

# Urgent Care Transfer Out to WH/Non WH Campus (No Doctor onsite)



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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.

The screenshot shows the EMR interface. On the left, a sidebar lists various note types. The 'ED Nurse Progress Note' option is highlighted with a red box. The main content area shows a list of note types, with 'ED Nurse Progress Note' selected. Below this, a text editor window is open, showing the following text: 'No Doctor onsite. Patient registered and seen by VVED Physician. Plan: Specialty not available. Transfer to SHED for further investigation and continuity of care.' The text editor has a red border. Below the text editor, the 'Type' dropdown is set to 'ED Nursing Progress Note', the 'Author' is 'WHSTEST, Nursing P2 7 - CLINAO', and the 'Title' is 'BM UC No Doctor Onsite Nurse Note'. The 'Date of Service' is '11/11/2024'.

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

Dx, Problems/Alerts

4. Add in the **“symptoms without diagnosis”**

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

Left After Advice Regarding Treatment  
Left At Own Risk After Treatment Started  
Left At Own Risk Without Treatment



## 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**

The screenshot shows the 'Discharge Encounter' form for patient LODGE, GRANT. The form includes fields for Name, Admin Sex, Birth Sex, Gender Identity, Date of Birth, Age, Medicare Number, and FIN (Visit #). The Discharge Data section includes Facility (Bacchus Marsh), Building (BM), Location/Ward (BM UC), Room (BM WR), Bed, Visit Type (Emergency), and Specialty (Epidural Service). The Discharge Information section shows Discharge Disposition (Transfer To Another Hospital), Discharge Date (04/12/2024), and Discharge Time (13:00). A red box highlights an error message: "Discharge Summary Required (F-VEMD | AIMS-C-5) A discharge summary must be completed prior to the patient being discharged."

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

The screenshot shows a dropdown menu titled "Select a location for LODGE, GRANT". The menu lists various locations such as RESUS, CUB, FT, RAD, and Left Department. The "Left Department" option is highlighted with a red box.

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

The screenshot shows the FirstNet interface with the 'Incomplete' tab selected. The patient list includes the following data:

T	Room	LOS	Patient Information	URN	Status	TC	RN
	Left Depart	2	Integration, Smdfive	7900049	1225:12		
	Left Depart	2	Testlct, Urgentcare	1890994	RN Treatment St		AIM
	Left Depart	3	*Integrationittwo, Sc...	7900028	RN Treatment St		BPM
	Left Depart	3	*Integrationittwo, Sc...	5029021	Dr Treatment St		MW
	Left Depart	3	*INTEGRATIONITTW...	5029023	GP/Local Medi		AIM IT2
	Left Depart	4	*IntegrationITTwo, 1...	5029048	Unassigned		
	Left Depart	4	LODGE, GRANT	7900125	Unassigned		