



webPAS Emergency User Guide NZ

Software Release V10

CSC
31 July 2014
This report contains 77 pages
Author: Kara Jaffe



IMPORTANT NOTICE

The information contained in this document is confidential to and proprietary information of, CSC. The information or any part of it shall not be used, reproduced or disclosed to or by any person except in accordance with a licence, in writing, first obtained from CSC.

Care has been taken in the preparation of this document, but the information in this document has not been independently verified. The customer and the user should themselves verify the results obtained by the use of the application software, the services or other information described in this document.

None of CSC, its directors, employees and agents shall be liable for errors contained in this document (by inclusion or omission) or for any loss incurred by the customer or the user or any third party (including incidental or consequential loss) arising from the use of, or in connection with, the product or service described in this document or the information contained in this document.

The information in this document is current as at the time of issue. CSC has no obligation to supply any updates or corrections other than pursuant to, and in accordance with, a separate written agreement with CSC containing such an obligation.

Nothing contained in this document modifies or alters in any way the standard terms and conditions of the purchase, lease or licence arrangements by which the product or service was or is acquired from CSC. Nor does it increase in any way CSC's liability to the customer or the user.

No representation or warranty, express or implied, is made as to the accuracy, completeness or thoroughness of this document and the information contained in this document.

The proprietary rights, copyright and trade secrets in all material contained in this document are vested in CSC, which reserves the right to use and exploit the material or any part of it in other applications and for its own use.

© CSC

Contents

1	Introduction	6
1.1	About this Guide	6
1.2	Related Documentation	6
1.3	Overview	6
1.4	Triage.....	7
1.5	Clinical Assessment and Treatment.....	7
1.6	Discharge.....	8
1.7	Auditing.....	8
1.8	Registering a Patient	8
2	Working with Views	11
2.1	View Options.....	11
2.1.1	Default View	11
2.1.2	Map View.....	11
2.2	Switching Views.....	12
2.2.1	Accessing the Emergency Map View.....	12
2.2.2	Switching Between the Map View and the Default View.....	12
2.2.3	Minimizing the Map	12
2.2.4	Restoring the Map	12
2.2.5	Closing the Map Window.....	12
2.3	Using the Map Menu	14
2.3.1	Map Menu Options	14
2.4	Using Patient Icons.....	15
2.4.1	Colour Codes	15
2.4.2	Icon Details.....	15
2.5	Using the Management Screen	16
2.6	Viewing Emergency Patient Lists	17
2.6.1	Current Patient List.....	17
2.6.2	Attendance List.....	17
2.6.3	Waiting Room Patient List	17
2.6.4	Patients in Other Locations List	18
2.6.5	Unseen Patients List	18
2.7	Patient Emergency Visit Details	19
2.7.1	Viewing the Visit History.....	19
2.8	Supervisor.....	20
2.8.1	Accessing the Supervisor Screen	20
2.8.2	Deleting an Emergency Visit	21

2.8.3	Undischarging an Emergency Visit	22
2.8.4	Change Patient for an Emergency Visit	22
2.8.5	Accessing the Supervisor Clinical Details Screen.....	23
2.8.6	Updating the Doctor Date/Time.....	24
2.8.7	Updating the Nurse Date/Time.....	25
2.8.8	Updating the Patient Discharge	27
2.8.9	Updating Injury Data.....	28
2.8.10	Changing a Patient's NHI	29
2.8.11	Linking an Admission	29
2.9	Moving Patients around the Map.....	31
2.9.1	Moving a Patient from the Waiting Room to a Cubicle	31
2.9.2	Swapping Patients between Locations	32
2.9.3	Moving Patients to Other Departments	32
2.9.4	Moving a Patient from Other Departments.....	33
2.10	Change Patient.....	35
3	Triage	36
3.1	Recording the Details of an Expected Patient.....	36
3.1.1	Updating Expected Patient Details.....	37
3.1.2	Triaging an Expected Patient	37
3.2	Triaging a New Patient	39
3.3	Processing Waiting Room Patients	41
3.4	Jumping the Queue	42
4	Clinical Assessment and Treatment	43
4.1	Allocating a Doctor to a Patient	43
4.2	Doctor Shift Handover	45
4.3	Allocating a Nurse to a Patient	47
4.4	Nurse Shift Hand Over	48
4.5	Recording Clinical Details.....	50
4.5.1	Adding Medical History.....	51
4.5.2	Deleting Medical History Records	52
4.5.3	Adding Patient Notes.....	53
4.5.4	Adding Injury Data.....	54
4.5.5	Adding a Diagnosis	55
4.5.6	Deleting a Diagnosis	57
4.5.7	Recording Clinical Procedures	58
4.6	Ward/Unit Request	60
4.6.1	Allocating a Unit to the Patient	60
4.6.2	Requesting a Bed.....	61

4.6.3	Updating a Bed Request	64
4.6.4	Deleting a Bed Request	65
4.6.5	Cancelling a Bed Request.....	66
4.7	Emergency Views	68
4.7.1	Emergency Attendance List	68
4.8	Discharges.....	69
4.8.1	Discharging a Patient	69
4.8.2	Read-Only Emergency Record	70
4.8.3	Cancel a Completed Discharge	70
5	Auditing	72
5.1	Auditing a Patient's Care	72
5.2	Viewing the Location History	73
5.3	Viewing the Doctor and Nurse History.....	74
6	Printing Labels, Forms and Reports	75
6.1	Printing Labels	75
6.2	Printing Forms	76
7	Revision History	77

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 its 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.

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

- 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

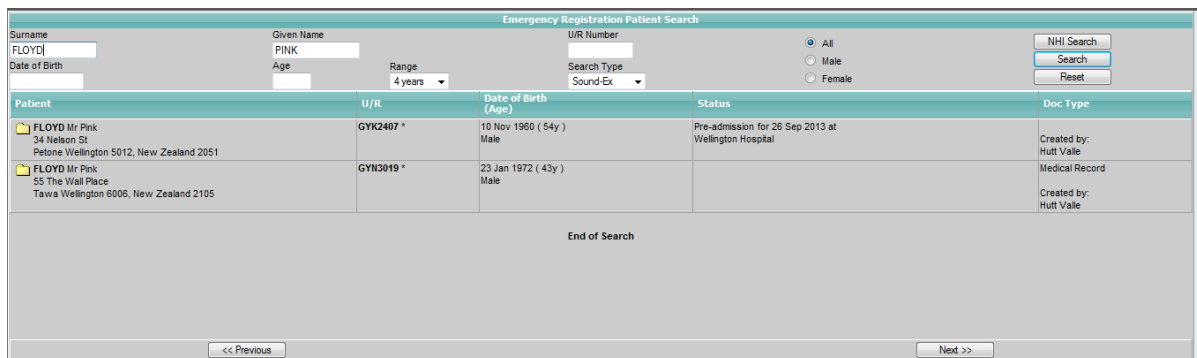
1.8 Registering a Patient

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.

2. Search for the required patient.

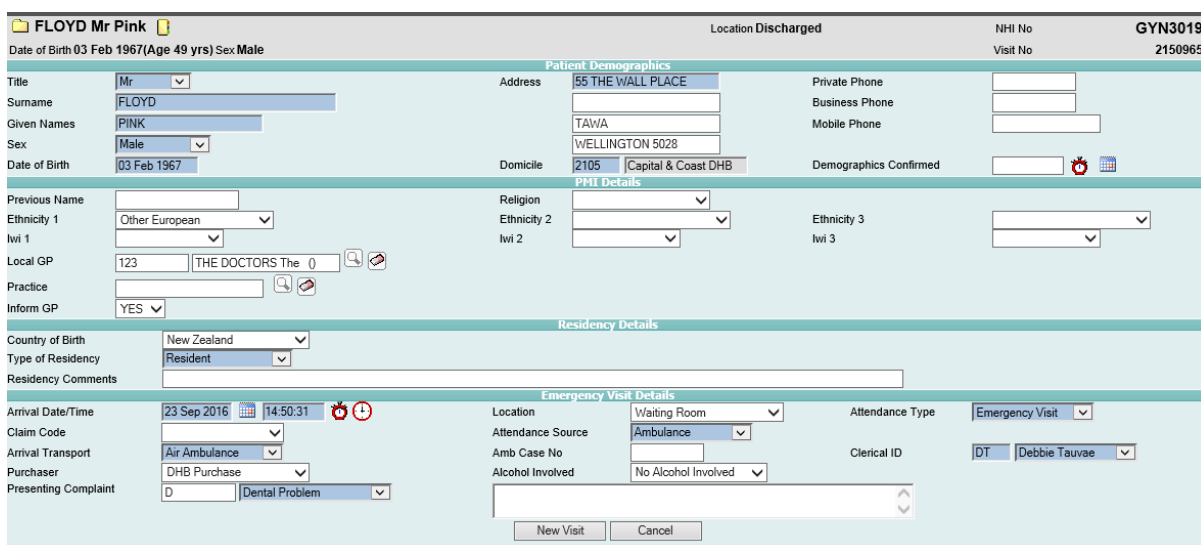


Patient	U/R	Date of Birth (Age)	Status	Doc Type
FLOYD Mr Pink 34 Nelson St Petone Wellington 5012, New Zealand 2051	GYN2407 *	10 Nov 1960 (54y) Male	Pre-admission for 26 Sep 2013 at Wellington Hospital	Created by: Hutt Vale
FLOYD Mr Pink 55 The Wall Place Tawa Wellington 8006, New Zealand 2105	GYN3019 *	23 Jan 1972 (43y) Male		Medical Record Created by: Hutt Vale

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.

FLOYD Mr Pink Location Emergency - Waiting Room NHI No GYN3019
 Date of Birth 03 Feb 1967(Age 48 yrs) Sex Male Claim Code EX Visit No 2150965

Views Actions Documents

Contact 1		Contact 2	
Name	MARTHA FLOYD	Relation	Wife
Address	55 THE WALL PLACE TAWA WELLINGTON 5028 2105	Private Ph	04 2337474
		Work Ph	04 839 5477
		Mobile	027 5236999
		E-Mail	
Clear		Default	

Contact 3		Person Responsible for Account	
Name		Relation	
Address		Home Phone	
		Work Phone	
Clear		Default	

Patient Postal Address

Address

Clear Default

Update Cancel

4. Click **Update**.

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

FLOYD Mr Pink Location Emergency - Waiting Room NHI No GYN3019
 Date of Birth 03 Feb 1967(Age 49 yrs) Sex Male Visit No 2152765

Views Actions Documents

Patient Demographics			
Surname	FLOYD	Title	Mr
Given Names	PINK	Previous Name	
Address	55 THE WALL PLACE TAWA WELLINGTON 5028 (2105) Capital & Coast DHB	Home Phone	
		Business Phone	
		Mobile Phone	
		E-Mail	
GP Other		Religion	
Usual GP	THE DOCTORS The ()	Occupation	
Practice		Smoker	No
		Visiting Options	
		Deceased	No ()
Country of Birth	New Zealand		
Ethnicity 1	Other European	Iwi 1	-
Ethnicity 2		Iwi 2	-
Ethnicity 3		Iwi 3	-
Demographics Confirmed			
Residency Comments			
UR Comments			

1st Contact			
Name	MARTHA FLOYD	Relation	Wife
Address	55 THE WALL PLACE TAWA WELLINGTON 5028	Home Ph.	04 2337474
		Business Ph.	04 839 5477
		Mobile Ph.	027 5236999

2nd Contact			
Name		Relation	
Address		Home Ph.	
		Business Ph.	
		Mobile Ph.	

3rd Contact			
Name		Relation	
Address		Home Ph.	
		Business Ph.	
		Mobile Ph.	

Patient Postal Address

Postal Address

Person to Contact In Emergencies			
Name	MARTHA FLOYD	Relation	Wife
Address	55 THE WALL PLACE TAWA WELLINGTON 5028 2105	Home Phone	04 2337474
		Business Phone	04 839 5477
		Phone	

Admission Details for at

Admission No	2152765	Bed	
Ward		Discharge Date	at
Admission Date	at	Discharge Status	
Patient Type	-	Referring Doctor	
Attending Doctor		Referral Source	-
Case Team		Admission DRG	-
Health Specialty	-	Discharge DRG	-
Admission Type	-	Reason For Admission	
Readmission Ind	-	Gestation	
Diet			
Admission Weight	gram(s)		
Comments			

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.

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 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

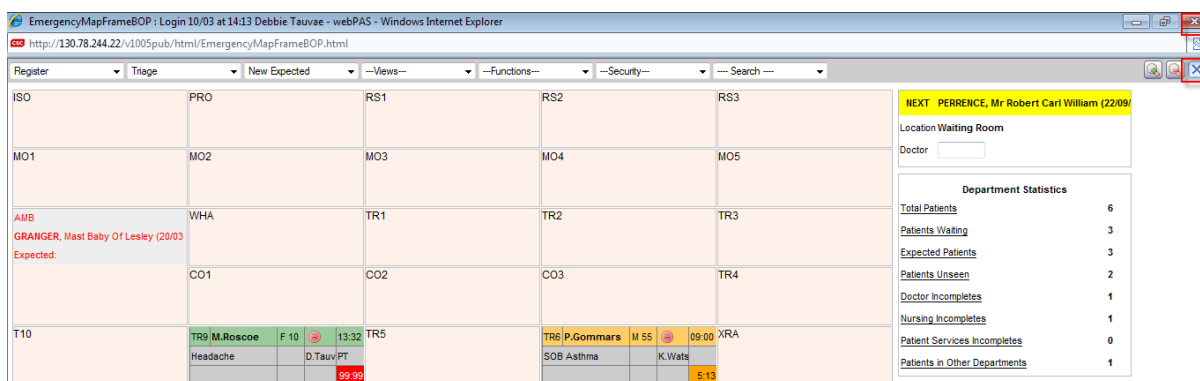
The task bar (at the bottom of your screen) shows a button for each application currently running on your computer. When the Map view is running, a button representing it appears on the task bar, even when the Map view's window is minimised.



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

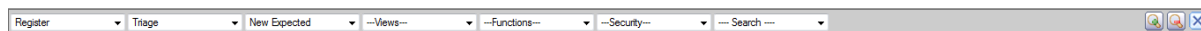
1. Click the  icon in the title bar at the top of the Emergency Map.



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

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: <ul style="list-style-type: none"> • Current Patients • Triage Board • Visit Enquiry • Admissions List • Attendance List
Functions	Contains menu options which when selected will display the following: <ul style="list-style-type: none"> • New Visit • Single Record Movement • Expected Patient List
Security	Contains menu options which when selected will display the following: <ul style="list-style-type: none"> • Change Emergency Site • Change Hospital/Ward • Change Password • Change Printer Group
Search	Contains menu options which when selected will display the following: <ul style="list-style-type: none"> • Local Search • EMR Current Patients • National Search • Doctors

2.4 Using Patient Icons


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

HTF	D.Sand	F	24	16:10
Abdominal			Next	

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

TR9	M.Roscoe	F 10		13:32
Headache		R2	D.Tauv	PT
				99:99

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

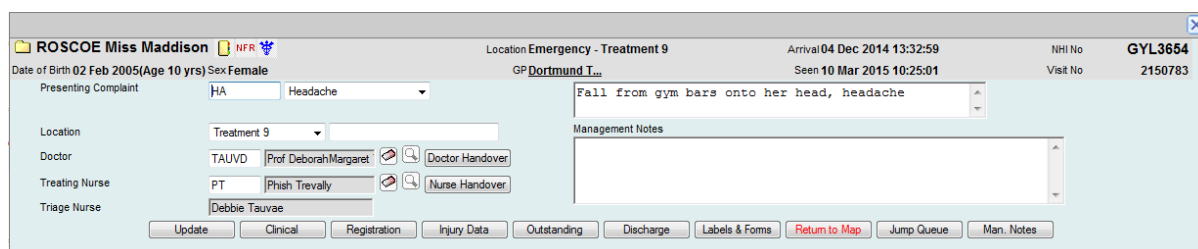
Item	Description
Blank	Not currently utilised at this time
99:99	Time Since Arrival

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	DUNNOWN, 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 unconsciousness	WR			1551	9999
3	PERRENCE, Mr Robert Carl William (22/09/1965,M, GZP0753)	49y	M	14:33	D.Tauvae	D.Tauvae	Gastro Vomitting and diarrhoea for 29 hours	WR				9939
2	FLOYD, Mr Pink (03/02/1967,M, GYN3019)	48y	M	11:47			Chest Pain Chest pain going down left arm	WR				1485

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.

Selected : 2							Waiting Room Patients	
Triage	Patient	Arrival	Doctor	Presenting Complaint	Diagnosis	Exp. Ward		
5	TRESTON, Mr Albert Martin (01/01/1940,M, AAA2481)	12 Feb 2015 at 10:55:24		Seizure Post Ictal				
5	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		
5	27 Feb 2015 at 15:35:58	DUNNINOW, Mr William Paul Peter (28/11/1959,M, GYT3440)	11 Mar 2015 at 15:20	Child Assessment Unit	Chainsaw flipped and cut the right arm		
5	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	Struggling with breathing			
5	10:55:24	TRESTON, Mr Albert Martin (01/01/1940,M, AAA2481)	Waiting Room	Dizzy spell then seizure causing unconsciousness			
5	14:33:51	PERRENCE, Mr Robert Carl William (22/09/1965,M, GZP0753)	Waiting Room	Vomitting and diarrhoea 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.

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.

Patient Visit List Miss Maddison ROSCOE									
Adm/Visit Date	Day	Type	Unit	HCP	Location	Claim Code	Status	Visit No.	Pri Dis Desc
04 Dec 2014 at 13:32:59	Thu	EMG		Tauvae, Deborah (Prof)	WEL-EMR	EX	Current	2150783	
11 Aug 2014 at 08:30	Mon	OP	POD	Podiatry Clinic	Wellington- Restricted Clinic	EX	Booked	2150725	
07 Aug 2014 at 08:00	Thu	OP	SUR	HARPER SHORTLAND - GSurgery (SHORTLAND, Harper (Wellington- General OP WSTN	EX	Booked	2150712	
29 Apr 2014 at 11:05:00	Tue	EMG			WEL-EMR	EX	Disc-Treated & Discharged 29/04/2014 14:33:00	2150369	
05 Mar 2014	Wed	RF	009	Tauvae Deborah (Prof)	Wellington	EX	Active(Last Enc.30/03/14)	2150285	
01 Mar 2014	Sat	RF	093	Tauvae Deborah (Prof)	Wellington	EX	Active(Last Enc.05/08/14)	2150721	
05 Dec 2011 at 08:00	Mon	OP	CARD	Adams, S (Cardio Wghn) (STARKEY Graham (Dr	Wellington- Cardiology Department	EX	Booked	2149563	
28 Nov 2011 at 08:00	Mon	OP	CARD	Adams, S (Cardio Wghn) (STARKEY Graham (Dr	Wellington- Cardiology Renewment	EX	Rescheduled	2149563	
02 Aug 2010 at 06:00:00	Mon	EMG			WEL-EMR	EX	Disc-Treated & Discharged 02/08/2010 08:20:13	2148816	
07 Aug 2009 at 05:00:00	Fri	IP		BUILDER, Bob (DR)	Wellington-	EX	Pre-adm	2148098	
13 Mar 2008 at 08:30	Thu	OP	PHYSIO	Physiotherapy And Rehab (BERRY Tama (Dr))	Wellington- General OP WSTN	EX	Booked	2003833	
07 Mar 2008 at 07:00:00	Fri	Book	01	TAUVAE, Zeborah (DR)	Wellington- Ward 3 - G	EX	Booking	2003879	

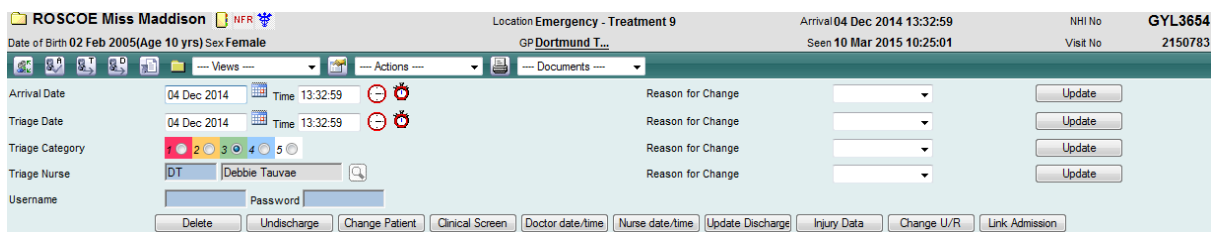
3. Click the visit  icon to select an Emergency visit from the list.

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

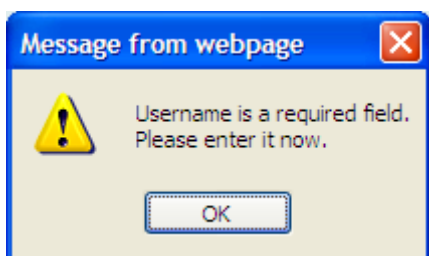
Emergency Details			
Emergency Site	Base Emergency Dept	Triage Category	3
Arrival Date	04 Dec 2014 at 13:32:59	Triage Nurse	Debbie Tauvae
Triage Date	04 Dec 2014 at 13:32:59	Current Location	Treatment 9
Presenting Complaint	Headache	Claim Code	Exemption
Attendance Type	Emergency Visit	Arrival Transport	Walked in the Door
Attendance Source	Self Referral	Treating Nurse	Phish Trevally
Seen Date	10 Mar 2015 10:25:01		
Treating Doctor	Prof Deborah/Margaret Tauvae		
Procedures	Arterial Blood Blood Glucose Full Ward Test General X-Rays Ultrasound CT Scan Echocardiogram		
Diagnosis	Data can be entered into this free format Diagnosis field. SUPERFICIAL INJURY OF HEAD (EXCLUDES FACE)		
Departure Date		Departure Status	
Referred to on Departure		Purchaser	DHB Purchase Id-

2.8 Supervisor

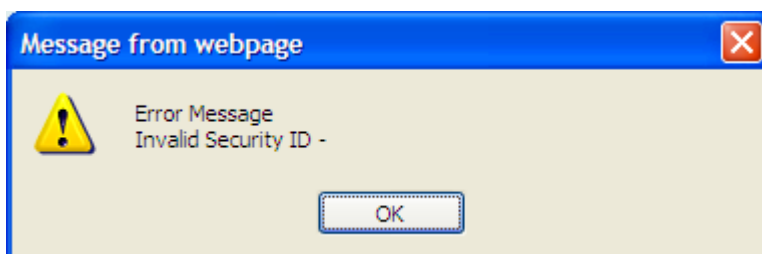
The Supervisor function enables users with supervisory access to change or delete information that has been incorrectly recorded. Supervisor updates can be made either during an Emergency visit or after the patient has been discharged or invoiced.



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.



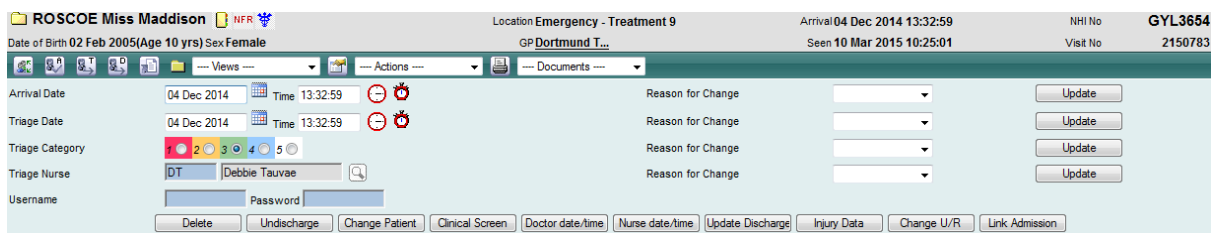
If a user fails to enter an accurate Username and Password combination, the following error message will display.



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.

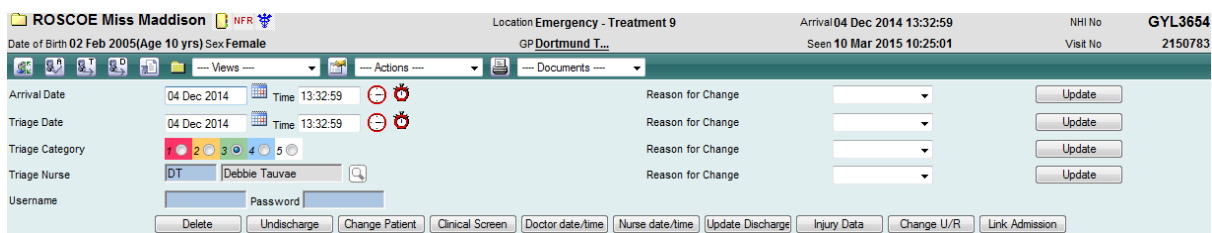


4. Enter a valid Username and Password combination.
5. Update the fields as required.
6. Select a value from the Reason for Change drop down list for each item that is updated.
7. Click **Update**.

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.



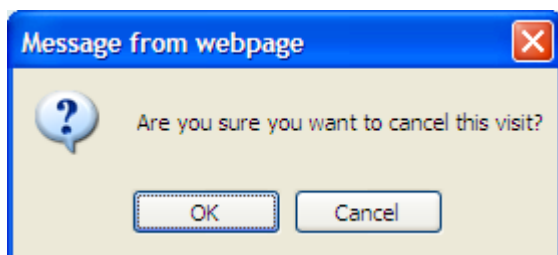
4. Enter a valid Username and Password combination.

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**.

The following message will display.

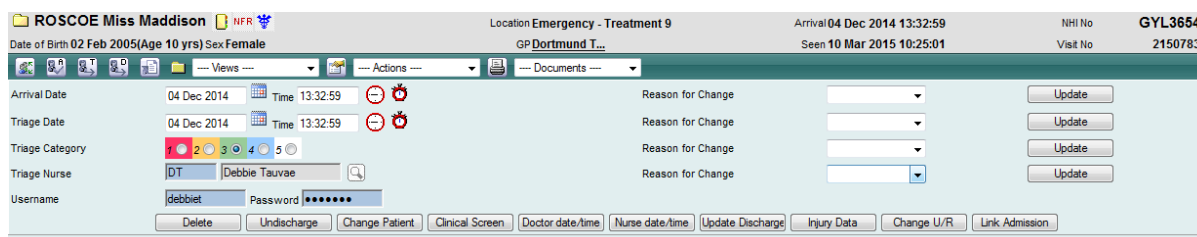


8. Click **OK**.

2.8.3 Undischarging an Emergency Visit

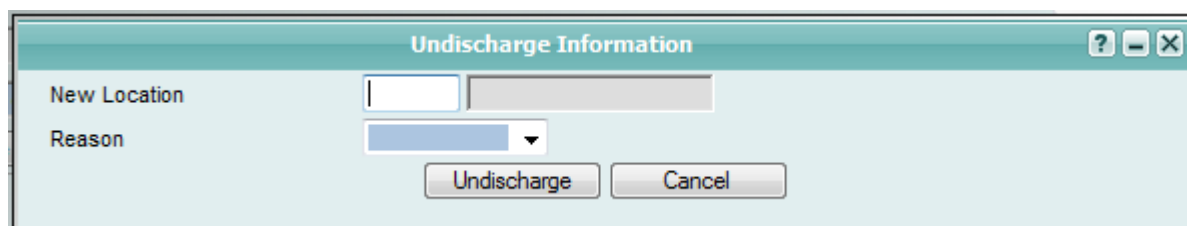
1. Select the required patient.
2. Navigate to the Clinical Details screen.
3. Select **Supervisor** from the appropriate patient level drop down list.

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**.

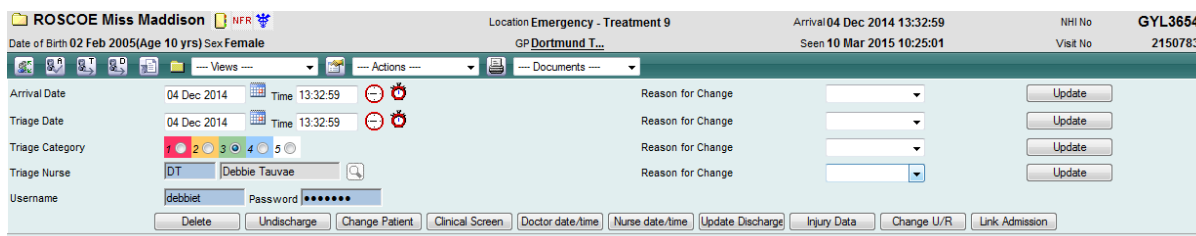
The patient will be returned to the location set in the New Location field.

2.8.4 Change Patient for an Emergency Visit

1. Select the required patient.

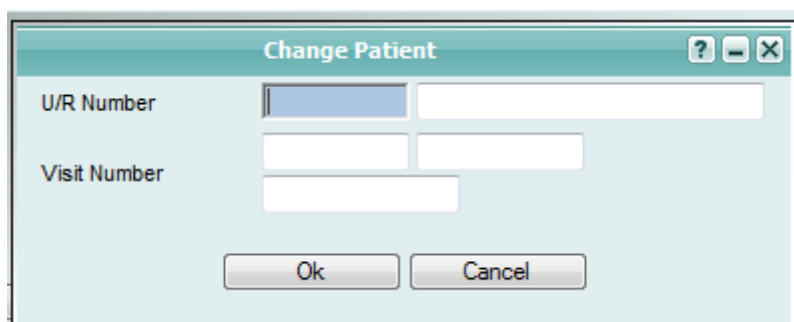
2. Navigate to the Clinical Details screen.
3. Select **Supervisor** from the appropriate patient level drop down list.

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

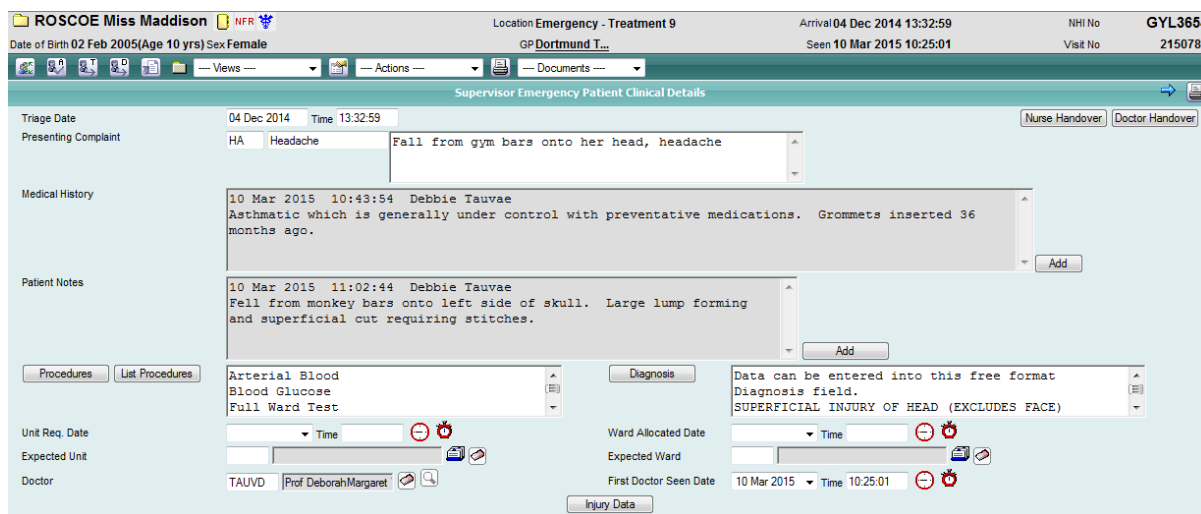
1. Select the required patient.
2. Navigate to the Clinical Details screen.
3. Select **Supervisor** from the appropriate patient level drop down list.

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

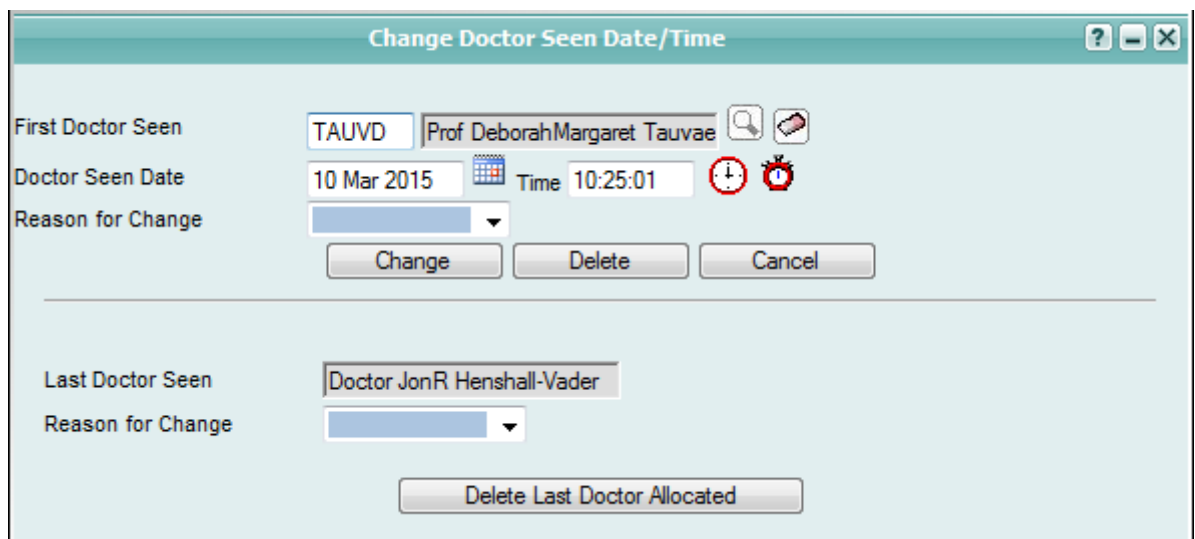
1. Select the required patient.
2. Navigate to the **Clinical Details** screen.
3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.



4. Enter a valid Username and Password combination.

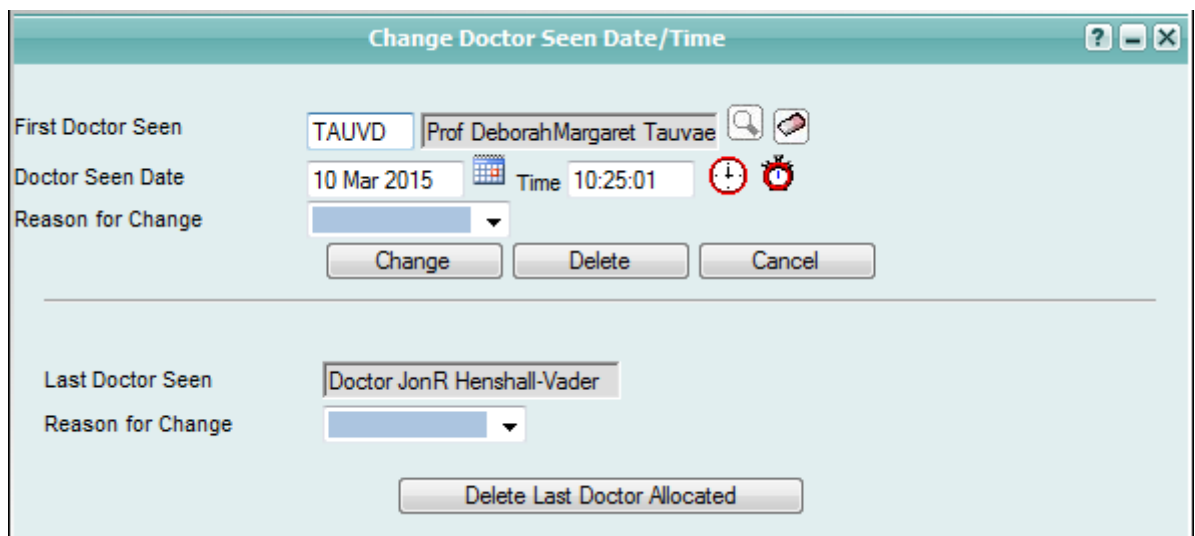
The Change Doctor Seen Date/Time screen will display.



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.

2. Navigate to the Clinical Details screen.
3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.



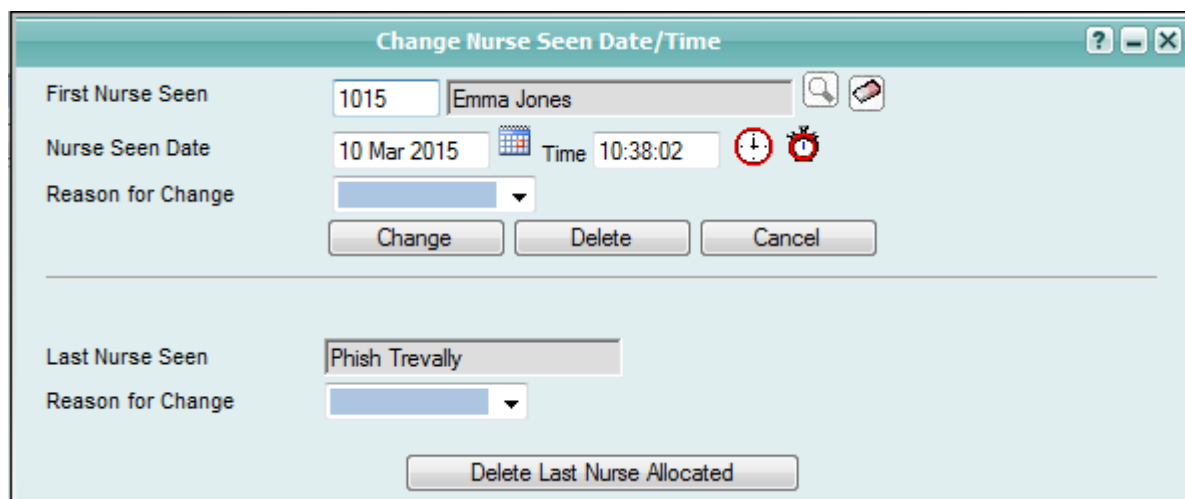
ROSCOE Miss Maddison Location Emergency - Treatment 9
 Date of Birth 02 Feb 2005 (Age 10 yrs) Sex Female Arrival 04 Dec 2014 13:32:59
 GP Dortmund, T... Seen 10 Mar 2015 10:25:01 NHI No GYL3654
Visit No 2150783

Arrival Date	04 Dec 2014	Time 13:32:59	Reason for Change	<input type="text"/>	<input type="button" value="Update"/>
Triage Date	04 Dec 2014	Time 13:32:59	Reason for Change	<input type="text"/>	<input type="button" value="Update"/>
Triage Category	DT	Debbie Tauvae	Reason for Change	<input type="text"/>	<input type="button" value="Update"/>
Triage Nurse	DT	Debbie Tauvae	Reason for Change	<input type="text"/>	<input type="button" value="Update"/>

Username: debbiet Password: *****

4. Enter a valid Username and Password combination.

The Change Nurse Seen Date/Time screen will display.



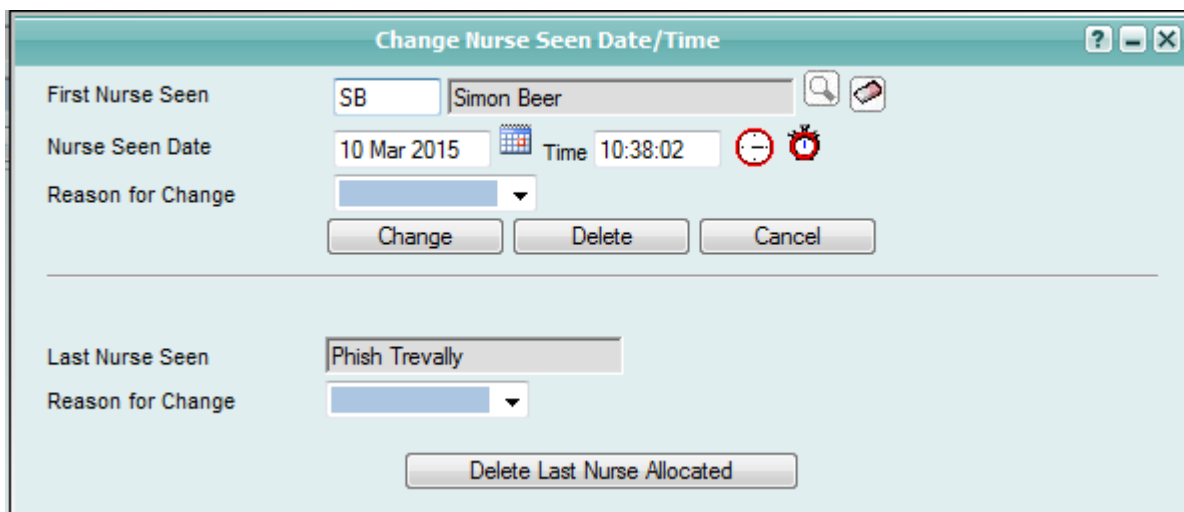
Change Nurse Seen Date/Time

First Nurse Seen:
 Nurse Seen Date: Time:
 Reason for Change:

Last Nurse Seen:
 Reason for Change:

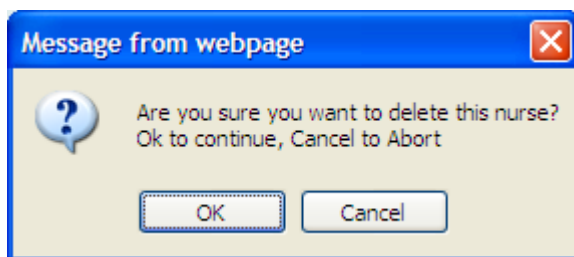
5. Update the Nurse Seen Date and Time fields.
6. Click **Change**.

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



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.

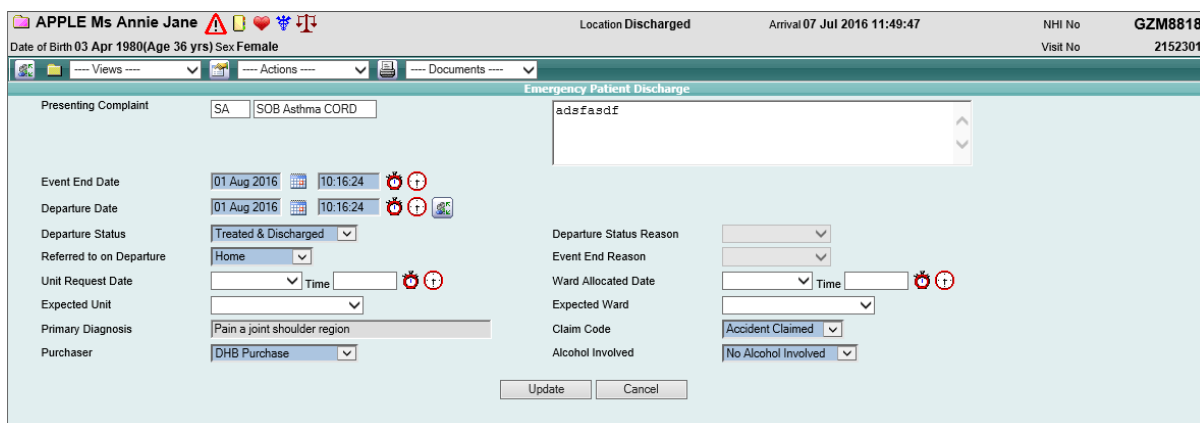
The Emergency Supervisor screen will display.



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

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



5. Update the Discharge fields as required.
6. Click **Update**.

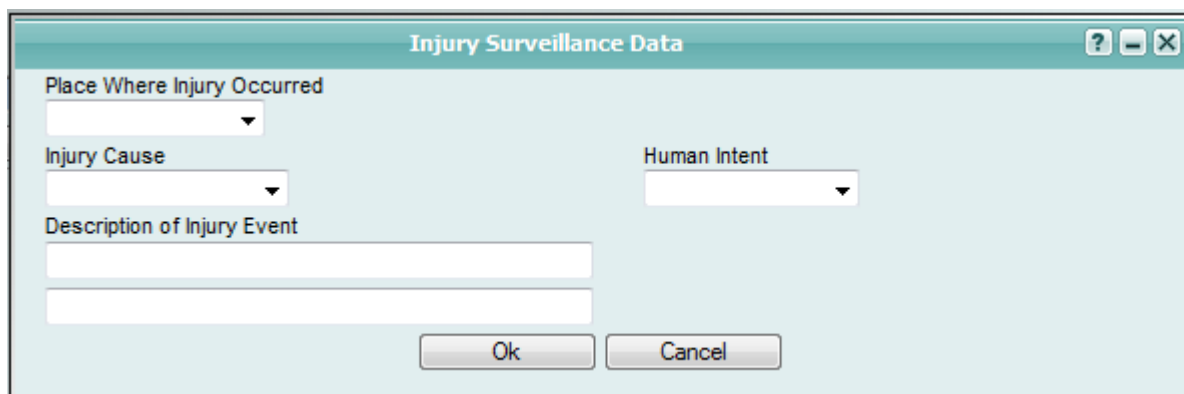
2.8.9 Updating Injury Data

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.

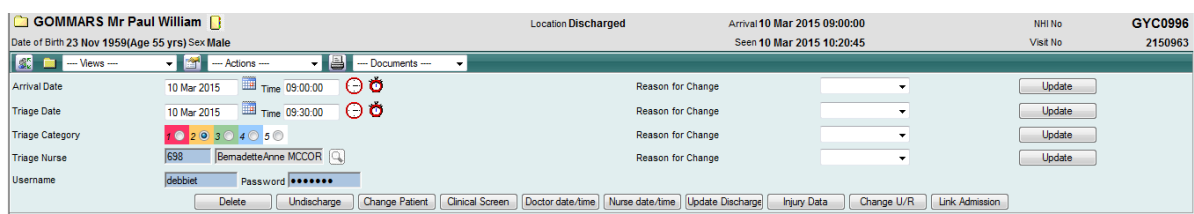


6. Complete the fields.
7. Click **OK**.

2.8.10 Changing a Patient's NHI

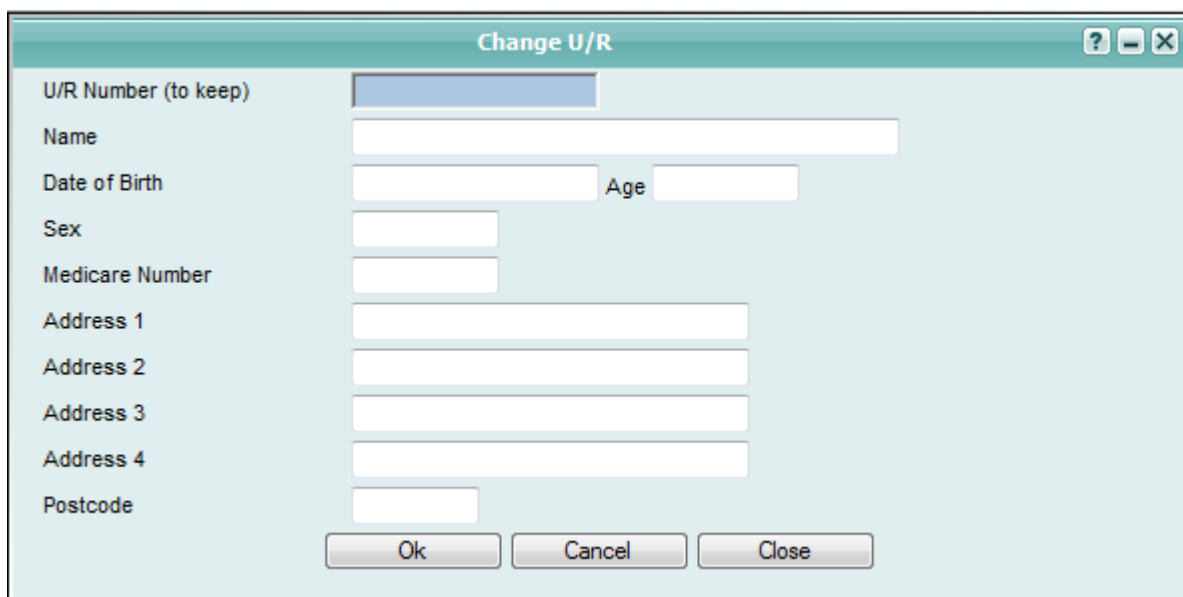
1. Select the required patient.
2. Navigate to the Clinical Details screen.
3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.



4. Enter a valid Username and Password combination.

The Change NHI screen will display.



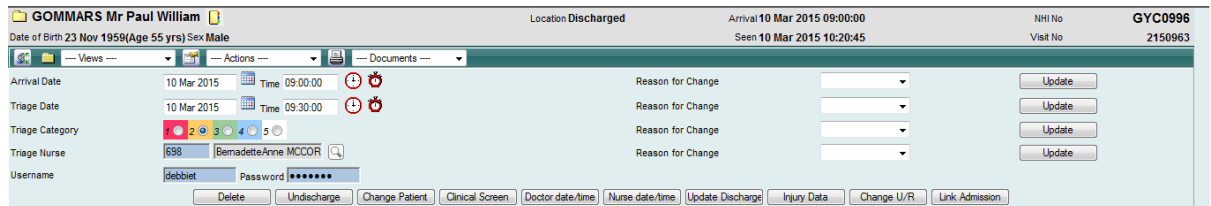
5. Enter the NHI Number to be used in the **NHI Number (to keep)** field.
6. Press the Tab key and the patient demographics will populate the remaining fields (where the data has been recorded).
7. Click **OK**.

2.8.11 Linking an Admission

1. Select the required patient.

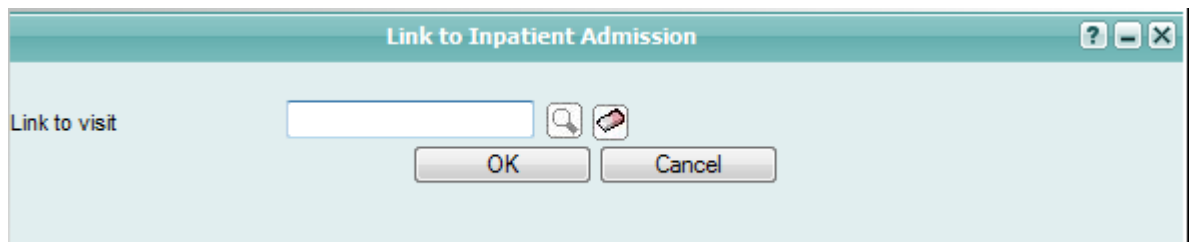
2. Navigate to the Clinical Details screen.
3. Select **Supervisor** from the appropriate patient level drop down list.

The Emergency Supervisor screen will display.



4. Enter a valid Username and Password combination.

The Link to Inpatient Admission screen will display.



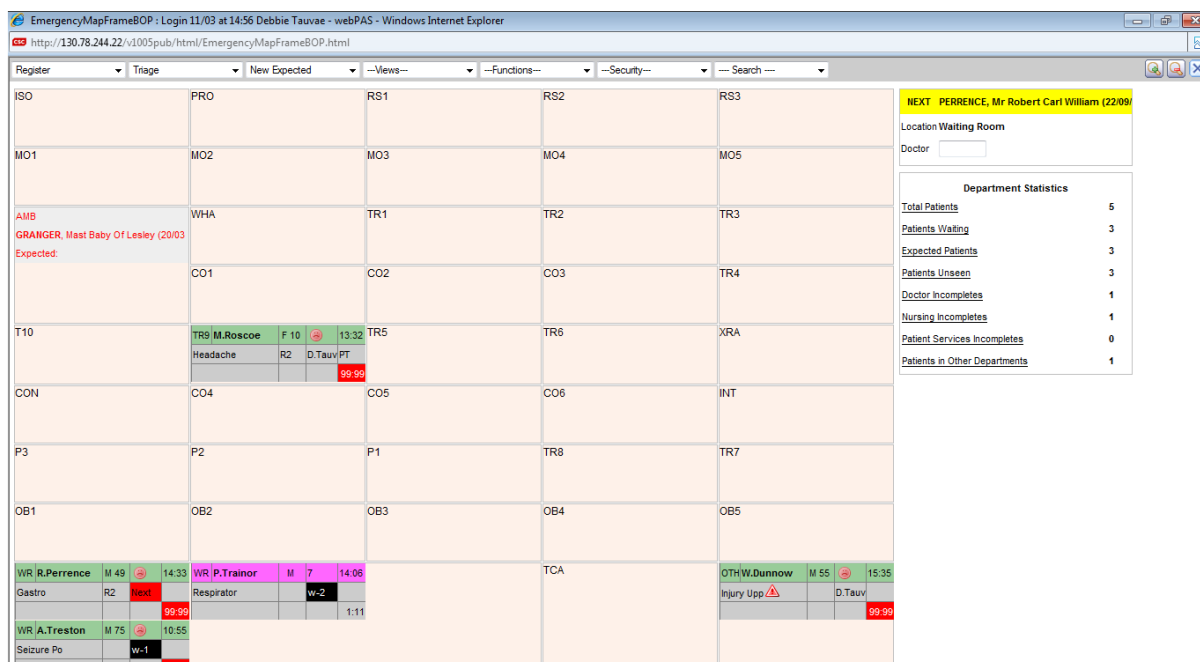
5. Enter the Visit Number, or
6. Click the search icon to locate the required visit.
7. Click **OK**.

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.

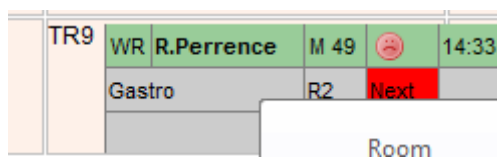
2.9.1 Moving a Patient from the Waiting Room to a Cubicle

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.

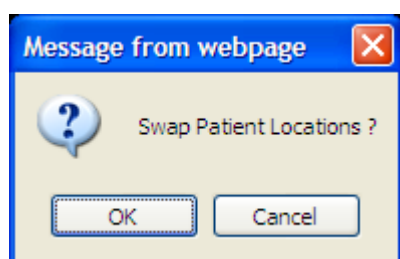


3. Drag the patient icon to an empty cubicle ensuring the top left corner of the icon (which shows the location) is positioned in the empty cubicle.
4. Release the mouse button ensuring the move was successful.

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.

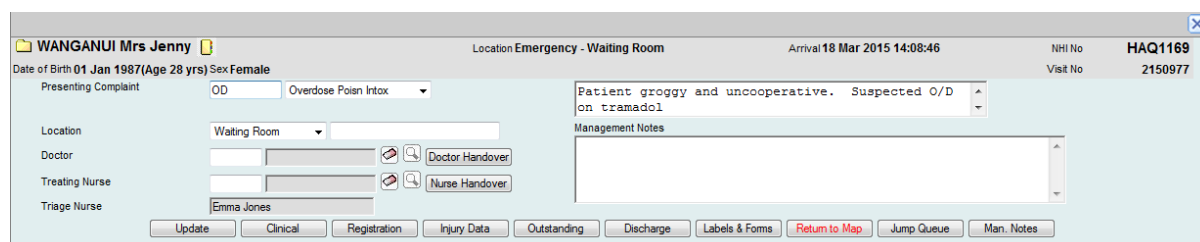
2.9.3 Moving Patients to Other Departments

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.

CO5 J.Wanganui	F	28	14:08
Time Left	14:19		
Current Location	OTH		

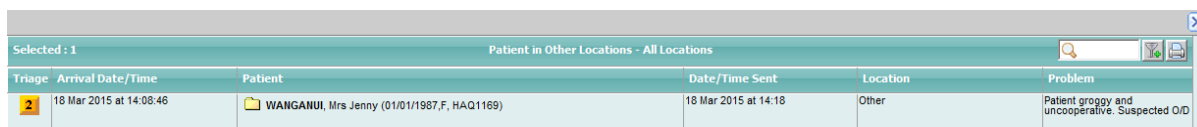
Note: This feature allows users to identify cubicles that a patient may be returning to, ensuring that cubicle is not used for another patient. This feature is parameter driven, therefore the information will only display if the parameter is turned on (refer to the Emergency Configuration Guide for further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

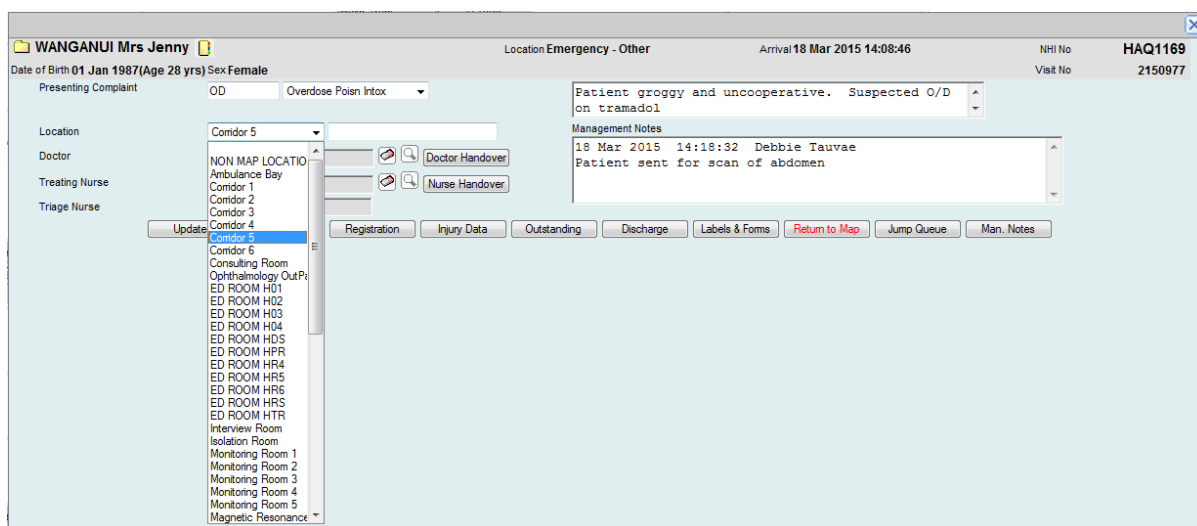


Triage	Arrival Date/Time	Patient	Date/Time Sent	Location	Problem
2	18 Mar 2015 at 14:08:46	WANGANUI, Mrs Jenny (01/01/1987,F, HAQ1169)	18 Mar 2015 at 14:18	Other	Patient groggy and uncooperative. Suspected O/D

2. Click the patient folder  icon next to the patient's name.

The Management Details screen will display.

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



WANGANUI Mrs Jenny | Location: Emergency - Other | Arrival: 18 Mar 2015 14:08:46 | NHI No: HAQ1169 | Visit No: 2150977

Date of Birth: 01 Jan 1987 (Age 28 yrs) Sex: Female

Presenting Complaint: OD Overdose Poison Intox

Location: Corridor 5

Doctor: [Handover] Doctor Handover

Treating Nurse: [Handover] Nurse Handover

Triage Nurse: [Update]

Management Notes: 18 Mar 2015 14:18:32 Debbie Tauvae Patient sent for scan of abdomen

Buttons: Registration, Injury Data, Outstanding, Discharge, Labels & Forms, Return to Map, Jump Queue, Man. Notes

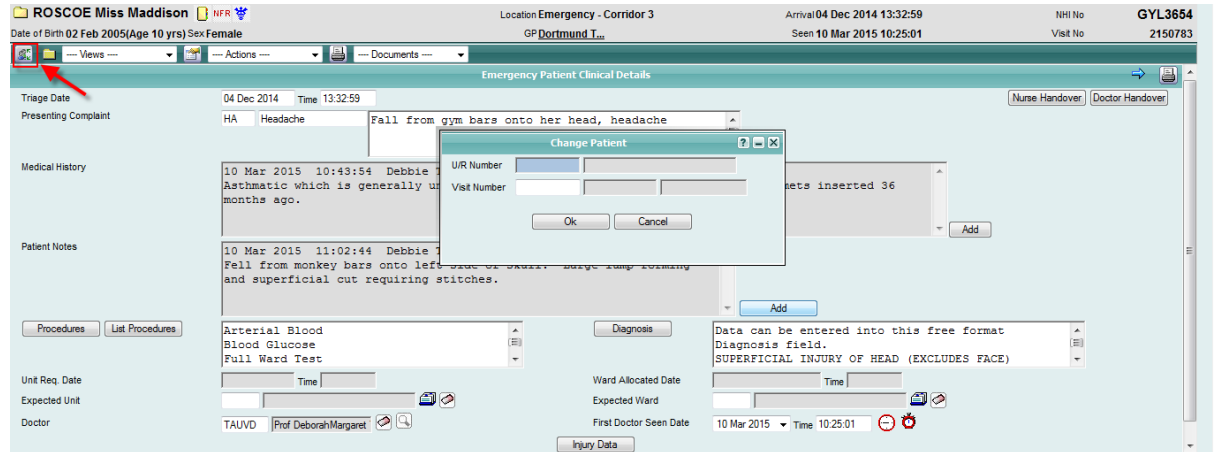
The screen will refresh and display the patient in the location selected from the Location drop down list.

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.

3 Triage

This chapter describes the following triage data entry tasks:

- Recording the details of an expected patient
- Triageing an expected patient
- Triageing a new patient
- Processing Waiting Room patients
- Jumping the queue

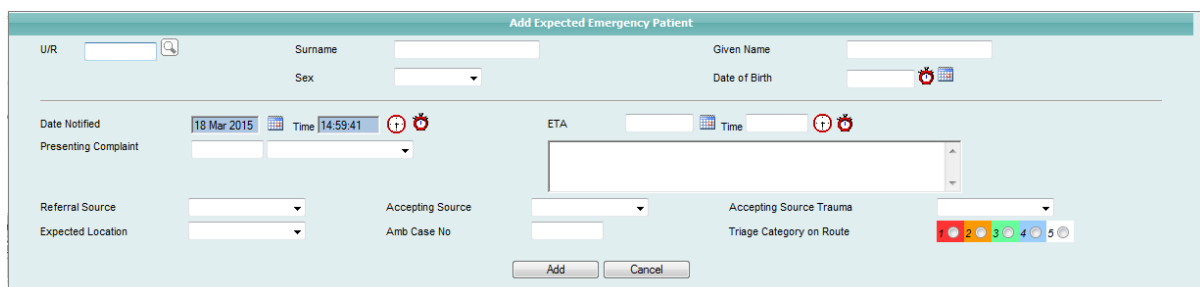
3.1 Recording the Details of an Expected Patient

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.

Time	Patient	Presenting Complaint	Referral Source	Accepting Source	Accepting Source Trauma Call	Triage on Route	Ambulance Call Sign	ETA	Exp Room
15:45	JONES, Mrs Kate Amanda (16/02/1953.F, HBS8533)	Cardiac Arrest	Ambulance			2			RS1

3. Click the relevant patient folder icon.

The Update Expected Emergency Patient screen is displayed.

Update Expected Emergency Patient

UR: HBS8533 Surname: JONES Given Name: KATE AMANDA

User id: debbiet Sex: Female Date of Birth: 16 Feb 1953

Time Notified: 19 Mar 2015 15:45

Presenting Complaint: C Cardiac Arrest ETA: Heart attack

Referral Source: Ambulance Accepting Source: Accepting Source Trauma: Triage Category on Route: 1 2 3 4 5

Expected Location: Resuscitation Room Amb Case No: Triage Category on Route: 1 2 3 4 5

Buttons: Update Register Triage Cancel Delete

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 Triageing an Expected Patient

To triage an expected patient on arrival:

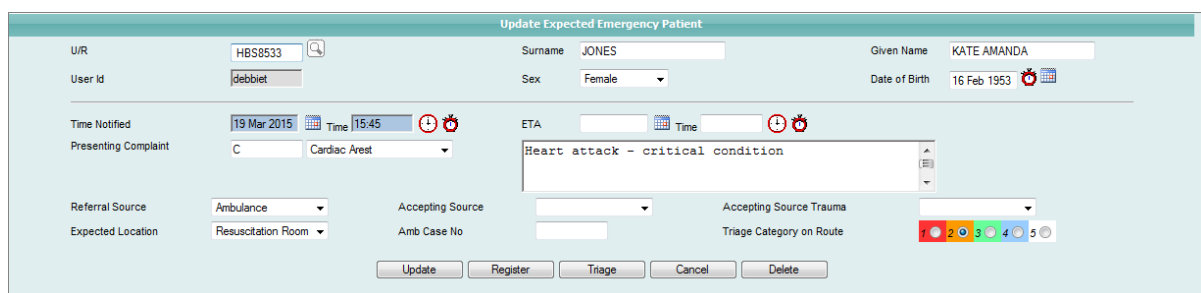
1. Navigate to the **Map View**.
2. Select **Expected Pat** from the list.

The Expected Patients list will display.

Time	Patient	Presenting Complaint	Referral Source	Accepting Source	Accepting Source Trauma Call	Triage on Route	Ambulance Call Sign	ETA	Exp Room
15:45	JONES, Mrs Kate Amanda (16/02/1953.F, HBS8533)	Cardiac Arrest	Ambulance			2			RS1

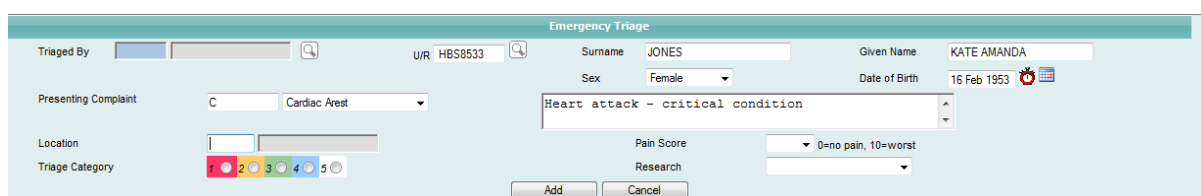
3. Click the relevant patient folder icon.

The Update Expected Emergency Patient screen is displayed.



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.

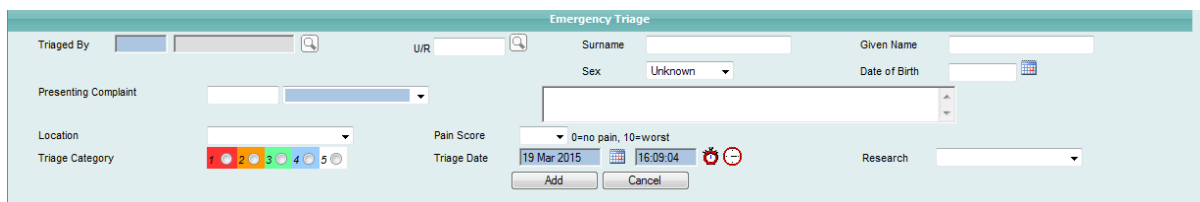
The patient will now display on the Emergency Map. If a location (cubicle) has not been specified, the patient will be automatically assigned to the Waiting Room.


3.2 Triageing 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**.

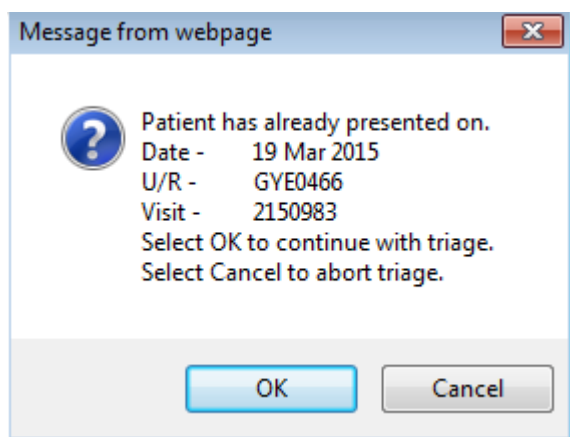
The Emergency Triage screen will display.



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.

CO2	T.Taylor	M 48		16:35	CO4	M.Taylor	M 66	16:50
	Palpitation  		w-1			Chest Pain		w-2
				0:21				0:07

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.

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 Arrest		
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.

TRESTON Mr Albert Martin  Location Emergency - Waiting Room Arrival 12 Feb 2015 10:55:24 NHI No AAA2481

Date of Birth 01 Jan 1940(Age 75 yrs) Sex Male GP Dortmund T... Visit No 2150807

Presenting Complaint Seizure Post Ictal

Location

Doctor

Treating Nurse

Triage Nurse

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.


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.

WR	R.Difficult	F 13		16:18
Medical Ot			w-5	
				17:35

DIFFICULT Miss Rose Maree Location Emergency - Waiting Room Arrival 19 Mar 2015 16:18:21 NHI No GYQ0843 Visit No 2150982

Date of Birth 22 Mar 2001 (Age 13 yrs) Sex Female

Presenting Complaint:

Location:

Doctor:

Treating Nurse:

Triage Nurse:

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.

NEXT DIFFICULT, Miss Rose Maree (22/03/2001,

Location **Waiting Room**

Doctor

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.

ISO	PRO	RS1 M.Lobes M 54 10:08 Major Trum G D.Tauv 72:11	RS2	RS3	NEXT JONES, Mrs Kate Amanda (16/02/1953,F, H) Location Waiting Room Doctor <input type="text"/> <hr/> Department Statistics Total Patients 10 Patients Waiting 4 Expected Patients 0 Patients Unseen 7 Doctor Incomplete 1 Nursing Incomplete 2 Patient Services Incomplete 0 Patients in Other Departments 0
MO1	MO2	MO3	MO4	MO5	
AMB	WHA	TR1	TR2	TR3	
	CO1	CO2 T.Taylor M 48 16:35 Palpitate w-1 17:44	CO3	TR4	
T10 W.Dunnow M 55 15:35 Injury Upp D.Tauv 99:99	TR9	TR5	TR6	XRA	
CON	CO4 M.Taylor M 66 16:50 Chest Pain w-2 17:29	CO5	CO6	INT	
P3	P2	P1	TR8	TR7	
OB1	OB2 A.Treston M 75 10:55 Seizure Po w-4 99:99	OB3	OB4	OB5	
WR R.Difficult F 13 16:18 Medical Ot D.Tauv 18:01	WR R.Perrence M 49 14:33 Gastro R2 w-3 99:99		TCA	OTH	
WR K.Jones F 62 16:07 Cardiac Ar Red	WR S.Mobile M 3 09:29 Asthma w-5				

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

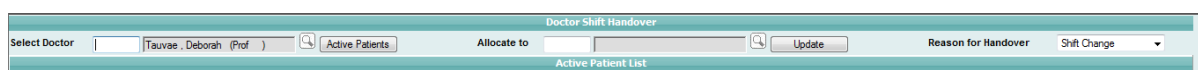
4.2 Doctor Shift Handover


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).





Triage	Patient	Nurse	Complaint	Location	Transfer
3	Mr William Paul Peter DUNNOW	Sarah Jones	Chainsaw flipped and cut the right arm	Treatment Room 10	<input checked="" type="checkbox"/>
1	Mr Michael LOBES	Phiah Trevaly	Car accident	Resuscitation Room 1	<input checked="" type="checkbox"/>
3	Miss Rose Maree DIFFICULT	Simon Beer	ISSUE	Waiting Room	<input checked="" type="checkbox"/>

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.

RS1 M.Lobes	M 54		10:08
Major Trum	G	J.Quar	PT
			72:28

LOBES Mr Michael  Location Emergency - Resuscitation Room 1 Arrival 17 Mar 2015 10:08:00 NHI No GVN5905
 Date of Birth 27 Jul 1960(Age 54 yrs) Sex Male Seen 17 Mar 2015 10:08:00 Visit No 2150974

Views Actions Documents

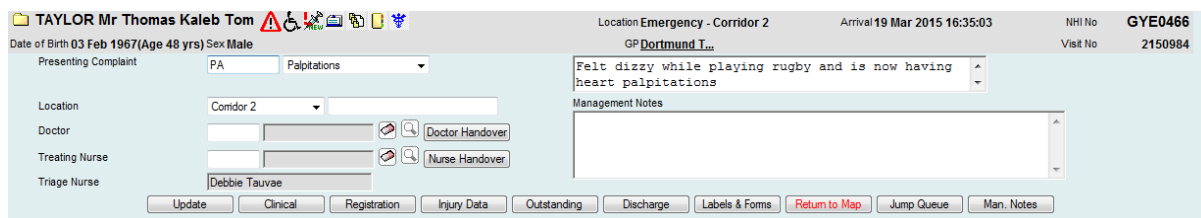
Attending Doctor History				
Date & Time	Performed by	Attending Doctor	Reason for Handover	Seen Date & Time
17/03/2015 at 10:11:07	Debbie Tauvae	Prof Deborah Margaret Tauvae		17/03/2015 at 10:08:00
20/03/2015 at 10:36:19	Debbie Tauvae	Dr John Philip Quark	Shift Change	17/03/2015 at 10:08:00


Audit History Location History Doctor History Nurse History

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.



TAYLOR Mr Thomas Kaleb Tom 
Location Emergency - Corridor 2 Arrival 19 Mar 2015 16:35:03 NHI No **GYE0466**
Visit No 2150984

Date of Birth 03 Feb 1967(Age 48 yrs) Sex Male GP Dortmund T...

Presenting Complaint PA Palpitations

Location Corridor 2

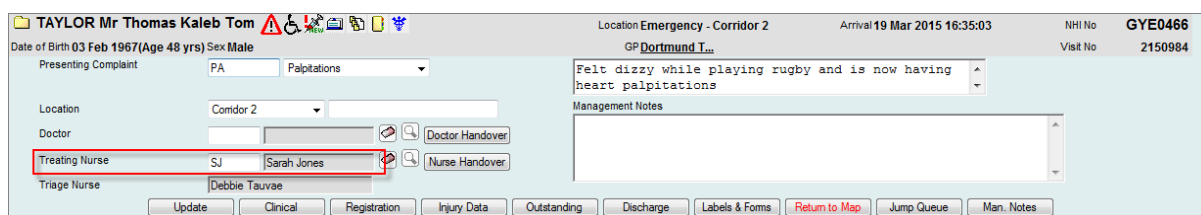
Doctor

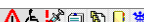
Treating Nurse

Triage Nurse Debbie Tauvae

Management Notes: Felt dizzy while playing rugby and is now having heart palpitations

2. Enter the Nurse code into the Treating Nurse field and press Tab.



TAYLOR Mr Thomas Kaleb Tom 
Location Emergency - Corridor 2 Arrival 19 Mar 2015 16:35:03 NHI No **GYE0466**
Visit No 2150984

Date of Birth 03 Feb 1967(Age 48 yrs) Sex Male GP Dortmund T...

Presenting Complaint PA Palpitations

Location Corridor 2

Doctor

Treating Nurse SJ Sarah Jones

Triage Nurse Debbie Tauvae

Management Notes: Felt dizzy while playing rugby and is now having heart palpitations

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.



Triage	Patient	Doctor	Complaint	Location	Transfer
3	Mr William Paul Peter DUNNOW	Quark, John (Dr.)	Chainsaw flipped and cut the right arm	Treatment Room 10	<input checked="" type="checkbox"/>
2	Mr Thomas Kaleb Tom TAYLOR		Felt dizzy while playing rugby and is now having	Corridor 2	<input checked="" type="checkbox"/>

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**.

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.

T10	W.Dunnow	M 55		15:35
Injury Upp			J.Qua	SE
				99:99

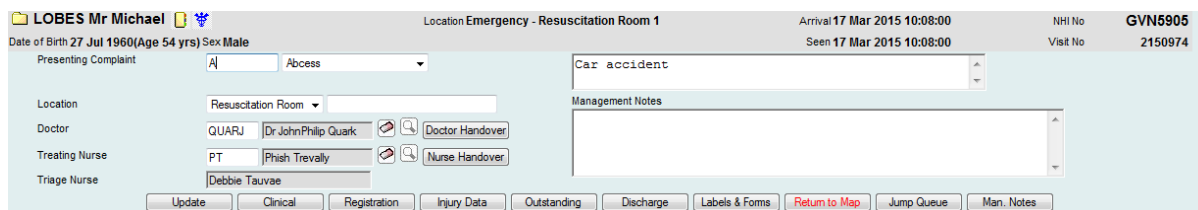
DUNNOW Mr William Paul Peter		Location Emergency - Treatment Room 10	Arrival 27 Feb 2015 15:35:56	NHI No GYT3440
Date of Birth 26 Nov 1959(Age 55 yrs) Sex Male			Seen 10 Mar 2015 09:37:51	Visit No 2150900
Views --- Actions --- Documents ---				
Attending Nurse History				
Date & Time	Performed by	Attending Nurse	Reason for Handover	Seen Date & Time
20/03/2015 at 10:33:53	Debbie Tauvae	Sarah Jones		20/03/2015 at 10:33:53
20/03/2015 at 11:13:26	Debbie Tauvae	Simon Beer	Shift Change	20/03/2015 at 09:37:51
<input type="button" value="Audit History"/> <input type="button" value="Location History"/> <input type="button" value="Doctor History"/> <input type="button" value="Nurse History"/>				


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.

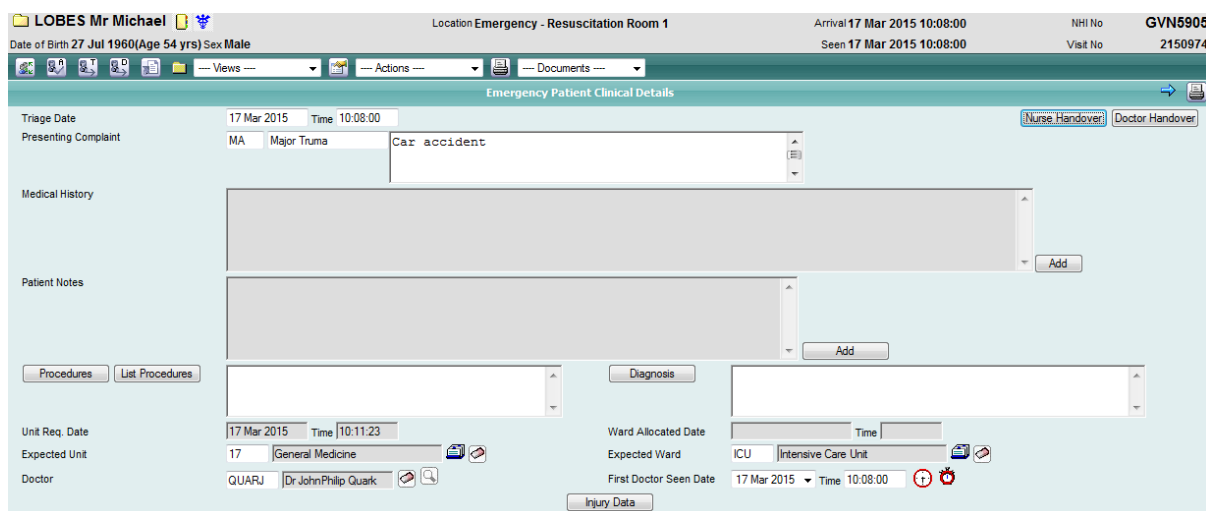
To display the Clinical Details screen:



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




LOBES Mr Michael  Location Emergency - Resuscitation Room 1 Arrival 17 Mar 2015 10:08:00 NHI No **GVN5905**
 Date of Birth 27 Jul 1960(Age 54 yrs) Sex Male Seen 17 Mar 2015 10:08:00 Visit No 2150974
 Presenting Complaint Abscess Car accident
 Location Resuscitation Room Management Notes
 Doctor QUARJ | Dr John Philip Quark | Doctor Handover
 Treating Nurse PT | Phish Trevally | Nurse Handover
 Triage Nurse Debbie Tauvae
 Update Clinical Registration Injury Data Outstanding Discharge Labels & Forms Return to Map Jump Queue Man. Notes

Click on the Clinical button and the screen will display.



LOBES Mr Michael  Location Emergency - Resuscitation Room 1 Arrival 17 Mar 2015 10:08:00 NHI No **GVN5905**
 Date of Birth 27 Jul 1960(Age 54 yrs) Sex Male Seen 17 Mar 2015 10:08:00 Visit No 2150974
 Views Actions Documents
Emergency Patient Clinical Details 
 Triage Date 17 Mar 2015 Time 10:08:00 Nurse Handover Doctor Handover
 Presenting Complaint MA Major Trauma Car accident
 Medical History
 Patient Notes
 Procedures List Procedures
 Unit Req. Date 17 Mar 2015 Time 10:11:23
 Expected Unit 17 General Medicine
 Doctor QUARJ | Dr John Philip Quark
 Ward Allocated Date
 Expected Ward ICU Intensive Care Unit
 First Doctor Seen Date 17 Mar 2015 Time 10:08:00
 Injury Data

This screen enables users to:

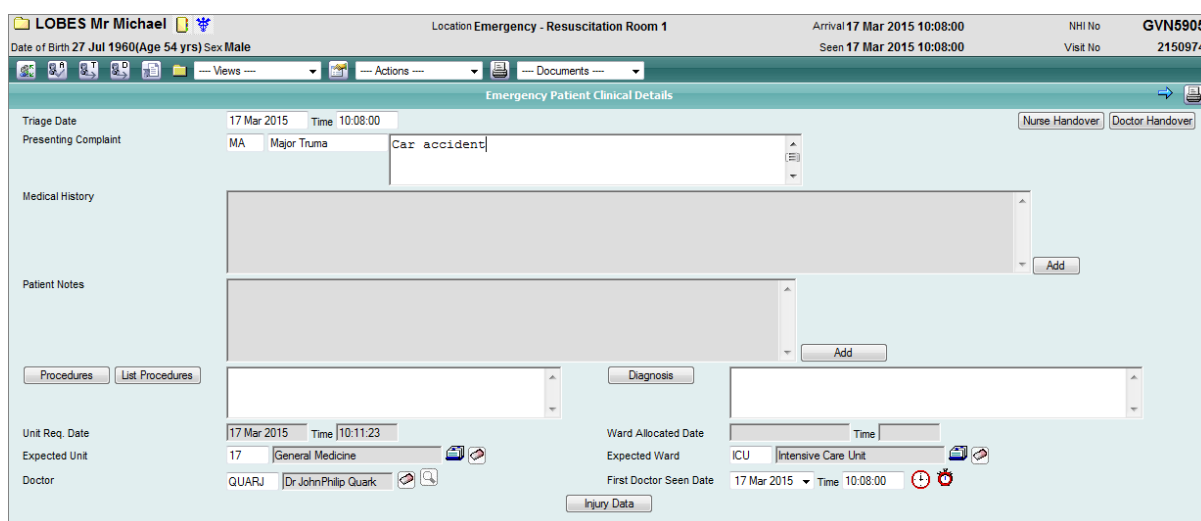
- Record the patient's medical history and any patient notes
- Record injury data (if applicable)
- Record the patient's diagnosis
- Record clinical procedures
- View the clinical details of the next emergency visit by clicking the next arrow 

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.

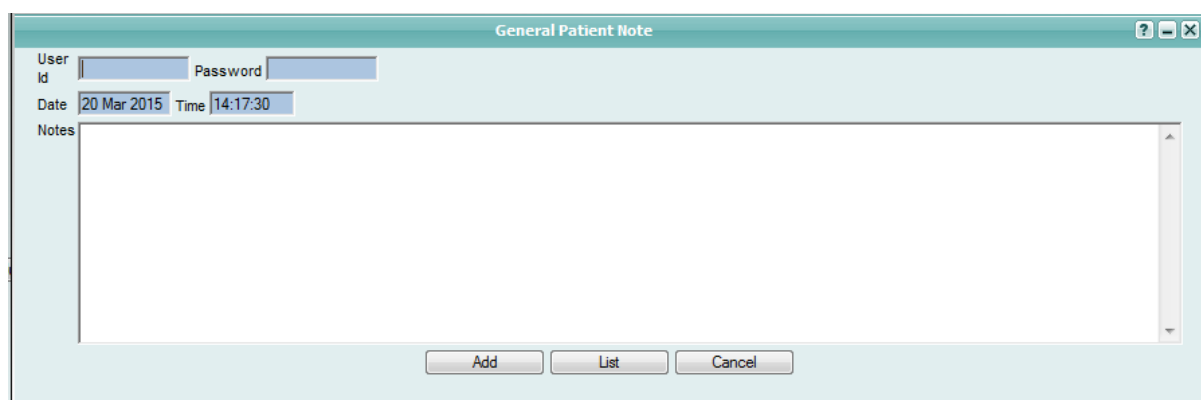
1. Select the required patient.
2. Navigate to the Clinical Details screen.

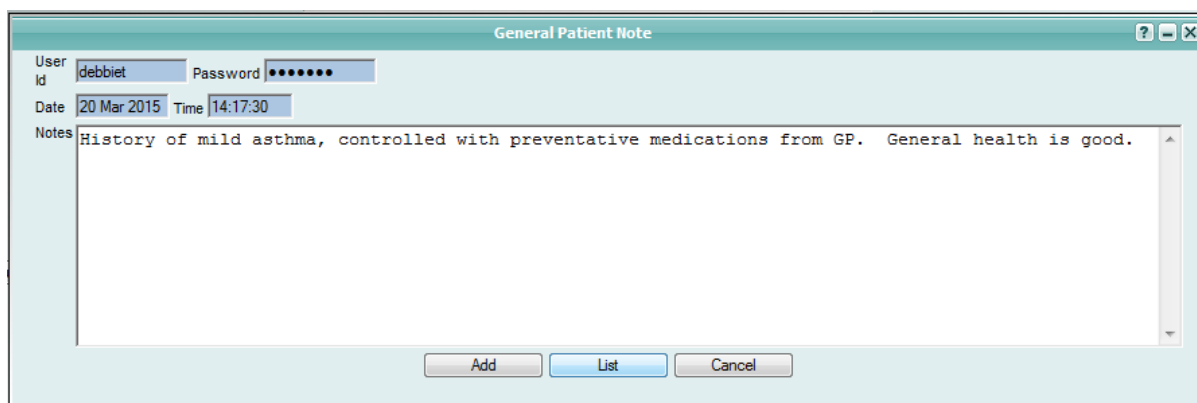


This information is inherited from the Triage screen and is recorded when the patient presents at Emergency. This is a free-form text field.

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

The General Patient Note screen will display.





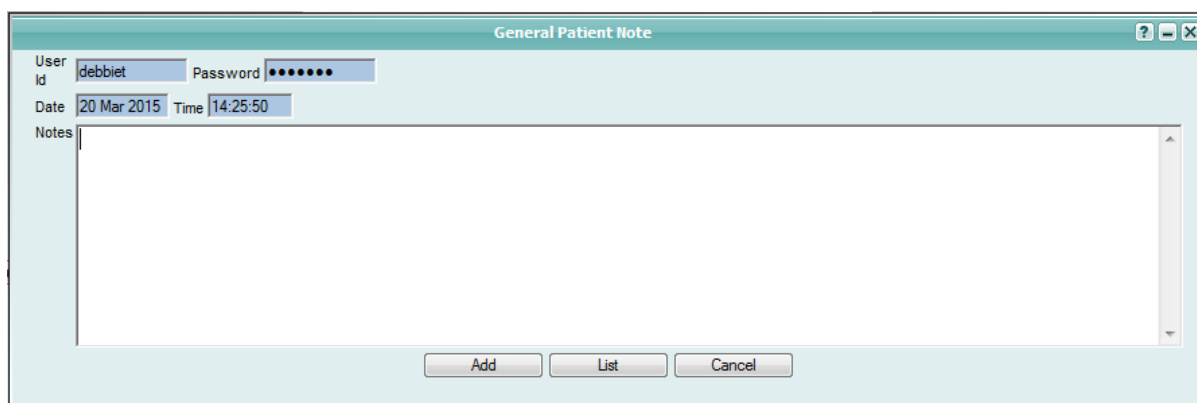
4. Enter your **User ID** and **Password**.
5. Enter text for the patient's current Emergency Department visit.
6. Click **Add**.

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**.



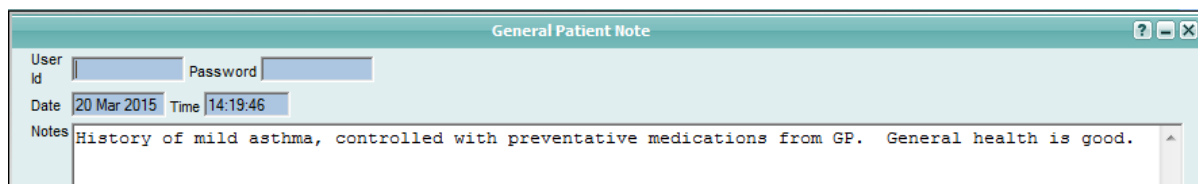
3. Click **List**.

The following screen will display.

Patient Notes - LOBES Mr Michael (GVI5905)			
Date	Input By	Notes	Deleted By
20 Mar 2015 14:19:46	Debbie Tauvae -	History of mild asthma, controlled with preventative medications from GP. General health is good.	-

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

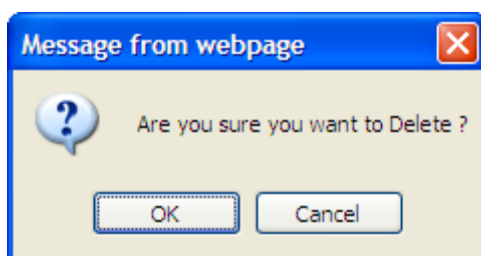
The following screen will display.




- Enter your **User Id** and **Password**.
- Click **Delete**.

The following message will display.

- Click **OK**.



A strike-out will display through the text of the Medical History record.

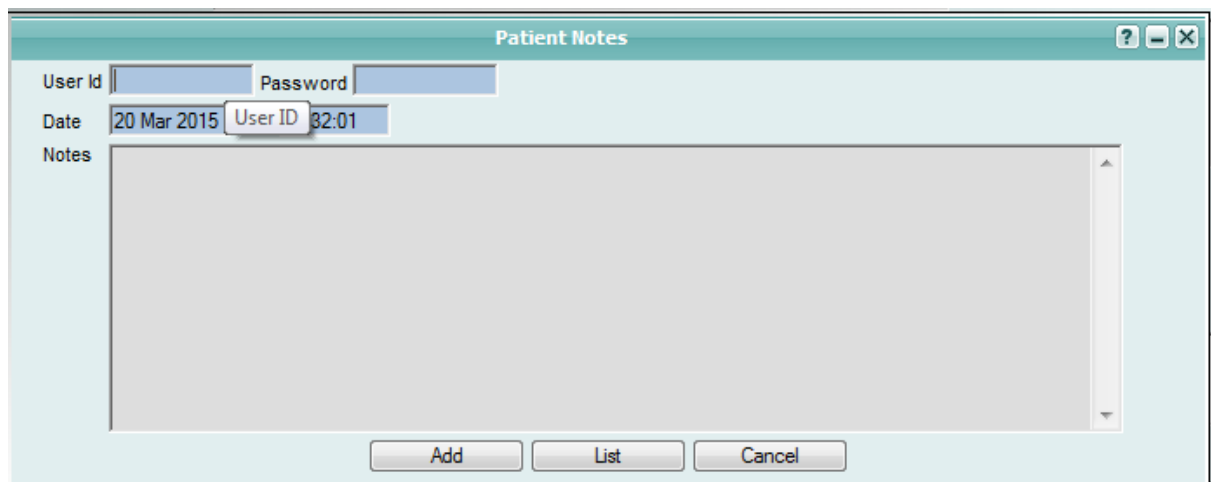
Patient Notes - LOBES Mr Michael (GVN5905)			
Date	Input By	Notes	Deleted By
 20 Mar 2015 14:19:46	Debbie Tauvae	History of mild asthma, controlled with preventative medications from GP. General health is good.	Debbie Tauvae -

Add Exit

- Click Exit to return to the Clinical Details screen.

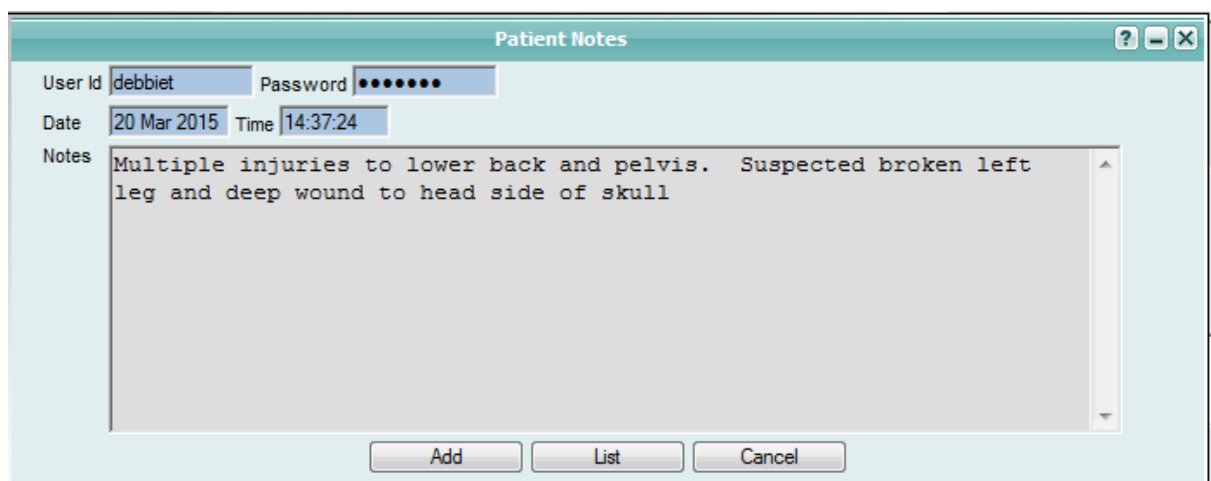
4.5.3 Adding Patient Notes

- Select the required patient.
- Navigate to the Clinical Details screen.
- Add** (located beside the **Patient Notes** field).



The Patient Notes screen will display

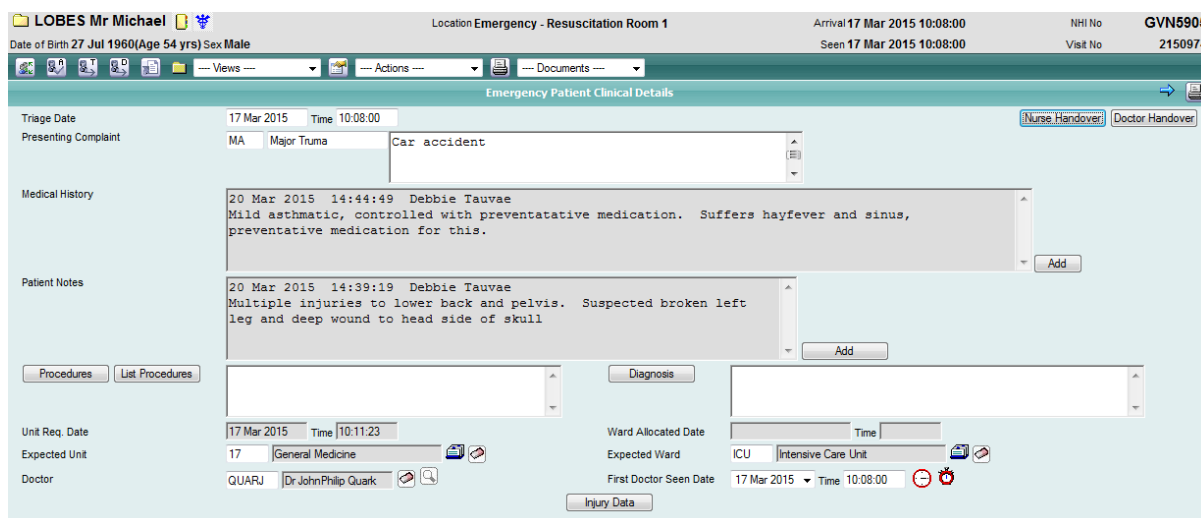
4. Enter **User ID** and **Password**
5. Enter notes



Click **Add**

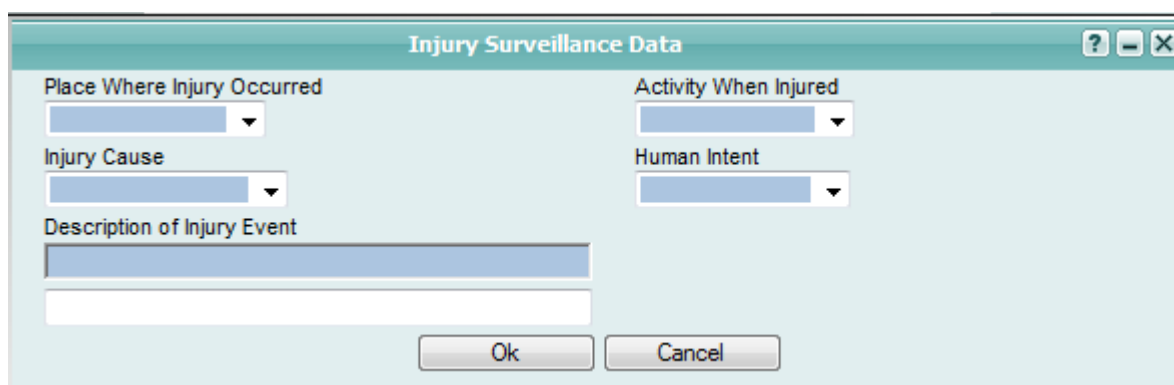
4.5.4 Adding Injury Data

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).

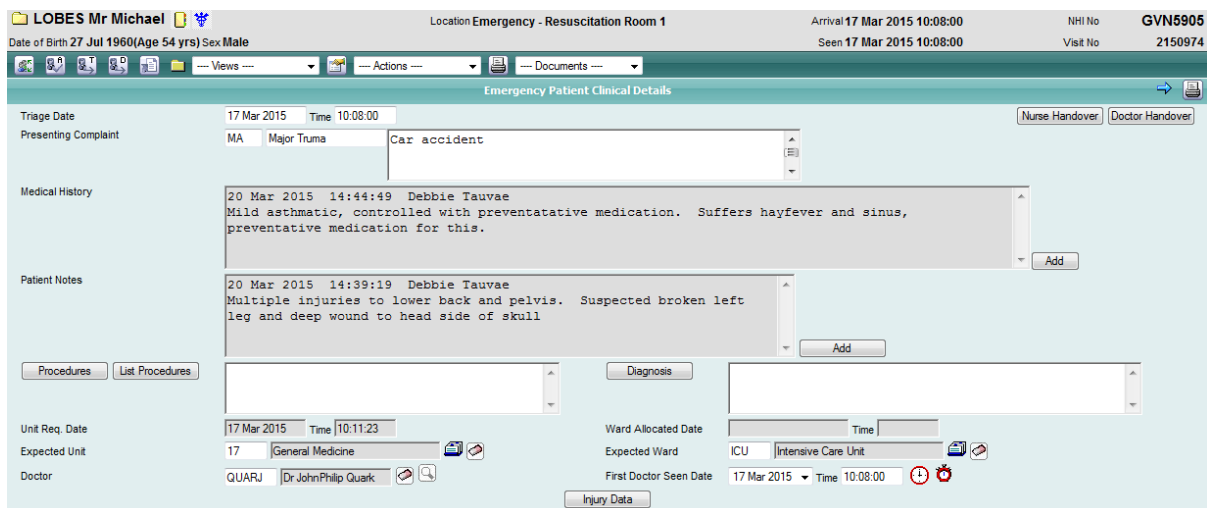
Note: If the Triage nurse has already filled in these details upon the patient presenting, the details can be updated as required.

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.

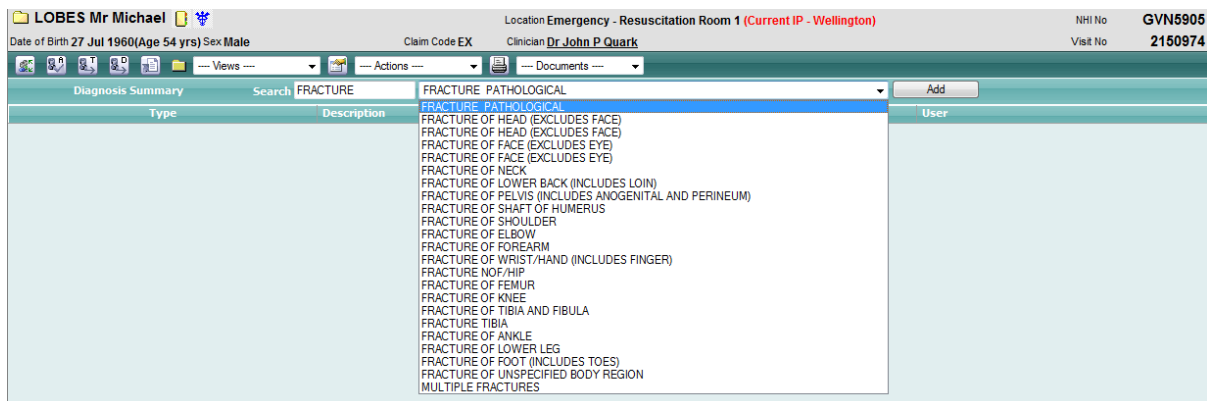


3. Click **Diagnosis**.

The following screen is displayed, enabling you to select a diagnosis from a list.

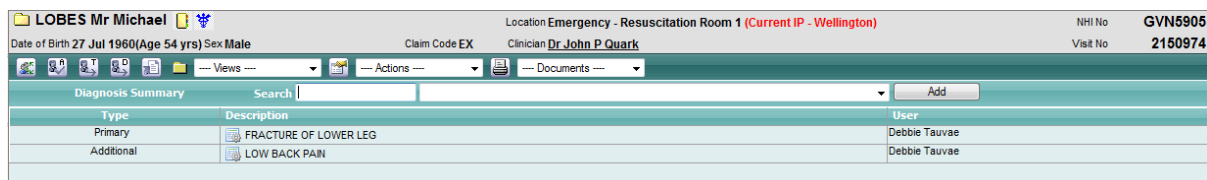


4. Enter a keyword in the **Search** field (e.g. **Fracture**).
5. Click on the down-arrow and relevant diagnoses appear in the list, available for selection.




6. Select the appropriate diagnosis.
7. Click **Add**.

The diagnosis will be added to the patient record.



Type	Description	User
Primary	FRACTURE OF LOWER LEG	Debbie Tauvae
Additional	LOW BACK PAIN	Debbie Tauvae

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.

The screenshot shows the 'Emergency Patient Clinical Details' screen for 'LOBES Mr Michael'. The 'Diagnosis' field is active, displaying a list of diagnoses: 'FRACTURE OF LOWER LEG', 'LOW BACK PAIN', and 'This is free text diagnosis information.' The 'Medical History' and 'Patient Notes' sections contain text about the patient's condition and injuries.

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

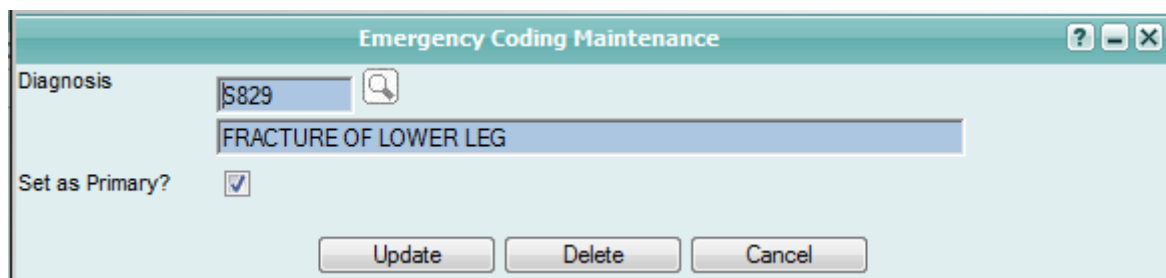
This screenshot is identical to the one above, showing the 'Emergency Patient Clinical Details' screen for 'LOBES Mr Michael'. The 'Diagnosis' field is highlighted, showing a list of diagnoses: 'FRACTURE OF LOWER LEG', 'LOW BACK PAIN', and 'This is free text diagnosis information.'

3. Click **Diagnosis**.

The screenshot shows the 'Diagnosis Summary' screen for 'LOBES Mr Michael'. It displays a table with the following data:

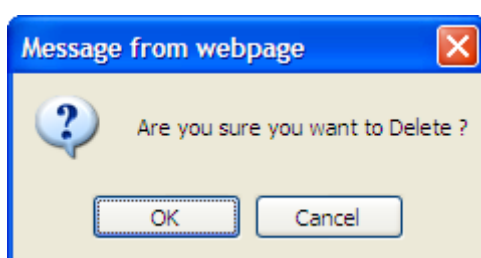
Type	Description	User
Primary	FRACTURE OF LOWER LEG	Debbie Tauvae
Additional	LOW BACK PAIN	Debbie Tauvae

- Click the maintenance  icon beside the diagnosis that is to be deleted.

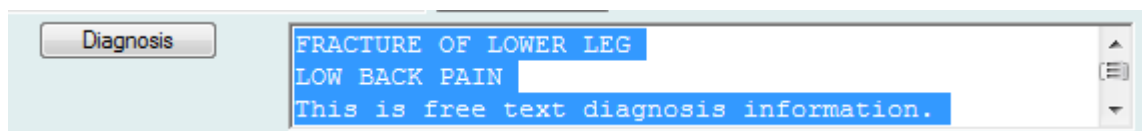


- Click **Delete**.

The following message will display.



- Click **OK**.
- 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.

- Select the required patient.
- Navigate to the Clinical Details screen

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.

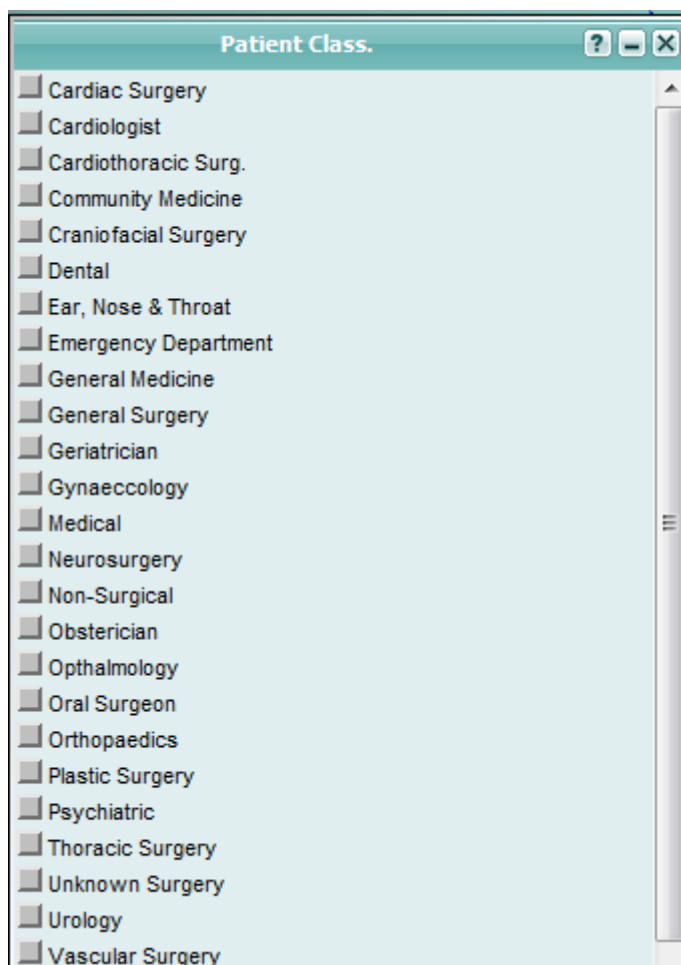
Note: A patient cannot be allocated a Unit/Ward until they have a doctor allocated.

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.

5. Select a unit from the list.



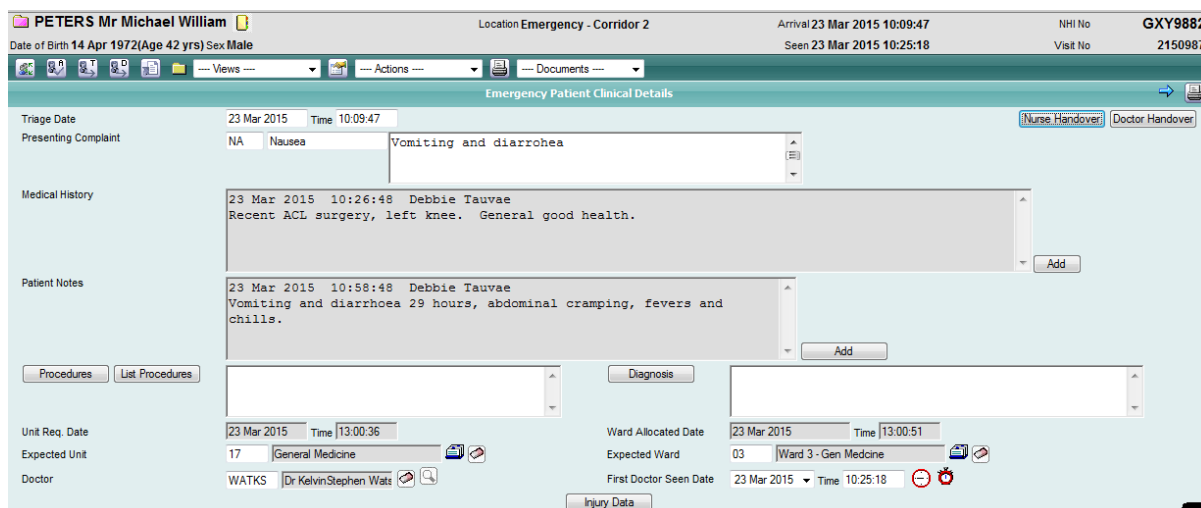
The Unit Request Date and Time will automatically populate with the date and the time that the Speciality consult was requested.

Unit Req. Date	23 Mar 2015	Time	13:16:37
Expected Unit	17	General Medicine	 

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.



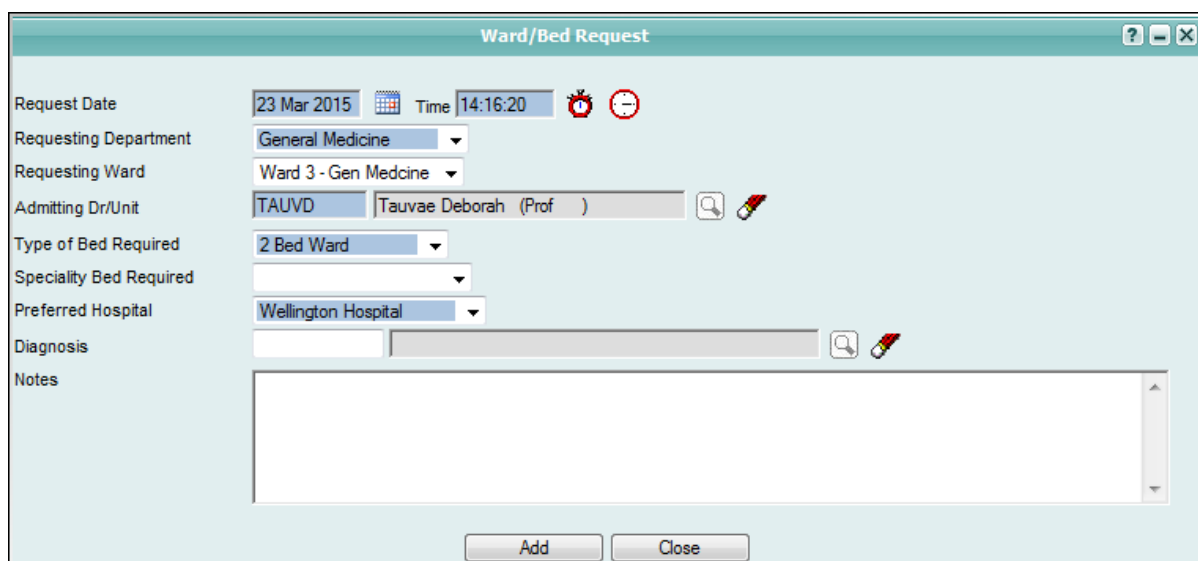
Request Date/Time	Type of Bed Required	Notes	Requesting Department	Diagnosis	Allocated Date/Time	Expected Ward/Bed	Status	Cancel
Selected : 0								

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.

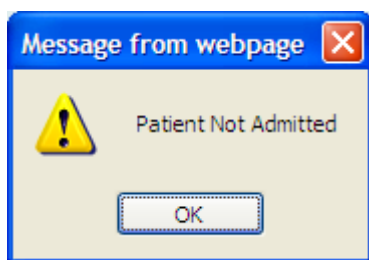
7. Click **Add**.

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




Request Date/Time	Type of Bed Required	Notes	Requesting Department	Diagnosis	Allocated Date/Time	Expected Ward/Bed	Status	Cancel
23 Mar 2015 at 14:16:20	2 Bed Ward		Emergency Department				Requested	

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.



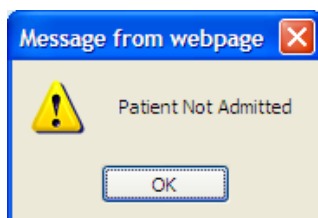
8. Click OK to clear the message.


The patient tile will display the type of bed requested in the Map View.

WR	M.Robbins	M 13		09:30
Respirator		R2	D.Tauv	
				4:57

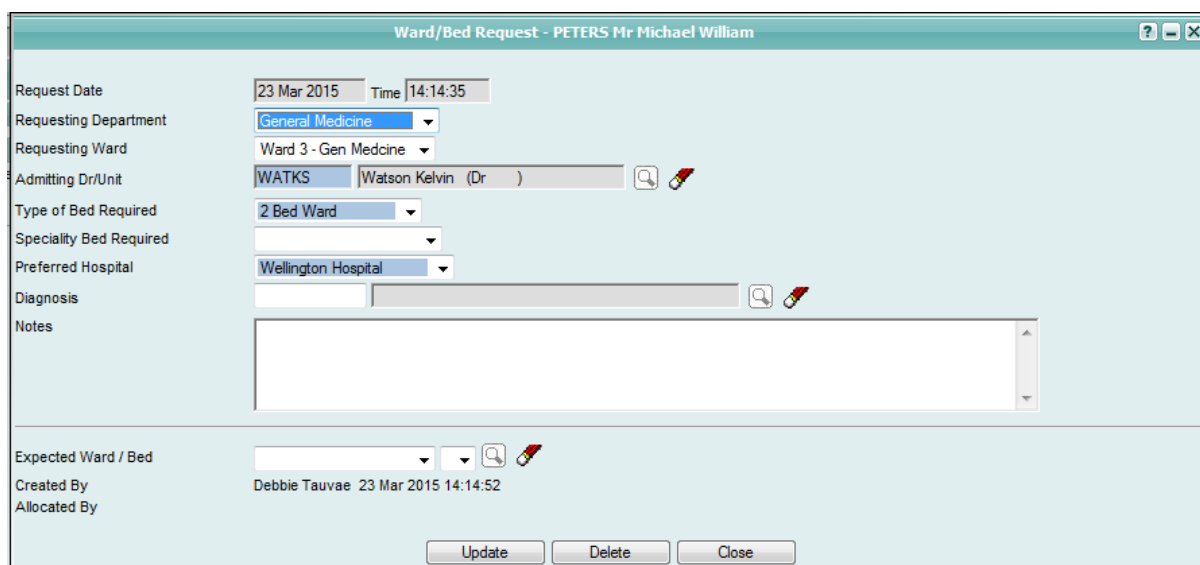
4.6.3 Updating a Bed Request

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.



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.



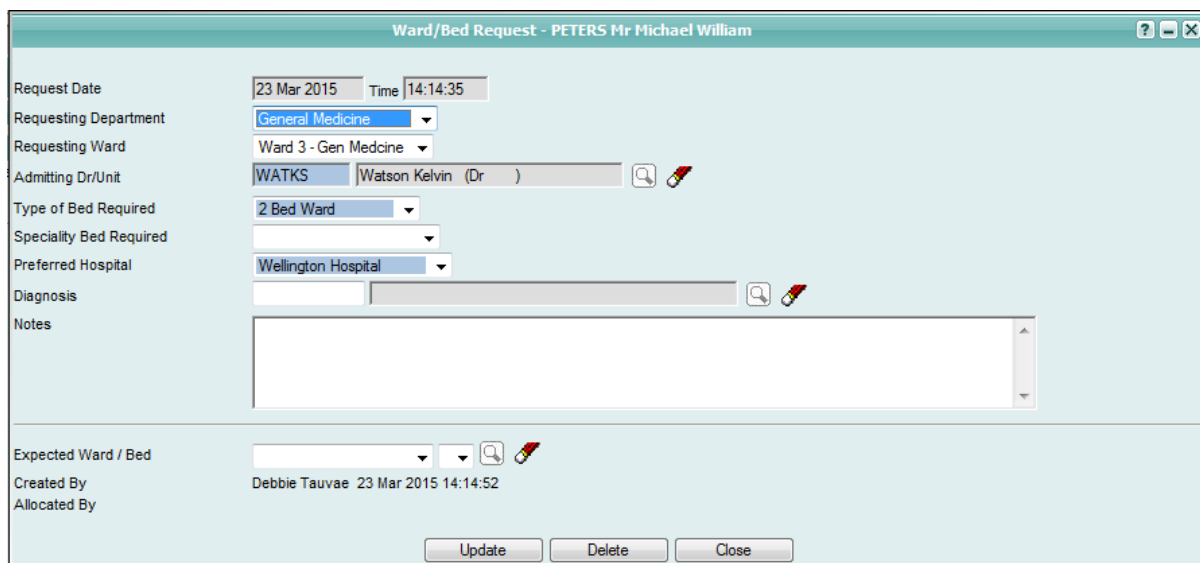
5. Click OK to clear the message.



Request Date/Time	Type of Bed Required	Notes	Requesting Department	Diagnosis	Allocated Date/Time	Expected Ward/Bed	Status	Cancel
23 Mar 2015 at 14:14:35	2 Bed Ward		General Medicine				Requested	

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

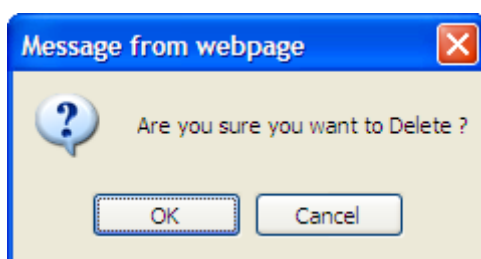
The Update Ward/Bed Request screen will display.



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.

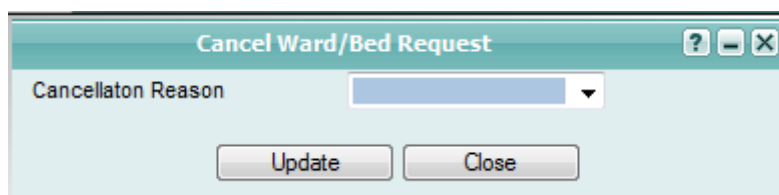


4. Click OK to clear the message.

PETERS Mr Michael William		Location Emergency - Corridor 2		NHI No GXY9882				
Date of Birth 14 Apr 1972(Age 42 yrs) Sex Male		Claim Code EX		Clinician Dr Kelvin S Watson				
Views		Actions		Documents				
Selected: 1 Ward/Bed Requests for Visit - 2150987								
Request Date/Time	Type of Bed Required	Notes	Requesting Department	Diagnosis	Allocated Date/Time	Expected Ward/Bed	Status	Cancel
23 Mar 2015 at 14:44:35	2 Bed Ward		Emergency Department				Requested	

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

- Click on the icon in the **Cancel** column beside the bed request that is to be cancelled.
- Select a value from the Cancellation Reason drop down list.



7. Click **Update**.

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

Selected: 1		Ward/Bed Requests for Visit - 2150987						
Request Date/Time	Type of Bed Required	Notes	Requesting Department	Diagnosis	Allocated Date/Time	Expected Ward/Bed	Status	Cancel
23 Mar 2015 at 14:44:35	2 Bed Ward		Emergency Department				Cancelled	

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.



Patient	U/R Number	Sex	Complaint	Arrival Date/Time	Discharged Date/Time	Destination	Expect Ward
JONES, Jackie (09/07/2000, F, 9193)	9193	F	Plaster Change/Rev Review plaster, applied 2 days ago.	07 Jun 2012 at 10:15			
JACOBS, Harry (30/08/1974, M, P1234661)	P1234661	M	Skin Wound Cut left hand on angle grinder at work.	07 Jun 2012 at 10:19			

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

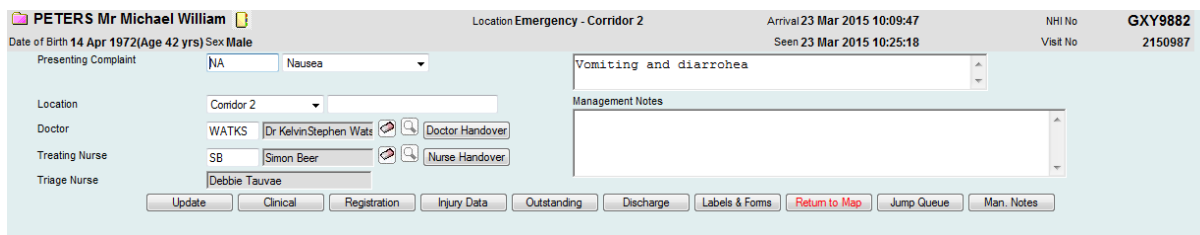
When a patient is ready to be discharged home or to another hospital, perform the following steps.

1. Navigate to the Emergency Map View.

CO4	M.Robbins	M 13		09:30
Respirator		R2	D.Tauv	
				5:22

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

The following screen will display.



PETERS Mr Michael William Location Emergency - Corridor 2 Arrival 23 Mar 2015 10:09:47 NHI No GXY9882
 Date of Birth 14 Apr 1972(Age 42 yrs) Sex Male Seen 23 Mar 2015 10:25:18 Visit No 2150987

Presenting Complaint: NA Nausea Vomiting and diarrhoea

Location: Corridor 2 Management Notes

Doctor: WATKS Dr Kelvin Stephen Wats Doctor Handover

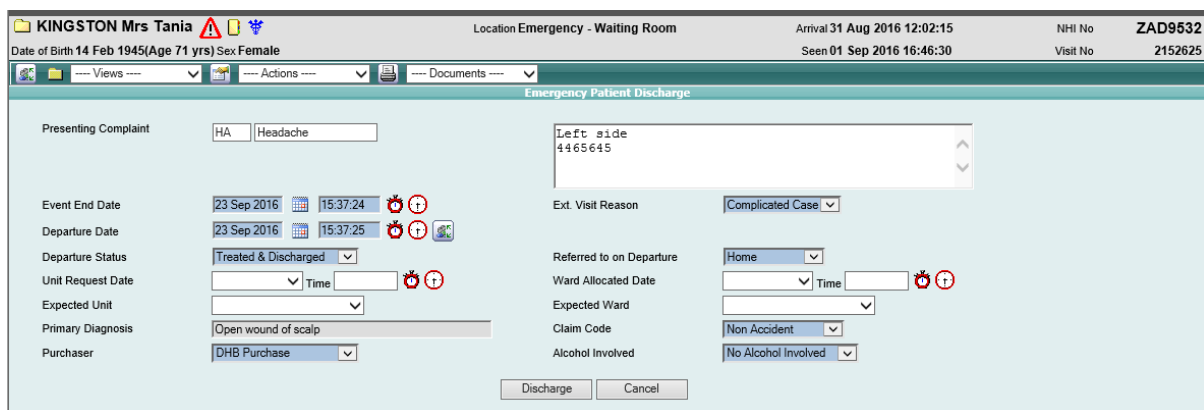
Treating Nurse: SB Simon Beer Nurse Handover

Triage Nurse: Debbie Tauvae

Buttons: Update, Clinical, Registration, Injury Data, Outstanding, Discharge, Labels & Forms, Return to Map, Jump Queue, Man. Notes

3. Click **Discharge** button.

The Emergency Patient Discharge screen will display.



KINGSTON Mrs Tania Location Emergency - Waiting Room Arrival 31 Aug 2016 12:02:15 NHI No ZAD9532
 Date of Birth 14 Feb 1945(Age 71 yrs) Sex Female Seen 01 Sep 2016 16:46:30 Visit No 2152625

Presenting Complaint: HA Headache Left side 4465645

Event End Date: 23 Sep 2016 15:37:24

Departure Date: 23 Sep 2016 15:37:25

Departure Status: Treated & Discharged

Unit Request Date: Time

Expected Unit:

Primary Diagnosis: Open wound of scalp

Purchaser: DHB Purchase

Ext. Visit Reason: Complicated Case

Referred to on Departure: Home

Ward Allocated Date: Time

Expected Ward:

Claim Code: Non Accident

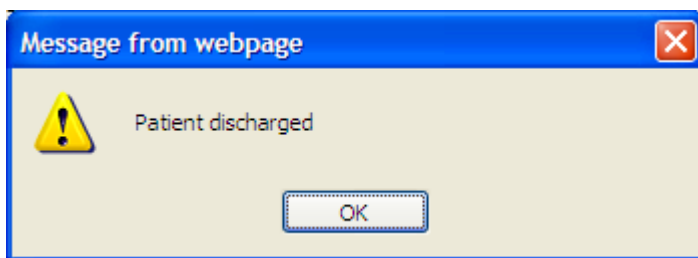
Alcohol Involved: No Alcohol Involved

Buttons: Discharge, Cancel

4. Complete the fields.

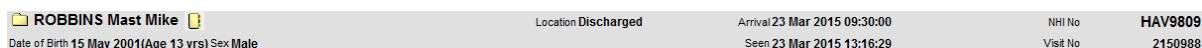
5. Click Discharge.

The following message will display.



6. Click OK.

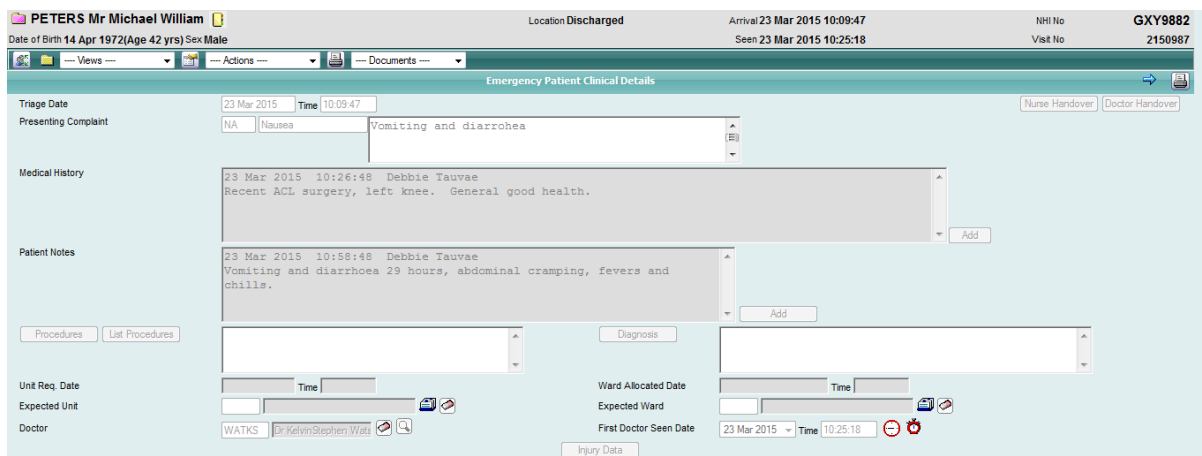
The patient banner will display the Location as **Discharged**.



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.

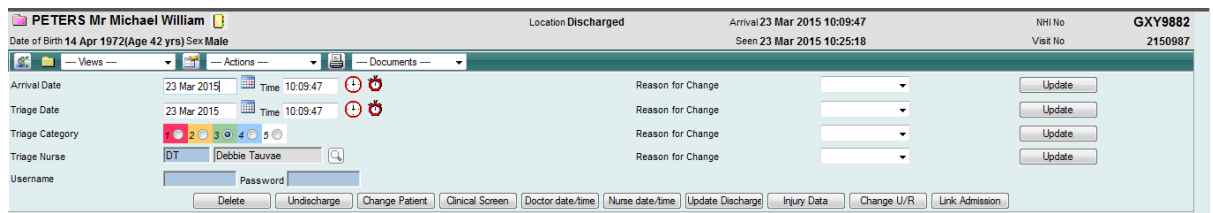
The Management screen is displayed.

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.



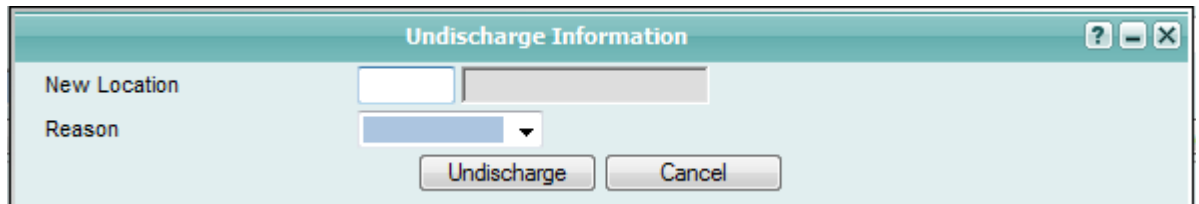
PETERS Mr Michael William | Location Discharged | Arrival 23 Mar 2015 10:09:47 | NHI No GXY9882
 Date of Birth 14 Apr 1972(Age 42 yrs) Sex Male | Seen 23 Mar 2015 10:25:18 | Visit No 2150987

Arrival Date: 23 Mar 2015 Time 10:09:47
 Triage Date: 23 Mar 2015 Time 10:09:47
 Triage Category: 2
 Triage Nurse: DT Debbie Tauvae
 Username: Password

Reason for Change: [Dropdown] [Update]
 Reason for Change: [Dropdown] [Update]
 Reason for Change: [Dropdown] [Update]

Buttons: Delete, Undischarge, Change Patient, Clinical Screen, Doctor date/time, Nurse date/time, Update Discharge, Injury Data, Change U/R, Link Admission

4. Enter a valid username and password.



Undischarge Information

New Location: [Text Field] [Dropdown]

Reason: [Dropdown]

Buttons: Undischarge, Cancel

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.

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

PETERS Mr Michael William		Location Discharged		Arrival 23 Mar 2015 10:09:47		NHI No GXY9882	
Date of Birth 14 Apr 1972(Age 42 yrs) Sex Male				Seen 23 Mar 2015 10:25:18		Visit No 2150987	
Audit History							
Date & Time	Update Type	Performed by	Location	Doctor	Seen Date & Time	Nurse	
23/03/2015 at 10:09:47	Arrival	Debbie Tauvae	Waiting Room				
23/03/2015 at 10:24:32	Registration	Debbie Tauvae	Waiting Room				
23/03/2015 at 10:25:11	Allocate Nurse	Debbie Tauvae	Waiting Room			Simon Beer	
23/03/2015 at 10:25:18	Allocate Doctor	Debbie Tauvae	Waiting Room	Dr Kelvin Stephen Watson	23/03/2015 at 10:25:18	Simon Beer	
23/03/2015 at 11:02:00	Move Location	Debbie Tauvae	Corridor 2	Dr Kelvin Stephen Watson	23/03/2015 at 10:25:18	Simon Beer	
23/03/2015 at 13:24:04	Registration	Debbie Tauvae	Corridor 2	Dr Kelvin Stephen Watson	23/03/2015 at 10:25:18	Simon Beer	
23/03/2015 at 13:24:04	Registration	Debbie Tauvae	Corridor 2	Dr Kelvin Stephen Watson	23/03/2015 at 10:25:18	Simon Beer	
24/03/2015 at 09:38:47	Discharge	Debbie Tauvae	Corridor 2	Dr Kelvin Stephen Watson	23/03/2015 at 10:25:18	Simon Beer	

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

PETERS Mr Michael William		Location Discharged	Arrival 23 Mar 2015 10:09:47	NHI No GXY9882		
Date of Birth 14 Apr 1972(Age 42 yrs) Sex Male			Seen 23 Mar 2015 10:25:18	Visit No 2150987		
Audit History						
Date & Time	Update Type	Performed by	Location	Doctor	Seen Date & Time	Nurse
23/03/2015 at 10:09:47	Arrival	Debbie Tauvae	Waiting Room			
23/03/2015 at 10:24:32	Registration	Debbie Tauvae	Waiting Room			
23/03/2015 at 10:25:11	Allocate Nurse	Debbie Tauvae	Waiting Room			Simon Beer
23/03/2015 at 10:25:18	Allocate Doctor	Debbie Tauvae	Waiting Room	Dr Kelvin Stephen Watson	23/03/2015 at 10:25:18	Simon Beer
23/03/2015 at 11:02:00	Move Location	Debbie Tauvae	Corridor 2	Dr Kelvin Stephen Watson	23/03/2015 at 10:25:18	Simon Beer
23/03/2015 at 13:24:00	Registration	Debbie Tauvae	Corridor 2	Dr Kelvin Stephen Watson	23/03/2015 at 10:25:18	Simon Beer
23/03/2015 at 13:24:04	Registration	Debbie Tauvae	Corridor 2	Dr Kelvin Stephen Watson	23/03/2015 at 10:25:18	Simon Beer
24/03/2015 at 09:38:47	Discharge	Debbie Tauvae	Corridor 2	Dr Kelvin Stephen Watson	23/03/2015 at 10:25:18	Simon Beer

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.

Location History		
Date & Time	Performed by	Location
23/03/2015 at 10:09:47	Debbie Tauvae	Waiting Room
23/03/2015 at 11:02:00	Debbie Tauvae	Corridor 2

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
<input type="button" value="Audit History"/> <input type="button" value="Location History"/> <input type="button" value="Doctor History"/> <input type="button" value="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
<input type="button" value="Audit History"/> <input type="button" value="Location History"/> <input type="button" value="Doctor History"/> <input type="button" value="Nurse History"/>				

6 Printing Labels, Forms and Reports

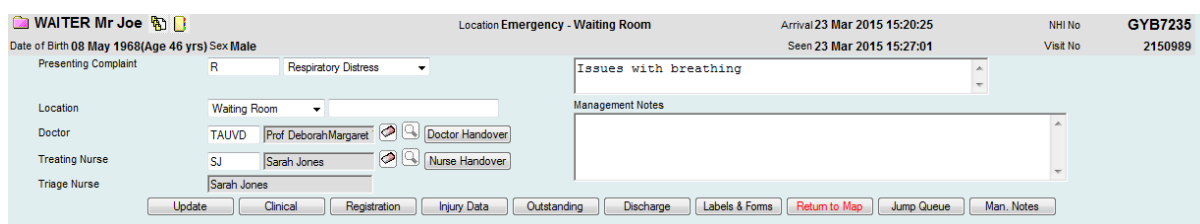
This chapter describes how to:

- Print labels
- Print forms

6.1 Printing Labels

To print labels:

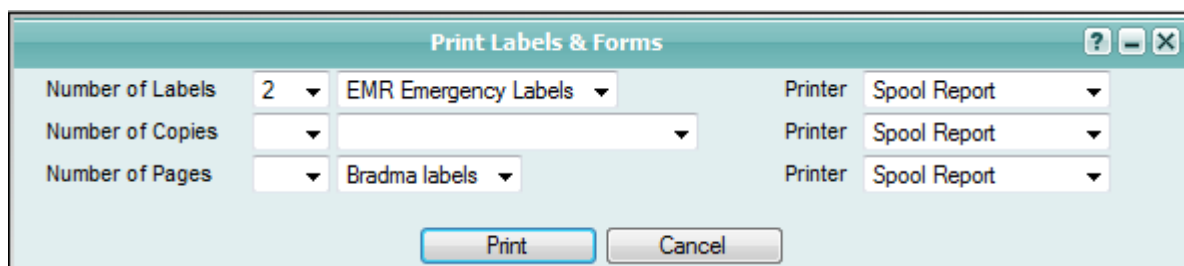
1. Navigate to the Clinical Details screen for the required patient.



The screenshot shows the 'Clinical Details' screen for a patient named 'WAITER Mr Joe'. The patient's details include: Date of Birth 08 May 1968 (Age 46 yrs), Sex Male, Location Emergency - Waiting Room, Arrival 23 Mar 2015 15:20:25, NHI No GYB7235, Seen 23 Mar 2015 15:27:01, and Visit No 2150989. The presenting complaint is 'Respiratory Distress' with a note 'Issues with breathing'. The doctor is 'TAUVD Prof Deborah Margaret' and the triage nurse is 'Sarah Jones'. At the bottom, there is a 'Labels & Forms' button among other options like 'Update', 'Clinical', 'Registration', 'Injury Data', 'Outstanding', 'Discharge', 'Return to Map', 'Jump Queue', and 'Man. Notes'.

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

The following screen will display.

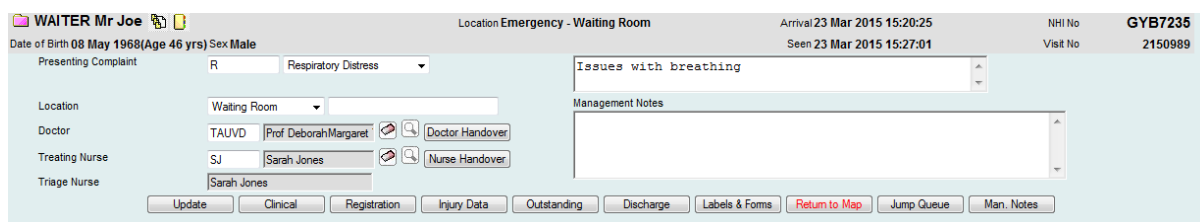


The screenshot shows a dialog box titled 'Print Labels & Forms'. It contains three rows of settings: 'Number of Labels' set to 2, 'EMR Emergency Labels' selected; 'Number of Copies' set to 1; and 'Number of Pages' set to 'Bradma labels'. On the right side, there are three 'Printer' dropdown menus, all set to 'Spool Report'. At the bottom, there are 'Print' and 'Cancel' buttons.

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

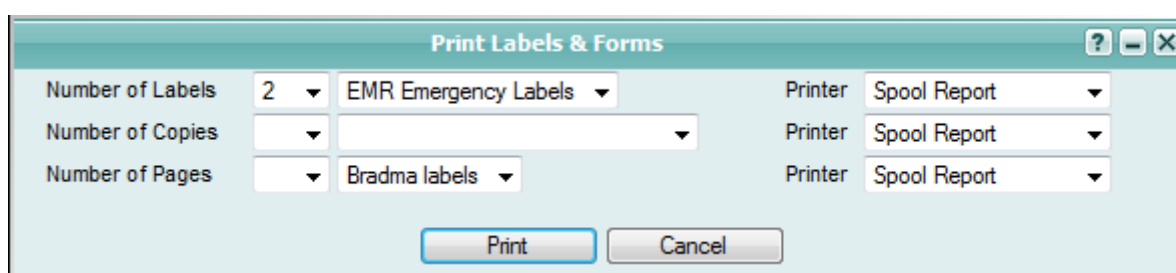
1. Navigate to the Clinical Details screen for the required patient.



The screenshot shows the 'Clinical Details' screen for a patient named 'WAITER Mr Joe'. The patient's date of birth is 08 May 1968 (Age 46 yrs), Sex Male. The location is 'Emergency - Waiting Room'. The arrival time is 23 Mar 2015 15:20:25, and the seen time is 23 Mar 2015 15:27:01. The NHI No is GYB7235 and the Visit No is 2150989. The presenting complaint is 'Respiratory Distress' with a note 'Issues with breathing'. The doctor is 'TAUVD Prof Deborah Margaret' and the treating nurse is 'SJ Sarah Jones'. The triage nurse is 'Sarah Jones'. At the bottom, there are several buttons: Update, Clinical, Registration, Injury Data, Outstanding, Discharge, Labels & Forms, Return to Map, Jump Queue, and Man. Notes.

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

The Print Forms screen will display.



The screenshot shows the 'Print Labels & Forms' dialog box. It has a title bar with a question mark, minimize, and close button. The dialog contains three rows of settings: 'Number of Labels' set to 2, 'EMR Emergency Labels' selected; 'Number of Copies' set to 1; and 'Number of Pages' set to 'Bradma labels'. On the right side, there are three 'Printer' dropdown menus, all set to 'Spool Report'. At the bottom, there are 'Print' and 'Cancel' buttons.

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