

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.

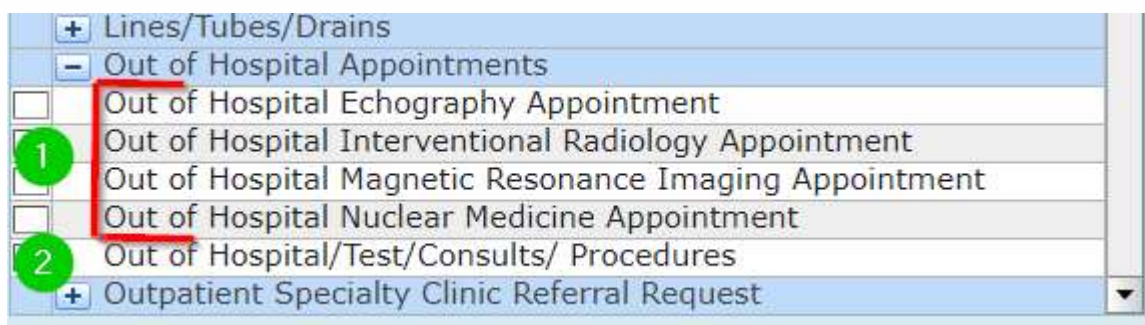
This process is applicable for patients that are in the ED or admitted on an inpatient unit where the patient needs to be transported. This applies to patients that are permanently transferred and discharged as well as patients will return following the appointment.

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.

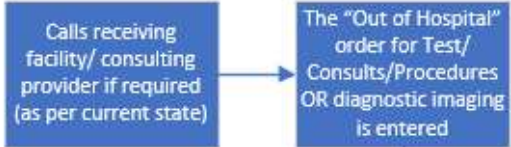
- A few diagnostic imaging orders that are only available to the sites that do not perform them(1)
- One general order for any other type of appointment (2)



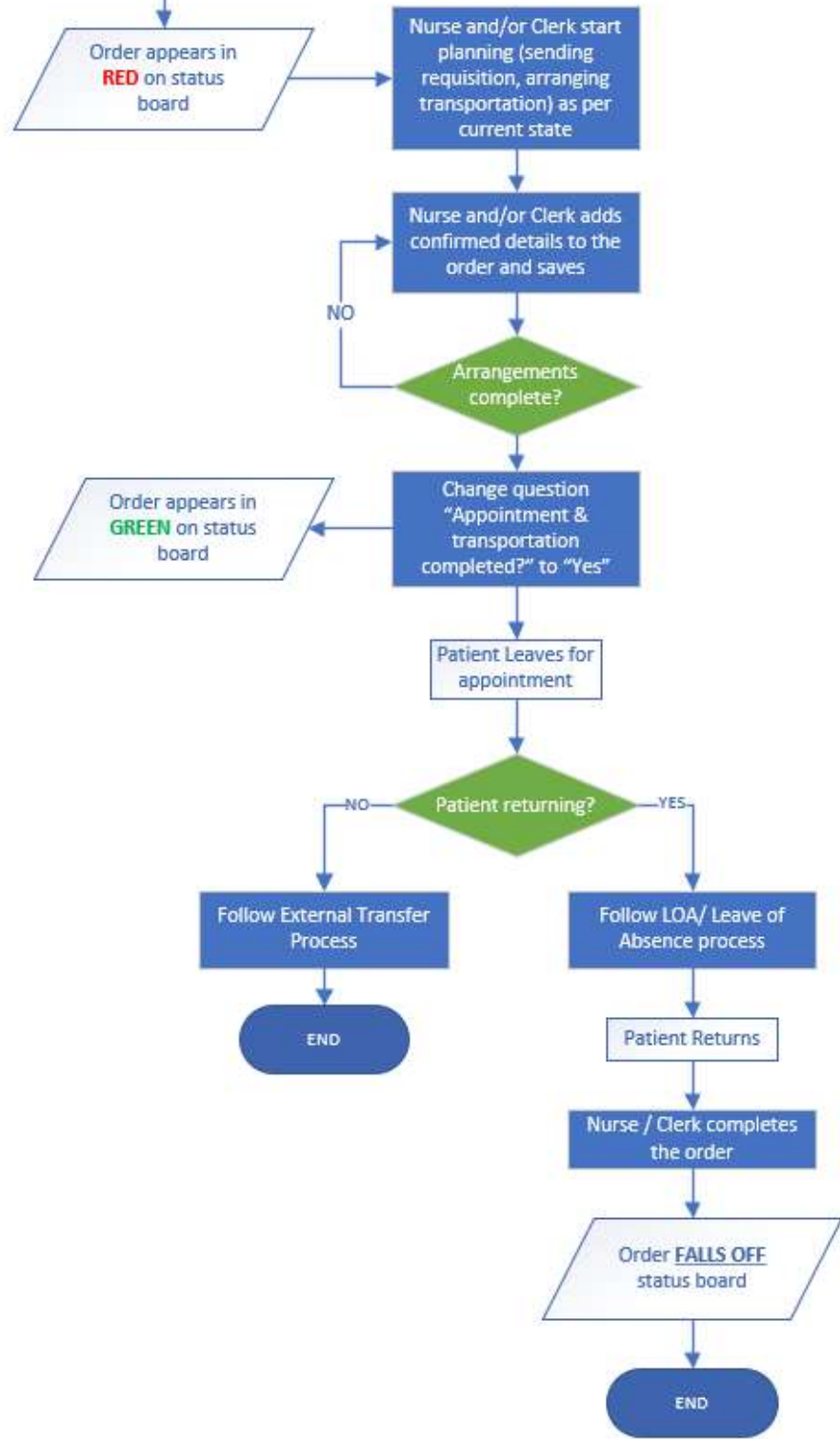
Overview of Workflow

Out-of-hospital appointment **WHILE** patient is admitted or in ED

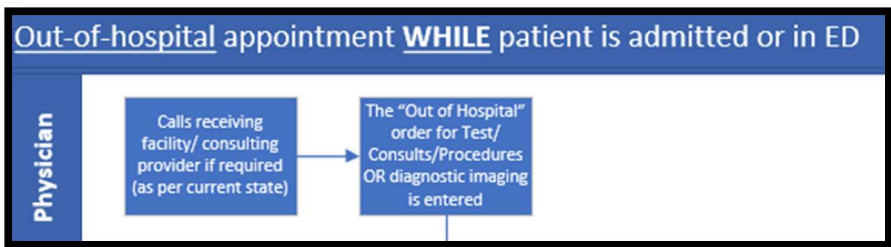
Physician



Unit staff



Physician Orders Out of Hospital Appointment



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 [New] 06/09/2021 19:53

*Type of test/ consult/ procedure/ appointment: Investigative Angiography

Consulting Physician (if applicable): Audet,Rico, MD

Receiving Facility: Orilia Hospital

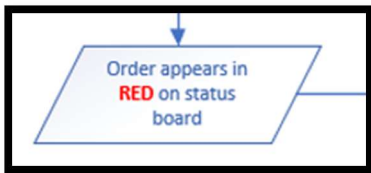
Details/ Instructions:

*Is patient returning to this facility after the appointment? 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	TRANSFER
Medications by Status <input type="button" value="Edit Multiple"/>			
ORDERS BY NAME	PROVIDER	DATE	STATUS
Out of Hospital/Test/Consults/ Procedures Order	me	06/09/2021 19:53	Incomplete

Receiving and Actioning the “Out-of-Hospital” Order



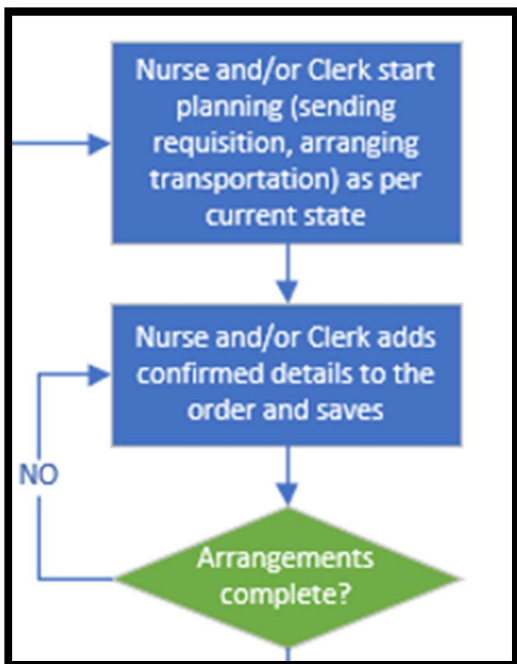
As mentioned, the order is in an “Incomplete” status.

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

The ACK column will also indicate “Inc” for Incomplete.

Current Orders					
Transfer Orders		Hold Queue		History	
New Orders		New Meds		New Sets	
Current Orders	Category	Ordering Provider	Start	Renew/Stop	Status
Post Discharge/Outpatient Appt					
Out of Hospital/Test/Cons...	Appts	Audet, Rico, MD	06/09/2021 19:53		Incomplete

My List												
7 patients as of 06/09/2021 21:02												
Rm-Bed	Age/Sex	Patient Name	Attending MD	C	F	R	Admit Dx	Surveillance	Prec	ACK	APPTS	New F
2N.240-4	44 F	Gbgh,Computrition3	Cox,Denise				chest pain			Ack		
BUN-16	47 F	Omtest,Order Sets One	Audet,Rico			R	TEST			Inc	EXT APP OP F/U	



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.

Source: Ordered by Provider

* Type of test/ consult/ procedure/ appointment Consulting Physician (if applicable) Receiving Facility	Request Details Investigative Angiography Audet,Rico, MD Orilia Hospital
Details/ Instructions	
* Is patient returning to this facility after the appointment?	Yes: Will stay at facility overnight

Information can be added and edited on this order as the transportation and appointment arrangements are progressing. This also serves as a communication and tracking tool.

Appointment Booking Info Confirmed date of appointment: 09/09/2021 Confirmed time of appointment: 08:30	Departure and Arrival Times Confirmed ambulance date of arrival: 09/09/2021 Confirmed ambulance time of arrival: 07:00 Estimated ambulance return date: Estimated ambulance return time:
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If required, is transportation booked? Ambulance or transportation MT number	Transportation Information yes 145723453 Return date and time not confirmed yet. Waiting on the the other hospital to confirm how long they will keep the patient. Transfer envelope started, but the latest test results need to be added
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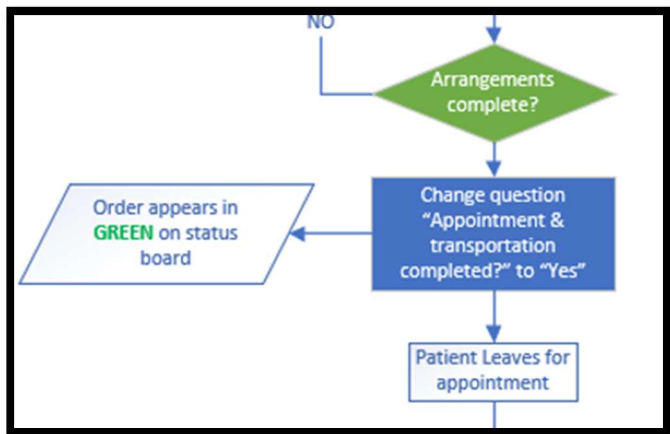
Booking and transportation communications and notes

***** ONCE ALL DETAILS ARE CONFIRMED *****
Once the appointment is confirmed and that the transportation is booked, answer 'Yes'.
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.

Details of what needs to be booked as per the physician.

Reminder of what to do with the order.

Details related to the booking process.



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 question to "Yes" will put the order in an "Ordered" status and this will update the indicator on the Status Board to be **Green**.

Reminder

***** ONCE ALL DETAILS ARE CONFIRMED *****
Once the appointment is confirmed and that the transportation is booked, answer 'Yes'.
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.

Booking & prep. completed?
Appointment & transportation completed? Yes

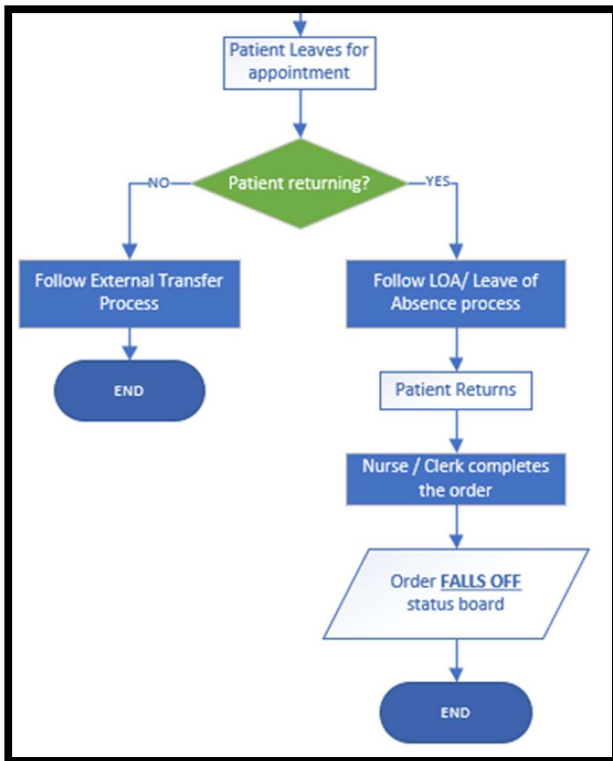
Set to "Yes" then Save.



My List

7 patients as of 06/09/2021 21:02

Rm-Bed	Age/Sex	Adm Date	Service	Patient Name	Attending MD	Special Indicators	C	F	R	Admit Dx	Surveillance	Prec	Ack	APPTS	?
2N.240-4	44 F	31/08/2021	MED	Gbgh,Computrition3	Cox,Denise					chest pain			Ack		
BUN-16	47 F	27/08/2021	MED	Omtest,Order Sets One	Audet,Rico	IPAC C.difficile - Falls Risk ...			R	TEST			Ack	EXT APP	



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.

Category	Order	Renew/Stop	Status
Post Discharge/Outpatient Appt	Out of Hospital/Test/Consults/ P...		Ordered
Pathology	Surgical Pathology [PTH] Urgent		Ordered

Click on Status and select "Stop"

Rm-Bed	Age/Sex	Adm Date	Service	Patient Name	Attending MD	Special Indicators	C	F	R	Admit Dx	Surveillance	Prec	Ack	APPTS	?
2N.240-4	44 F	31/08/2021	MED	Gbgh,Computrition3	Cox,Denise					chest pain			Ack		
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