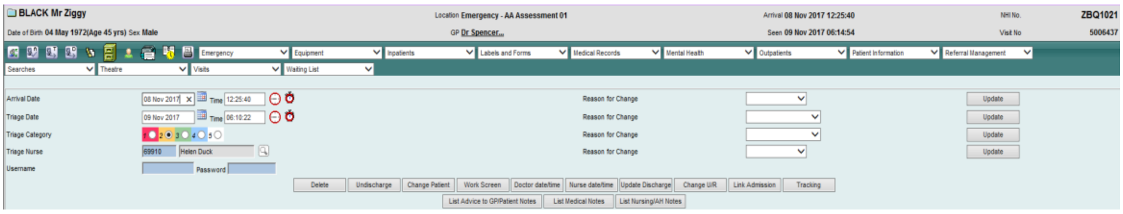
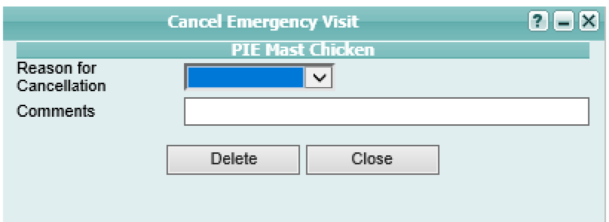
- When updating or deleting emergency data via the Supervisor screen, a valid user ID and password combination is required. If you attempt to make changes whilst the user ID and password fields are blank, the following message displays.



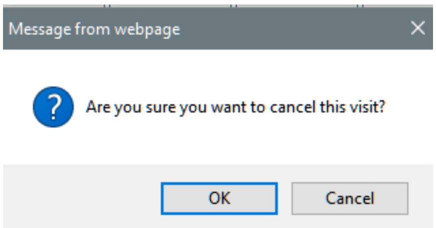
- If you fail to enter an accurate user ID and password combination, the following error message displays.

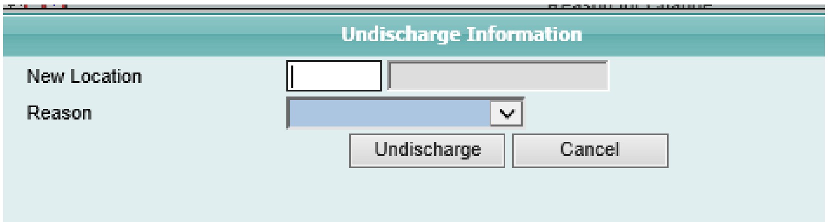


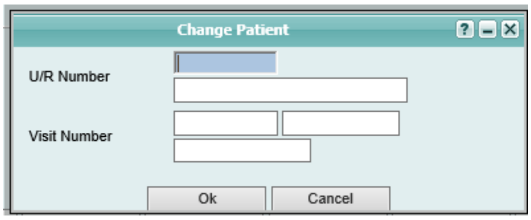
Use these steps to access and update the **Supervisor** screen:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Navigate to the Emergency details screen for the required patient</td></tr>
<tr><td>2</td><td>Select Supervisor screen from the Emergency drop-down menu [patient-level].
Result: The Emergency supervisor screen displays.
</td></tr>
<tr><td>3</td><td>Enter a valid user ID and password.</td></tr>
<tr><td>4</td><td>Determine next action:
<table>
<tr><th>To…</th><th>then…</th></tr>
<tr><td>update information for an emergency visit</td><td>1. Update the fields as required.
2. Select a value from the Reason for change drop-down list for each item that is updated.
3. Click Update
Result: The screen updates.</td></tr>
<tr><td>delete an emergency visit</td><td>1. Click Delete
Result: The Cancel emergency visit screen displays.


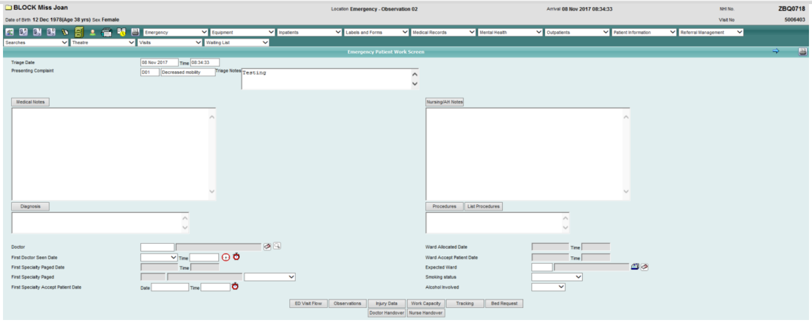
2. Select a value from the Reason for cancellation drop-down list.</td></tr>
</table></td></tr>
</table>

<table>
<tr><th>Step</th><th colspan="2">Action</th></tr>
<tr><td></td><td></td><td>3. Enter free format text in the Comments field as required.
4. Click Delete
Result: The following message displays.


5. Click OK to confirm the cancellation.
Result: The Emergency visit details screen displays a ‘Cancelled’ Location status.</td></tr>
<tr><td></td><td>undischarge an emergency visit</td><td>1. Click Undischarge
Result: The Undischarge information screen displays.


2. Enter a new Emergency map location in the New location field.
3. Select a value from the Reason drop-down list.
4. Click Undischarge
Result: The patient will be returned to the location set in the New location field.</td></tr>
<tr><td></td><td>change patient for an emergency visit</td><td>1. Click Change patient
2. Note: Use this function to view the record for a different patient.
Result: The Change patient information screen displays.


3. Enter the correct NHI number into the U/R number field and check to ensure the details are correct.
4. Click Ok
Result: The patient NHI for this visit is changed.</td></tr>
<tr><td></td><td>access the supervisor clinical details screen</td><td>1. Click Work screen
Result: The Supervisor emergency patient work screen displays.</td></tr>
</table>

<table>
<tr><th>Step</th><th colspan="2">Action</th></tr>
<tr><td></td><td></td><td>


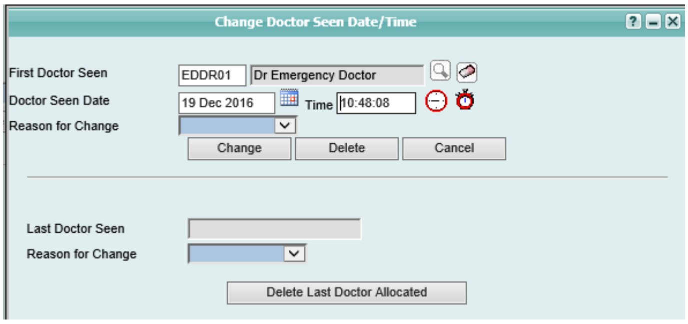
Note: Once a patient has been discharged, the **Emergency** screens become inaccessible (read-only). The **Supervisor emergency patient work** enables users to modify the data as required.

2. Update the clinical details as required.

Result: Your changes display in the **Emergency emergency patient work screen**
</td></tr>
<tr><td></td><td>update the doctor date/time</td><td>

1. Click **Doctor date/time**

Result: The **Change doctor seen date/time** screen displays.

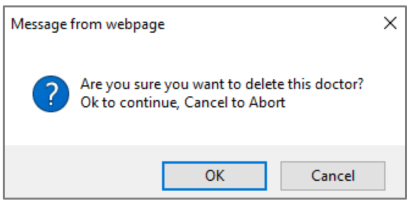


2. Update the **Doctor seen date** and **time** fields.
3. Click **Change**

Result: Your changes display in the **Emergency emergency patient work screen**
</td></tr>
<tr><td></td><td>remove the doctor that was last allocated to the patient</td><td>

1. Remove the doctor that was last allocated to the patient if required, by selecting a value from the **Reason for change** field and clicking **Delete last doctor allocated**

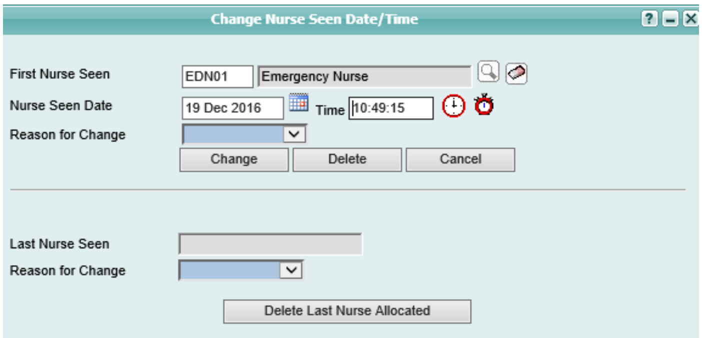
Result: The following message displays.

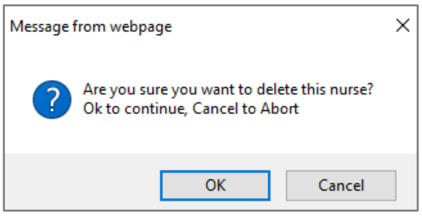


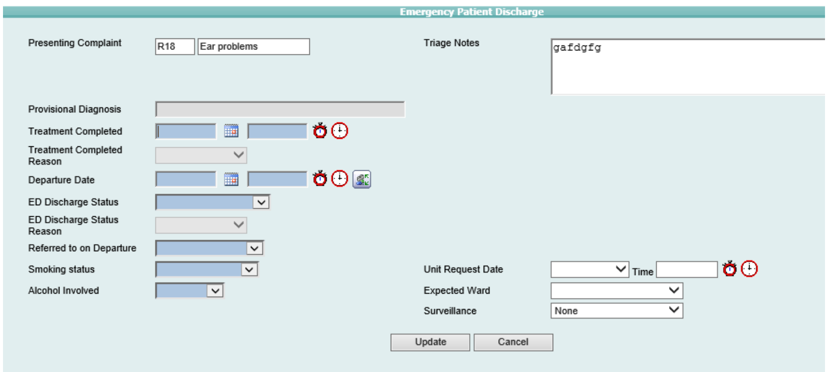
2. Click **OK**

Result: The system will remove the last doctor allocated to the patient.

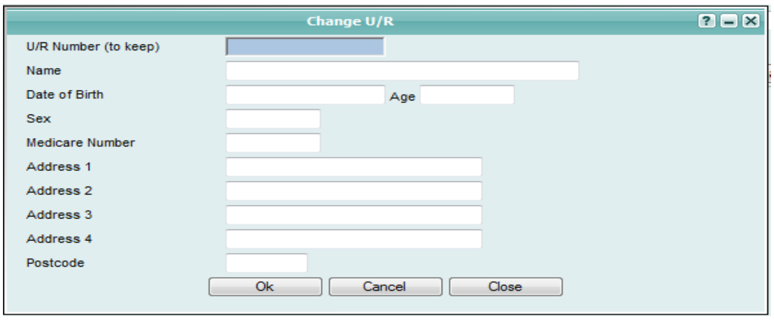
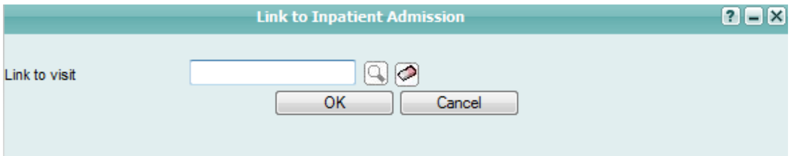
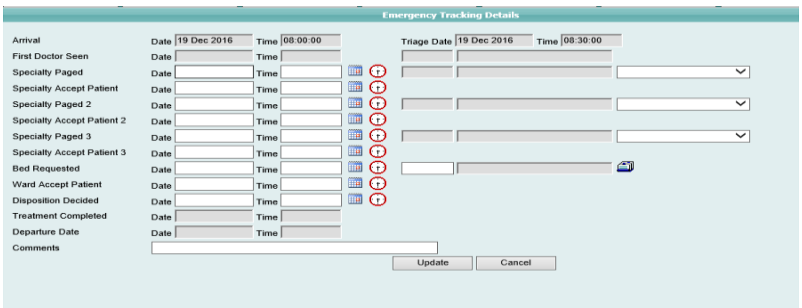
Note: If only one doctor has been allocated to the patient, you must access the **Change doctor seen date/time** screen and click **Delete** to remove the doctor.
</td></tr>
</table>

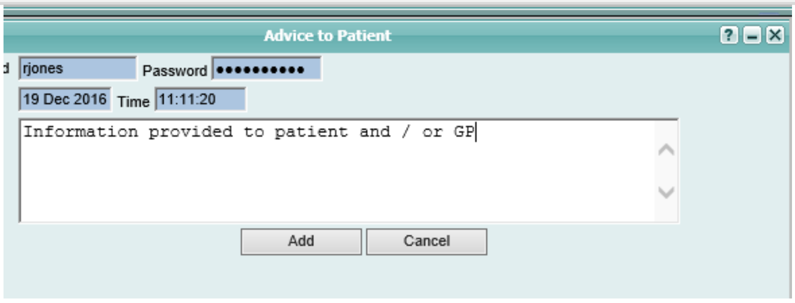
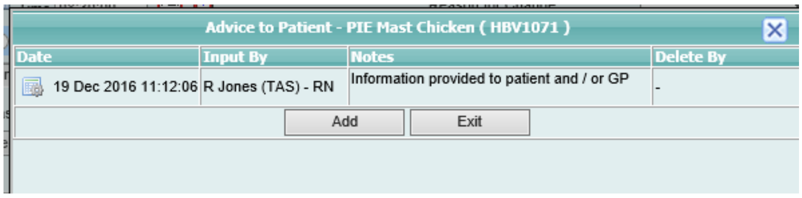
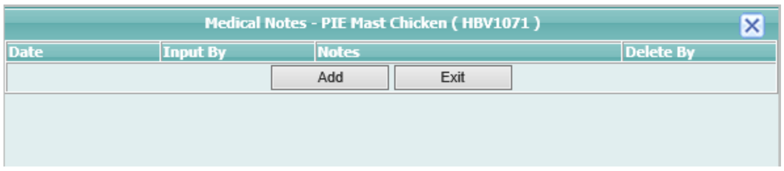
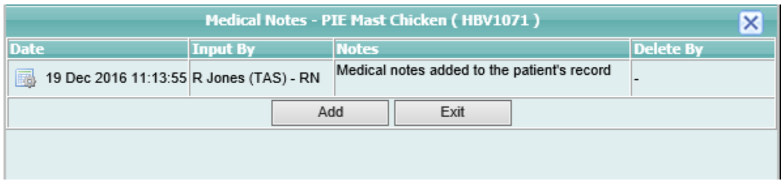
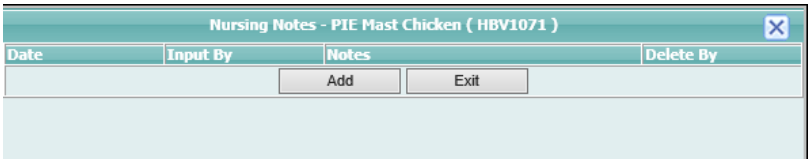
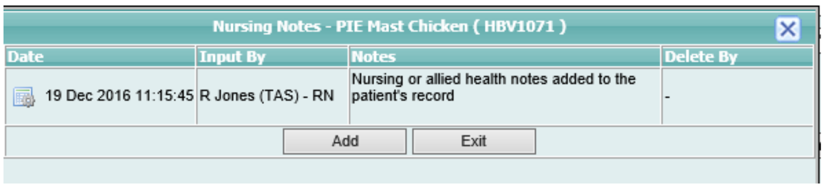
<table>
<tr><th>Step</th><th colspan="2">Action</th></tr>
<tr><td></td><td>update the nurse date/time</td><td>1. Click Nurse date/time
Result: The Change nurse seen date/time screen displays.


2. Update the Nurse seen date and Time fields.
Result: Your changes display in the Supervisor emergency patient work screen</td></tr>
<tr><td></td><td>remove the nurse that was last allocated to the patient</td><td>1. Remove the nurse that was last allocated to the patient if required, by selecting a value from the Reason for change field and clicking Delete last nurse allocated
Result: The following message displays.


2. Click OK
Result: The system will remove the nurse allocated to the patient.</td></tr>
<tr><td></td><td>update the patient discharge</td><td>1. Click Update discharge
Result: The Emergency patient discharge screen displays.


Note: Once a patient has been discharged, the Emergency screens become inaccessible (read-only). The Emergency patient discharge screen enables users to modify the data as required.
2. Update the Discharge fields as required.
3. Click Update
Result: Your updates are saved.</td></tr>
</table>

Step	Action	
	change a patient's NHI	1. Click **Change U/R** **Result:** The **Change U/R** screen displays.  2. Enter the NHI number to be used in the **NHI number (to keep)** field. 3. Press the **Tab** key. **Result:** The **patient demographics** will populate the remaining fields (where the data has been recorded). 4. Click **Ok** **Result:** The visit wll be changed to the selected patient.
	link an admission	1. Click **Link admission** **Result:** The **Link to inpatient admission** screen displays.  2. Enter the Visit number, or click the **search** icon to locate the required visit. 3. Click **OK** **Result:** The admission is linked to the visit. **Note:** Only use this step if the IP admission needs to be linked to an emergency visit – and this was not done via the Admit ED patient function.
	Tracking	1. Update details on the **Emergency tracking details** screen, see task: **7.6.9** above for more detail. 
	List advice to GP/patient	You can add information to be sent to the patient's GP or given to the patient in this screen.

Step	Action	
		 
	List medical notes	This field displays **medical notes** added to the patient's record via the **Emergency patient work screen**. It can also be added to or edited via this function.  
	List nursing / allied health notes	This field displays **nursing and/or allied health notes** added to the patient's record via the **Emergency patient work screen**. It can also be added to or edited via this function.  

17 Audit a Patient's Care – System Step

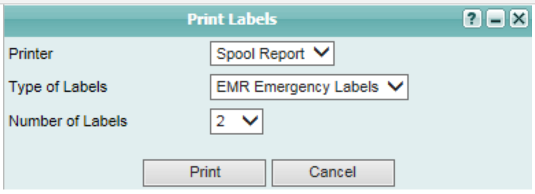
Use these steps to track all changes made to a patient's electronic record, view location, Doctor and Nurse History:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Patient folder icon on the Patient search screen.
Result: The Patient demographics screen displays.</td></tr>
<tr><td>2</td><td>Select the History audit menu option from the Emergency drop-down menu [patient-level].
Result: The Audit history screen displays all admissions, category changes and other events that have occurred during the emergency presentation.
<table>
<tr><th colspan="8">Audit History</th></tr>
<tr><th>Date & Time</th><th>Update Type</th><th>Performed by</th><th>Location</th><th>Doctor</th><th>Dr Seen Date & Time</th><th>Nurse</th><th>Nurse Seen Date & Time</th></tr>
<tr><td>01/12/2016 at 09:53:32</td><td>Arrival</td><td>R Jones (TAS)</td><td>Waiting room</td><td></td><td></td><td></td><td></td></tr>
<tr><td>01/12/2016 at 09:54:32</td><td>Registration</td><td>R Jones (TAS)</td><td>Waiting room</td><td></td><td></td><td></td><td></td></tr>
<tr><td>15/12/2016 at 11:33:35</td><td>EMR Diagnosis</td><td>Malcolm Brown CTAS</td><td>Waiting room</td><td></td><td></td><td></td><td></td></tr>
<tr><td>15/12/2016 at 11:33:58</td><td>Discharge</td><td>Malcolm Brown CTAS</td><td>Waiting room</td><td></td><td></td><td></td><td></td></tr>
<tr><td>15/12/2016 at 11:48:29</td><td>Undischarge Patient</td><td>Malcolm Brown CTAS</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="8">Audit History | Location History | Doctor History | Nurse History</td></tr>
</table></td></tr>
<tr><td>3</td><td>Click Location history to view a history of the locations where a patient has been during the episode of care.
Result: The Location history screen displays.
Note: This screen lists a patient's movements to different locations during their Emergency presentation such as cubicles and the waiting room.
<table>
<tr><th colspan="3">Location History</th></tr>
<tr><th>Date & Time</th><th>Performed by</th><th>Location</th></tr>
<tr><td>23/03/2015 at 10:09:47</td><td>Debbie Tauvae</td><td>Waiting Room</td></tr>
<tr><td>23/03/2015 at 11:02:00</td><td>Debbie Tauvae</td><td>Corridor 2</td></tr>
<tr><td colspan="3">Audit History | Location History | Doctor History | Nurse History</td></tr>
</table></td></tr>
<tr><td>4</td><td>Click either Doctor history or Nurse history to view a history of the doctors and nurses allocated to a patient during the episode of care.
Result: The associated history screen displays.
The Attending doctor history screen.
<table>
<tr><th colspan="5">Attending Doctor History</th></tr>
<tr><th>Date & Time</th><th>Performed by</th><th>Attending Doctor</th><th>Reason for Handover</th><th>Seen Date & Time</th></tr>
<tr><td>23/03/2015 at 10:25:18</td><td>Debbie Tauvae</td><td>Dr Kelvin Stephen Watson</td><td></td><td>23/03/2015 at 10:25:18</td></tr>
<tr><td colspan="5">Audit History | Location History | Doctor History | Nurse History</td></tr>
</table>
The Attending nurse history screen.
<table>
<tr><th colspan="5">Attending Nurse History</th></tr>
<tr><th>Date & Time</th><th>Performed by</th><th>Attending Nurse</th><th>Reason for Handover</th><th>Seen Date & Time</th></tr>
<tr><td>23/03/2015 at 10:25:11</td><td>Debbie Tauvae</td><td>Simon Beer</td><td></td><td>23/03/2015 at 10:25:11</td></tr>
<tr><td colspan="5">Audit History | Location History | Doctor History | Nurse History</td></tr>
</table></td></tr>
</table>

18 Print Labels – System Step

Use these steps to print labels:

Step	Action
1	Click the Patient folder **icon** on the Patient search screen**.** **Result:** The Patient demographics screen displays.
2	Select **Labels** from the **Documents** menu. **Result:** The **Print labels** screen displays.

Step	Action
	
3	Select the relevant **Printer** (or use the default printer displayed).
4	Select a **Label** from the **Type of labels** drop-down list.
5	Select the number required from the **Number of labels** drop-down list.
6	Click **Print** **Result:** The lables print to the selected printer.

19 Print Forms – System Step

Use these steps to print forms:

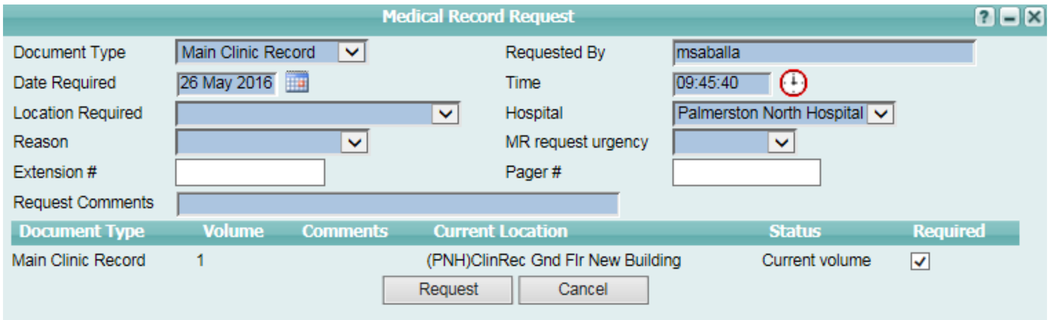
Step	Action
1	Click the Patient folder icon on the Patient search screen. Result: The Patient demographics screen displays.
2	Select **Forms** from the Labels and forms drop-down menu [patient-level]. Result: The Print form screen displays.  Example only - TBC
3	Select a value from the **Stationary** drop-down list.
4	Select a printer (or use the default printer displayed).
5	Click **Print** **Result:** The forms print to the selected printer.

20 Request Medical Records

20.1.1 Request a Single Medical Record

Use these steps to request a medical record:

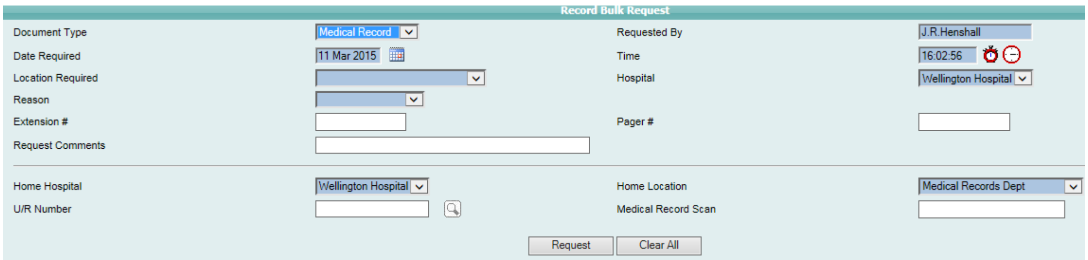
Step	Action
1	Click the **Patient folder** icon on the **Patient search** screen. **Result:** The **Patient demographics** screen displays.

Step	Action
2	Click the **Medical Records** icon in the **Patient Banner**. **Result:** The **Medical Record Request** screen displays. 
3	Change the Document type to Main Clinic Record and then complete the details for the request. **Note:** Future dates can be entered.
4	Click **Request** **Result:** A request for the record is issued and will display in the **Medical Records Request Filled List** screen.

20.1.2 Request Bulk Medical Records

Use these steps to request several medical records at once:

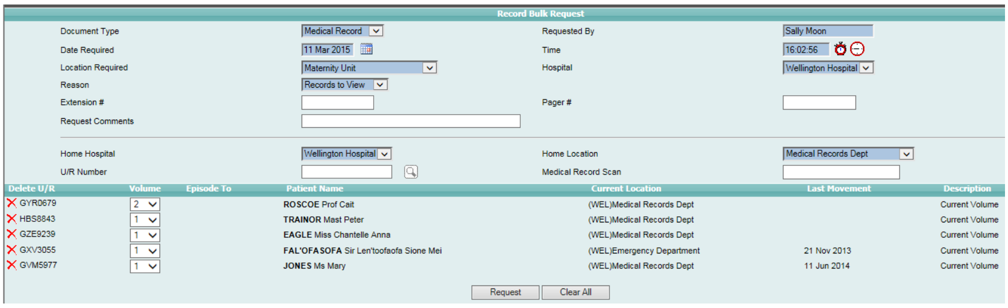
Note: You do not need to select a patient to bulk request.

Step	Action
1	Select **MR Bulk Request (Supervisor)** from the **Medical Records** drop-down menu [hospital level]. **Result:** The **Record Bulk Request** screen displays. 
2	Change the Document type to Main Clinic Record and then complete the details for the request. **Note:** • The **Requested By** field will default the current login user name, but can be overwritten. • If you know the NHI number, type it in the **U/R Number** field.
3	Press **Tab** **Result:** The request is displayed in the list and the **U/R Number** field is cleared so that the next NHI Number can be entered for the bulk request. **Note:** If you do not know the NHI Number, perform a Patient search by clicking the **Search**

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>icon.</td></tr>
<tr><td>4</td><td>

Select the required patient by clicking their **Patient folder** icon.

Result: The request is displayed in the list and the **U/R Number** field is cleared so that the next NHI number can be entered for the bulk request.

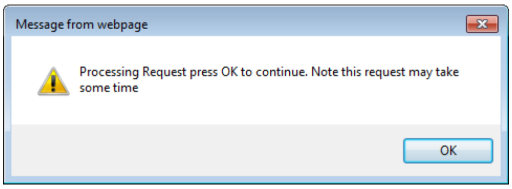


Note: If you are completing a bulk request after-the-fact (and already have the physical records available), instead of manually recording details of each medical record, you can use a bar code reader. Each record scanned is displayed as an entry in the list.

</td></tr>
<tr><td>5</td><td>

Click **Request**

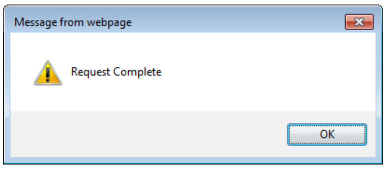
Result: The following message displays indicating that the bulk request is to be processed.



</td></tr>
<tr><td>6</td><td>

Click **OK**

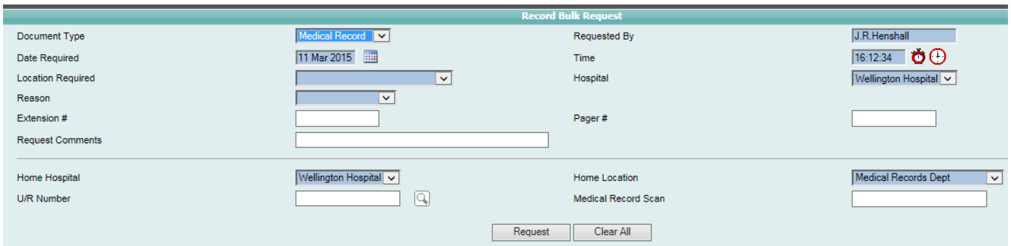
Result: The following message displays indicating that the bulk request has been processed.



</td></tr>
<tr><td>7</td><td>

Click **OK**

Result: The **Record Bulk Request** screen displays, ready for the next bulk request.



Note:

- **Clear All** clears the screen without processing the bulk request
- Clicking the **Remove** icon removes an item from the bulk request.
- By default, the most recent volume is requested. If an alternative volume is required for a given entry, select the relevant volume from the **Volume** drop-down list.

</td></tr>
</table>

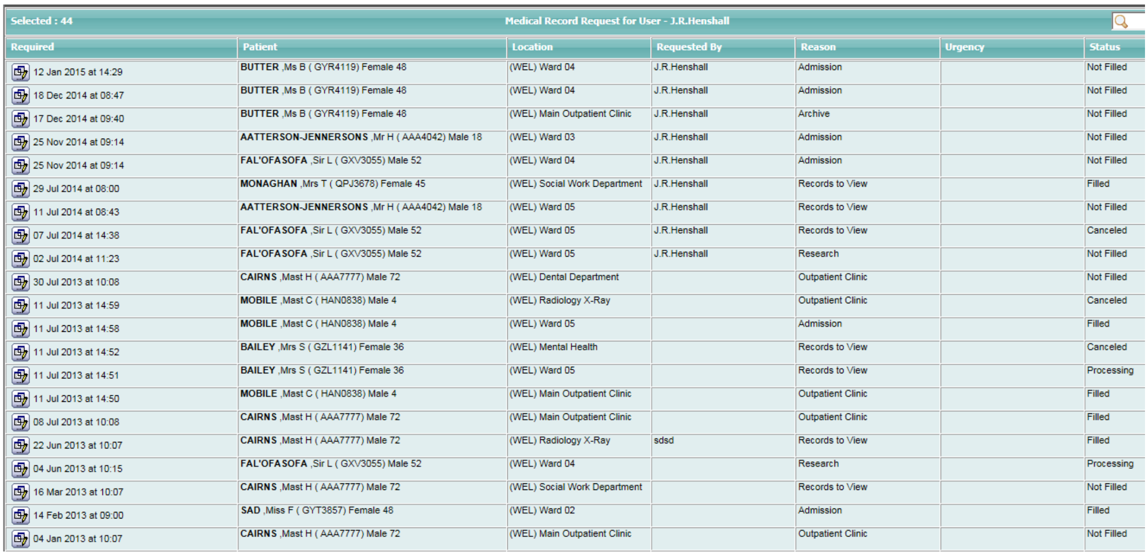
20.1.3 Request by User List

Use these steps to view the Request by User List:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

Select **Request by user** from the **Medical records** drop-down menu [hospital level].

Result: The results display in the **Medical record request by user - [logged in user name]** screen.



Selected : 44 — Medical Record Request for User - J.R.Henshall

<table>
<tr><th>Required</th><th>Patient</th><th>Location</th><th>Requested By</th><th>Reason</th><th>Urgency</th><th>Status</th></tr>
<tr><td>12 Jan 2015 at 14:29</td><td>**BUTTER** ,Ms B (GYR4119) Female 48</td><td>(WEL) Ward 04</td><td>J.R.Henshall</td><td>Admission</td><td></td><td>Not Filled</td></tr>
<tr><td>18 Dec 2014 at 08:47</td><td>**BUTTER** ,Ms B (GYR4119) Female 48</td><td>(WEL) Ward 04</td><td>J.R.Henshall</td><td>Admission</td><td></td><td>Not Filled</td></tr>
<tr><td>17 Dec 2014 at 09:40</td><td>**BUTTER** ,Ms B (GYR4119) Female 48</td><td>(WEL) Main Outpatient Clinic</td><td>J.R.Henshall</td><td>Archive</td><td></td><td>Not Filled</td></tr>
<tr><td>25 Nov 2014 at 09:14</td><td>**AATTERSON-JENNERSONS** ,Mr H (AAA4042) Male 18</td><td>(WEL) Ward 03</td><td>J.R.Henshall</td><td>Admission</td><td></td><td>Not Filled</td></tr>
<tr><td>25 Nov 2014 at 09:14</td><td>**FAL'OFASOFA** ,Sir L (GXV3055) Male 52</td><td>(WEL) Ward 04</td><td>J.R.Henshall</td><td>Admission</td><td></td><td>Not Filled</td></tr>
<tr><td>29 Jul 2014 at 08:00</td><td>**MONAGHAN** ,Mrs T (QPJ3678) Female 45</td><td>(WEL) Social Work Department</td><td>J.R.Henshall</td><td>Records to View</td><td></td><td>Filled</td></tr>
<tr><td>11 Jul 2014 at 08:43</td><td>**AATTERSON-JENNERSONS** ,Mr H (AAA4042) Male 18</td><td>(WEL) Ward 05</td><td>J.R.Henshall</td><td>Records to View</td><td></td><td>Not Filled</td></tr>
<tr><td>07 Jul 2014 at 14:38</td><td>**FAL'OFASOFA** ,Sir L (GXV3055) Male 52</td><td>(WEL) Ward 05</td><td>J.R.Henshall</td><td>Records to View</td><td></td><td>Canceled</td></tr>
<tr><td>02 Jul 2014 at 11:23</td><td>**FAL'OFASOFA** ,Sir L (GXV3055) Male 52</td><td>(WEL) Ward 05</td><td>J.R.Henshall</td><td>Research</td><td></td><td>Not Filled</td></tr>
<tr><td>30 Jul 2013 at 10:08</td><td>**CAIRNS** ,Mast H (AAA7777) Male 72</td><td>(WEL) Dental Department</td><td></td><td>Outpatient Clinic</td><td></td><td>Not Filled</td></tr>
<tr><td>11 Jul 2013 at 14:59</td><td>**MOBILE** ,Mast C (HAN0838) Male 4</td><td>(WEL) Radiology X-Ray</td><td></td><td>Outpatient Clinic</td><td></td><td>Canceled</td></tr>
<tr><td>11 Jul 2013 at 14:58</td><td>**MOBILE** ,Mast C (HAN0838) Male 4</td><td>(WEL) Ward 05</td><td></td><td>Admission</td><td></td><td>Filled</td></tr>
<tr><td>11 Jul 2013 at 14:52</td><td>**BAILEY** ,Mrs S (GZL1141) Female 36</td><td>(WEL) Mental Health</td><td></td><td>Records to View</td><td></td><td>Canceled</td></tr>
<tr><td>11 Jul 2013 at 14:51</td><td>**BAILEY** ,Mrs S (GZL1141) Female 36</td><td>(WEL) Ward 05</td><td></td><td>Records to View</td><td></td><td>Processing</td></tr>
<tr><td>11 Jul 2013 at 14:50</td><td>**MOBILE** ,Mast C (HAN0838) Male 4</td><td>(WEL) Main Outpatient Clinic</td><td></td><td>Outpatient Clinic</td><td></td><td>Filled</td></tr>
<tr><td>08 Jul 2013 at 10:08</td><td>**CAIRNS** ,Mast H (AAA7777) Male 72</td><td>(WEL) Main Outpatient Clinic</td><td></td><td>Outpatient Clinic</td><td></td><td>Filled</td></tr>
<tr><td>22 Jun 2013 at 10:07</td><td>**CAIRNS** ,Mast H (AAA7777) Male 72</td><td>(WEL) Radiology X-Ray</td><td>sdsd</td><td>Records to View</td><td></td><td>Filled</td></tr>
<tr><td>04 Jun 2013 at 10:15</td><td>**FAL'OFASOFA** ,Sir L (GXV3055) Male 52</td><td>(WEL) Ward 04</td><td></td><td>Research</td><td></td><td>Processing</td></tr>
<tr><td>16 Mar 2013 at 10:07</td><td>**CAIRNS** ,Mast H (AAA7777) Male 72</td><td>(WEL) Social Work Department</td><td></td><td>Records to View</td><td></td><td>Not Filled</td></tr>
<tr><td>14 Feb 2013 at 09:00</td><td>**SAD** ,Miss F (GYT3857) Female 48</td><td>(WEL) Ward 02</td><td></td><td>Admission</td><td></td><td>Filled</td></tr>
<tr><td>04 Jan 2013 at 10:07</td><td>**CAIRNS** ,Mast H (AAA7777) Male 72</td><td>(WEL) Main Outpatient Clinic</td><td></td><td>Outpatient Clinic</td><td></td><td>Not Filled</td></tr>
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</td></tr>
<tr><td>2</td><td>

Click the **Update** icon to view the details of the request.

</td></tr>
<tr><td>3</td><td>

Click **Close** when you are finished viewing the details.

Or

Click **Delete** to delete a request if required.

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