Urgent Care Transfer Out to WH/Non WH Campus (No Doctor onsite)
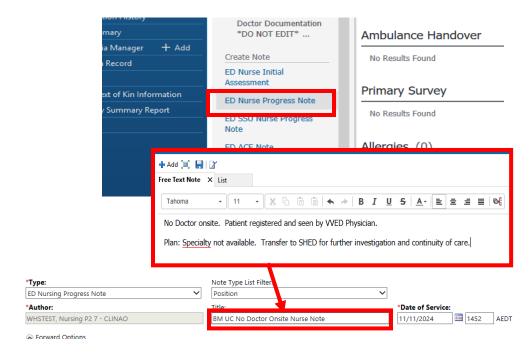
Digital Health
Quick Reference Guide

This Quick Reference Guide will explain how to:

- Transfer out process from Urgent Care to WH/non WH campuses for continuity of care when no Medical Officer is available onsite.

- This includes transfers from one Urgent Care to another.

Transfer Out Progress Note/Transfer Documentation

1. UC RN documents as a Progress Note that No Doctor available onsite, and any other important information such as phone consult or Victorian Virtual Emergency Department (VVED) consults and the plan to transfer.

2. Urgent Care Nurse in Charge (NIC) will print out any relevant information not on EMR (ie VVED med chart, ECG) for WH transfers to EMR active campuses.

   * For non WH Transfers or non EMR active WH campuses NIC prints out WHS Master Report

   (see QRG **FirstNet - Printing Transfer Documentation)***

3. UC RN enters a diagnosis of **"symptoms without diagnosis"**
   a. Go to table of contents.
   b. Select Dx Problems/Alerts

4. Add in the **"symptoms without diagnosis"**

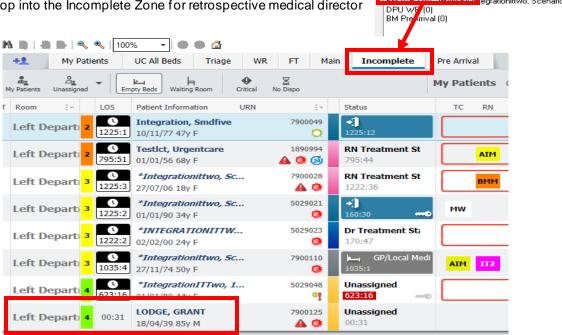5. **Symptoms without Diagnosis** is required for each disposition except the following:

Transfer Out Process (WH/non WH Campus)

- For any internal (WH Campus) transfer disposition a Diagnosis, but no medical Discharge Summary is required

- For any external (non WH campus) transfer disposition a Diagnosis AND a medical officer Discharge Summary is required. **This is a hard stop to discharge**

.

6. UC NIC Clicks on **Room** column next to patient, in FirstNet

7. Patient will drop into the Incomplete Zone for retrospective medical director review.