

FirstNet – Message Centre Results Checking Process



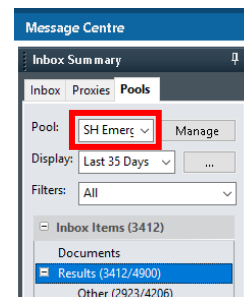
Digital Health
CONNECTING BEST CARE

Digital Health
Quick Reference Guide

This Quick Reference Guide will explain how to:

- Check Results from Message Centre Pool in ED.
- Document Results Follow-Up in ED.

1. Open Message Centre and navigate to the “SH Emergency” Pool.



2. Select the “Update Date” column header so the oldest results are displayed at the top.

Result Type	Status	To	Update Date
Document - m...	Opened	Ayton, Gary - S...	16/05/2024 09:46:54
Document - m...	Opened	Ong, Zhen Yee ...	16/05/2024 12:27:03

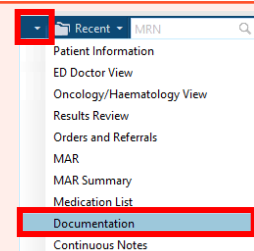
3. Double-click on the row to open the result.

4. Navigate to the patient’s record to review if result has been appropriately managed.

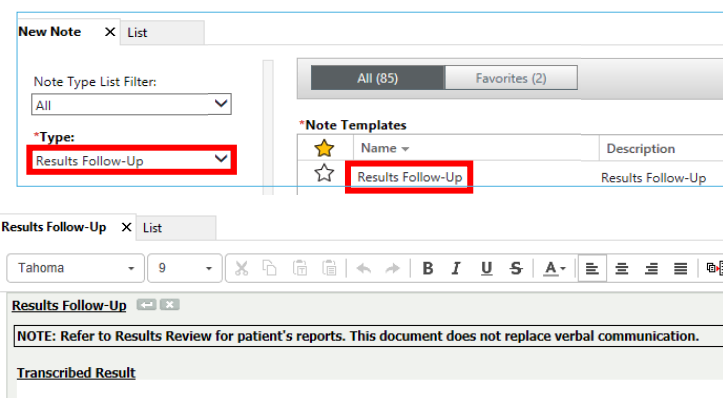


Handy Hint

From the top right of the screen, click on the downward arrow next to the patient’s name. You can directly navigate to “Documentation” section of patient’s record.



5. Document the result follow up (including attempted contact) using the Results Follow-Up note template. This is available from the Documentation page.



Handy Hint

You can also access Results Follow-Up note template from the Create Note section of the ED Doctor View page.

- Create Note
- ED Doctor RAZ Note
- ED Initial Assessment and Plan Note
- ED Doctor Progress Note
- ED SSU Doctor Progress Note
- Results Follow-Up



6. **Update/addend** the ED Discharge Summary with a copy of the result and follow up plan.
7. **Print** the updated ED discharge summary and add a fax coversheet – place in the tray to be faxed by clerical staff.
(If the patient has been unable to be contacted on 3 separate occasions, patient to be sent a copy of the result with the associated coversheet for them follow up privately).



Handy Hint

Refer to the [FirstNet – Printing Patient Documentation](#) Quick Reference Guide (QRG).

8. Navigate back to the result in Message Centre and complete the **Action Pane** for finalised results.

- ED Results – Defaults to ‘**Endorse**’. If result has been followed up, click:
 - ‘OK & Next’ – to go to next result.
 - ‘OK & Close’ – to endorse and close result.
 - ‘Next’ – not actioned yet.
- Click ‘**Refuse**’ if under the care of an inpatient team (excluding SSU and Psychiatry patients)
 - Choose the appropriate reason – usually ‘Belongs to another treating unit/team’
 - Under ‘Additional Forward Action’, select **Sign** and click the **binoculars** to forward to the appropriate inbox:
 1. ED Paediatric Patients use “SH Emergency Paeds”.
 2. All others use “ED Refusal Inbox”.