webPAS Emergency User Guide NZ
Software Release V10

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1 Introduction

1.1 About this Guide

The Emergency User Guide details the use of the Emergency module within webPAS, including the various screens and fields that comprise the Emergency module.

Although this guide makes assumptions about the business rules for a generic installation, a given site will have its own business rules, and the way in which the Emergency module is used at your site may differ from the description in this manual. In addition, the flexibility of the webPAS enables sites to configure the Emergency module to their particular needs, including the layout of screens. Therefore, not all fields described in this guide may be available based on your site's configuration and additional user-defined fields may be available. For details about your site's configuration, contact your system administrator.

Despite the diversity of needs in the health industry, organisations tend to operate in similar ways. This guide should therefore be a useful resource and form a sound basis for in-house documentation developed for your site's particular configuration.

1.2 Related Documentation

This user guide should be read in conjunction with the webPAS Standard Conventions User Guide, the webPAS ACC User Guide and the webPAS PMI User Guide.

Many of the options available in the Emergency module are common functionality with the PMI and are described in detail in the webPAS PMI User Guide.

The webPAS Emergency Configuration Guide details the system parameters and how the operation of the module is affected. The setup of the categories and codes is also described in detail.

The webPAS Emergency NZ Standard Process should also be read with is User Guide.

1.3 Overview

The Emergency module is divided into the following main areas:

- Registration

- Triage

- Clinical (Assessment and Treatment)

- Discharge

- Auditing

When a patient attends the Emergency Department, electronic processing of their details can be performed in any order.

For example, a patient can be triaged or treated before registration details are recorded.

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This flexibility ensures that the recording of information does not interfere with the ultimate goal of the Emergency Department; the treatment of patients

> **Note:** Even though there is a great deal of flexibility with regard to the order in which details are recorded, registering a patient late in the process will impose some limits on the data you can record.
>
> For example, until the patient has been registered, you cannot record a medical history. The reason for this is that this information is relevant to the patient's historical records, not just the current visit. Once the patient has been registered and 'recognised' by the system, this sort of information can be recorded and entries from past visits can be viewed.
>
> In general, it is a good practice to register the patient as soon as it is practical to do so, though never at the expense of urgent patient care.

1.4 Triage

After arrival at the Emergency Department, patients need to be triaged in order to establish priority.

The Triage facility enables triage-nursing staff to:

- Triage patients on arrival at the Emergency Department. This is to establish the priority of cases for treatment.

Other details that can be recorded include:

- **Expected Patients**
  When the Emergency Department is notified in advance of a patient's arrival, any available details can be recorded, speeding up the triage process when the patient arrives in the Emergency Department.

- **Unit and Cubicle Assignment**
  Patients can be assigned to a particular Emergency Unit and to a cubicle within the department. Patients are assigned to the Waiting Room and/or the relevant Unit within the Emergency Department whilst awaiting treatment.

1.5 Clinical Assessment and Treatment

Once patients have been triaged and assigned to the Waiting Room and/or the relevant Unit, they are ready to be treated. All aspects of clinical treatment are recorded, including patient allocation, history taking, diagnosis and treatment.

The Clinical facility enables clinical staff to:

- Allocate themselves to a patient

- Record clinical details, including

  – Patient Medical History

  – Clinical Notes

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– Diagnosis

– Clinical Procedures

1.6 Discharge

Once the treatment of a patient is complete and the patient is ready to return home (or be admitted as an Inpatient), they need to be discharged from the Emergency Department.

The Discharge facility enables clerical staff to:

- Discharge a patient, therefore completing the patient's episode of care

- Admit a patient as an Inpatient of the hospital

- Record the Transfer Source for a patient that is being discharged to another facility.

1.7 Auditing

The Emergency module includes an auditing facility enabling users to track all changes that have been made to a patient's electronic record.

Items that can be tracked include:

- Each action that has been performed during the care of a patient

- The date and time of the action

- Who performed/recorded the action

- The attending doctor and nurse at the time of the action (in case of hand-over)

- The location where the action occurred

- The patient's triage code at the time of the action
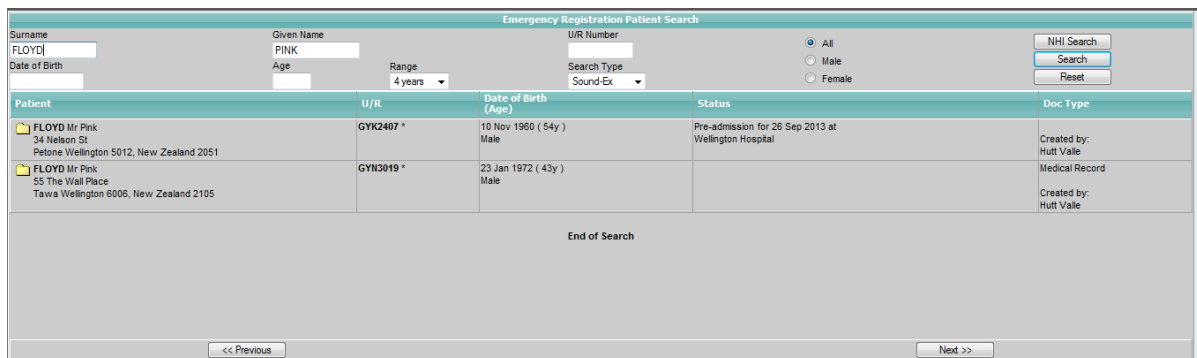
1.8 Registering a Patient

In brief, patient registration involves the following:

- Searching the hospital database to establish whether the patient has ever attended the hospital in the past.

- If the patient is found the patient's current visit to the Emergency Department is registered against the existing NHI number.

- If the patient is not found, you will need to perform a NHI search and pull the details down from the NHI to the local hospital database. If the patient is not found on the NHI then a new NHI registration will need to be performed.

1. Select **Registration** from the appropriate hospital level drop down menu.

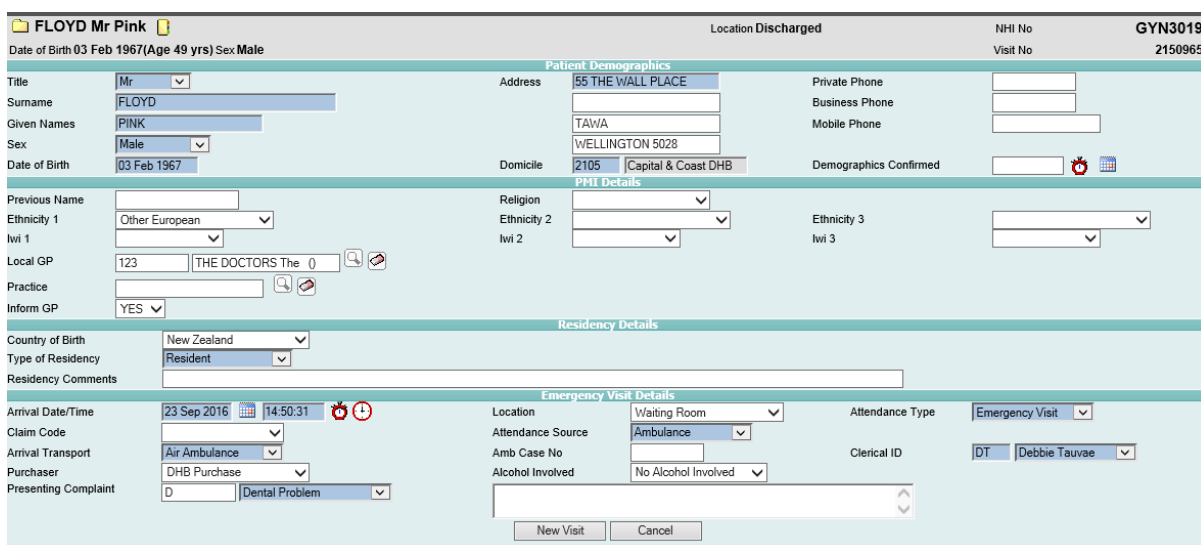*INTERNAL - This document is for INTERNAL purposes only and must not be reproduced or distributed outside of the organisation without prior written permission.*

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2. Search for the required patient.

Having found a matching patient record on the hospital database, and displayed the demographic details, you are ready to register the current visit.

1. Update the patient's demographic data as necessary.

Note: Blue fields indicate that the data item is mandatory.

2. Click **New Visit**.

Depending on the value that was set in the Claim Type field in the Patient Demographic screen, the Injury/Accident (ACC) screen may display in order to collect details about the claim.

The Emergency Contact screen will display.

3. Complete the Emergency Contact details.

4. Click **Update**.

The Patient Demographics screen will display the most recent details. The patient is now registered.

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2 **Working with Views**

The Emergency module provides two views:

- Map view

- Default view

All facilities are available in both views, so you can use any view you like, switching between them at any time.

2.1 View Options

2.1.1 Default View

The Default view is one of two ways of interacting with the Emergency module. It is similar to most conventional systems in which data is entered in windows and dialog boxes, and options are selected from menus.

2.1.2 Map View

The Map view is an alternative way of interacting with the Emergency module. It provides a more intuitive, graphical representation of the Emergency department. For example:

- 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 Emergency department involves simply dragging the patient's icon to that location.

Because the Map view is a popular way of using the Emergency module, procedures on how to use this module are written from the Emergency Map perspective.

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2.2   Switching Views

Information entered in one view is visible in the other. The default view exists in its own window at all times and is hidden by the Map window. Users can switch between the two views at any time.

2.2.1   Accessing the Emergency Map View

1.   Select **Map View** from the **Views** drop down menu.

The Map view will display a bird's eye view of the Emergency Department.

2.2.2   Switching Between the Map View and the Default View

To switch between the Map and Default views:

1.   Press the Alt and Tab keys together.

The Map view will be sent behind the Default view. Pressing the Alt and Tab keys again will allow the user to display the Map view.

2.2.3   Minimizing the Map

1.   Click the minimise [icon] icon in the title bar (at the top right of the screen).

The Map view will be minimised, revealing whatever application window was behind it (for example, the window containing the Default view).
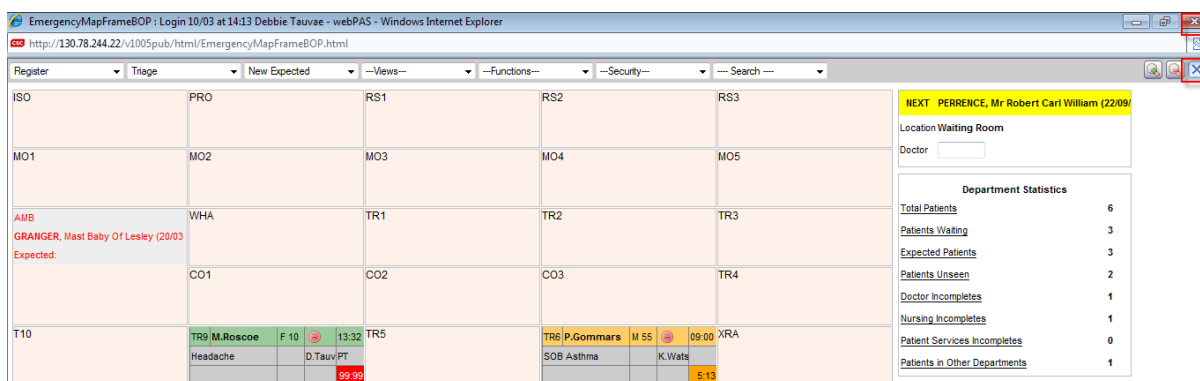
2.2.4   Restoring the Map

The task bar (at the bottom of your screen) shows a button for each application currently running on your computer. When the Map view is running, a button representing it appears on the task bar, even when the Map view's window is minimised.

1.   Click on the Emergency Map button in the task bar to access the Map view after minimising it.

2.2.5   Closing the Map Window

1.   Click the [icon] icon in the title bar at the top of the Emergency Map.

The Emergency Map will close and will display the Default view that was behind it.

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2.3   Using the Map Menu

The Map menu enables users to access other Emergency module functions whilst in the Map View.
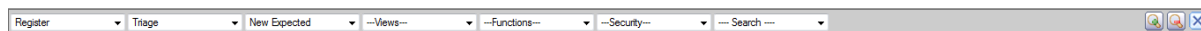
2.3.1   Map Menu Options

Menu Option	Description
Register	Displays the Register Emergency Patient screen, enabling users to record basic patient demographics and Emergency arrival details.
Triage	Displays the Emergency Triage screen, enabling users to record patient triage details.
New Expected	Displays the Add Expected Emergency Patient screen, enabling users to record the details of an expected patient when the Emergency department is notified in advance of an arrival.
Views	Contains menu options which when selected will display the following: • Current Patients • Triage Board • Visit Enquiry • Admissions List • Attendance List
Functions	Contains menu options which when selected will display the following: • New Visit • Single Record Movement • Expected Patient List
Security	Contains menu options which when selected will display the following: • Change Emergency Site • Change Hospital/Ward • Change Password • Change Printer Group
Search	Contains menu options which when selected will display the following: • Local Search • EMR Current Patients • National Search • Doctors

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2.4   Using Patient Icons

The following is an explanation of the display of patient icons:

2.4.1   Colour Codes

Colour Code	Description
Red	Category 1
Orange	Category 2
Green	Category 3
Blue	Category 4
White	Category 5

2.4.2   Icon Details

The table below details the purpose of each field in the cubicle above.

Item	Description
TR9	Location of patient
M.Roscoe	Patients Name –if two patients are registered in the Emergency Department simultaneously the patient's names will appear in Red
F	Gender
10	Age
Sad Face Indicator	Patient has not been seen by a doctor in the specified triage time so the Sad Face icon will display
13:32	Triage Time
Headache	Presenting complaint. If the patient had alerts, the alert icon would also show here.
R2	Bed Request
D.Tauv	Treating Doctor
PT	Triage Nurse
Blank	Can be configured to display the Health Speciality
Blank	Can be configured to display the GP or Self-Referral
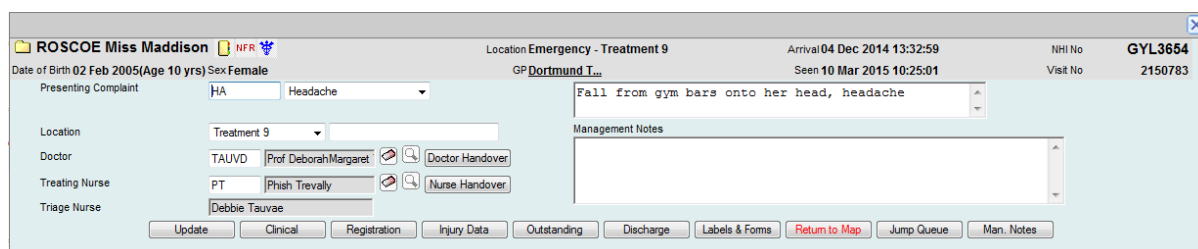
Item	Description
Blank	Not currently utilised at this time
99:99	Time Since Arrival

2.5 Using the Management Screen

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

1. Click the patient's icon on the Emergency Map.

The patient's management details will display.

Note: Users can also display Emergency Patient Clinical Details by selecting the patient from one of the lists available from the **List Patients** menu (available from the **Map** menu bar)

This screen can be used for a number of purposes:

- It provides an unlimited free-form text field so that you can record notes about the patient.

- It enables users to perform a staff handover (for example, at the end of a shift).

- It enables users to move a patient from the Map to 'Other Locations' and vice versa.

2.6 Viewing Emergency Patient Lists

The Emergency module provides a range of patient lists.

2.6.1 Current Patient List

The Current Patient List displays all patients currently in the Emergency Department. The list displays patient demographic details, along with Arrival, Doctor, Nurse, Presenting Complaint and Location information.

1. Select **All Current Patients** from the List Patients menu.

The Current Patient List will display.

Tri	Patient	Age	Sex	Arr	Doctor	Nurse	Presenting Complaint	Loc	Exp. Ward	Unit	Time Since First Doc.	Time Since Arrival
3	DUNNOW, Mr William Paul Peter (26/11/1959,M, GYT3440)	55y	M	15:35	D.Tauvae	D.Tauvae	Injury Upper Limb Chainsaw flipped and cut the right arm	OTH			1595	9999
2	GOMMARS, Mr Paul William (23/11/1959,M, GYC0996)	55y	M	09:00	K.Watson	B.MCCORMACK	SOB Asthma CORD Difficulty breathing, has had flu, heavy cold	TR8			1552	1632
3	ROSCOE, Miss Maddison (02/02/2005,F, GYL3654)	10y	F	13:32	D.Tauvae	P.Trevally	Headache Fall from gym bars onto her head, headache	TR9			1547	9999
3	TRESTON, Mr Albert Martin (01/01/1940,M, AAA2481)	75y	M	10:55	D.Tauvae	D.Tauvae	Seizure Post Ictal Dizzy spell then seizure causing unsconsciousness	WR			1551	9999
3	PERRENCE, Mr Robert Carl William (22/09/1965,M, GZP0753)	49y	M	14:33		D.Tauvae	Gastro Vommiting and diarrohea for 29 hours	WR				9939
1	FLOYD, Mr Pink (03/02/1967,M, GYN3019)	48y	M	11:47			Chest Pain Chest pain going down left arm	WR				1465

2. Click the column headings to change the sort order of the list.

3. Click on the folder located next to the patient's name to display the patient's Clinical Details screen.

2.6.2 Attendance List

The Emergency Attendance List provides a list of all patients who attended the Emergency Department on a particular date.

The list displays patient demographic details along with Arrival and Discharge dates and times and the Presenting Complaint.

To access the Attendance List:

1. Select **Attendance List** from the **List** menu.

The Attendance List will display for the current date as the default; however the date can be altered via the Calendar Lookup at the top of the list.

Patient	U/R Number	Sex	Complaint	Arrival Date/Time	Discharged Date/Time	Destination	Expected Ward
GOMMARS, Mr Paul William (23/11/1959,M, GYC0996)	GYC0996	M	SOB Asthma CORD Difficulty breathing, has had flu, heavy cold	10 Mar 2015 at 09:00	10 Mar 2015 at 14:00	Treated & Discharged	
FLOYD, Mr Pink (03/02/1967,M, GYN3019)	GYN3019	M	Chest Pain Chest pain going down left arm	10 Mar 2015 at 11:47	10 Mar 2015 at 18:00	Treated & Discharged	

2.6.3 Waiting Room Patient List

The Waiting Room Patient List displays patients who have been assigned to the Waiting Room and are awaiting treatment.

1. Select **Waiting Room** from the **List** menu.

The Waiting Room Patients list will display.

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Selected : 2		Waiting Room Patients					
Triage	Patient	Arrival	Doctor	Presenting Complaint	Diagnosis		Exp. Ward
3	📁 TRESTON, Mr Albert Martin (01/01/1940,M, AAA2481)	12 Feb 2015 at 10:55:24		Seizure Post Ictal			
3	📁 PERRENCE, Mr Robert Carl William (22/09/1965,M, GZP0753)	04 Mar 2015 at 14:33:51		Gastro			

2. Click the column headings to change the sort order of the list.

3. Click the folder located next to the patient's name to display the Management screen for that patient.

2.6.4 Patients in Other Locations List

The Other Locations List displays patients who have been transferred to another area or department for a period of time. E.g. MRI, CT or X-Ray departments.

1. Select **Other Locations** from the **List** menu.

Selected : 2		Patient in Other Locations - All Locations			
Triage	Arrival Date/Time	Patient	Date/Time Sent	Location	Problem
3	27 Feb 2015 at 15:35:56	📁 DUNNOW, Mr William Paul Peter (26/11/1959,M, GYT3440)	11 Mar 2015 at 15:20	Child Assessment Unit	Chainsaw flipped and cut the right arm
3	04 Dec 2014 at 13:32:59	📁 ROSCOE, Miss Maddison (02/02/2005,F, GYL3654)	11 Mar 2015 at 15:23	Other	Fall from gym bars onto her head, headache

2. Click the column headings to change the sort order of the list.

3. Click the folder located next to the patient's name to display the Management screen for that patient.

2.6.5 Unseen Patients List

The Unseen Patients List displays patients who have been triaged but have not had a Doctor assigned to them.

1. Select **Unseen Patients List** from the **List** menu.

The Unseen Patients List will display.

Selected : 3		Unseen Patients		
Triage	Arrival	Patient	Location	Problem
2	14:06:20	📁 TRAINOR, Mast Peter (14/03/2007,M, HBS8843)	Treatment 2	Stuggling with breathing
3	10:55:24	📁 TRESTON, Mr Albert Martin (01/01/1940,M, AAA2481)	Waiting Room	Dizzy spell then seizure causi unsconsciousness
3	14:33:51	📁 PERRENCE, Mr Robert Carl William (22/09/1965,M, GZP0753)	Waiting Room	Vommitting and diarrohea for 2 hours

2. Click the column headings to change the sort order of the list.

3. Click the folder located next to the patient's name to display the Management screen for the patient.

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2.7 Patient Emergency Visit Details

2.7.1 Viewing the Visit History

The Patient Visit List screen displays all visits to the hospital (Inpatient admissions, Outpatient appointments, Referrals, Pre-Admissions, Emergency attendances and Theatre Bookings) for a particular patient.

1. Select a registered patient to display their details in Clinical Details screen by doing one of the following:

2. Select **Visit History** from the appropriate patient level drop down list.

The Patient Visit List will display.

3. Click the visit icon to select an Emergency visit from the list.

The system will navigate to the **Emergency Details** screen.

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2.8 Supervisor

The Supervisor function enables users with supervisory access 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.
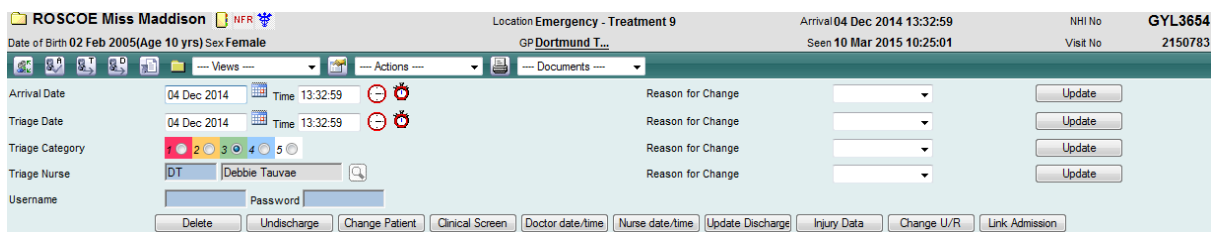
Note: When updating or deleting Emergency data via the Supervisor screen, a valid Username and Password combination is required. If a user attempts to make changes whilst the Username and Password fields are blank, the following message will display.
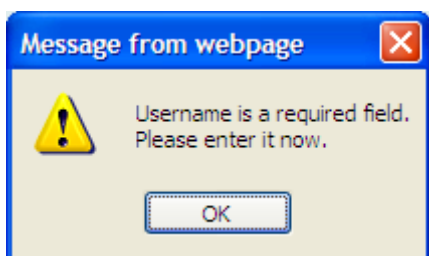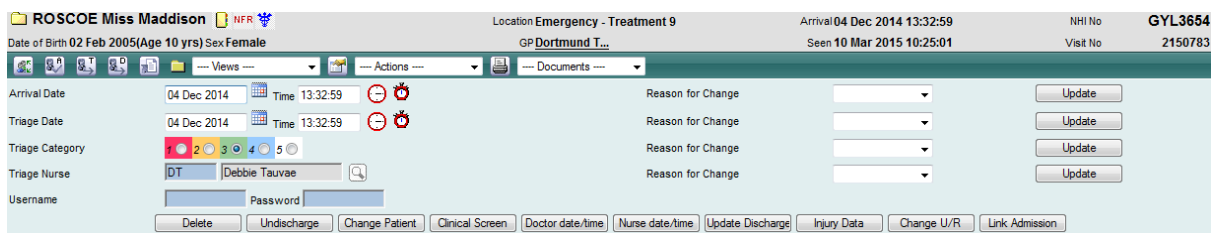
If a user fails to enter an accurate Username and Password combination, the following error message will display.
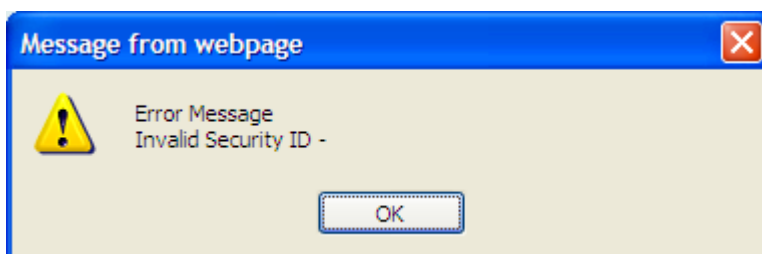
2.8.1 Accessing the Supervisor Screen

1. Select the required patient.

2. Navigate to the Clinical Details screen.

3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.
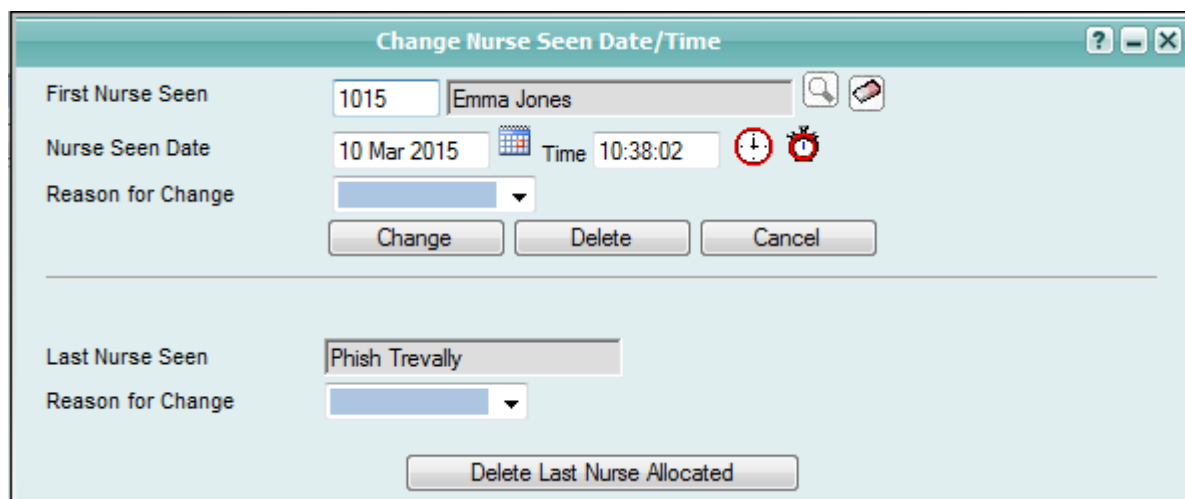
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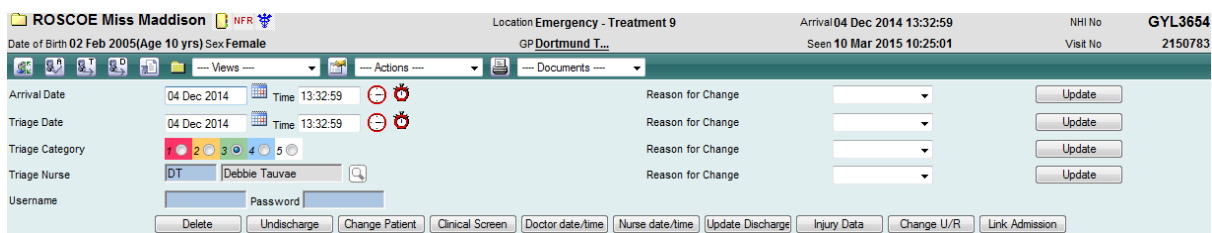
4. Enter a valid Username and Password combination.

5. Update the fields as required.

6. Select a value from the Reason for Change drop down list for each item that is updated.

7. Click **Update**.

2.8.2 Deleting an Emergency Visit

1. Select the required patient.

2. Navigate to the Clinical Details screen.

3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.

4. Enter a valid Username and Password combination.

The Cancel Emergency Visit screen will display.

5. Select a value from the Reason for Cancellation drop down list.

6. Enter free format text in the Comments field as required.

7. Click **Delete**.

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The following message will display.
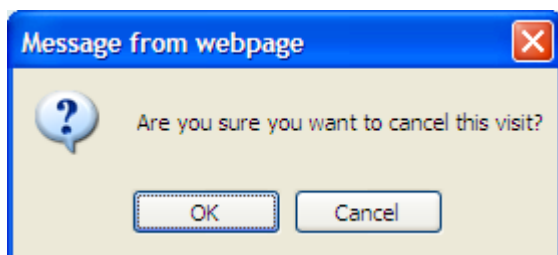
8. Click **OK**.

2.8.3   Undischarging an Emergency Visit

1. Select the required patient.

2. Navigate to the Clinical Details screen.

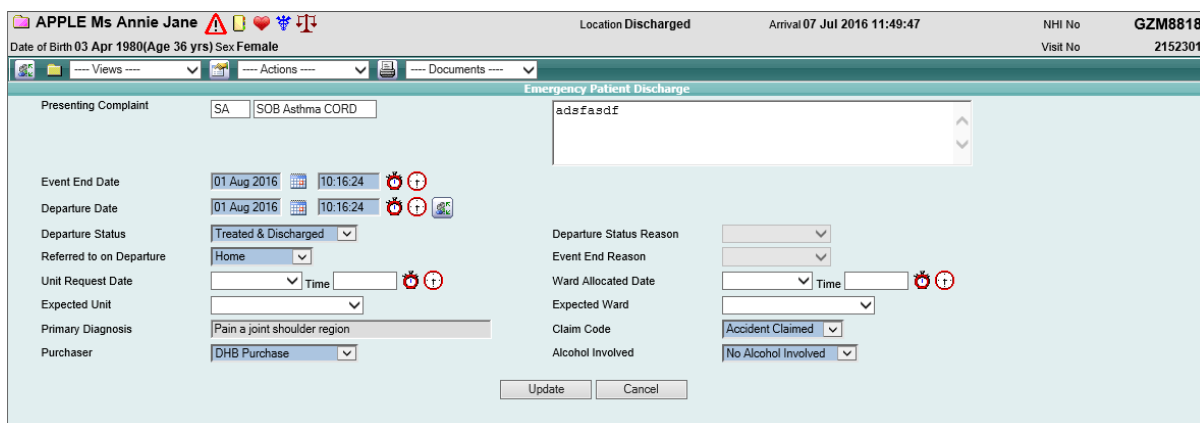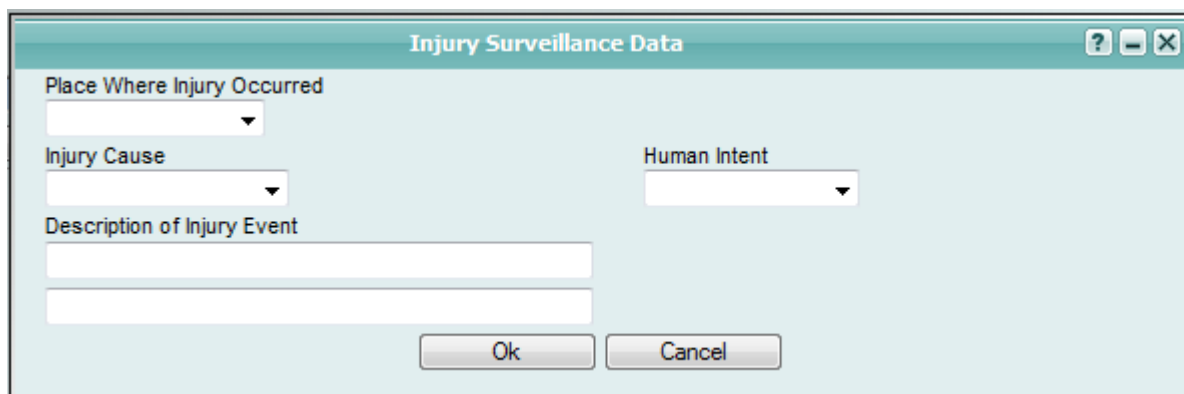3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.
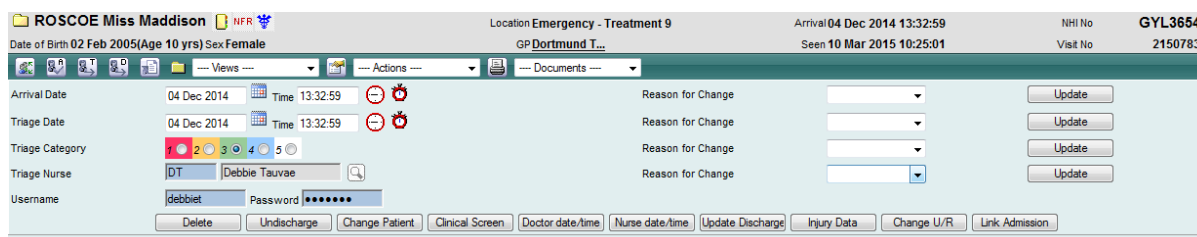
4. Enter a valid Username and Password combination.

The Undischarge Information screen will display.
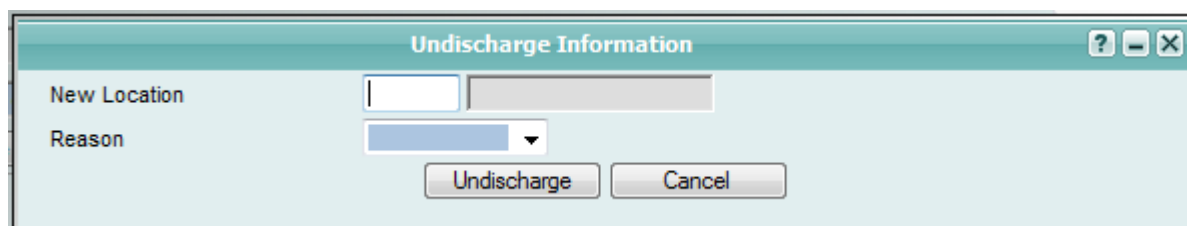
5. Enter a new Emergency Map location in the New Location field.

6. Select a value from the Reason drop down list.

7. Click **Undischarge**.

The patient will be returned to the location set in the New Location field.

2.8.4   Change Patient for an Emergency Visit

1. Select the required patient.

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2. Navigate to the Clinical Details screen.

3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.
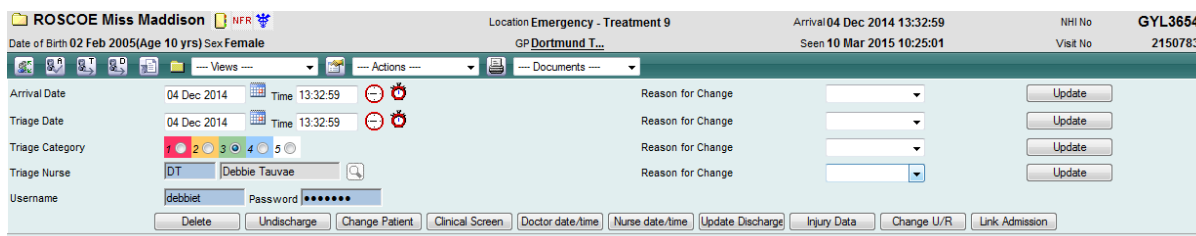
4. Enter a valid Username and Password combination.

The **Change Patient** Information screen will display.
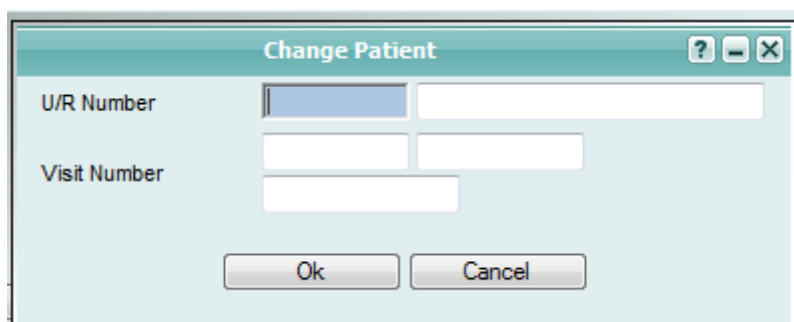
5. Enter the correct NHI number into the **U/R Number** field and check to ensure the details are correct

6. Press **OK.**

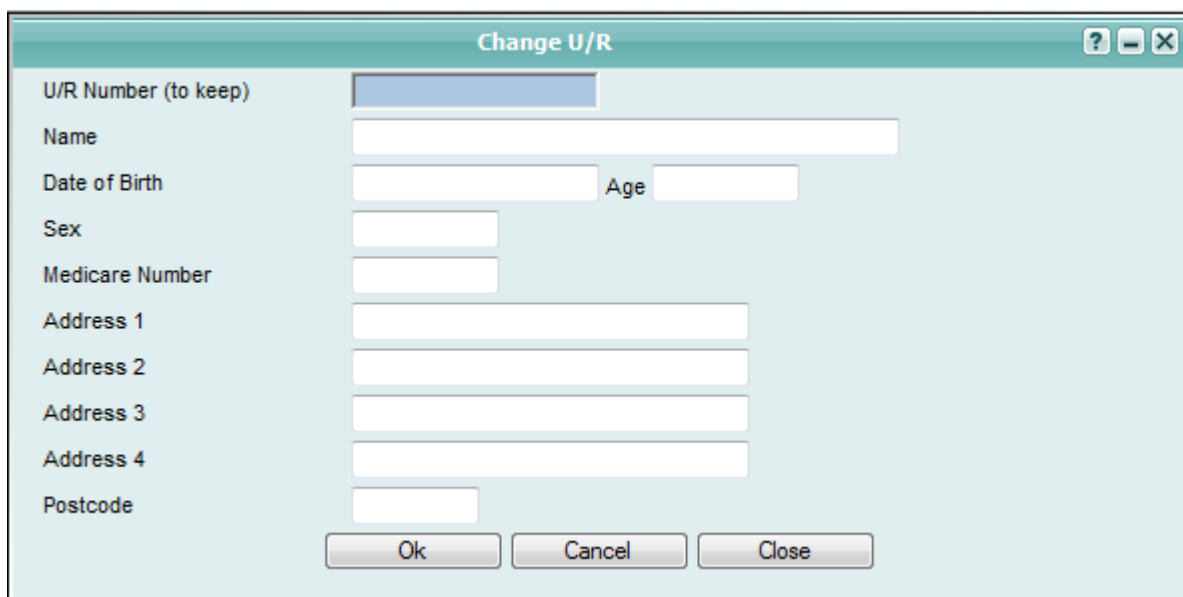### 2.8.5 Accessing the Supervisor Clinical Details Screen

1. Select the required patient.

2. Navigate to the Clinical Details screen.

3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.

4. Enter a valid Username and Password combination.
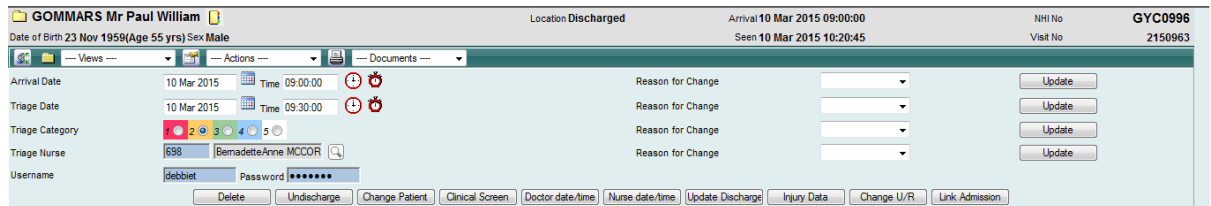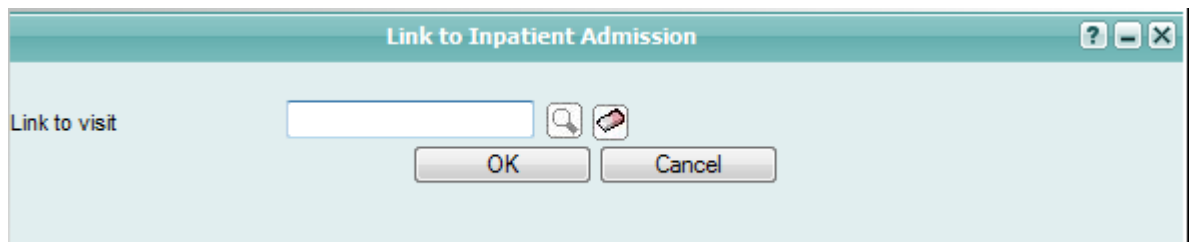
The **Clinical Screen** will display. Once a patient has been discharged, the Emergency screens become inaccessible (read-only). The Supervisor **Clinical Screen** enables users to modify the data as required.
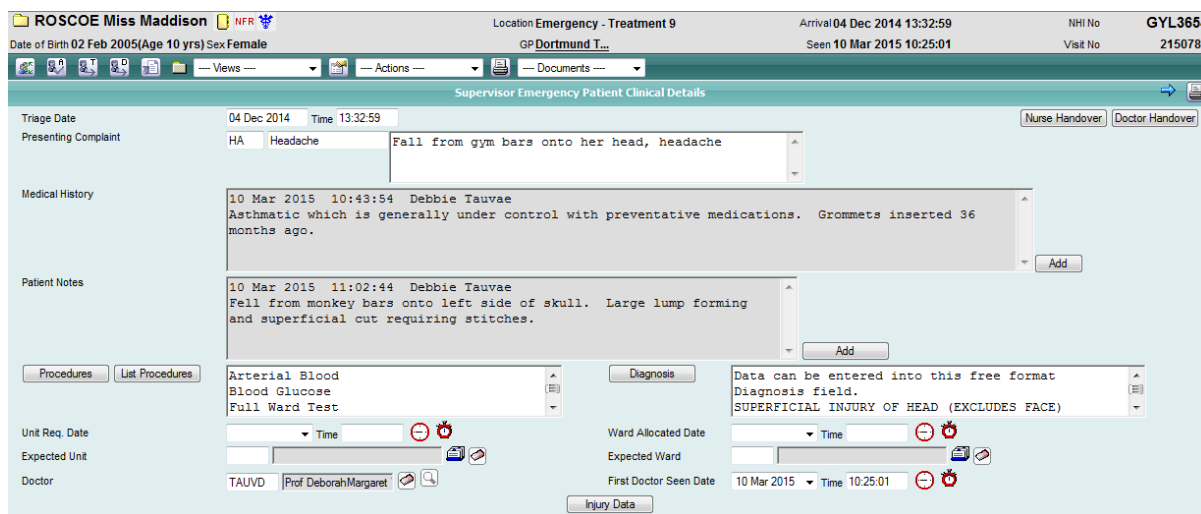
5. Update the Clinical Details screen as required.

2.8.6 Updating the Doctor Date/Time
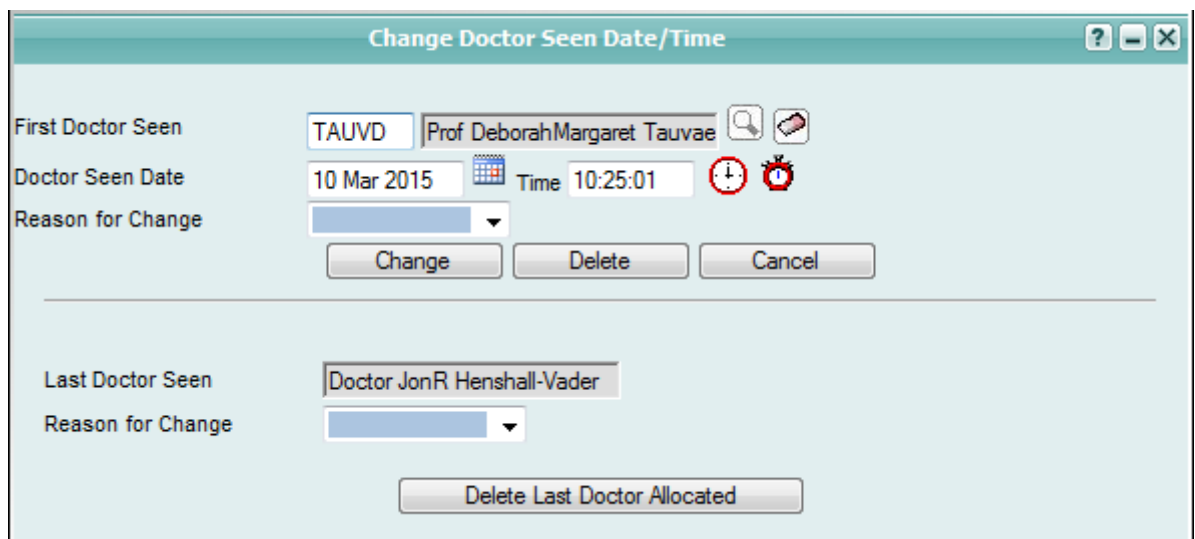
1. Select the required patient.

2. Navigate to the **Clinical Details** screen.

3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.

4. Enter a valid Username and Password combination.

The Change Doctor Seen Date/Time screen will display.

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5. Update the Doctor Seen Date and Time fields.

6. Click **Change**.

If the user needs to remove the doctor that was last allocated to the patient, complete the following steps:

7. Select a value from the Reason for Change field below the line.

8. Click **Delete Last Doctor Allocated**.

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

Note: If only one doctor has been allocated to the patient, users must access the Change Doctor Seen Date/Time screen and click Delete to remove the doctor.

2.8.7   Updating the Nurse Date/Time

1. Select the required patient.

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2. Navigate to the Clinical Details screen.

3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.

4. Enter a valid Username and Password combination.

The Change Nurse Seen Date/Time screen will display.

5. Update the Nurse Seen Date and Time fields.

6. Click **Change**.

If the user needs to remove the nurse that was last allocated to the patient, complete the following steps:

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7. Select a value from the Reason for Change field below the line.

8. Click **Delete Last Nurse Allocated**.

The following message will display.
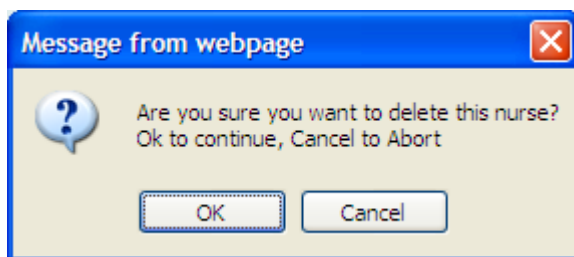
9. Click **OK**.

2.8.8   Updating the Patient Discharge

1. Select the required patient.

2. Navigate to the Clinical Details screen.

3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.

4. Enter a valid Username and Password combination.

The Supervisor Emergency Patient Discharge screen will display. Once a patient has been discharged, the Emergency screens become inaccessible (read-only). The

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Supervisor Emergency Patient Discharge screen enables users to modify the data as required.

5. Update the Discharge fields as required.

6. Click **Update**.

2.8.9 Updating Injury Data

1. Select the required patient.

2. Navigate to the Clinical Details screen.

3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.

4. Enter a valid Username and Password combination.

5. The Injury Surveillance Data screen will display.

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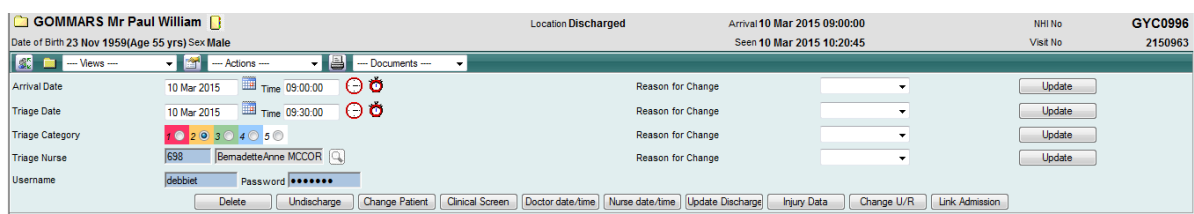
6.   Complete the fields.

7.   Click **Ok**.

2.8.10 Changing a Patient's NHI

1.   Select the required patient.

2.   Navigate to the Clinical Details screen.

3.   Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.

4.   Enter a valid Username and Password combination.

The Change NHI screen will display.

5.   Enter the NHI Number to be used in the **NHI Number (to keep) field**.

6.   Press the Tab key and the patient demographics will populate the remaining fields (where the data has been recorded).

7.   Click **Ok**.

2.8.11 Linking an Admission

1.   Select the required patient.

2. Navigate to the Clinical Details screen.

3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.

4. Enter a valid Username and Password combination.

The Link to Inpatient Admission screen will display.

5. Enter the Visit Number, or

6. Click the search icon to locate the required visit.

7. Click **OK**.

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2.9 Moving Patients around the Map

The Emergency Map enables users to re-locate patients to other areas or cubicles within the Emergency Map via the 'drag and drop' functionality.

2.9.1 Moving a Patient from the Waiting Room to a Cubicle

1. Navigate to the Emergency Map View.
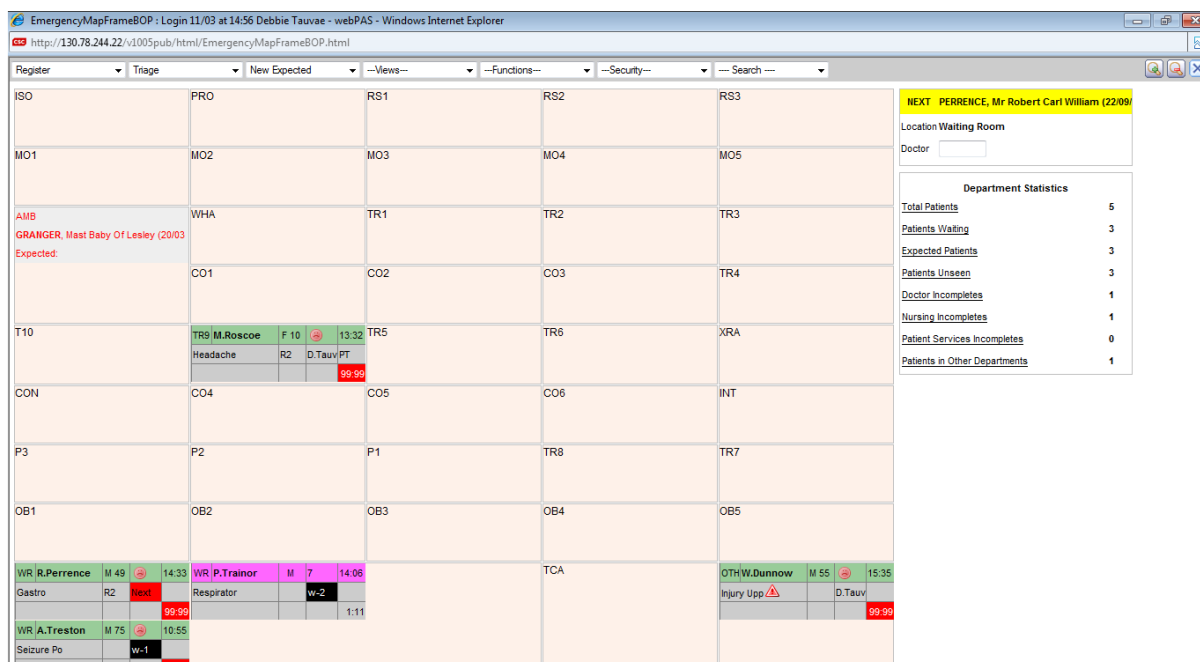
2. Click on a patient's icon **without** releasing the mouse button.

The move icon will display over the cubicle.
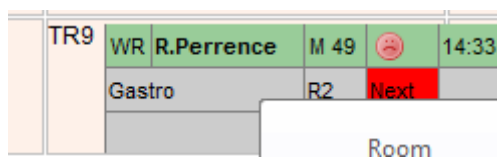
3. Drag the patient icon to an empty cubicle ensuring the top left corner of the icon (which shows the location) is positioned in the empty cubicle.

4. Release the mouse button ensuring the move was successful.

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2.9.2 Swapping Patients between Locations

1. Click on the patient's icon without releasing the mouse button.

2. Drag the patient icon to the occupied cubicle ensuring the top left corner of the icon (which shows the location) is located in the empty cubicle.

3. Release the mouse button.

The following message will display, requesting confirmation to swap the patients between locations.
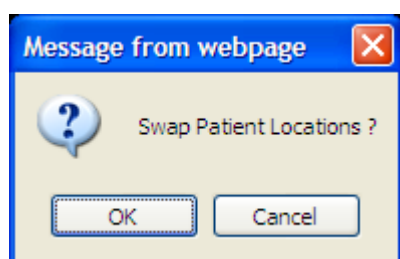
4. Click **OK** to swap the patient locations, or

5. Click **Cancel** to leave the patients in their current locations.

2.9.3 Moving Patients to Other Departments

During a patient's Emergency Department visit, it may be necessary for the patient to attend another area of the hospital, such as the Medical Imaging Department. The Other Departments area of the Emergency Map allows staff to accurately track the movements of patients throughout their hospital visit.

To move an Emergency patient to the Other Department area:

1. Click once on a patient icon.

The Management screen will display.
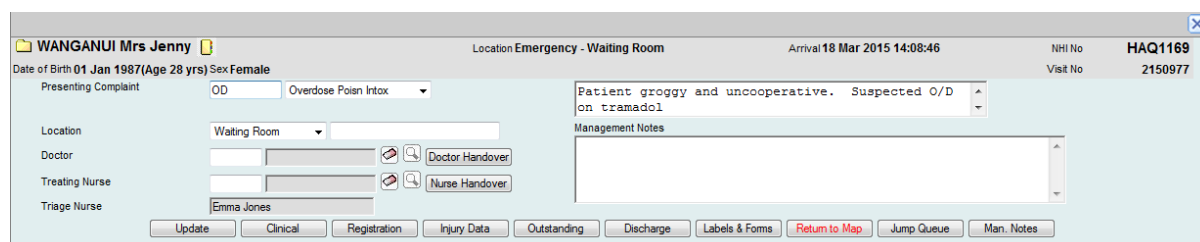
2. Enter the location details into the free text Management Notes field.

3. Click the patient icon (holding down the mouse key), drag the icon into the **Patients in other Departments** area, ensuring the top left corner of the cubicle is sitting in the Other Department cubicle. Alternatively, update the **Location** to Other.

The patient's cubicle will display information about the patient who has been temporarily transferred to another area. It also shows the time that the patient left the cubicle; 13:23 and where the patient was moved to OTH = Other Department.

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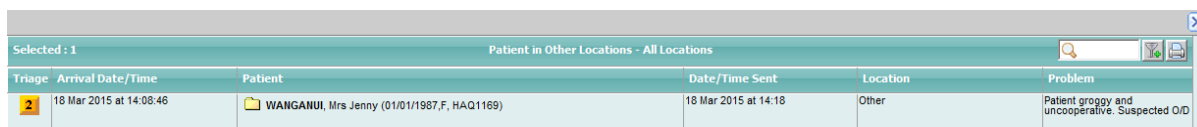
Note: This feature allows users to identify cubicles that a patient may be returning to, ensuring that cubicle is not used for another patient.
This feature is parameter driven, therefore the information will only display if the parameter is turned on (refer to the Emergency Configuration Guide for further details).

2.9.4 Moving a Patient from Other Departments

Once a patient has attended the other area of the hospital (example: once the patient has had X-Rays taken) they need to be transferred back to their allocated cubicle in the Emergency Department.

To move a patient from the Other Departments area back to an Emergency cubicle:

1. Select **Patients in Other Departments** from the **of the Department Statistics** section of the mapview.
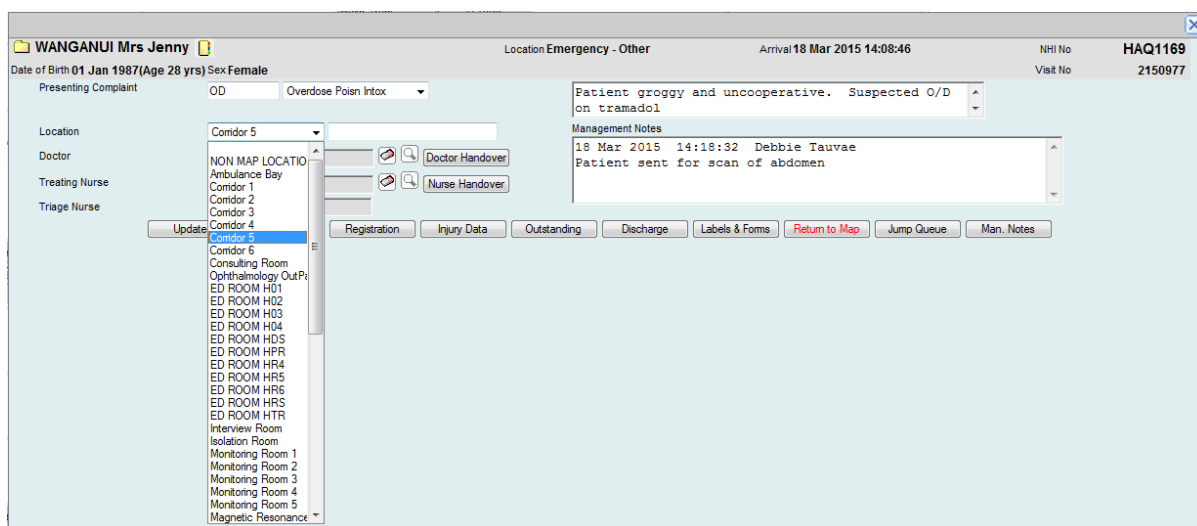
2. Click the patient folder [icon] icon next to the patient's name.

The Management Details screen will display.

3. Select a new location from the **Location** drop down field.

The screen will refresh and display the patient in the location selected from the Location drop down list.

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Note: The **Location** field can also be used as an alternative to dragging the patient icon from one location to another on the Map.

2.10 Change Patient

The Change Patient facility is a quick and easy way to navigate between patients (on the Clinical Details screen) if you know the NHI number of the new patient.

1. Select **Change Patient** from the appropriate patient level drop down list.
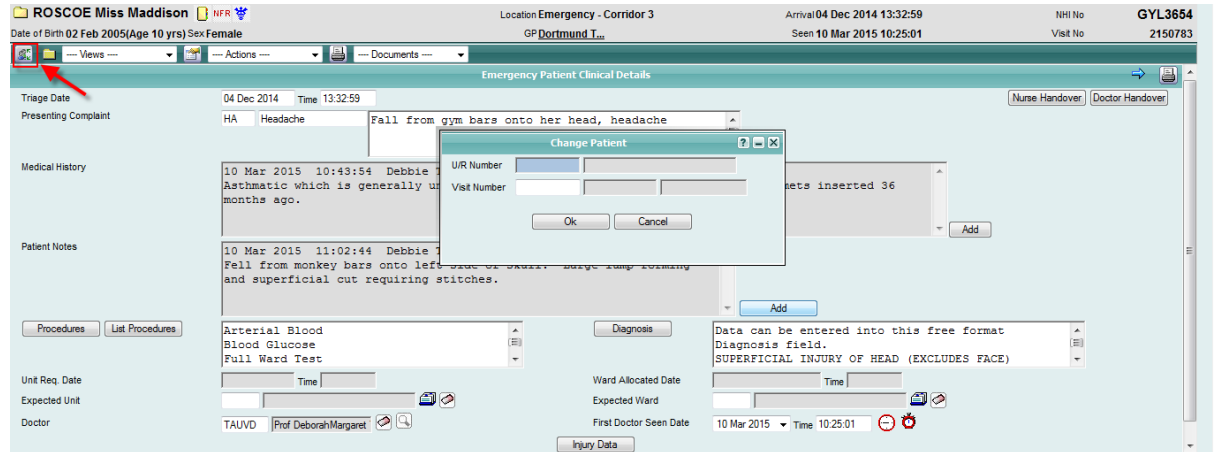
2. Specify the **NHI Number** or **Visit Number** of the patient whose details you want to display.

3. Click **Ok**.

The details of the new patient will display.

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3 Triage

This chapter describes the following triage data entry tasks:

- Recording the details of an expected patient

- Triaging an expected patient

- Triaging a new patient

- Processing Waiting Room patients

- Jumping the queue
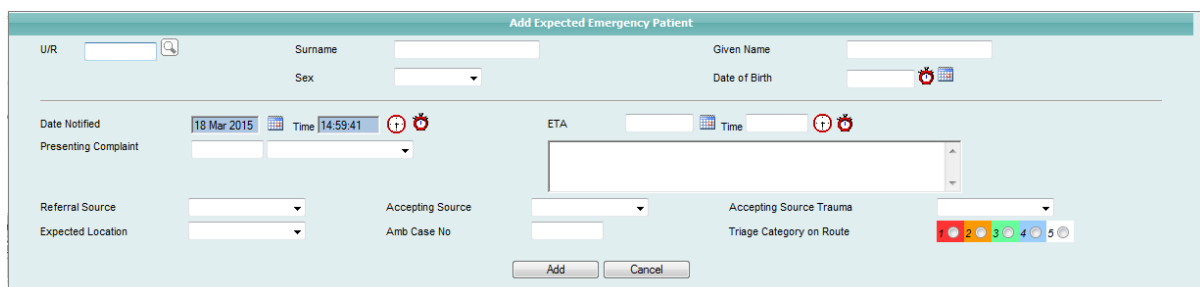
3.1 Recording the Details of an Expected Patient

A patient is 'expected' if the Emergency Department has been notified in advance of arrival. During the call, available details are recorded, and the patient is placed on a list of expected patients. Recording these details in advance speeds up the triage process when the patient arrives, as the patient is simply selected from this list and all information already entered is used for triage.

To add an expected patient:

1. From the **Map** menu, select **New Expected**.

The Add Expected Emergency Patient screen will display.

2. Click the search icon to search for a NHI number (optional)

Note: This is optional, as a NHI number can be supplied later in the process.
If the patient has previously attended the hospital, records and a NHI number will already exist for the patient. In the case that a matching NHI number is selected, other patient details will automatically populate corresponding fields.

3. Complete as many details as possible (example: Presenting Complaint and associated free-text comments).

Note: The **Date Notified** and **Time** default to the current date and time.

4. Click **Add**.

The patient is added to the list of expected patients.

3.1.1 Updating Expected Patient Details

1. Navigate to the **Map View**.

2. Select **Expected Pat** from the list.

The Expected Patients list will display.

3. Click the relevant patient folder [icon] icon.

The Update Expected Emergency Patient screen is displayed.

4. Record additional information (example: important medical information may be missing, or the patient's condition may have deteriorated).

5. Click **Update**.

The additional information will be saved and the Expected Patients list will re-display.

3.1.2 Triaging an Expected Patient

To triage an expected patient on arrival:
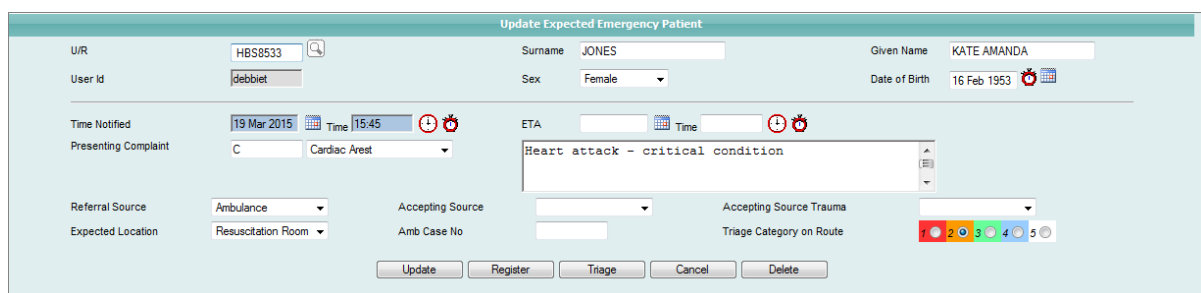
1. Navigate to the **Map View**.

2. Select **Expected Pat** from the list.

The Expected Patients list will display.

3. Click the relevant patient folder [icon] icon.

The Update Expected Emergency Patient screen is displayed.

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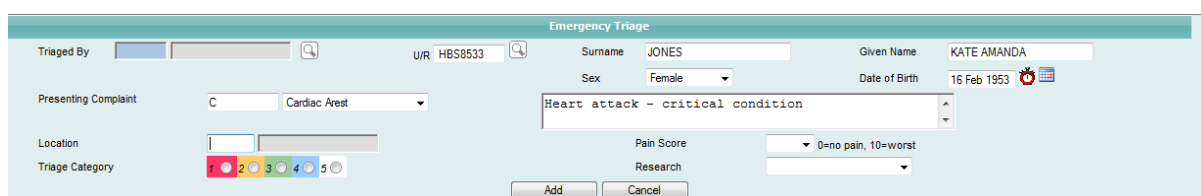
4. Click **Triage**.

The Emergency Triage screen will display and the expected patient details will populate corresponding fields.

5. Complete the outstanding triage details (example: Triaged By and Triage Category).

6. Click **Add**.

The triage details will be saved for the patient.
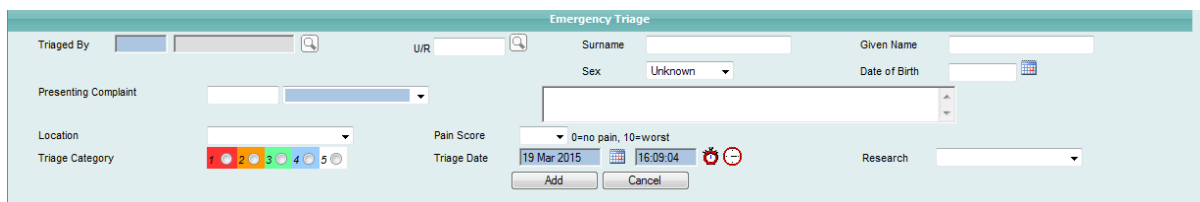
The patient will now display on the Emergency Map. If a location (cubicle) has not been specified, the patient will be automatically assigned to the Waiting Room.

3.2 Triaging a New Patient

A new patient is one who presents at the Emergency Department without prior warning, that is, the patient is not expected.

1. Navigate to the Emergency Map View.

2. Select **Triage**.

The Emergency Triage screen will display.

3. Search for a NHI number (optional).

4. Click the search icon beside the **NHI** field.

Note: This is optional, as a NHI number can be supplied later in the process.
If the patient has previously attended the hospital, records and a NHI number will already exist for the patient. In the case that a matching NHI number is selected, other patient details will automatically populate corresponding fields.

If the patient represents within 24 hours, the following message is displayed.
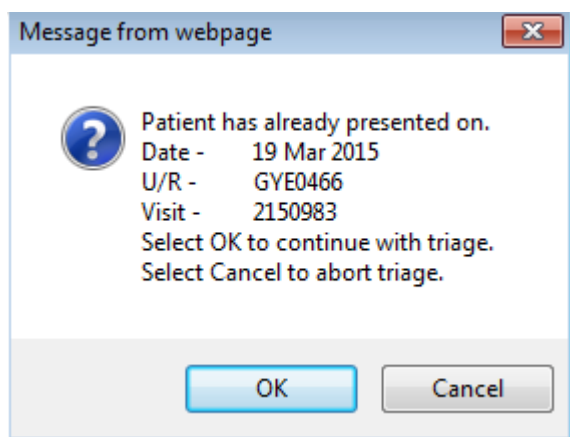
5. Complete as many of the patient and clinical details as possible (example: Surname, Given Name, Sex, Date of Birth, and Presenting Complaint).

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

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6. Complete the triage details including Presenting Complaint, Location and Triage Category.

7. Click **Add**.

Triage details for the patient will be saved.

The patient will now display on the Emergency Map. If a location (cubicle) has not been specified, the patient will be automatically assigned to the Waiting Room.

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3.3 Processing Waiting Room Patients

There are a number of cubicles located on the Emergency Map that represent the Waiting Room area. These are used in order of priority.

webPAS allows users to 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.

To browse through the list of waiting patients when there are more patients than cubicles in the Waiting Room:

1. Select **Patients Waiting** from the **Department Statistics** section.

A list of waiting patients will display.

Triage	Patient	Arrival	Doctor	Presenting Complaint	Diagnosis	Exp. Ward
2	JONES, Mrs Kate Amanda (16/02/1953,F, HBS8533)	19 Mar 2015 at 16:07:51		Cardiac Arest		
3	TRESTON, Mr Albert Martin (01/01/1940,M, AAA2481)	12 Feb 2015 at 10:55:24		Seizure Post Ictal		
3	PERRENCE, Mr Robert Carl William (22/09/1965,M, GZP0753)	04 Mar 2015 at 14:33:51		Gastro		
3	DIFFICULT, Miss Rose Maree (22/03/2001,F, GYQ0843)	19 Mar 2015 at 16:18:21		Medical Other		
3	MOBILE, Mast Smart (04/10/2011,M, HAT1149)	20 Mar 2015 at 09:29:53		Asthma		

2. Click the patient folder 📁 icon beside the required patient.

The patient's management screen will display.

Note: You can change the patient's location by selecting a cubicle number from the **Location** dropdown and clicking **Update**.

3. Click on the **Clinical** button in the Management screen to display the Clinical Details screen.

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3.4 Jumping the Queue

Patients are placed in an order based on the triage category that is assigned to them upon arrival, at the point of triage.

In some cases, it may be necessary to move a patient (if their condition deteriorates, for example) to the front of the queue.

To enable a patient to 'jump the queue':

1. Click once on the patient's icon.

2. Select **Jump Queue** from the **Map** menu.

The patient should now appear in the **NEXT** panel, enabling the allocation of a doctor to the patient.

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4 Clinical Assessment and Treatment

This section details the following clinical data entry tasks:

- Allocating a doctor to a patient for treatment

- Recording clinical details, including:

  – Medical History

  – Patient notes

  – Recording injury data

  – Diagnosis

  – Clinical procedures

- Preparing a patient for admission (ward/unit request)

- Performing a handover

4.1 Allocating a Doctor to a Patient

When a doctor is ready to attend to a patient, before commencing treatment the doctor needs to assign himself or herself to the patient. This is important, as it establishes responsibility for patient care.

To attend to the next patient in the triage queue:

1. Review the **Next** panel, at the top left of the Waiting Room screen.

This displays the name of the next patient, as well as the patient's sex and age. The patient's current location is also displayed.

2. Click the mouse cursor in the Doctor field.

3. Enter the doctor code in the **Doctor** field.

4. Press the Tab key.

The doctor code that was entered in the Doctor field is assigned to the patient as the attending doctor and can commence treatment.

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Emergency Patient Statistics Panel Details

Field	Description
Total	Total number of patients in the Emergency Department.
Waiting	Total number of patients in the waiting room.
Exp. Patients	Total number of Expected Patients
Unseen	Total number of patients who have not yet been allocated doctor.
Doctor Inc	Total number of patients with incomplete clinical data to be captured by the attending doctor (Not used in NZ).
Nurse Inc	Total number of patients with incomplete clinical data to be captured by the attending nurse (Not used in NZ).
Pat. Svce Inc.	Total number of patients with incomplete clerical data to be captured by the PSC (Not used in NZ).
Other Depart.	Total number of patients away from ED in another department

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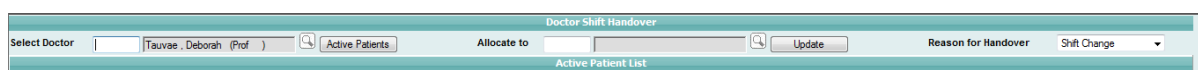
4.2 Doctor Shift Handover

The Doctor Shift Handover functionality enables users to assign a different doctor to patients in a single transaction (in bulk). The Doctor Shift Handover functionality is useful when one doctor's shift ends and the care of the patient must be transferred to another doctor.

To perform a Doctor Shift Handover:

1. Select Doctor Shift Change from appropriate menu.

The Doctor Shift Handover screen will display.

2. Enter the doctor code from whom the patients will be handed over into the Select Doctor field.

3. If the Doctor code is unknown, click the search icon to locate the doctor.

4. Click the **Active Patients** button.

5. All current Emergency patients under the care of the selected Doctor will display on the screen in the Active Patient List.

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 being ticked).

6. Enter the name of the doctor to whom the patients are to be transferred to in the **Allocate To**.

7. If the Doctor code is unknown, click the search icon to search for the doctor.

8. Exclude patients from the hand over, by un-ticking the Transfer checkbox.

9. Click **Update**.

The patients will be transferred to the doctor assigned in the Allocate To field.

Patients that were transferred, display this information in their patient cell on the Emergency Map View and on the Attending Doctor History screen.
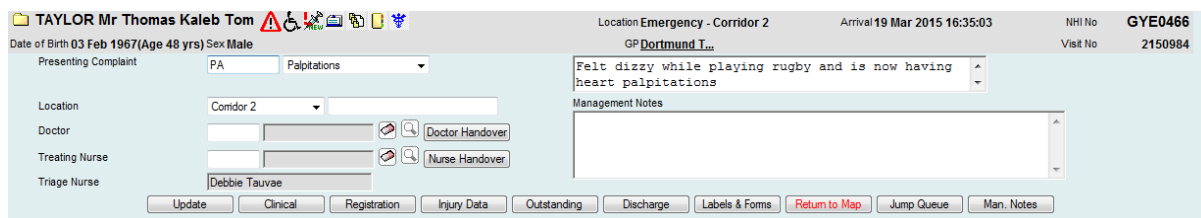
4.3   Allocating a Nurse to a Patient

Nurses may also attend to a patient before, after or in conjunction with a doctor. Prior to commencing treatment of the patient, the nurse must assign themselves to the patient.

1.   Click once on a patient cell within the Emergency Map View.
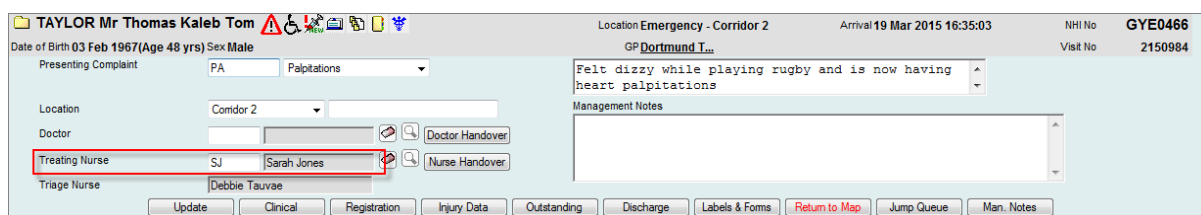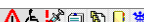
2.   Enter the Nurse code into the Treating Nurse field and press Tab.

The Nurse is now allocated to the patient and treatment can commence.

4.4 Nurse Shift Hand Over

The Nurse Shift Handover functionality enables users to assign a different nurse to patients in a single transaction (in bulk). 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.

1. Select **Nurse Shift Change** from appropriate menu.

The Nurse Shift Handover screen will display.

2. Enter the nurse code from whom the patients will be transferred in the **Select Nurse** field.

3. If the Nurse code is unknown, click the search icon to search for the nurse.

4. Click the **Active Patients** button.

5. All current Emergency patients under the care of the selected Nurse will display on the screen in the Active Patient List.

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 being ticked).

6. Enter the nurse code to whom the patients are being transferred to in the Allocate To field.

7. If the Nurse code is unknown, click the magnifying icon to search for the nurse.

8. Exclude patients from the hand over, by un-ticking the Transfer checkbox.

9. Click **Update**.

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The patients will be transferred to the nurse assigned in the Allocate To field.

Patients who were transferred to the new nurse display this information in their patient cell on the Emergency Map View and on the Nurse History screen.

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4.5 Recording Clinical Details

Once a doctor and / or nurse code has been assigned to a patient, treatment can commence. As the patient is treated, medical history and diagnosis are established, these clinical details are recorded for the patient. The bulk of this information is recorded in the Clinical Details screen.
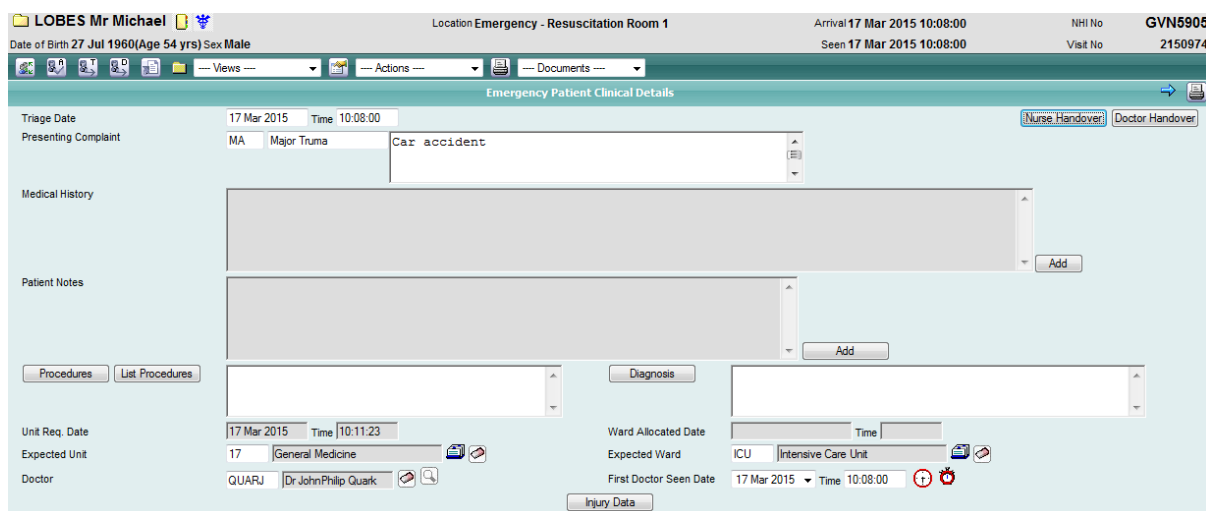
To display the Clinical Details screen:

- Click on the patient's icon on the Map.

Click on the Clinical button and the screen will display.

This screen enables users to:

- Record the patient's medical history and any patient notes

- Record injury data (if applicable)

- Record the patient's diagnosis

- Record clinical procedures

- View the clinical details of the next emergency visit by clicking the next arrow

Note: Users can return to this screen as necessary during the course of treatment to update clinical details. There is no strict order in which the information needs to be recorded.

4.5.1 Adding Medical History

The medical history details are retained for every visit to the Emergency Department.
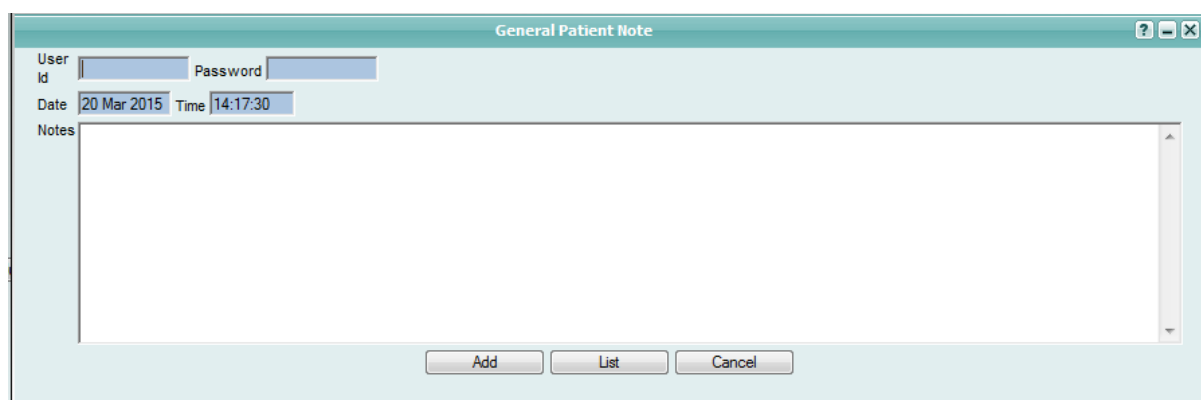
1. Select the required patient.

2. Navigate to the Clinical Details screen.
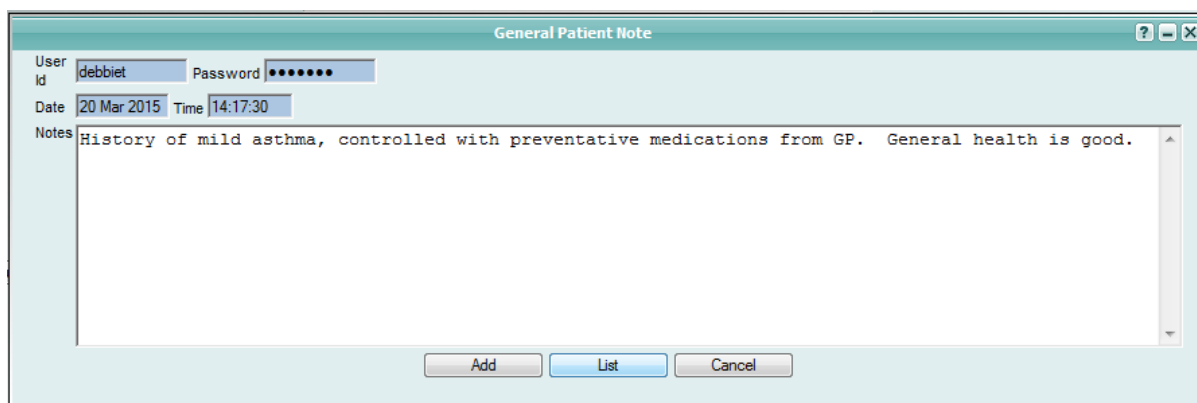
This information is inherited from the Triage screen and is recorded when the patient presents at Emergency. This is a free-form text field.

3. Click **Add** (located beside the **Medical History** field).

The General Patient Note screen will display.

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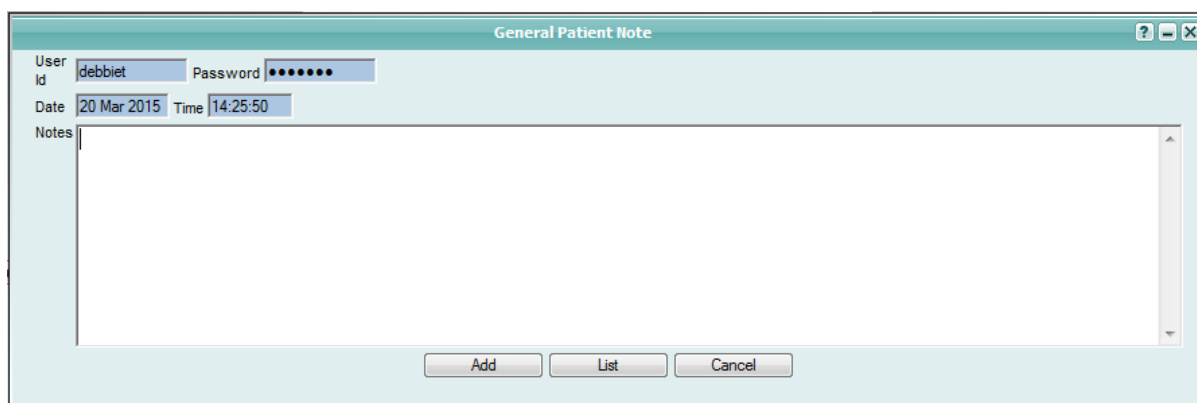
4. Enter your **User ID** and **Password**.

5. Enter text for the patient's current Emergency Department visit.

6. Click **Add**.

The Medical History record will be added.

Note: The patient must be registered to add medical history details.

4.5.2   Deleting Medical History Records

1. Click **Add** for Medical History.

2. Enter your **User ID** and **Password**.
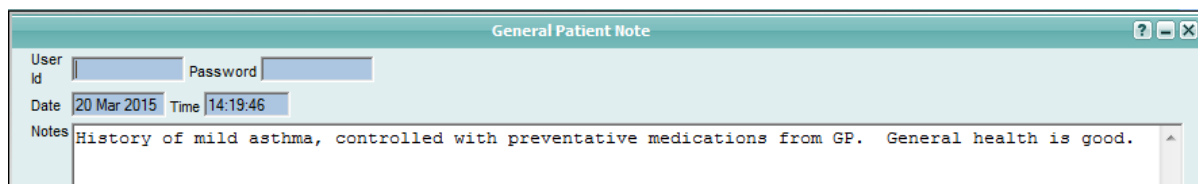
3. Click **List**.

The following screen will display.

4. Click the maintenance icon beside the record that is to be deleted.

The following screen will display.

5. Enter your **User Id** and **Password**.

6. Click **Delete**.

The following message will display.

7. Click **OK**.
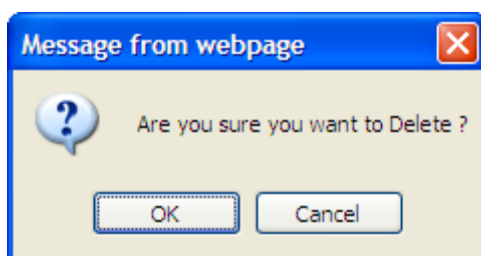
A strike-out will display through the text of the Medical History record.

8. Click Exit to return to the Clinical Details screen.

4.5.3   Adding Patient Notes

1. Select the required patient.

2. Navigate to the Clinical Details screen.

3. **Add** (located beside the **Patient Notes** field).

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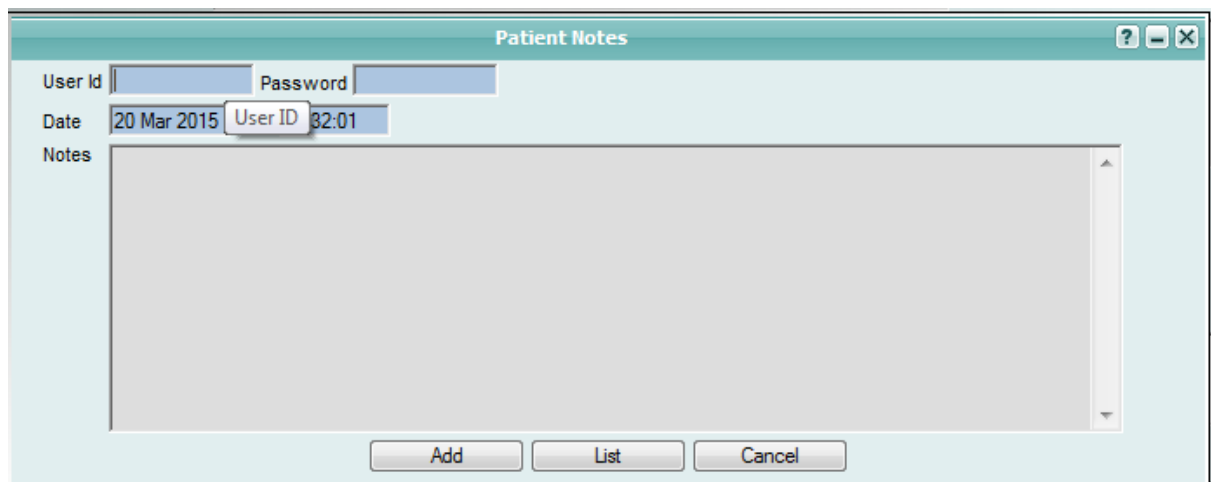
The Patient Notes screen will display
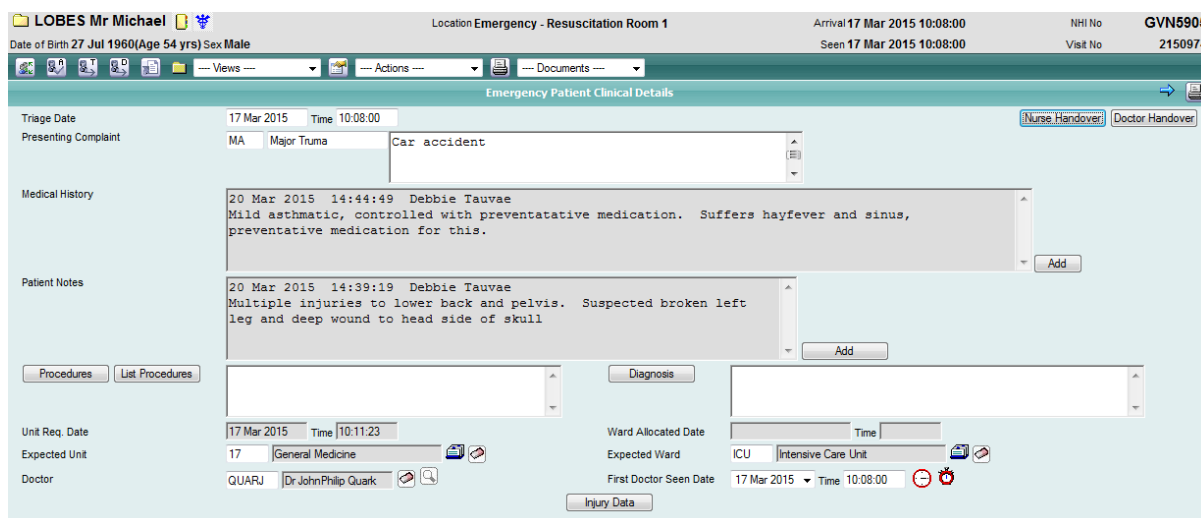
4. Enter **User ID** and **Password**

5. Enter notes
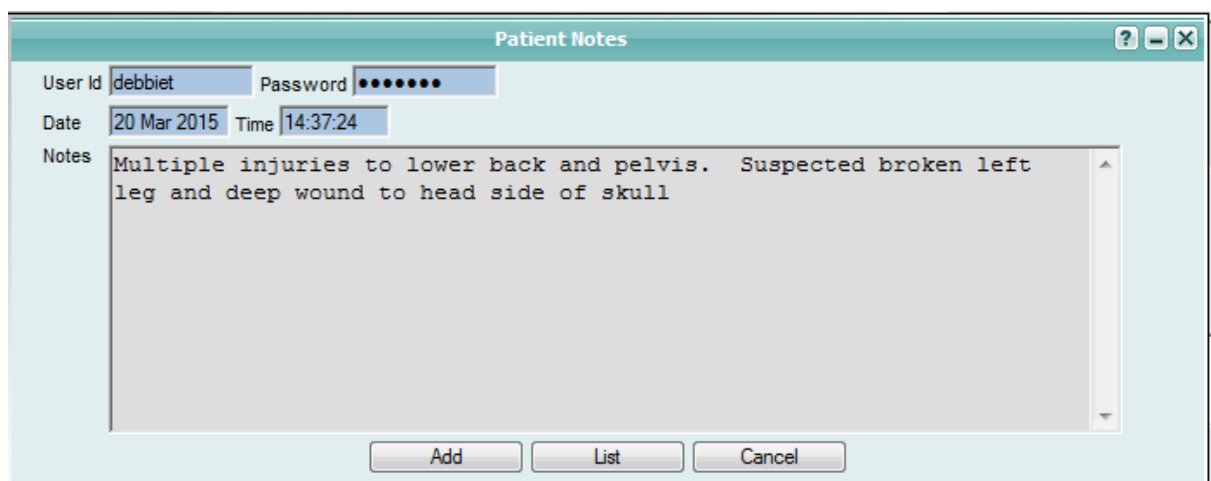
Click **Add**
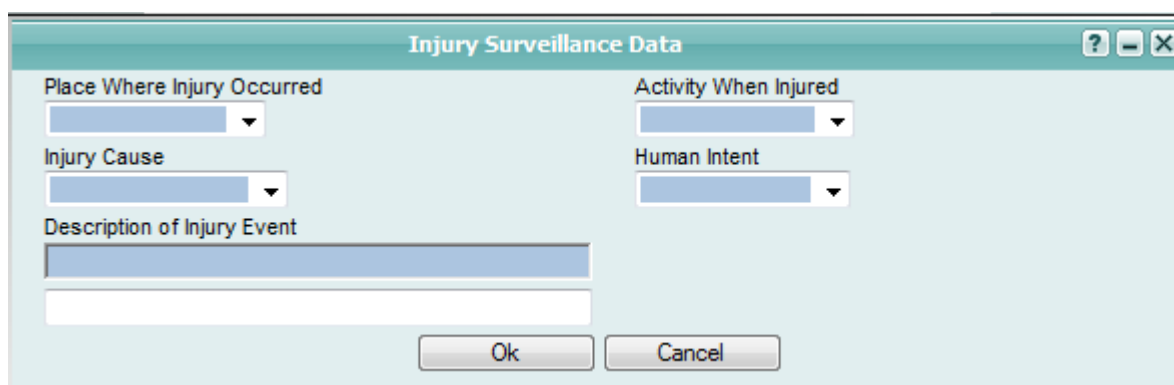
4.5.4 Adding Injury Data

1. Select the required patient.

2. Navigate to the Clinical Details screen.

3. Click **Injury Data**.

The Injury Surveillance Data screen will display.

Note: Injury Surveillance data can also be recorded on the Management screen.

4. Complete the injury details (blue fields are mandatory).
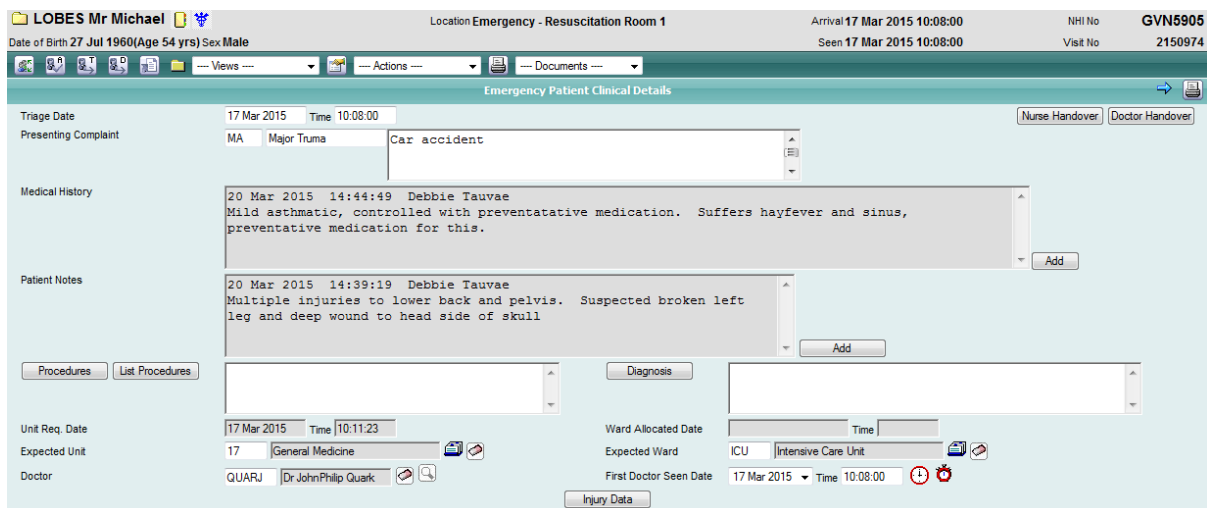
Note: If the Triage nurse has already filled in these details upon the patient presenting, the details can be updated as required.

5. Click **Ok**.

Injury details will be saved.

4.5.5 Adding a Diagnosis

1. Select the required patient.

2. Navigate to the Clinical Details screen.

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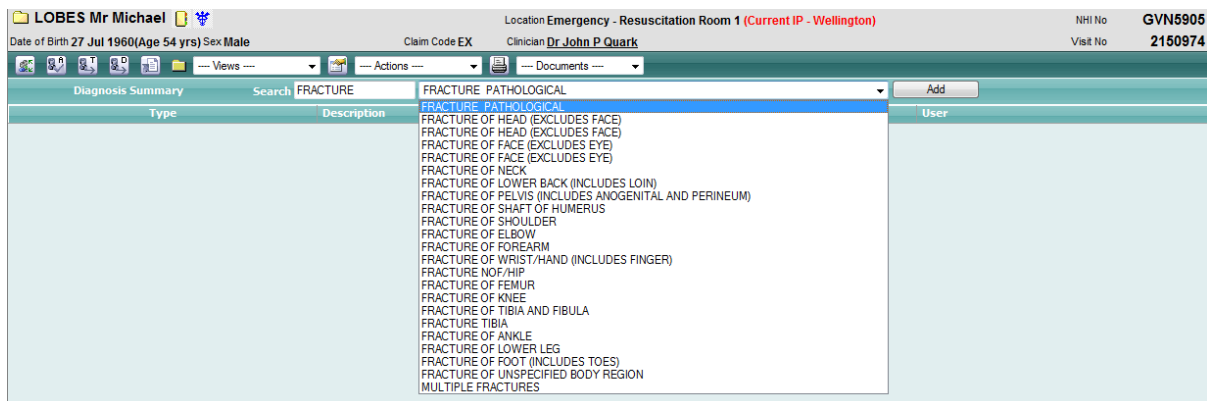
3. Click **Diagnosis**.

The following screen is displayed, enabling you to select a diagnosis from a list.
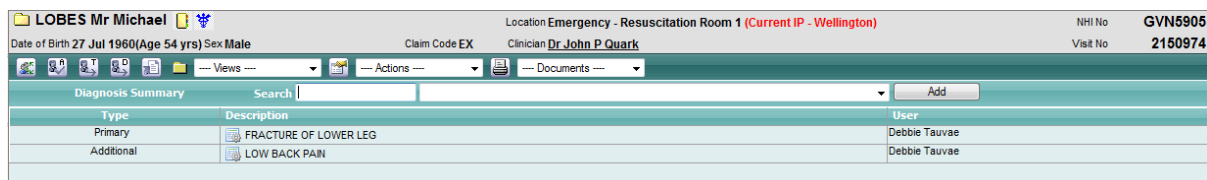
4. Enter a keyword in the **Search** field (e.g. **Fracture**).

5. Click on the down-arrow and relevant diagnoses appear in the list, available for selection.

6. Select the appropriate diagnosis.

7. Click **Add**.

The diagnosis will be added to the patient record.

8. Click the patient folder 📁 icon to return to the Clinical Details screen.

The Clinical Details screen will display the diagnosis in the **Diagnosis** field.

Note: As this is a free-form text field, you can type over the standard diagnosis text as required.

4.5.6   Deleting a Diagnosis

1. Select the required patient.

2. Navigate to the Clinical Details screen

3. Click **Diagnosis**.

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4. Click the maintenance [icon] icon beside the diagnosis that is to be deleted.
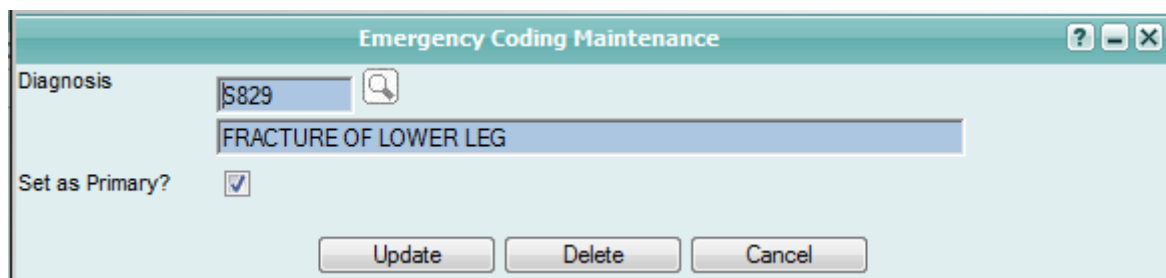
5. Click **Delete**.

The following message will display.
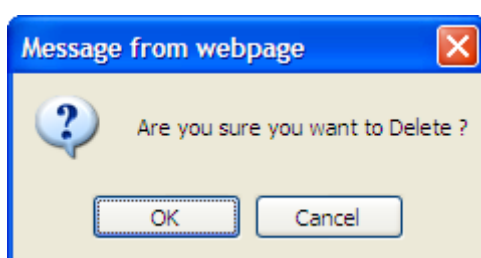
6. Click **OK**.

7. Highlight the diagnosis text in the Clinical Details screen and press the Delete key.
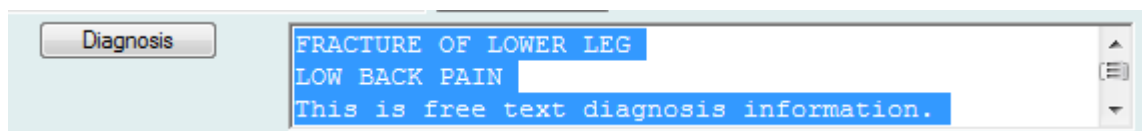
Note: Users must delete the diagnosis manually from this field, as it is a free-format text field. The system can insert text into this field but cannot remove it automatically in case there are multiple diagnoses.

4.5.7 Recording Clinical Procedures

The Clinical Details screen enables users to record the procedures performed for a patient during an Emergency Department attendance.

1. Select the required patient.

2. Navigate to the Clinical Details screen

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3.   Click **Procedures**.

The following screen will display.

4.   Select one or more values to indicate the procedures performed.

5.   Click **Ok**.

The Clinical Details screen will display the values selected in the **Procedures** field.

Note: Users can repeat this process as other procedures are performed during the Emergency Department presentation.

4.6 Ward/Unit Request

Allocating a unit to a patient is used as a way to record that a speciality consult has been requested for a patient via the Clinical Details screen. It also gives the patient record a status of **Ready for Admission**. The unit code will also display on the patient icon in the Map View, alerting staff that the patient is ready for admission.

Note: A patient cannot be allocated a Unit/Ward until they have a doctor allocated.

CO2 M.Peters	M	42	10:09
Nausea	*17	K.Wats	SB
			2:52

4.6.1 Allocating a Unit to the Patient

1. Navigate to the Map View.

2. Select the required patient.

3. Navigate to the Clinical Details screen for the patient.

4. Click the card file icon to select the Speciality.

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5. Select a unit from the list.
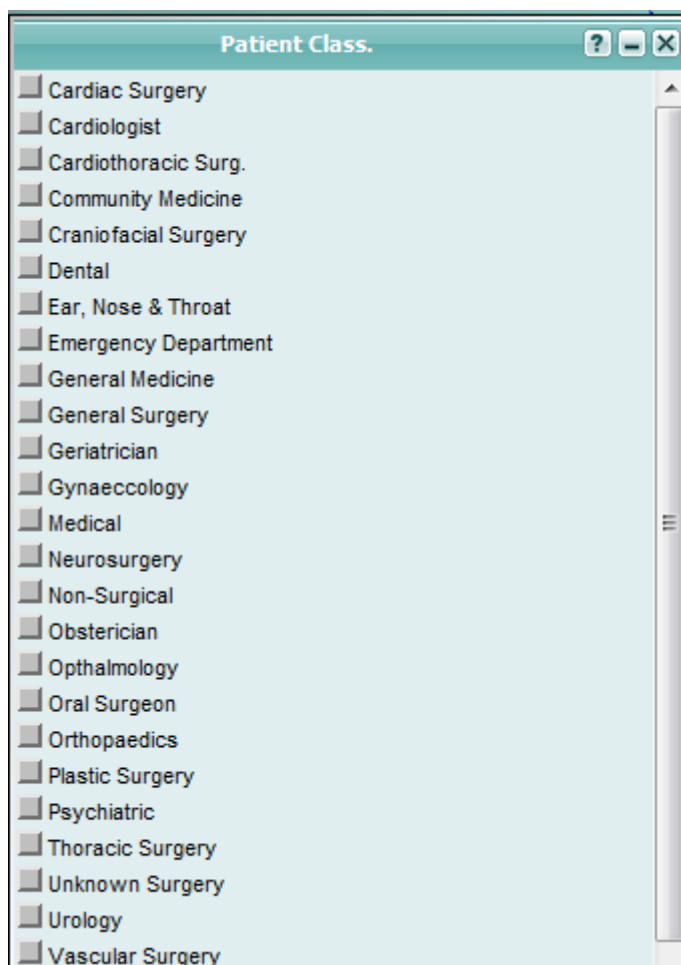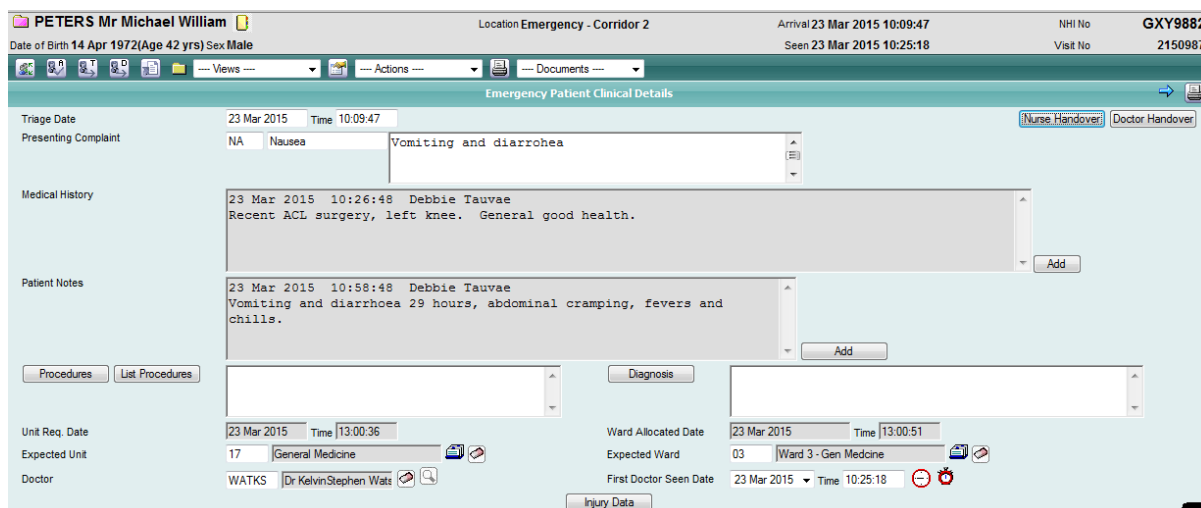
The Unit Request Date and Time will automatically populate with the date and the time that the Speciality consult was requested.

4.6.2 Requesting a Bed

To request an Inpatient bed from the Emergency Department:

1. Navigate to the Map View.

2. Select the required patient.

3. Navigate to the Clinical Details screen for the patient.

4. Navigate to the **Ward/Bed Request List** menu option**.**

The Ward/Bed Requests screen will display all current bed requests for the selected patient.
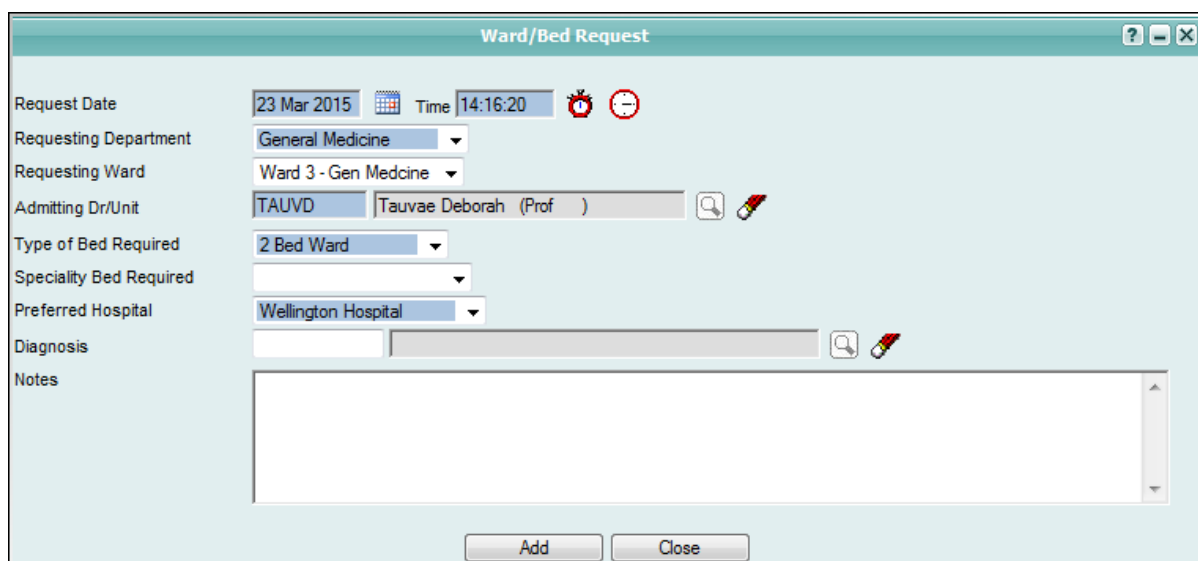
The following warning message will display, alerting the user that the patient is not yet admitted.

5. Click **Add Request**.

The Ward/Bed Request Screen will display.

6. Enter the Details as required.

Field	Description and Use
Request Date and Time	These fields will default to the current date and time; however, date and time can be adjusted.
Requesting Department	The department requesting the bed. This should generally always be set to Emergency Department.
Requesting Ward	The ward where the bed is being requested for.
Admitting Dr/Unit	The Doctor making the request. This will default to the Attending Doctor.
Speciality Bed Required	The type of bed required (example: Monitored, ICU, Paediatric or Private).
Diagnosis	Search ICD10 codes for a diagnosis.
Preferred Hospital	Will default to the hospital that the user is logged into.
Notes	Enter any notes that are relevant to the Ward/Bed request.

7. Click **Add.**

The Ward/Bed Request screen will display the new request.

The Patient Not Admitted warning message will display again to alert the user that the request has been added however the patient is not admitted.
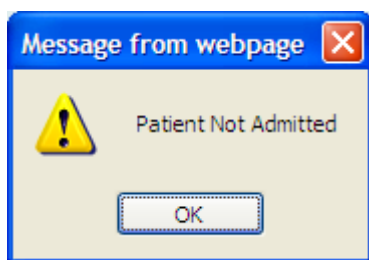
8. Click OK to clear the message.

The patient tile will display the type of bed requested in the Map View.
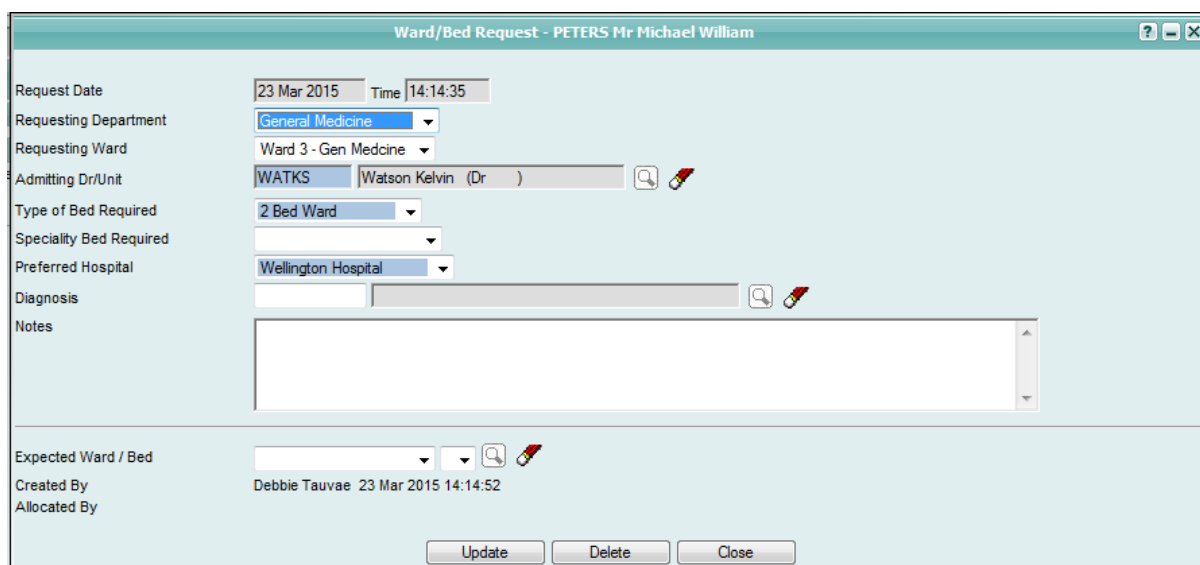
4.6.3   Updating a Bed Request

1. Select the required patient.

2. Navigate to the Clinical Details screen for the patient.

3. Select **Ward/Bed Request** List from the appropriate patient level drop down **menu**

4. The following warning message will display, alerting the user that the patient is not yet admitted.
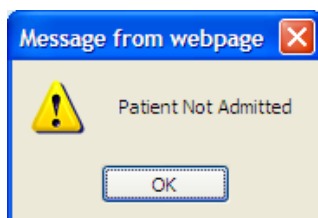
5. Click OK.

6. Click the update icon beside the Ward/Bed Request that is to be updated.

The Update Ward/Bed Request screen will display.

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7. Update the fields as necessary.

8. Click **Update**.

4.6.4   Deleting a Bed Request

Note: The Delete function should only be used when a Ward/Bed Request has been entered in error (example: when a request has been entered for the wrong patient).

1. Select the required patient.

2. Navigate to the Clinical Details screen for the patient.

3. Select **Ward/Bed Request** List from the appropriate patient level drop down **menu**

4. The following warning message will display, alerting the user that the patient is not yet admitted.
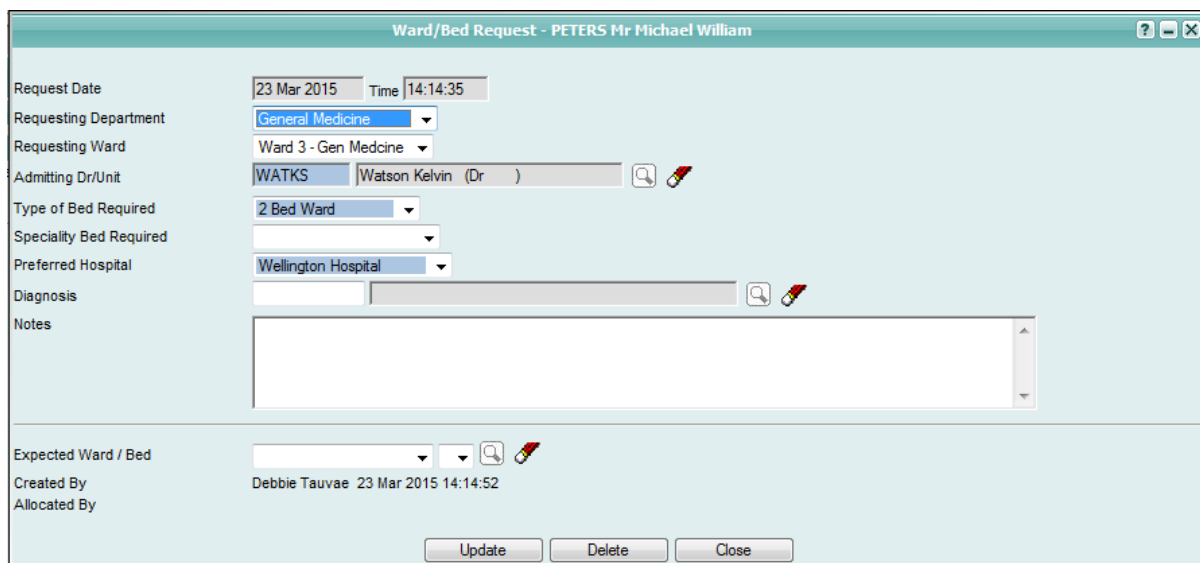
5. Click OK to clear the message.

6. Click the update icon beside the Ward/Bed Request that is to be updated.

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The Update Ward/Bed Request screen will display.

7. Click **Delete**.

The following message will display.

8. Click **OK**.
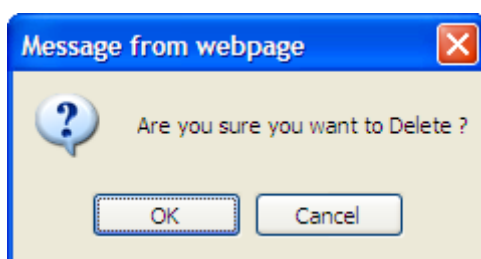
The Ward/Bed Request will be permanently removed and no longer appear against the patient.

4.6.5   Cancelling a Bed Request

Note: If a Ward / Bed Request is no longer required, use the Cancel function. If the request was entered in error, then the delete function should be used.

1. Select the required patient.

2. Navigate to the Clinical Details screen for the patient.

3. Select **Ward/Bed Request** List from the appropriate patient level drop down **menu**

The following warning message will display, alerting the user that the patient is not yet admitted.

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4. Click OK to clear the message.

Note: The Status of the War/Bed Request is **Requested**.

5. Click on the icon in the **Cancel** column beside the bed request that is to be cancelled.

6. Select a value from the Cancellation Reason drop down list.
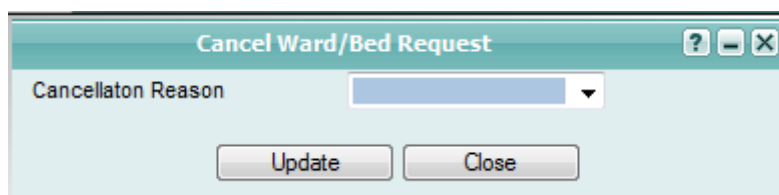
7. Click **Update**.

The Ward/Bed Request status will update to **Cancelled**.

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4.7 Emergency Views

4.7.1 Emergency Attendance List

Viewing a list of patient attendances is useful for both clerical and clinical Emergency Department staff. The Emergency Attending List is useful for:

- Locating a patient

- Nurses looking for previous cases to resolve incomplete data or follow-up; or

- Doctors looking for previous cases for research purposes.

1. Navigate to the Emergency Map View.

2. Select **Attendance List** from the **List Patients** menu (available from the Map menu bar).

The Emergency Attendance List will display.

The Emergency Attendance List displays all attendances for the Emergency Department and defaults to the current date.

Users can broaden the search for attendance records by changing the date via the calendar lookup and using the day, week and month icons.

4.8   Discharges

This section describes the discharging process including:

- Performing a discharge

- Cancelling a discharge

4.8.1   Discharging a Patient
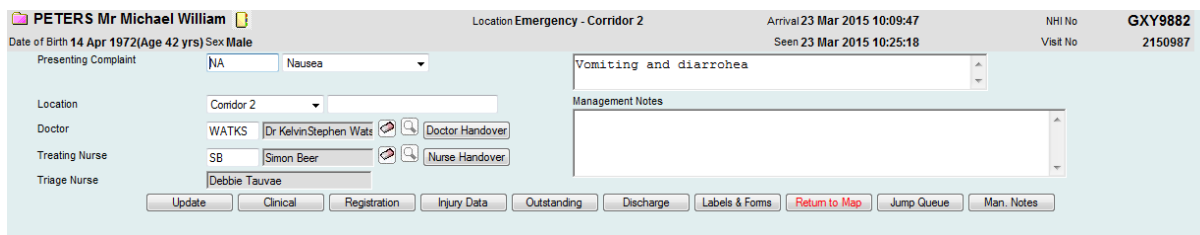
When a patient is ready to be discharged home or to another hospital, perform the following steps.

1.   Navigate to the Emergency Map View.

2.   Click on the patient icon within the Emergency Map.

The following screen will display.
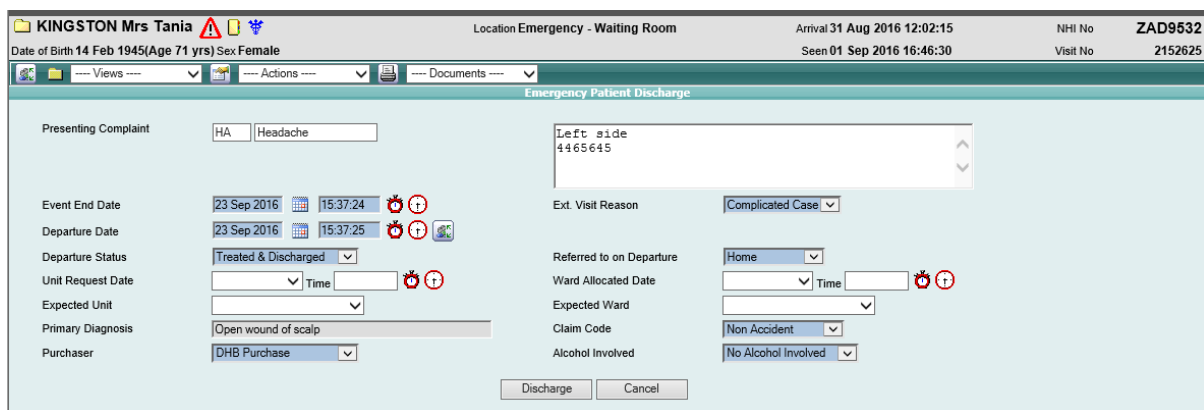
3.   Click **Discharge** button.

The Emergency Patient Discharge screen will display.

4.   Complete the fields.

5.   Click Discharge.

The following message will display.

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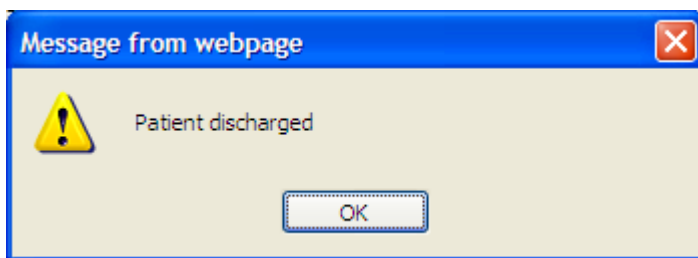
6. Click OK.

The patient banner will display the Location as **Discharged**.
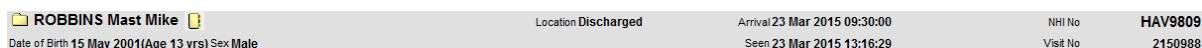
4.8.2 Read-Only Emergency Record

Once a patient has been discharged from Emergency the patient record will display 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.
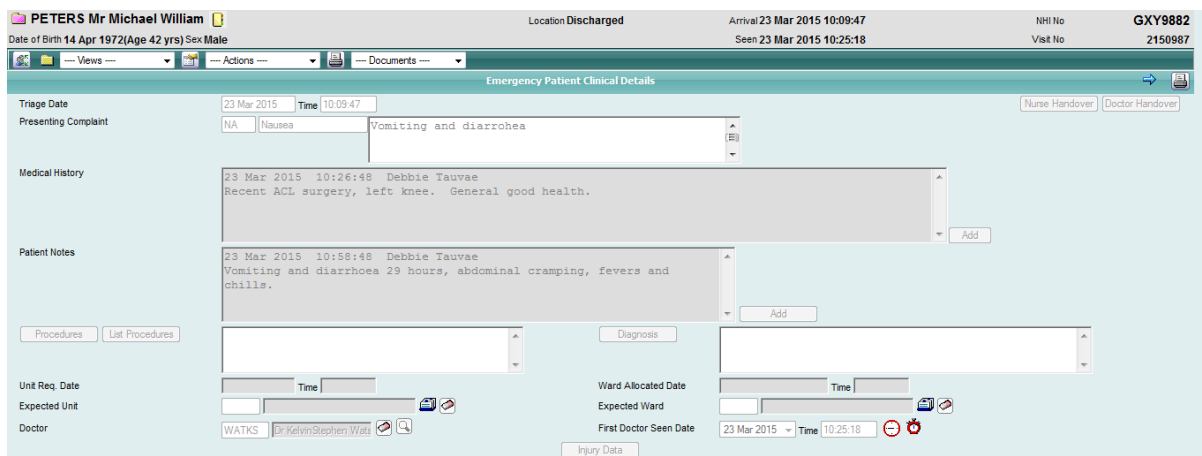
4.8.3 Cancel a Completed Discharge

1. Select the patient.
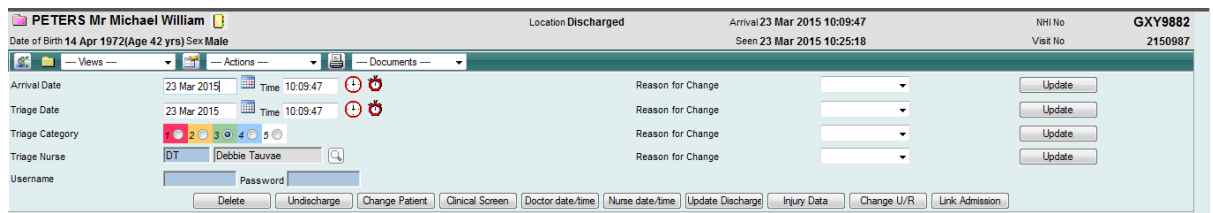
The Management screen is displayed.

2. Click Clinical.

The Clinical Details screen is displayed.

3. Select **Supervisor** from the **Information** menu (available from the Patient menu bar).

The Supervisor screen is displayed.

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4. Enter a valid username and password.

5. Allocate a cubicle or other location for the patient to return to.

6. Click **Undischarge**.

5 Auditing

The Emergency module includes an auditing facility that logs every change that is made to a patient's electronic record. This serves as a vital resource if you need to track the actions that have been performed during a patient's episode of care.

This section describes how to:

- Audit a patient's care

- View the Location History

- View the Doctor History

- View the Nurse History

5.1 Auditing a Patient's Care

To track all of the changes made to a patient's electronic record:

1. Locate the patient and click on the [icon] icon.

Select the **History Audit** menu option from the appropriate menu and the following screen will display

All admissions, category changes and other events that have occurred during the Emergency presentation will display.

Note: These details are display-only and cannot be changed.

5.2 Viewing the Location History

To view a history of the locations where a patient has been during the episode:

1. Display the Audit History screen

2. Click **Location History**.

The Location History screen will display. This screen lists a patient's movements to different locations during their Emergency presentation such as cubicles and the Waiting Room.

5.3 Viewing the Doctor and Nurse History

To view a history of the doctors and nurses allocated to a patient during the episode:

1. Display the Audit History screen

2. Click either Doctor History or Nurse History.

The associated history screen is displayed. These history screens list all doctors/nurses allocated to the patient during the episode.

This is the **Attending Doctor History** screen.

Attending Doctor History				
Date & Time	**Performed by**	**Attending Doctor**	**Reason for Handover**	**Seen Date & Time**
23/03/2015 at 10:25:18	Debbie Tauvae	Dr Kelvin Stephen Watson		23/03/2015 at 10:25:18

Audit History   Location History   Doctor History   Nurse History

This is the **Attending Nurse History** screen.

Attending Nurse History				
Date & Time	**Performed by**	**Attending Nurse**	**Reason for Handover**	**Seen Date & Time**
23/03/2015 at 10:25:11	Debbie Tauvae	Simon Beer		23/03/2015 at 10:25:11

Audit History   Location History   Doctor History   Nurse History

6 Printing Labels, Forms and Reports
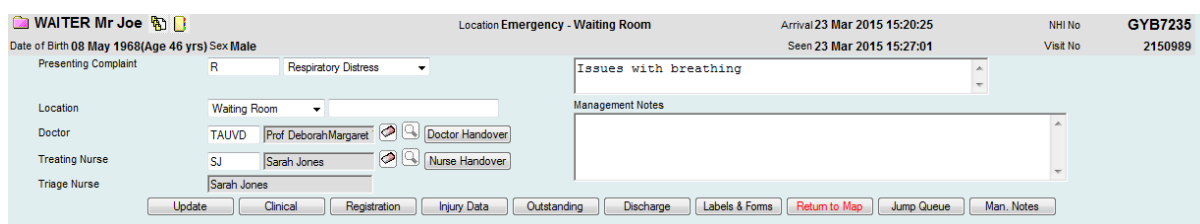
This chapter describes how to:

- Print labels
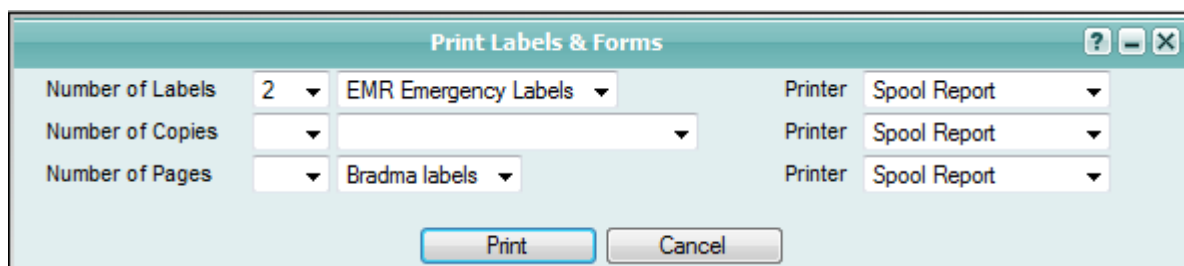
- Print forms

6.1 Printing Labels

To print labels:

1. Navigate to the Clinical Details screen for the required patient.

2. Select **Labels** from the **Labels & Forms** menu.

The following screen will display.
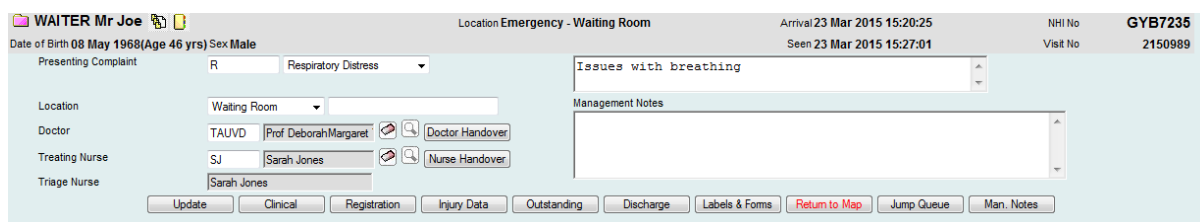
3. Select the relevant **Printer** (or use the default printer displayed).

4. Select a **Label** from the Type drop down list.

5. Select the number of labels.
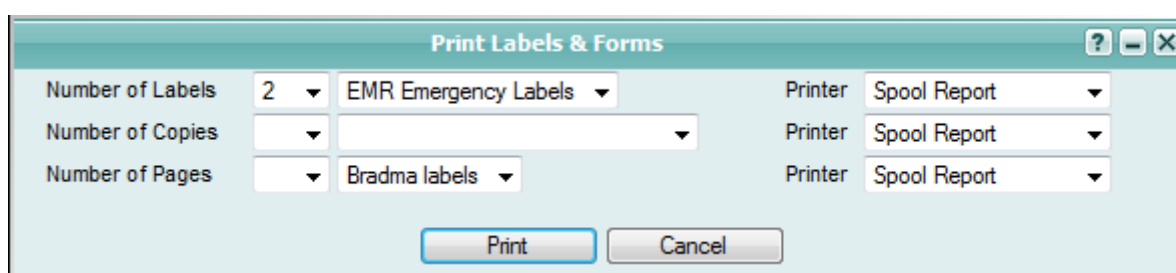
6. Click **Print**.

6.2   Printing Forms

1.   Navigate to the Clinical Details screen for the required patient.

2.   Select **Forms** from the **Labels & Forms** menu.

The Print Forms screen will display.

3.   Select a value from the **Number of Copies** down list.

4.   Select a printer (or use the default printer displayed).

5.   Click **Print**.

7 Revision History

Date	Version	Description	Author
31 December 2007	9.09	First release of v9.09 incorporating changes to v9.08 i.e.: Updated Map Display when moving Patients to Other Locations Added Bed Request	Alison Shaw
5 September 2008	9.09	Updated template	Kara Thompson
3 June 2009	9.09	Updated template	Kara Thompson
1 September 2009	9.10	Added Doctor Shift Handover, Allocating a Nurse to a Patient and Nurse Shift Handover	Kara Thompson
10 March 2010	9.12	Added details on patient name displaying in red.	Kara Thompson
2 April 2010	9.12	Updated manual (screen shots, formatting, text)	Kara Thompson
16 September 2010	9.12	Updated template	Kara Thompson
22 August 2012	10	Updated to 10.03 and new CSC document template.	Kara Thompson
31 July 2014	10	Updated template.	Kara Jaffe
24 March 2015	10	Updated for NZ market	Debbie Tauvae
23 September 2016	10	Updated screen shots and icons	Juliet Iremonger