

Registration Management

WORKBOOK: EMERGENCY

Table of Contents

PATIENT SEARCH CRITERIA	3
ED QUICK REGISTRATION NEW PERSON	4
ED FULL REGISTRATION	5
ED BED ASSIGNMENT	7
ED ADMIT TO INPATIENT	8
DECEASED ED PATIENT:	
A. DISCHARGED ENCOUNTER	10
B. DECEASED REGISTRATION	11
C. TRANSFER TO MORGUE	12
REPRINT DOCUMENTS	13
UNKNOWN ED PATIENT	
A. ED QUICK REG	14
B. ED FULL REG	15
C. PATIENT IDENTIFIED	17
MATERNITY REGISTRATION IN ED	19

Patient Search Criteria

Search exhaustively using the following **Clinical Information System (CIS)** and **Enterprise Master Patient Index (EMPI)** search criteria in the order listed below until you find your patient. If you have found your patient after using one of the search criteria, ask open-ended questions to confirm their identity and proceed with the registration.

If you do not find your patient after using all the CIS and EMPI search criteria, then add a new patient in the system and continue with the registration.

CIS Search Criteria

1	Search by BC PHN <i>if you do not find your patient, then</i>
2	Search by Full Last Name and Full First Name <i>if you do not find your patient, then</i>
3	Search by Birth Date and Gender <i>if you do not find your patient, search the EMPI</i>
	NOTE: Be sure to click Reset between searches.

If you are unable to find your client, search the EMPI.

EMPI Search Criteria

4	Search by BC PHN <i>if you do not find your patient, then</i>
5	Enter two or more MPI search criteria: <ol style="list-style-type: none"> 1. 1st criteria <ol style="list-style-type: none"> a. <u>Full</u> Last Name and <u>Full</u> First Name 2. 2nd criteria – one of the following: <ol style="list-style-type: none"> a. Birth Date b. Postal Code c. Phone Number
	NOTE: Do not enter Gender .
	NOTE: Be sure to click Reset between searches.

Exercise 1 – Instructor demo and Users follow

Student
1

Search/Add new patient record with ‘drink’ as last name

A trauma patient has arrived with paramedics straight to a room for emergency treatment. The triage nurse has asked the registration clerk to perform an Emergency quick registration to add the patient to the Emergency tracking shell with the details provided from the ambulance record.

1. In **FirstNet** application, ensure that the “Tracking Shell” view is activated
2. Click on the **ED Quick Reg** icon
3. **Search** for the patient exhaustively using the CIS and EMPI search criteria
4. Click on **Add Person**
5. Click **Cancel** when the *Request PHN* window displays
6. Click on **Yes** to the message “*Do you wish to continue to the conversation without requesting a PHN?*”
7. Use the following information to complete the patient’s record

Last name	Cola
First name	Rita
Middle Name	Shirley
Date of birth	02-Feb-1982
Gender	F
Primary Care Provider (PCP)	Provider, Unknown
Attending Provider	Provider, Emergency
Reason for Visit	Trauma
Building	LGH Lions Gate
Unit/Clinic	LGH ED
Encounter Type	Emergency
Medical Service	Emergency

8. Click on **Complete**

Exercise 2 – Instructor demo and Users follow

ED Full Registration

A trauma patient was sent straight to a room for treatment and an emergency quick registration was performed. The family member of the trauma patient has arrived to complete the emergency registration.

1. From the **ED LGH Registration** Tab, click on the “Filter” dropdown
2. Select “.Full Reg or Admit”
3. Click on the **ED Modify** icon
4. **Search** for the patient exhaustively using the CIS and EMPI search criteria
5. Select the corresponding patient record and active emergency encounter
6. Click on **OK**
7. Use the following information to complete the patient’s record

Last name	Cola
First name	Rita
Middle Name	Shirley
Date of birth	02-Feb-1982
Gender	F
Validated with Patient/Family?	Yes
Permanent Address	231-1313 Main St, Brisbane, Queensland, 2983, Australia
Temporary/Secondary Address	Suite 201, 900 W Georgia St, Vancouver, BC V6C 2W6, Canada
Preferred Phone	Alternate Phone Number
Alternate Phone Number	604 684 3131
Indigenous Identity	Non Indigenous
Encounter Type	Emergency
Medical Service	Emergency
Reason for Visit	Trauma
Admit Source	Emergency
Arrival by Ambulance	Ground Ambulance
Source of ID	Other Photo ID
Building	LGH Lions Gate
Unit/Clinic	LGH ED
Attending Provider	Provider, Emergency

Primary Care Provider (PCP)	Provider, Out of Province
PCP Verified?	Yes
Visitor Status	No Visitors
Accident Related Visit?	Yes
Work Related?	No
Accident Type	Pedestrian struck by vehicle
Counterpart	Motor vehicle
Accident Description	Struck by a vehicle while crossing the crosswalk
Accident Location	1200 block of Georgia St W, Vancouver
Accident Date	Today's Date
Accident Time	07:00
3rd Party Liability	Yes
Status in Canada	Visitor
Primary Insurance	Guarantor/Relationship to Patient: SELF
	Search for Health Plan: Non-Resident of Canada—SELF
	Jurisdiction Form Signed?: Yes
Secondary Insurance	Relationship to Patient: SELF
	Search For Health Plan: Insurance Corporation of British Columbia—PROV Health Card/Claim Number: A234567
Emergency Contact	Relationship to Patient: Father First Name: Jacob Address: Same Address Alternate Phone Number: 604 684 3131
Next of Kin	Relationship to Patient: Mother First Name: Harriet Address: Same Address Mobile Phone Number: 604 234 5678

8. Click on **Complete**

Exercise 3 – Instructor demo and Users follow

ED Bed Assignment

The trauma patient was sent straight to a room for treatment and was not required to wait in the Emergency waiting room.

1. Use the following information to complete the patient's record

Last name	Cola
First name	Rita
Middle Name	Shirley
Date of birth	02-Feb-1982
Bed	RESUS, 101

2. From the **ED LGH All Beds-Reg** Tab tracking shell
3. Double-click on the corresponding patient record in the **Bed** column
4. From the *Select a location* pop-up window select the appropriate bed
5. Click on **OK**

Exercise 4 – Instructor demo and Users follow

ED Admit to Inpatient

An *Admit to Inpatient* order was entered by a Physician for a patient.

1. Click on the **ED Modify** icon
2. **Search** for the patient exhaustively using the CIS and EMPI search criteria
3. Select the corresponding patient record and active emergency encounter
4. Click on **OK**
5. Use the following information to complete the patient's record

Last name	Cola
First name	Rita
Middle Name	Shirley
Date of birth	02-Feb-1982

Please note that the following fields would be automatically updated with the appropriate values from the *Admit to Inpatient* order. For the purpose of this activity, please manually update as appropriate

Encounter Type	Inpatient
Medical Service	General Surgery
Building	LGH Lions Gate
Unit/Clinic	LGH ED Hold
Room	RESUS
Bed	101
Admitting Provider	Train, General Medicine-Physician7
Attending Provider	Train, General Medicine-Physician7
Patient Admit Date	Auto-populated
Patient Admit Time	Auto-populated

6. Use the following information to complete the patient's record for fields not automatically updated by an *Admit to Inpatient* order.

Reason for Visit	Trauma
Patient Accom Requested	Private
Accom Form Signed	Yes

7. Click on **Complete**
8. From the tracking shell in the **Reg Comment** column, click inside the field
9. Type “Reg Complete” and press Enter

Exercise 5a – Instructor demo and Users follow

Deceased ED Patient: Discharge Encounter

A patient has passed away in the Emergency department. The nurse has discharged the Emergency encounter in the **Depart Process**.

****Please note that the following process would have been completed by the **Depart Process**. For the purpose of the following activity, please manually discharge the encounter as appropriate****

1. Complete this Exercise in **PM Office**
2. Double-click on **Discharge Encounter**
3. **Search** for the patient exhaustively using the CIS and EMPI search criteria
4. Select the corresponding patient record and active encounter
5. Click on **OK**
6. Use the following information to complete the patient's record

Last name	Cola
First name	Rita
Middle Name	Shirley
Date of birth	02-Feb-1982
Discharge Disposition	Deceased
Discharge Date	Today's Date
Discharge Time	Now
Deceased?	Yes
Deceased Date	Same as Discharge Date
Deceased Time	Same as Discharge Time

7. Click on **Complete**
8. Click on **Yes** to the message *"You are setting the deceased date for this person which could affect future visits and appointments. Would you like to continue?"*

Exercise 5b – Instructor demo and users follow

Deceased ED Patient: Deceased Registration

The patient has passed away during their emergency admission. The depart process has been completed on the emergency encounter and a deceased encounter needs to be registered.

1. Complete this Exercise in **PM Office**
2. Double-click on **Quick Reg**
3. **Search** for the patient exhaustively using the CIS and EMPI search criteria
4. Select the corresponding patient record
5. Click on **Add Encounter**
6. Use the following information to complete the patient's record

Last name	Cola
First name	Rita
Middle Name	Shirley
Date of birth	02-Feb-1982
Gender	F
Encounter Type	Deceased
Medical Service	Deceased
Facility/Building	LGH Lions Gate
Unit/Clinic	LGH ED Hold
Room	RESUS
Bed	101
Attending Provider	Provider, Emergency
Primary Insurance	Guarantor/Relationship to Patient: SELF
	Search for Health Plan: Non-Resident of Canada--SELF
	Jurisdiction Form Signed?: Yes

7. Click on **OK**

Exercise 5c – Instructor demo and users follow

Deceased ED Patient: Transfer to Morgue

The patient has passed away during their emergency admission. The unit clerk has registered a deceased encounter and the body needs to be transferred to the morgue.

1. Complete this Exercise in **PM Office**
2. Double-click on **Bed Transfer** conversation
3. **Search** for the patient exhaustively using the CIS and EMPI search criteria
4. Select the corresponding patient record and encounter
5. Use the following information to complete the patient's record

Last name	Cola
First name	Rita
Middle Name	Shirley
Date of birth	02-Feb-1982
Medical Service	Deceased
Building	LGH Lions Gate
Unit/Clinic	LGH Morgue
Attending Provider	Train, General Medicine-Physician7
Transfer Date	Today's Date
Transfer Time	Now

6. Click on **Complete**



Bed transfer would have been completed as part of the emergency encounter's Depart Process.

Exercise 6 – Instructor demo and Users follow

Reprint Documents: Patient Armband

The deceased patient requires another patient armband for the autopsy.

1. Click on the **Documents** icon
2. Click on the **Find Person** icon
3. **Search** for the patient exhaustively using the CIS and EMPI search criteria
4. Select the corresponding patient record and active encounter
5. Click on **OK**
6. Use the following information to complete the activity

Last name	Cola
First name	Rita
Middle Name	Shirley
Date of birth	02-Feb-1982

7. Select **Armband Label**
8. Click on the **Print** icon
9. Select the appropriate printer from the **Printer** dropdown value
10. Click on **OK**



If a printer has not been setup for this activity please click on “Cancel” in the Print window and continue to close the Person Mgmt: Documents window

Exercise 7a – Instructor demo and Users follow

Unknown ED Patient: ED Quick Reg

An unconscious unknown patient arrives with the paramedics to the Emergency department without any identification and is brought directly to a room for treatment.

1. Click on the **ED Quick Reg** icon
2. **Search** for the patient using the CIS search criteria
3. Click on **Add Person**
4. Click on **Cancel** in the *Request PHN* window
5. Click on **Yes** to the message *“Do you wish to continue to the conversation without requesting a PHN?”*
6. Use the following information to complete the patient’s record

Last name	VPPUNKNOWN
First name	LGH B
Date of birth	01-Jan-1900
Gender	M
Primary Care Provider (PCP)	Provider, Unknown
Attending Provider	Provider, Emergency
Reason for Visit	Shortness of Breath
Building	LGH Lions Gate
Unit/Clinic	LGH ED
Encounter Type	Emergency
Medical Service	Emergency

7. Click on **Complete**



Unknown/Unidentified patients are not to be assigned a BC PHN. Please do not click on “Submit” to the Request a PHN window

Exercise 7b – Instructor demo and Users follow

Unknown ED Patient: ED Full Registration

An unknown patient was sent straight to a room for treatment and an emergency quick registration was performed. The patient remains unidentified but requires a full emergency registration to be completed.

1. From the **ED LGH Registration** Tab, click on the “Filter” dropdown
2. Select “.Full Reg or Admit”
3. Click on the **ED Modify** icon
4. **Search** for the patient using the CIS search criteria
5. Select the corresponding patient record and active emergency encounter
6. Click on **OK**
7. Click on **Cancel** in the *Request PHN* window
8. Click on **Yes** to the message “Do you wish to continue to the conversation without requesting a PHN?”
9. Use the following information to complete the patient’s record

Last name	VPPUNKNOWN
First name	LGH B
Date of birth	01-Jan-1900
Gender	M
Validated with Patient/Family?	No
Address Information	Unknown
Permanent Address	Unknown, North Vancouver, BC V7L 2L7, Canada
Preferred Phone	No Phone
Indigenous Identity	Unknown
Encounter Type	Emergency
Medical Service	Emergency
Reason for Visit	Shortness of Breath
Admit Source	Emergency
Arrival by Ambulance	Ground Ambulance
Source of ID	None
Building	LGH Lions Gate
Unit/Clinic	LGH ED
Attending Provider	Provider, Emergency

Primary Care Provider (PCP)	Provider, Unknown
PCP Verified?	No
Status in Canada	Unknown
Accident Related Visit?	No
Primary Insurance	Guarantor/Relationship to Patient: SELF
	Search for Health Plan: Non-Resident of Canada—SELF
	Jurisdiction Form Signed?: No
Emergency Contact	Relationship to Patient: Unknown Name: Unknown, Unknown Preferred Phone: No Phone

10. Click on **Complete**

Exercise 7c – Instructor demo and Users follow

Unknown ED Patient: Patient Identified/Existing Patient Record

An unknown patient was sent straight to a room for treatment and a full emergency registration was completed. The patient's family member has arrived to verify the patient's identity.

1. Click on the **ED Modify** icon
2. **Search** for the patient using the CIS search criteria
3. Select the corresponding patient record and active emergency encounter
4. Click on **OK**

Previous Client Information

Last name	VPPUNKNOWN
First name	LGH B
Date of birth	01-Jan-1900
Gender	M

5. Use the following information to update the patient's record

Current Client Information

Last name	Reg-ED
First name	Richard
Date of birth	08 Jan 1958
Gender	M
Validated with Patient/Family?	Yes
Permanent Address	101-2098 Abbott St, North Vancouver, BC V2G 2B1, Canada
Preferred Phone	Home Phone Number
Home Phone Number	778 923 2451
Indigenous Identity	Non Indigenous
Encounter Type	Emergency
Medical Service	Emergency
Reason for Visit	Shortness of Breath
Admit Source	Emergency

Arrival by Ambulance	Ground Ambulance
Source of ID	None
Building	LGH Lions Gate
Unit/Clinic	LGH ED
Attending Provider	Provider, Emergency
Primary Care Provider (PCP)	Train, General Medicine-Physician8
PCP Verified?	Yes
Status in Canada	Unknown
Accident Related Visit?	No
Primary Insurance	Guarantor/Relationship to Patient: SELF
	Search for Health Plan: Uninsured Residents/Services of BC--SELF
Emergency Contact	Relationship to Patient: Brother First Name: George Address: Same address Mobile Phone Number:

6. Type in the BC PHN for your patient record

BC PHN	9876393021
---------------	------------

7. Click on **OK** to the message *“This alias is assigned to another person or encounter. Please enter a different alias.”* Leave **BC PHN** blank
8. Click on **Complete**
9. Click on the **ED Modify** icon
10. **Search** for the patient using the CIS search criteria
11. Note that the patient has an existing CIS patient record and this emergency patient record is now a duplicate medical record
12. Contact Data Quality of duplicate Medical Record Numbers



Data Quality must be notified of duplicate Medical Record Numbers. Please contact Data Quality with the Patient's Name, DOB, original MRN, new MRN and current encounter number(s). Downstream systems (lab, pharmacy and other systems as applicable) must also be notified of the change in patient information.

Exercise 8 – Instructor demo and users follow

Admit Maternity Patient in Emergency

Patient presents at Lion's Gate Hospital for labour/assessment during Maternity afterhours. The patient's pre-registration package was received months ago and has been entered in the system. The ED registration clerk will select the pre-registration to quickly register the patient on the maternity tracking shell.

****Please note:** In the real environment the ED registration clerk would select a lounge bed in the maternity unit**

1. Complete this Exercise in **PM Office**
2. Double-click on **Register Outpatient** conversation
3. **Search** for the patient using the CIS and EMPI search criteria
4. Select the corresponding patient record with the Pre-Outpatient in a Bed encounter for LGH LD
5. Use the following information to complete the patient's record

BC PHN	9876393014
Last name	Reg-ED
First name	Adrianna
Maiden Name	Archibald
Date of birth	12-Jul-1982
Gender	F
Permanent Address	2453 Harold Ave, North Vancouver, BC V2E 2H9, Canada
Preferred Phone	Home Phone Number
Home Phone Number	604 454 5613
Indigenous Identity	Non Indigenous
Encounter Type	Outpatient in a bed
Medical Service	Obstetrics
Reason for Visit	Pregnancy
Source of ID	BC Services Card with Photo
Facility/Building	LGH Lions Gate
Unit/Clinic	LGH ED Hold
Room	RESUS
Bed	101
Patient Accom Requested	Semi Private

Accom Form Signed	Yes
Attending Provider	Train, General Medicine-Physician5
Primary Care Provider (PCP)	Train, General Medicine-Physician8
PCP Verified?	Yes
Referring Provider	Train, General Medicine-Physician8
Visitor Status	No visitors
Patient Admit Date	Registration Date
Patient Admit Time	Registration Time
Accident Related Visit?	No
Primary Insurance	Guarantor/Relationship to Patient: SELF
	Search for Health Plan: BC Resident MSP PHN--MSP
Extended Insurance	Relationship to Patient: SELF
	Search for Health Plan: Pacific Blue Cross—EXTENDED Health Card/Claim Number: 50001 Group/Policy Number: 12345 Dependent Number: 00
Emergency Contact	Relationship to Patient: Partner First Name: Patrick Address: Same address Mobile Phone Number: 604 231 1234
Next of Kin	Relationship to Patient: Partner First Name: Patrick Address: Same address Mobile Phone Number: 604 231 1234

6. Click on **Complete**