

FirstNet – Quick Registration at Triage - Known/New Patient



Digital Health
CONNECTING BEST CARE

Digital Health
Quick Reference Guide

This Quick Reference Guide will explain how to:

Complete a Quick Registration at the point of Triage. This creates the Emergency Encounter and care can commence in the EMR. This QRG includes the following: creating an encounter for a new patient, creating an encounter for the known Western Health patient and printing a wristband.

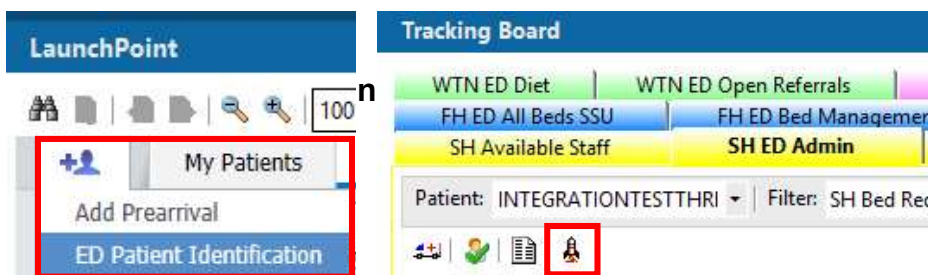
Overview:

When searching for a patient, if the **patient is known** to Western Health the patient will display. Sometimes multiple patients will display and you will need confirm demographic information with the patient to ensure you select the right patient.

Checking the **patient encounter** list: It is important to ensure the patient has no 'open' encounters. You will commonly see the visits listed and a discharge date on the encounter. If the patient is a current inpatient with HITH you will see an open inpatient encounter. In this instance you make note of it, alert the clerical staff member and proceed with an ED 'add encounter'.

If the **patient is unknown** to Western Health no patient demographic details will match the patient search will not populate the patient details. This is where **FirstNet will generate a new UR number** for the patient.

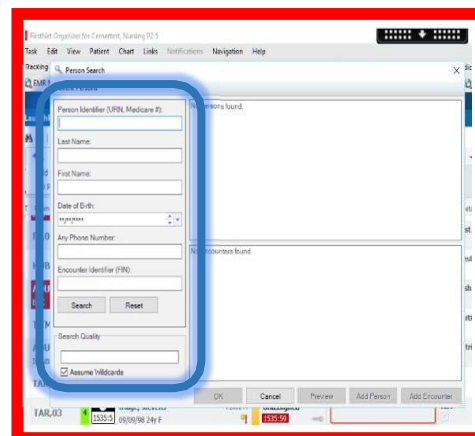
1. On Tracking Board, click on **rocket icon** to search for a patient. OR on LaunchPoint, select the '**ED Patient Identification**'.



2. Select "ED patient identification". Use the pop-up screen to enter search criteria such as name, DOB, URN, Medicare number.



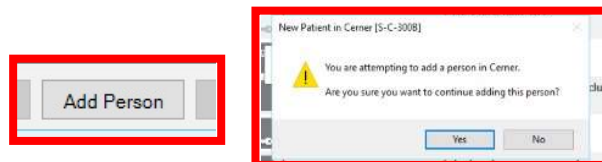
Handy Hint: Search criteria quality is indicated by a graded bar, green indicating the highest quality. A black vertical line the bar indicates minimum quality.



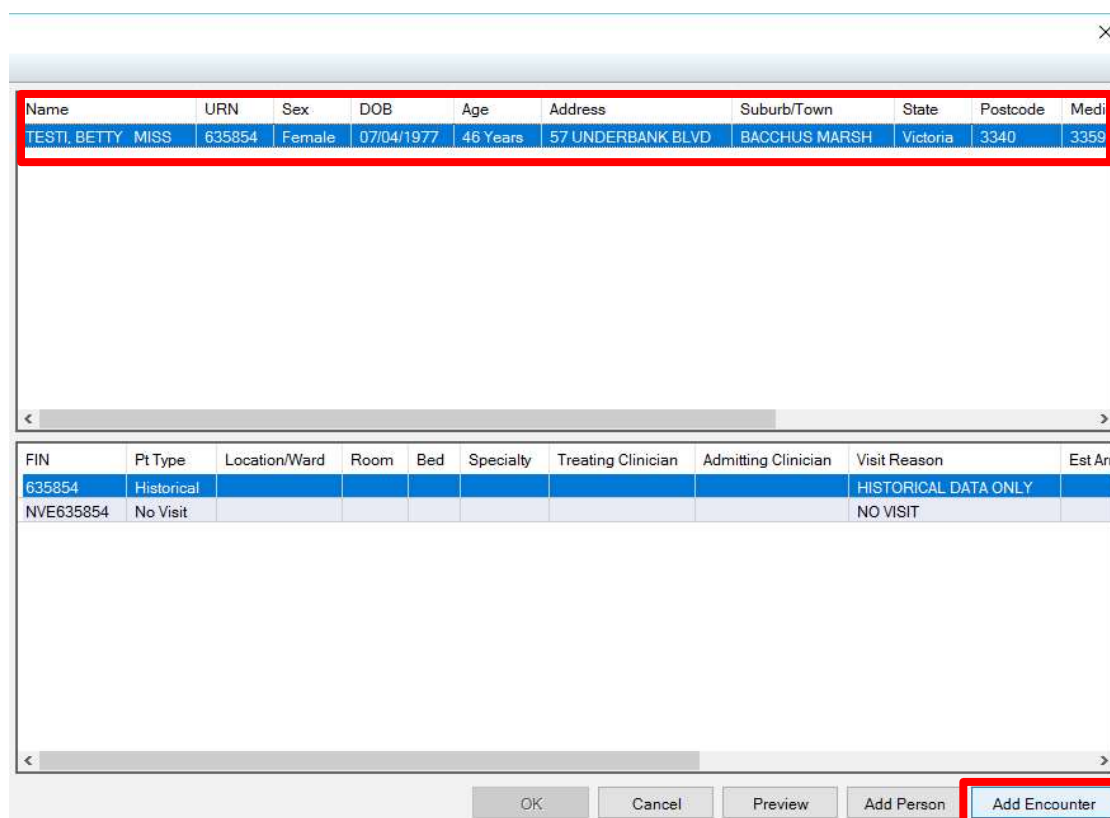


3. Fill out patient details using graded bar as an indicator of search quality (i.e. the amount of data entered). Fill out details in the pop-up screen. Click 'Search'.

- If the patient is new to Western Health, select 'Add person'. A warning will pop up asking for clarification to proceed with adding a new person, select 'Yes' to continue to Identification screen and 'No' to return to search. Selecting 'Yes' will create a new URN and encounter.



- If the patient is known to Western Health, a patient (or patient list) after search will populate with the identification details entered. Highlight in blue the correct patient and click 'Add Encounter'.





4. The ED Patient Identification window will now open. Complete any yellow mandatory fields for the patient. Ensure demographic information is correct.
5. Select an Arrival Transport Mode from the drop-down list – e.g. Road ambulance.
6. Select a Type of Visit from the drop-down list – e.g. Emergency Presentation.
7. Select a Referred By – e.g. Self, Family, Friends.

ED Patient Identification

UR Number: Patient Identifiable?:

*Sex: *Last Name: *First Name: Middle Name: *Date of Birth: *Birth Date Entry: Age:

Address/Phone Information

Residential Ho... Mailing Address:
Add Address... Add Address...

Home Phone Number: Mobile Phone Number: Work Phone Number: Email Address:

Medicare Status: Medicare Number: Medicare Expiry Date: FIN (Visit #): Encounter Data Set:

Encounter Info

Arrival Information

*Arrive Date: *Arrive Time: *Arrival Transport Mode: Type of Visit: Referred By:

Location

Facility: Building: Ward: Visit Type: *Specialty (Service Type):

*Ambulance Case Nbr: *Ambulance Arrival Date: *Ambulance Arrival Time: Disaster Tracking:

*My Health Record Consent: VIP: Confidentiality Level:

Registration Date: Registration Time: Registration User ID:



IMPORTANT

- Any patients arriving by Ambulance, select 'Road Ambulance'. Complete mandatory fields of Case Number, Arrival date and time as per current AV triage workflows.

*Ambulance Case Nbr: *Ambulance Arrival Date: *Ambulance Arrival Time: Disaster Tracking:

8. Select 'ok' once the fields are complete and accurate.

Return To Search Cancel

9. Print wristband, ensure to deselect bands/labels not required. After Quick Registration is completed, proceed to Triage screen via Nurse Activities in LaunchPoint.



! IMPORTANT

- All previous history will be available to Triage nurse without clerical iPM registration first (i.e. Allergies, BOC).
- Clerical staff will reprint wristbands if any discrepancies/double encounters/information updates are missed during Quick registration process.

💡 HANDY HINTS

- Obtain demographics unique to pt. such as Medicare number, phone number etc. that will reduce instances of double encounters via multiple similar surnames in both the Previous Patients and Previous Encounters screens. In the latter instance (i.e. NESB) ask for other unique information such as previous/current addresses. Click OK once correct patient is identified.
- The collection of phone numbers is the only additional patient information required in Quick registration. Initial triage workflows for patient identification are otherwise unchanged.
- In any date field you can type 'T' and today's date will populate.
- In any date field you can type 'N' and the current time will populate.
- Remember to use the 'TAB' keyboard button to tab through fields, this will make things a little quicker.
- Unidentifiable Patient (Resus Unknown) – refer to **QRG FirstNet - Quick Registration Unknown Unidentifiable**.