

CARE4 MODULE NAME: Web Acute and Web ED

Hold Queue

Overview

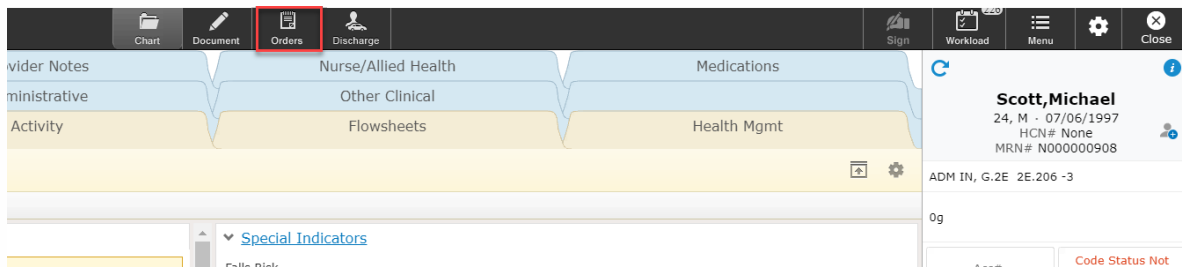
This document provides instructions on how to use the Hold Queue using the Web Acute and Web ED Modules.

What are hold queues used for: Hold queues are used to place orders into the system *but they are not active*. They can be used to facilitate a variety of workflows, for example:

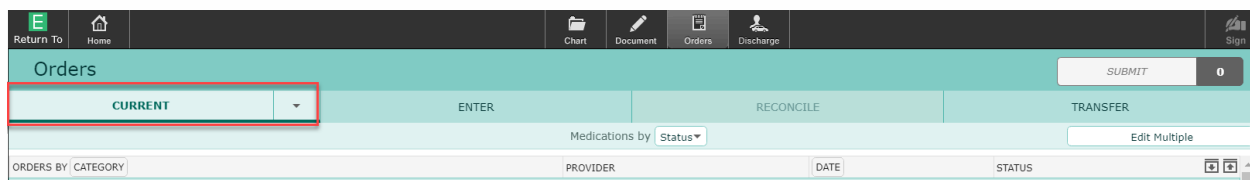
- Block Room Orders – Anesthesia
- Direct Admission
- Post Op Orders
- Day of Surgery Orders
- Pre-Op Clinic Orders (Place orders in advance of the surgery)
- Suggested Orders (Provider to provider orders and non-provider to provider orders)

How to Access the Hold Queue

- Select the Orders button from the Navigation Bar



- The current orders screen will display



- Select the chevron beside **orders** and click **Hold Queue**

The screenshot shows the top navigation bar with 'Return To' and 'Home' buttons, and icons for 'Chart', 'Document', 'Orders', and 'Discharge'. Below this is the 'Orders' header with a 'SUBMIT' button and a '0' indicator. A dropdown menu is open under 'CURRENT', with 'Hold Queue' highlighted. Other options include 'Historical'. Below the dropdown are filters for 'Medications by Status', 'Edit Multiple', 'ORDERS BY CATEGORY', 'PROVIDER', 'DATE', and 'STATUS'.

- Select **Add New Event** once you are in the Hold Queue

The screenshot shows the 'Orders' header with 'SUBMIT' and '0'. The dropdown menu is now set to 'HOLD QUEUE'. Below it, the 'Summary' tab is active, and the 'Add New Event' button is highlighted with a red box. Other tabs include 'ENTER', 'RECONCILE', and 'TRANSFER'. Below the tabs are filters for 'ORDERS', 'ORDERING PHYSICIAN', and 'DATE'.

- Fill out the following fields
 - Select an **Event Reason** for the Hold Queue
 - This is a drop-down field with multiple options – but is also free text enabled
 - Select a **facility** (which hospital this is to be activated at)
 - Select an **event date** (orders can be activate up to 90 days after the event date)

The screenshot shows the 'Hold Queue' form with a 'SUBMIT' button and '0' indicator. The 'Event' tab is active, and the 'Add New' button is highlighted. Below the tabs is a section for 'New Hold Queue Event' with four required fields: '*Event Reason (Required)', '*Facility (Required)', 'Entered Date' (pre-filled with 14/09/2021), and '*Event Date (Required)'. Each field has a dropdown arrow.

- Once fill out, the **Add New** button becomes active, click on this button to add orders

The screenshot shows the 'Hold Queue' form with the 'Add New' button now active and highlighted. The form is filled out with the following values: '*Event Reason' is 'Pre-Op Clinic (PAC)', '*Facility' is 'Royal Victoria Regional Health', 'Entered Date' is '14/09/2021', and '*Event Date' is '14/09/2021'. Below the form is a section for 'Hold Queue Orders' with an 'Edit Order Groups' button. At the bottom are filters for 'ORDERS', 'CATEGORY', 'DATE', 'STATUS', and 'ORDER GROUP'.

- Search for the orders you would like to place and select the ones to enter and then click **submit**

- Enter your **PIN**

- Once entered your hold queue orders will sit on the patient's chart until activated by a nurse and/or another physician
 - Note: Suggested orders (physician-physician) should be activated by physicians **not** nurses