## **CARE4 MODULE NAME: OM** Out-of-Hospital Appointments for ED and Admitted Patients

## Overview

This document provides instructions for how to order and receive and manage orders for a procedure, exam, consult, or appointments that are only offered by another facility. Examples could include very specialized consults (ex.: neurology) and procedures such as elective PCIs or biopsies.

This process is applicable for patients that are in the ED or admitted on an inpatient unit where the patient needs to be transported. This applies to patients that are permanently transferred and discharged as well as patients will return following the appointment.

The orders will serve as a tracking and communication tool to indicate:

- that the physician identified the need for the patient to have a procedure offered externally
- when the transfer has been organized and booked,
- when the patient is scheduled to leave and return (if patient is coming back),
- and when the appointment is completed.

There will be orders for the physician to specify what type of test is required.

- A few diagnostic imaging orders that are only available to the sites that do not perform them(1)
- One general order for any other type of appointment (2)

|   | Out of Hospital Appointments                           | _ |
|---|--|---|
|   | Out of Hospital Echography Appointment                 |   |
| - | Out of Hospital Interventional Radiology Appointment   |   |
| Y | Out of Hospital Magnetic Resonance Imaging Appointment |   |
|   | Out of Hospital Nuclear Medicine Appointment           |   |
| 2 | Out of Hospital/Test/Consults/ Procedures              |   |
| + | Outpatient Specialty Clinic Referral Request           | - |



## **Overview of Workflow**







Once it's identified that the patient is needing an appointment at another facility, the process to contact the receiving site would not change (ex.: requesting physician calls the receiving physician to get the consultation accepted).

The physician would then enter the "Out-of-Hospital" order and enter required details

| Order 0   |                        | New       | i                     | 06/09/2021 19:53 |
|---|------------------------|-----------|-----------------------|------------------|
| Type of test/ consult/ procedure/ appointment   | Investigative Angiogra | aphy      |                       |                  |
| onsulting Physician (if applicable)             | Audet,Rico, MD         |           |                       |                  |
| eceiving Facility                               | Orilia Hospital        |           |                       |                  |
| etails/ Instructions                            |                        |           |                       |                  |
| Is patient returning to this facility after the | Yes No                 | *Comment: | Will stay at facility | overnight        |

The order will have a status of "Incomplete" which is normal as there are some steps to be done by the unit staff.

| CURRENT                            | •       | ENTER      | RECONCILE   | TRA              | NSFER         |
|------------------------------------|---------|------------|-------------|------------------|---------------|
|                                    |         | Medication | s by Status |                  | Edit Multiple |
| ORDERS BY NAME +                   |         | PROVIDE    | R DATE      | STATUS           | -             |
| Out of Hospital/Test/Consults/ Pro | cedures | Order me   | 06/09/2021  | 19:53 Incomplete | 0             |



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## Receiving and Actioning the "Out-of-Hospital" Order



As mentioned, the order is in an "Incomplete" status.

This will cause the Status-Board indicator to display "EXT APP" in RED.

The ACK column will also indicate "Inc" for Incomplete.







As the planning activities progress, the details are added to the order so the following shifts know what is ready or outstanding for the patient's appointment. Clicking on the indicator will launch the orders routine.

Examples include:

- faxing the receiving hospital's consult form
- preparing the transfer envelope
- determining who will accompany the patient
- Booking transportation
- etc.

If arrangements are not finalized, the order is saved and the details are added as they come.



| Here | is a | view | of the | order | where | the | details | are | updated | ١. |
|------|------|------|--------|-------|-------|-----|---------|-----|---------|----|
|      |      |      |        |       |       |     |         |     |         |    |

| <ul> <li>* Type of test/ consult/ procedure/ appointment<br/>Consulting Physician (if applicable)<br/>Receiving Facility</li> <li>Details/ Instructions</li> <li>* Is patient returning to this facility after the appointment?</li> <li>Yes: Will stay at facility overnight</li> <li>Reminder of what bo<br/>with the order.</li> <li>* Is patient returning to this facility after the appointment?</li> <li>Yes: Will stay at facility overnight</li> <li>Reminder of what bo<br/>with the order.</li> <li>* Is patient returning to this facility after the appointment?</li> <li>Yes: Will stay at facility overnight</li> <li>Reminder of what bo<br/>with the order.</li> <li>* Is patient returning to this facility after the appointment?</li> <li>Yes: Will stay at facility overnight</li> <li>Reminder of what bo<br/>with the order.</li> <li>* Is patient returning to this order as the transportation and appointment arragements are progressing. This</li> <li>Confirmed date of appointment 09/09/2021</li> <li>Confirmed ambulance date of arrival 109/09/2021</li> <li>Confirmed ambulance time of arrival 09/09/2021</li> <li>Confirmed ambulance return date<br/>Estimated ambulance return date</li> <li>Estimated ambulance return time</li> <li>*</li> <li>Transportation Information</li> <li>Yes</li> <li>145723453</li> <li>Return date and time not confirmed yet. Waiting on the the other hospital to confirm<br/>long they will keep the patient.</li> <li>Tansfer envelope started, but the latest test results need to be added</li> </ul>  |   | Request Details   | booked as  | s per the physician.                         |
|--|---|---|--|--|
| Consulting Physician (if applicable)       Audet, Rico, MD         Receiving Facility       Orilia Hospital         Details/ Instructions       Yes: Will stay at facility overnight         * Is patient returning to this facility after the appointment?       Yes: Will stay at facility overnight         * Is patient returning to this facility after the appointment?       Yes: Will stay at facility overnight         * Is patient returning to this facility after the appointment?       Yes: Will stay at facility overnight         * Is patient returning to this facility after the appointment?       Yes: Will stay at facility overnight         * Is patient returning to this facility after the appointment?       Yes: Will stay at facility overnight         * Is patient returning to this facility after the appointment?       Yes: Will stay at facility overnight         * Appointment Booking Info       Departure and Arrival Times       Details related to the booking process.         Confirmed date of appointment 09/09/2021       Confirmed ambulance date of arrival 09/09/2021       Details related to the booking process.         Confirmed time of appointment 08:30       Issaer       Estimated ambulance return date       Issaer         If required, is transportation booked?       Yes       145723453       Return date and time not confirmed yet. Waiting on the the other hospital to confirming they will keep the patient.         Booking and transportation communications and notes   | Type of test/ consult/ procedure/ appointment   | Investigative Angiography   |  |  |
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The order will remain at an 'incomplete' status and the status board indicator will remain red until this question says 'Yes' If the patient is returning, the order should be completed upon their arrival to remove the status board indicator.



Once the arrangements are completed, the order can be put in the "Ordered" status.

At the bottom the order, there is a section with instructions for the unit staff of how to edit the order.

Below that, there is a question that will always be defaulted to "No". Changing that guestion to "Yes" will put the order in an "Ordered" status and this will update the indicator on the Status Board to be Green.







When the patient is ready to leave for their appointment, follow your organization's processes.

If the patient is not coming back or that the bed will not be held empty during the time the patient is away, follow the discharge processes.

If the patient is coming back, follow the leave of absence process for the time where the patient is not in their bed. Upon the patient's return, complete the order so it can fall off the Status Board.

| Po       | © Current<br>st Discharge             | Orders<br>e/Outpatient Appt                                     | Category          | <b> </b> • | Ċ | æ | Click on Status and | t               | Renew/Stop | 8 Status |   |
|----------|---------------------------------------|---|-------------------|------------|---|---|---------------------|-----------------|------------|----------|---|
| Ou       | it of Hospital/                       | Test/Consults/ P  | Appts             |            |   |   | Addet, Kico, MD     | 09/2021 19.     |            | Ordered  |   |
| Pa       | thology                               |   |                   |            |   |   |                     |                 |            | Stop     |   |
| SI       | raical Patholo                        | av [PTH] Hraent   | Pth               |            |   |   | Audet Rico MD 0     | 1/09/2021 12:16 | 8          | Ordered  |   |
| -        | Rm-Bed<br>Age/Sex<br>Adm Date         | Patient Name<br>Attending MD                                    |                   |            | 1 |   |                     |                 |            |          |   |
| <b>a</b> | Service                               | Special Indicators  |                   | С          | F | R | Admit Dx            | @ Surveillance  | Prec 👩 Ac  | k APPTS  | 0 |
|          | 2N.240-4<br>44 F<br>31/08/2021<br>MED | Gbgh,Computrition3<br>Cox,Denise                                |                   |            |   |   | chest pain          |                 | Ack        |          |   |
|          | BUN-16<br>47 F<br>27/08/2021<br>MED   | Omtest,Order Sets O<br>Audet,Rico<br>IPAC C.difficile - Falls I | <b>ne</b><br>Risk |            |   | R | TEST                |                 | Ack        |          |   |