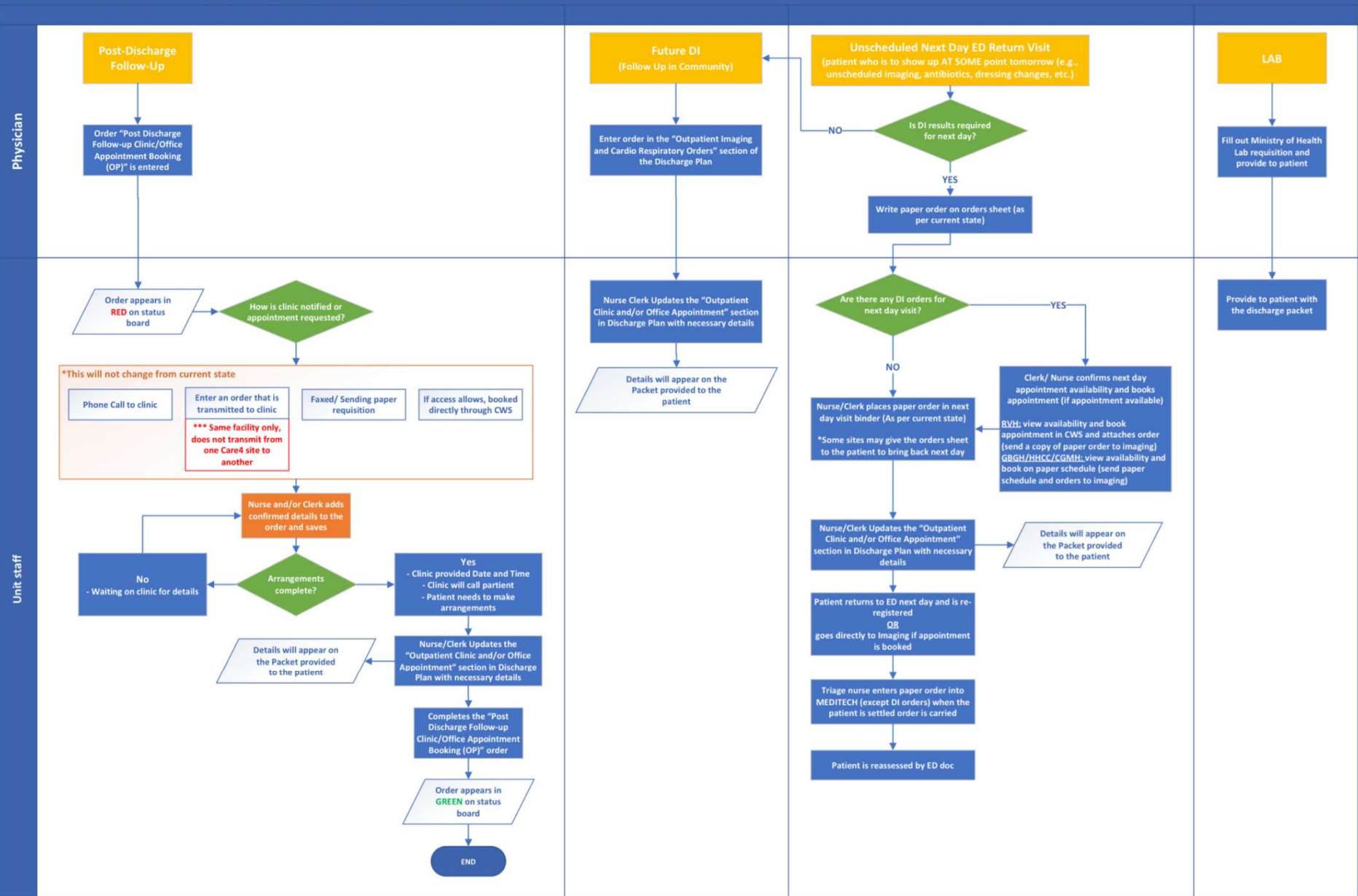


CARE4 MODULE NAME: OM Post-Discharge Follow-Up Appointments

Overview

This document provides instructions for tracking appointments that need to be booked following the patient's discharge and communicating the progress of the arrangements. Here is an overview of the workflow, depending on the type of orders required.

Appointment to occur in an outpatient setting AFTER the patient is discharged

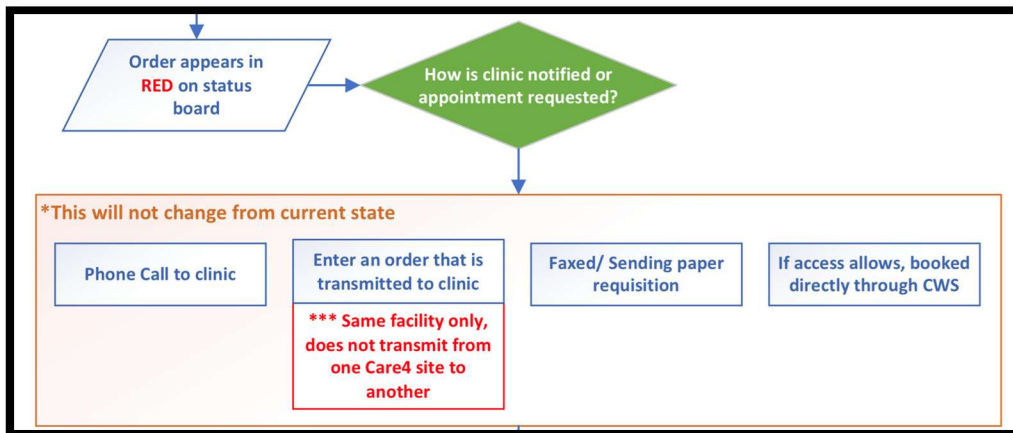


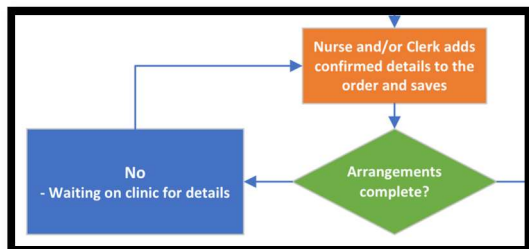
- **Clinic Appointments:**

- If the physician orders a post-discharge follow-up, “OP F/U” will appear on the status board in **Red**.

Rm-Bed Age/Sex Adm Date	Patient Name Attending MD Special Indicators	C	F	R	Admit Dx	Surveillance	Prec	APPS	New Results	UNC	Ne
ICUHALL-A 63 M 21/08/2021	Inpatient, Physdemo Audet, Rico Interpreter Needed				Test			Ack	OP F/U		
CAN.10-1 66 F 29/07/2021	PHA, SIX Ip, Terry				Testing Patient for PHA			Ack-M...			09:00 I 10:00 C 10:00 C 14:00 C 10:00 I 14:00 T
Care4-Rvh, Melanie1											

- The mechanism for booking the clinic appointment will vary depending of where the appointment will occur. This is based on current state.





- As the appointment booking process progresses, edit the order to add details and communication notes to track what is outstanding to book the appointment. You can also notice that the order also includes the steps to follow for this process as a reminder.

Edit Order

Order	Start/Stop	Status
Post Discharge Follow-up Clinic/Office Appointment Booking (OP) Order	Mon Sep 06 15:10	Edited

* Provider:
 Source:

Booking information

* Outpatient Clinic or Appointment to be Booked:

* Reason for Outpatient Clinic Referral:

Consulting Provider:

Has provider been notified:

Once referral order is placed by physician, inpatient unit staff must transmit the request and book the appropriate clinic visit or physician office visit either by:

- Calling to book the appointment
- Entering the order that is transmitted directly to the clinic
- Faxing/ sending the paper requisition
- If access allows, book directly through CWS desktop

As the booking progresses, edit the order and enter communications notes and what is outstanding in the text box below.

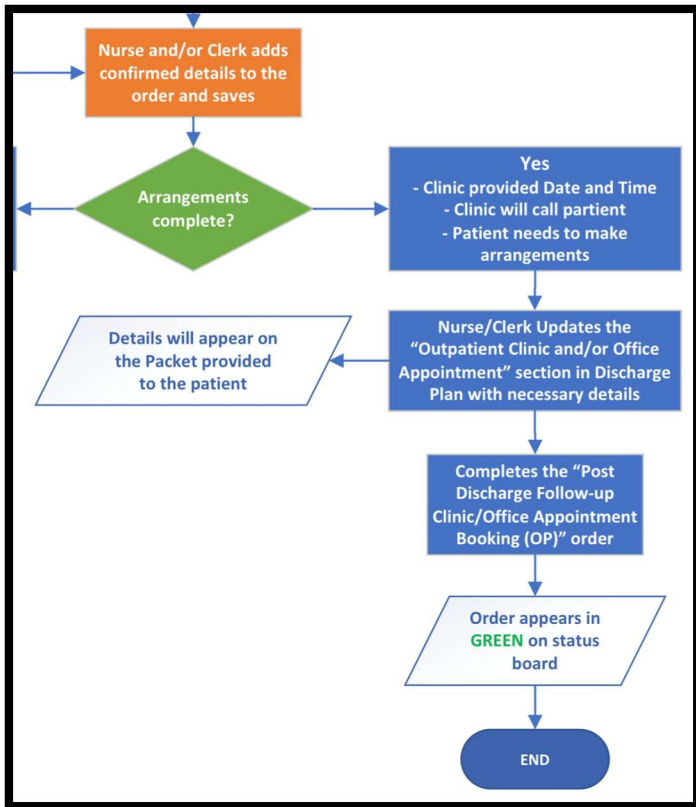
Once date and time of the appointment is confirmed (or if clinic will directly call the patient), update the referral section of the Discharge Plan to ensure patient receives the information.

Booking Progress/Communication

Appointment booking communications and notes Notes and outstanding elements can be added here to is is available to next shift clerk and nurse.

Patient Information

Health Card Number:
 Patient's Phone Number:
 Family Physician:



- Once appointment is confirmed, update the **Outpatient Clinic and/or Office Appointment** section in the **Discharge Plan** by clicking Add and then enter the necessary details.

The screenshot shows a form with the following elements:

- Instructions** section with an **Edit** button.
- Outpatient Clinic and/or Office Appointment** section, highlighted in green, with **Add**, **Remove**, and **Add Me** buttons.
- Patient Disposition** section with radio buttons for:
 - Leave Against Medical Advice
 - Absent Without Leave
 - Cadaver Organ Tissue Retrieval

- You will then select **provider**, **service**, or **outside** to select the correct individual or agency the patient is referred to and then click **OK**.

The screenshot shows the **Referral Lookup** interface with the following components and annotations:

- * Name** search field.
- Fields for **Email**, **Phone**, **Direct Address**, **Address**, and **Note**.
- Known Providers** dropdown menu with options:
 - All Providers
 - By Service
 - By Provider Group
 - By Provider Type
 - By Specialty
 - Outside Provider Group
 - Other Referral
 - Identifier
 - Mnemonic
 - Name
 - Any Word
- Annotations:
 - "For providers that were involved in this patient's visit (ex.: Post-Op F/U with me in 3 weeks)" points to the **All Providers** option.
 - "To find other physician the patient might need to visit (ex.: Cariologist)" points to the **By Specialty** option.
 - "To enter any other type of clinic/ appointment" points to the **Other Referral** option.
- Status: "No items selected"

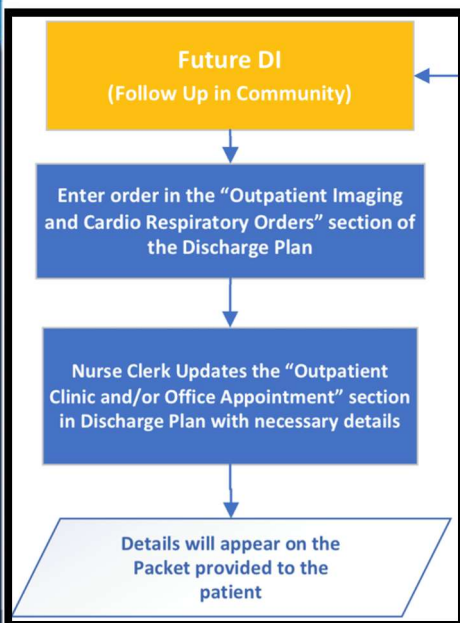
- To add an appointment date and time or to edit the details, click on the icon in the discharge plan.

- Click **save** in the footer of the **Discharge Plan**.
- The next step is completing the order. Click on the order status and select “Stop”

Post Discharge/Outpatient Appt	Post Discharge Follow-up Clinic/...	Appts	Audet, Rico, MD	06/09/2021 13:19	Ordered	Stop
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- The indicator will then turn **Green** on the status board.

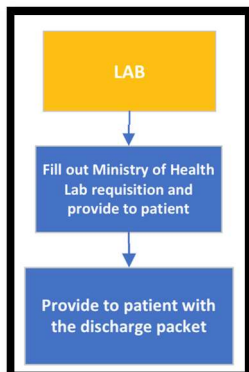
BUN-16	47 F	27/08/2021	MED	Omtest, Order Sets One	Audet, Rico	IPAC C.difficile - Falls Risk ...	R	TEST	Ack-M	OP F/U
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- Diagnostic Imaging Appointments:**

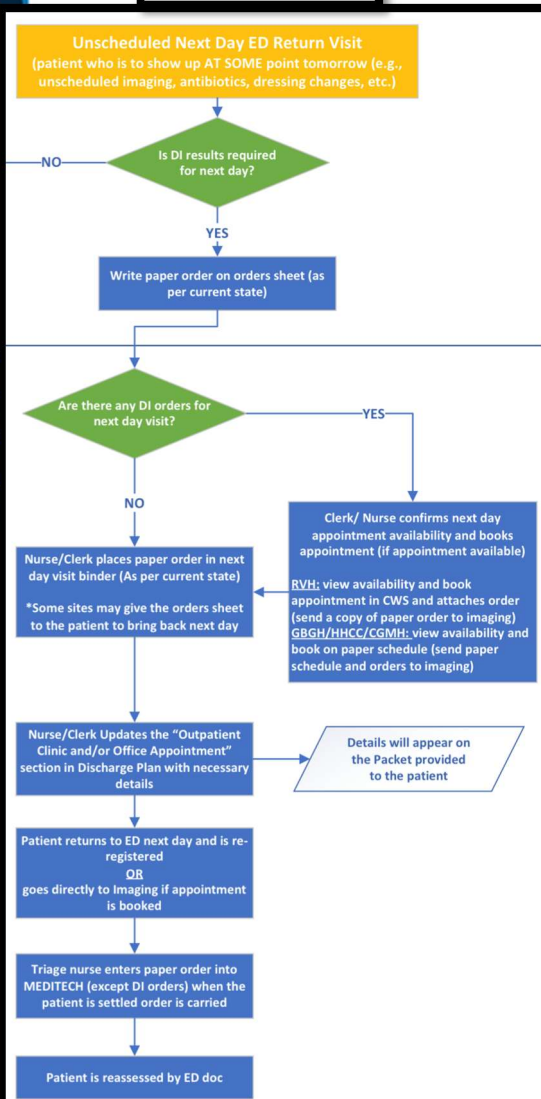
- Physicians enter the order for the DI exam in the **Outpatient Imaging and Cardio Respiratory Orders** section of the **Discharge Plan**. It is visible from the Discharge plan, but this section **DOES NOT** appear on the discharge packet.
- The Nurse or Clerk will update the **Discharge Plan** with the details which will appear on the discharge packet that is printed and given to the patient.

0 of 1 requirements met		Last Printed: 31/08/2021 08:05 by Maria Ma	
Discharge			
Reason For Visit	TEST		
Admit Date/Time	27/08/2021 14:10		
Admit Provider	Audet,Rico		
Outpatient Imaging and Cardio Respiratory Orders	CT Abdomen Biopsy (Routine)	Location: Determined by Patient	Ordered By Rico Audet
Prescriptions	No Action		



- **Post-Discharge Laboratory Testing:**

- Requisition will be completed by the physician and be given to the patient with the discharge packet.



- **ED Next Day Return Visit**

- For Next Day Orders

- Physician writes paper order on orders sheet for a patient who is to show up AT SOME point tomorrow (e.g., unscheduled imaging, antibiotics, dressing changes, etc.)
- Nurse or Clerk places paper order in next day visit binder/ folder (Some sites may give the patient the orders sheet to bring back next day)
- Patient returns to ED next day and is re-registered
- Triage nurse enters paper order into MEDITECH when the patient is settled order is carried out

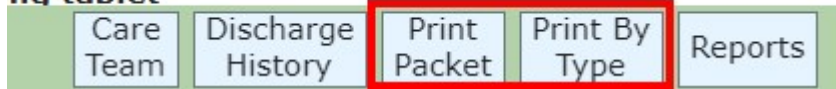
- For Next Day Return Visits **That Include Diagnostic Imaging**

- Clerk or Nurse determine if an appointment time can be given (RVH: Look on CWS, GBGH/HHCC/CGMH: look on paper to confirm availability)
 - Note: RVH books appointment and appointment has order attached to the appointment, Clerk places paper order in next day visit folder (a copy of these are brought to imaging)
 - Note: GBGH/HHCC/CGMH have no order tied to appointment; a paper schedule with orders is sent to imaging
 - Clerk slots the patient in for appointment and
- Future Imaging Orders (NOT the next day; Follow Up Family Doctor)
 - Follow the Future DI Appointment process using the **Outpatient Imaging and Cardio Respiratory Orders** section of the **Discharge Plan**.

- **To print the discharge packet**

- Select Print Packet to print the whole packet

Reason: Angiodema Qty: 50 R1: 0
ng tablet



- Select Print by Type to print a specific section of the packet

✓	Reports	Last Printed Date/Time
<input type="checkbox"/>	Instructions	
<input type="checkbox"/>	Stand Alone Forms	
<input type="checkbox"/>	Rx for Treatment & Equipment	31/08/2021 08:21
<input type="checkbox"/>	Visit Report	31/08/2021 08:05
<input type="checkbox"/>	Customer Designed Reports	
<input type="checkbox"/>	Discharge Bloodbank Transfusion Letter	31/08/2021 08:05
<input type="checkbox"/>	Home Medications Report	
<input type="checkbox"/>	Prescriptions	
<input type="checkbox"/>	Monographs	
<input type="checkbox"/>	Patient Health Summary	
<input type="checkbox"/>	Discharge Patient Reports	
<input type="checkbox"/>	Discharge Report	31/08/2021 08:05

- NOTE: The prescriptions can only be printed by physicians and they need to sign them.