

# Registration Management

## WORKBOOK: MATERNITY

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

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

### EMPI Search Criteria

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

## Exercise 1 – Instructor demo and Users follow

Student

1

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

The maternity unit has just received a pre-registration package for an expectant mother approved to deliver at this hospital.

1. Select the **Pre-Register Outpatient** conversation
2. **Search** for the patient exhaustively using the CIS and EMPI search criteria
3. Click on **Add Person**
4. Complete the *Request PHN* window using the patient information provided
5. Click on **Submit**
6. Use the following information to complete the patient’s record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Maiden Name</b>	Salad
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Pre-Reg Status</b>	Incomplete
<b>Permanent Address</b>	42-212 Main St, Brisbane, Queensland, 4010, Australia
<b>Preferred Phone</b>	Mobile Phone Number
<b>Mobile Phone Number</b>	604 990 1234
<b>Encounter Type</b>	Pre-Outpatient In A Bed
<b>Medical Service</b>	Obstetrics
<b>Reason for Visit</b>	Pregnancy
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Attending Provider</b>	Train, General Medicine-Physician7
<b>Primary Care Provider (PCP)</b>	Provider, None
<b>Referring Provider</b>	Train, General Medicine-Physician7
<b>Estimated Arrive Date</b>	Today’s Date + 5 months
<b>Estimated Arrive Time</b>	00:01
<b>Status in Canada</b>	Visitor
<b>Accident Related Visit?</b>	No
<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient: SELF</b>

	<b>Search for Health Plan:</b> Non-Resident of Canada--SELF
	<b>Jurisdiction Form Signed?:</b> No
<b>Emergency Contact</b>	<b>Relationship to Patient:</b> Partner Name: Norton Pizza Address: Same address Mobile Phone: 604 290 1234
<b>Next of Kin</b>	<b>Relationship to Patient:</b> Partner Select “Partner’s name” from <i>Relationships</i> popup window

7. Click on **Complete**

## Exercise 2 – Instructor demo and users follow

### Outpatient OB Pre-Registration

The clerk receives a referral from a doctor's office to schedule an appointment for a Non-Stress Test (NST) for a patient that is expecting to deliver at this hospital.

1. Click on **Pre-Register Outpatient** conversation
2. **Search** for the patient exhaustively using the CIS and EMPI search criteria
3. Select the corresponding patient record
4. Click on **Add Encounter**
5. Use the following information to complete the patient's record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Maiden Name</b>	Salad
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Pre-Reg Status</b>	Incomplete
<b>Permanent Address</b>	42-212 Main St, Brisbane, Queensland, 4010, Australia
<b>Preferred Phone</b>	Mobile Phone Number
<b>Mobile Phone Number</b>	604 990 1234
<b>Encounter Type</b>	Pre-Outpatient OB
<b>Medical Service</b>	Obstetrics
<b>Reason for Visit</b>	NST
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Attending Provider</b>	Train, General Medicine-Physician7
<b>Primary Care Provider (PCP)</b>	Provider, None
<b>Referring Provider</b>	Train, General Medicine-Physician7
<b>Estimated Arrive Date</b>	Today's Date
<b>Estimated Arrive Time</b>	14:30
<b>Status in Canada</b>	Visitor
<b>Accident Related Visit?</b>	No
<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient:</b> SELF
	<b>Search for Health Plan:</b> Non-Resident of Canada--SELF

	<b>Jurisdiction Form Signed?:</b> No
<b>Emergency Contact</b>	<b>Relationship to Patient:</b> Partner Name: Norton Pizza Address: Same address Mobile Phone: 604 290 1234
<b>Next of Kin</b>	<b>Relationship to Patient:</b> Partner Name: Norton Pizza Address: Same address Mobile Phone: 604 290 1234

6. Click on **Complete**

## Exercise 3 – Instructor demo and users follow

### Incomplete Pre-Registrations

The clerk contacts the patient with expected admit date and time and confirms patient information. The pre-registration is now considered complete.

1. Click on **Worklist**
2. Select Incomplete Pre-registrations
3. From the available column click on LGH Lions Gate > LGH Lions Gate > LGH LD and click on **OK**
4. Right-click on the correct patient with the Pre-Outpatient OB encounter and select **Pre-Register Outpatient**
5. Use the following information to complete the patient's record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Maiden Name</b>	Salad
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Pre-Reg Status</b>	Complete
<b>Permanent Address</b>	42-212 Main St, Brisbane, Queensland, 4010, Australia
<b>Preferred Phone</b>	Mobile Phone Number
<b>Mobile Phone Number</b>	604 990 1234
<b>Encounter Type</b>	Pre-Outpatient OB
<b>Medical Service</b>	Obstetrics
<b>Reason for Visit</b>	NST
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Attending Provider</b>	Train, General Medicine-Physician7
<b>Primary Care Provider (PCP)</b>	Provider, None
<b>Referring Provider</b>	Train, General Medicine-Physician7
<b>Estimated Arrive Date</b>	Today's Date
<b>Estimated Arrive Time</b>	14:30
<b>Status in Canada</b>	Visitor
<b>Accident Related Visit?</b>	No



<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient:</b> SELF
	<b>Search for Health Plan:</b> Non-Resident of Canada--SELF
	<b>Jurisdiction Form Signed?:</b> No
<b>Emergency Contact</b>	<b>Relationship to Patient:</b> Partner Name: Norton Pizza Address: Same address Mobile Phone: 604 290 1234
<b>Next of Kin</b>	<b>Relationship to Patient:</b> Partner Name: Norton Pizza Address: Same address Mobile Phone: 604 290 1234

6. Click on **Complete**

## Exercise 4 – Instructor demo and users follow

### Admit patient with pre-registration

Patient presents at Lion's Gate Hospital for an appointment for a Non-Stress Test (NST) with the patient's passport.

1. Click on **Worklist**
2. Select **Today's Expected Arrivals**
3. From the available column click on LGH Lions Gate > LGH Lions Gate > LGH LD
4. Right-click on the correct patient and select **Register Outpatient**
5. Use the following information to complete the patient's record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Maiden Name</b>	Salad
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Permanent Address</b>	42-212 Main St, Brisbane, Queensland, 4010, Australia
<b>Preferred Phone</b>	Mobile Phone Number
<b>Mobile Phone Number</b>	604 990 1234
<b>Encounter Type</b>	Outpatient OB
<b>Medical Service</b>	Obstetrics
<b>Reason for Visit</b>	NST
<b>Source of ID</b>	Other Photo ID
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Room</b>	LDR2
<b>Bed</b>	01M
<b>Attending Provider</b>	Train, General Medicine-Physician7
<b>Primary Care Provider (PCP)</b>	Provider, None
<b>PCP Verified?</b>	Yes
<b>Referring Provider</b>	Train, General Medicine-Physician7
<b>Visitor Status</b>	No visitors
<b>Patient Admit Date</b>	Registration Date
<b>Patient Admit Time</b>	Registration Time

<b>Status in Canada</b>	Visitor
<b>Accident Related Visit?</b>	No
<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient:</b> SELF
	<b>Search for Health Plan:</b> Non-Resident of Canada--SELF
	<b>Jurisdiction Form Signed?:</b> No
<b>Emergency Contact</b>	<b>Relationship to Patient:</b> Partner Name: Norton Pizza Address: Same address Mobile Phone: 604 290 1234
<b>Next of Kin</b>	<b>Relationship to Patient:</b> Partner Name: Norton Pizza Address: Same address Mobile Phone: 604 290 1234

6. Click on **Complete**



***Pre-Registrations scheduled in SCHAPPTBOOK application must be “Checked-in” at the time of registration in the appropriate application.***

## Exercise 5 – Instructor demo and users follow

### Jurisdiction Form Signed

The clerk receives the patient's Jurisdiction Form from the family member who had brought the form to the patient's bedside to complete and places completed form in the finance inbox.

1. Click on **Worklist**
2. Select **Jurisdiction and OPC Form Not Signed**
3. From the available column click on LGH Lions Gate > LGH Lions Gate > LGH LD
4. Right-click on the correct patient and select **Register Outpatient**
5. Use the following information to complete the patient's record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient:</b> SELF
	<b>Search for Health Plan:</b> Non-Resident of Canada--SELF
	<b>Jurisdiction Form Signed?:</b> Yes

6. Click on **Complete**

## Exercise 6 – Instructor demo and users follow

### Discharge Encounter

The patient is physically leaving the unit and being discharged home.

1. Click on **Discharge Encounter** conversation
2. Search for the patient exhaustively using the CIS and EMPI search criteria
3. Select the corresponding patient record and active encounter
4. Use the following information to complete the patient's record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Discharge Disposition</b>	Discharged Home without Support Services
<b>Discharge Date</b>	Today's Date
<b>Discharge Time</b>	Now

5. Click on **Complete**

## Exercise 7 – Instructor demo and Users follow

### Pre-Register Existing Patient

The maternity unit has just received a pre-registration package for an expectant mother approved to deliver at this hospital.

1. In **PowerChart** application, click on **Conversation Launcher**
2. Select the **Pre-Register Outpatient** conversation
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

<b>BC PHN</b>	9876394087
<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Maiden Name</b>	Jackson
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F
<b>Pre-Reg Status</b>	Incomplete
<b>Permanent Address</b>	5656 11 <sup>th</sup> St, Burnaby, BC V2J 5A4, Canada
<b>Preferred Phone</b>	Home Phone Number
<b>Home Phone Number</b>	778 234 5678
<b>Encounter Type</b>	Pre-Outpatient In A Bed
<b>Medical Service</b>	Obstetrics
<b>Reason for Visit</b>	Pregnancy
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Attending Provider</b>	Train, General Medicine-Physician5
<b>Primary Care Provider (PCP)</b>	Train, General Medicine-Physician8
<b>Referring Provider</b>	Train, General Medicine-Physician8
<b>Estimated Arrive Date</b>	Today's Date + 2 months
<b>Estimated Arrive Time</b>	00:01
<b>Accident Related Visit?</b>	No
<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient:</b> SELF

	<b>Search for Health Plan:</b> BC Resident MSP PHN--MSP
<b>Emergency Contact</b>	<b>Relationship to Patient:</b> Partner Name: Philip Reg-Maternity Address: Same address Home Phone: 778 234 5678
<b>Next of Kin</b>	<b>Relationship to Patient:</b> Partner Select “Partner’s name” from <i>Relationships</i> popup window

7. Click on **Complete**

## Exercise 8 – Instructor demo and users follow

### Admit patient with pre-registration

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

1. Click on **WH Quick Reg** icon
2. **Search** for the patient exhaustively using the CIS and EMPI search criteria
3. Select the corresponding patient record and encounter
4. Use the following information to complete the patient's record

<b>BC PHN</b>	9876394087
<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Maiden Name</b>	Jackson
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Room</b>	LDR2
<b>Bed</b>	01M
<b>Encounter Type</b>	Outpatient in a bed
<b>Medical Service</b>	Obstetrics
<b>Visitor Status</b>	No visitors
<b>Reason for Visit</b>	Assessment
<b>Attending Provider</b>	Train, General Medicine-Physician5
<b>Primary Care Provider (PCP)</b>	Train, General Medicine-Physician8

7. Click on **Complete**



***A patient registered in the WH Quick Reg conversation is not considered fully registered. Patients must be fully registered using the Register Outpatient or Register Patient to a Bed conversation for the registration to be complete.***



## Exercise 9 – Instructor demo and users follow

### Incomplete Maternity Registrations

The patient has been quick registered by the OB nurse and a full registration must be completed by the unit clerk.

1. In **PMOffice** application, click on **Worklist**
2. Double-click on **Incomplete Maternity Registrations**
3. Expand LGH Lions Gate > LGH Lions Gate
4. Select LGH LD and click **OK**
5. Right-click on the corresponding patient record
6. Select **Register Outpatient**
7. Use the following information to complete the patient's record

<b>BC PHN</b>	9876394087
<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Maiden Name</b>	Jackson
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F
<b>Permanent Address</b>	5656 11th St, Burnaby, BC V2J 5A4, Canada
<b>Preferred Phone</b>	Home Phone Number
<b>Home Phone Number</b>	778 234 5678
<b>Encounter Type</b>	Outpatient in a bed
<b>Medical Service</b>	Obstetrics
<b>Reason for Visit</b>	Maternity
<b>Source of ID</b>	BC Services Card with Photo
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Room</b>	LDR2
<b>Bed</b>	01M
<b>Patient Accom Requested</b>	Semi Private
<b>Accom Form Signed</b>	Yes
<b>Attending Provider</b>	Train, General Medicine-Physician5
<b>Primary Care Provider (PCP)</b>	Train, General Medicine-Physician8

<b>PCP Verified?</b>	Yes
<b>Referring Provider</b>	Train, General Medicine-Physician8
<b>Visitor Status</b>	No visitors
<b>Patient Admit Date</b>	Registration Date
<b>Patient Admit Time</b>	Registration Time
<b>Accident Related Visit?</b>	No
<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient:</b> SELF
	<b>Search for Health Plan:</b> BC Resident MSP PHN--MSP
<b>Extended Insurance</b>	<b>Relationship to Patient:</b> SELF
	<b>Search for Health Plan:</b> Pacific Blue Cross—EXTENDED Health Card/Claim Number: 50001 Group/Policy Number: 12345 Dependent Number: 00
<b>Emergency Contact</b>	<b>Relationship to Patient:</b> Partner Name: Philip Reg-Maternity Address: Same address Home Phone: 778 234 5678
<b>Next of Kin</b>	<b>Relationship to Patient:</b> Partner Name: Philip Reg-Maternity Address: Same address Home Phone: 778 234 5678

8. Click on **Complete**

## Exercise 10a – Instructor demo and users follow

### Quick Register of Newborn

The maternity patient has delivered a live baby that needs to be registered and added to the maternity tracking shell.

1. Click on **Conversation Launcher** icon
2. Double-click on **Newborn Quick Reg**
3. **Search** for the maternity patient exhaustively using the CIS and EMPI search criteria
4. Select the corresponding patient record and current active encounter
5. Click on **OK**

#### Mother's Information

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F

6. Complete the *Newborn Request PHN* window and use the following information to complete the newborn's record

<b>Gender</b>	Female
<b>Last name</b>	Reg-Maternity
<b>First name</b>	Baby Girl
<b>Date of birth</b>	Today's Date
<b>Birth Time</b>	Now
<b>Multiple Birth</b>	No
<b>Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Room</b>	LDR2
<b>Bed</b>	01A
<b>Admitting Provider</b>	Train, General Medicine-Physician5
<b>Attending Provider</b>	Train, General Medicine-Physician5

7. Click on **OK**

## Exercise 10b – Instructor demo and users follow

### Full Registration of Newborn

The newborn quick registration to add the newborn to the maternity tracking shell was completed and a full registration of the newborn is required.

1. In **PMOffice** application, click on **Worklist**
2. Double-click on **Incomplete Maternity Registrations**
3. Expand LGH Lions Gate > LGH Lions Gate
4. Select LGH LD and click **OK**
5. Right-click on the corresponding patient record
6. Select **Newborn Modify**
7. Use the following information to complete the patient's record

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Baby Girl
<b>Date of birth</b>	Today's Date
<b>Gender</b>	Female
<b>Encounter Type</b>	Newborn
<b>Medical Service</b>	Newborn
<b>Reason for Visit</b>	Newborn
<b>Admitting Provider</b>	Train, General Medicine-Physician5
<b>Attending Provider</b>	Train, General Medicine-Physician5
<b>Primary Care Provider (PCP)</b>	Train, General Medicine-Physician8
<b>PCP Verified?</b>	Yes
<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient:</b> Mother's information
	<b>Search for Health Plan:</b> BC Resident MSP PHN--MSP
<b>Extended Insurance</b>	<b>Relationship to Patient:</b> Mother
	<b>Search for Health Plan:</b> Pacific Blue Cross—EXTENDED Health Card/Claim Number: 50001 Group/Policy Number: 12345 Dependent Number: 00
<b>Emergency Contact</b>	<b>Relationship to Patient:</b> Mother Name: Emma Reg-Maternity,

	Address: Same address Preferred Phone: Home Phone Number Home Phone: 778 234 5678
<b>Next of Kin</b>	<b>Relationship to Patient:</b> Mother Name: Emma Reg-Maternity, Address: Same address Home Phone: 778 234 5678

8. Click on **Complete**

## Exercise 11 – Users only exercise

### Register Stillborn

The maternity patient has delivered a stillborn baby who was born without signs of life and requires registration.

1. Click on **Conversation Launcher** icon
2. Double-click on **Stillborn**
3. **Search** for the maternity patient exhaustively using the CIS and EMPI search criteria
4. Select the corresponding patient record and current active encounter
5. Click on **OK**

#### Mother's Information

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F

6. Enter "1" to the message *'How many newborns would you like to add to <Mother's Name>?'*
7. Click on **OK**
8. Use the following information to complete the newborn's record

<b>Gender</b>	Male
<b>Last name</b>	Reg-Maternity
<b>First name</b>	SB Boy
<b>Date of birth</b>	Today's Date
<b>Birth Time</b>	Now
<b>Multiple Birth</b>	No
<b>Deceased Date</b>	Same as Date of Birth
<b>Deceased Time</b>	Same as Birth Time
<b>Encounter Type</b>	Stillborn
<b>Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Room</b>	LDR2

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<b>Bed</b>	01B
<b>Primary Care Provider (PCP)</b>	Train, General Medicine-Physician8
<b>Attending Provider</b>	Train, General Medicine-Physician5
<b>Registration Date</b>	Today's Date
<b>Registration Time</b>	Now

9. Click on **Complete**

## Exercise 12 – Users only exercise

### Pending Transfer

Patient has delivered and is ready to be transferred to the postpartum ward shortly. The sending unit clerk is entering a pending transfer for the patient in expectation of a unit to unit transfer.

1. Click on **Conversation Launcher** icon
2. Double-click on **Pending Transfer**
3. **Search** for the patient exhaustively using the CIS and EMPI search criteria
4. Select the current active inpatient encounter for the corresponding patient
5. Use the following information to complete the patient's record

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F
<b>Building</b>	LGH Lions Gate
<b>Pending Unit/Clinic</b>	LGH 3W
<b>Pending Transfer Date</b>	Today's Date
<b>Pending Transfer Time</b>	15:00

6. Click on **Complete**



## Exercise 13 – Users only exercise

### Bed Transfer

Patient arrives to the postpartum unit. The receiving unit clerk completes the Bed Transfer.

1. In **PMOffice** application, click on **Worklist**
2. Double-click on **Pending Transfer In**
3. Expand LGH Lions Gate > LGH Lions Gate
4. Select LGH 3W and click **OK**
5. Right-click on the corresponding patient and select **Bed Transfer**
6. Use the following information to complete the patient's record

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F
<b>Medical Service</b>	Obstetrics
<b>Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH 3W
<b>Room</b>	303
<b>Bed</b>	01M
<b>Attending Provider</b>	Train, General Medicine-Physician5
<b>Transfer Date</b>	Today's Date
<b>Transfer Time</b>	Now

7. Click on **Complete**

## Exercise 14 – Users only exercise

### Cancel Bed Transfer

Patient has not physically arrived to the postpartum unit and was transferred in error. The patient is still physically located in the labour and delivery unit.

1. Click on **Cancel Transfer** conversation
2. **Search** for the patient exhaustively using the CIS and EMPI search criteria
3. Select the corresponding patient and active inpatient encounter

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F

4. Click on **Cancel** (Do NOT Complete)



**Cancel Transfer conversation will return the patient to the Unit and Room/Bed the patient was assigned prior to the Bed Transfer. Verify with the sending unit that the original bed assignment is still unassigned.**

## Exercise 15 – Users only exercise

### Leave of Absence

Patient has been approved for a day leave from their inpatient admission and is expected to return the same day. The unit clerk will enter a Leave of Absence (LOA) to hold the patient's bed.

1. Click on **Bedboard**
2. Expanding LGH Lions Gate > LGH Lions Gate
3. Double-click on LGH 3W
4. Right-click on the corresponding patient
5. Mouse over **Conversation**
6. Select **Leave of Absence**
7. Use the following information to complete the patient's record

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F
<b>Leave Date</b>	Today's Date
<b>Leave Time</b>	Now
<b>Leave Reason</b>	Hospital Leave Under 24 Hours
<b>Estimated Return Date</b>	Today's Date
<b>Estimated Return Time</b>	19:00

8. Click on **Complete**

## Exercise 16 – Users only exercise

### Return Leave of Absence

Patient has returned from their approved day leave from their inpatient admission. The unit clerk will return patient status from on leave.

1. Click on **Worklist**
2. Click on **Leave of Absence**
3. Expand LGH Lions Gate > LGH Lions Gate
4. Select LGH 3W and click on **OK**
5. Right-click on the corresponding patient record and select **Leave of Absence**
6. Click on **Yes** to the message “*Would you like to return this patient from leave?*”
7. Use the following information to complete the patient’s record

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F
<b>Return Date</b>	Today’s Date
<b>Return Time</b>	Now

8. Click on **Complete**



**Patients that do not return from their leave of absence or are admitted as inpatients to another facility must be discharged.**

## Exercise 17 – Users only exercise

### Pending Discharge

Patient has been medically approved to be discharged home shortly. The clerk will enter a pending discharge for the patient before the patient physically leaves the unit.

1. Click on **Pending Discharge** conversation
2. **Search** for the patient exhaustively using the CIS and EMPI search criteria
3. Select the current active inpatient encounter for the corresponding patient
4. Use the following information to complete the patient's record

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F
<b>Pending Discharge Disposition</b>	Leave Blank
<b>Pending Discharge Date</b>	Today's Date
<b>Pending Discharge Time</b>	18:00

5. Click on **OK**

## Exercise 18 – Users only exercise

### Complete Discharge

Patient is physically leaving the unit and being discharged home. A pending discharge for the patient was entered in expectation of the patient's discharge from the unit.

1. Click on **Worklist**
2. Click on **Pending Discharges**
3. Expand LGH Lions Gate > LGH Lions Gate
4. Select LGH 3W and click on **OK**
5. Right-click on the corresponding patient and select **Discharge Encounter**
6. Click on **OK** to the message *"This patient currently has a pending discharge with an estimated complete date and time of <Pending Date/Time>. Would you like to complete the pending discharge?"*
7. Use the following information to complete the patient's record

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F
<b>Discharge Disposition</b>	Discharged Home without Support Services
<b>Discharge Date</b>	Today's Date
<b>Discharge Time</b>	Now

8. Click on **Complete**
9. Click on **Cancel** to the *Newborn Discharge Dialog* popup window



**Mother's discharge will prompt a popup message for the newborn linked to mother in the same ward to be discharged as well.**

## Exercise 19 – Users only exercise

### Transfer Stillborn to Morgue

The stillborn is being transferred to the morgue. The unit clerk will perform a bed transfer.

1. In **PowerChart** application
2. Click on **Conversation Launcher**
3. Click on **Bed Transfer**
4. **Search** for the patient exhaustively using the CIS and EMPI search criteria
5. Select the corresponding patient record and active encounter
6. Click on **OK**
7. Use the following information to complete the patient's record

<b>Last name</b>	Reg-Maternity
<b>First name</b>	SB Boy
<b>Date of birth</b>	Today's Date
<b>Gender</b>	M
<b>Encounter Type</b>	Stillborn
<b>Medical Service</b>	Stillborn
<b>Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH Morgue
<b>Attending Provider</b>	Train, General Medicine-Physician5
<b>Transfer Date</b>	Today's Date
<b>Transfer Time</b>	Now

8. Click on **Complete**



**Stillborns may not be required to be transferred to a morgue and may be directly discharged from the ward to the family or funeral home.**

## Exercise 20 – Instructor demo and Users follow

### Past Due Arrivals

A patient was pre-registered to deliver at the hospital and is past their Expected Due Date (Estimated Arrival Date for labour/delivery pre-registrations only) by a month.

1. Click on **Worklist**
2. Click on **Past Due Arrivals**
3. Expand LGH Lions Gate > LGH Lions Gate
4. Select LGH LD and click on **OK**
5. Right-click on the corresponding patient record
6. Select **Cancel Encounter**
7. Read the error message '*This encounter cannot be cancelled because it has order activity associated to it*' and click on **OK**
8. Right-click on the corresponding patient record again and select the **Discharge Encounter** conversation
9. Update the encounter with the information provided

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Emma
<b>Date of birth</b>	07 Jan 1988
<b>Gender</b>	F
<b>Discharge Disposition</b>	No Further Service
<b>Discharge Date</b>	Estimated Arrival Date
<b>Discharge Time</b>	Estimated Arrival Time + 1 minute (e.g. Estimated Arrival Time: 12:30=Discharge Time: 12:31)

10. Click on **Complete**



**Pre-registration encounters with charges, orders or clinical events attached will not allow for the encounter to be cancelled. Discharge Encounter instead should be used under "No Further Service".**



## Exercise 21 – Instructor demo and users follow

### Admit delivered patient

Patient presents at Lion's Gate Hospital after a home delivery of more than 24 hours. The patient's pre-registration package was received and was expected to deliver at the hospital. The triage nurse will select the pre-registration encounter to quickly register the patient on the maternity tracking shell.

1. Click on **WH Quick Reg** icon
2. **Search** for the patient exhaustively using the CIS and EMPI search criteria
3. Select the corresponding patient record and encounter
4. Use the following information to complete the patient's record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Maiden Name</b>	Salad
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Room</b>	LDR2
<b>Bed</b>	01M
<b>Encounter Type</b>	Inpatient
<b>Medical Service</b>	Obstetrics
<b>Visitor Status</b>	No visitors
<b>Reason for Visit</b>	Assessment
<b>Attending Provider</b>	Train, General Medicine-Physician7
<b>Primary Care Provider (PCP)</b>	Provider, None

5. Click on **Complete**

## Exercise 22 – Instructor demo and users follow

### Incomplete Maternity Registrations

The patient has been quick registered by the OB nurse and a full registration must be completed by the unit clerk. The patient is expected to be admitted as an inpatient for postpartum monitoring.

1. In **PMOffice** application, click on **Worklist**
2. Double-click on **Incomplete Maternity Registrations**
3. Expand LGH Lions Gate > LGH Lions Gate
4. Select LGH LD and click **OK**
5. Right-click on the corresponding patient record
6. Select **Register Patient to A Bed**
7. Use the following information to complete the patient's record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Maiden Name</b>	Salad
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Permanent Address</b>	42-212 Main St, Brisbane, Queensland, 4010, Australia
<b>Preferred Phone</b>	Mobile Phone Number
<b>Mobile Phone Number</b>	604 990 1234
<b>Indigenous Identity</b>	Non Indigenous
<b>Encounter Type</b>	Inpatient
<b>Medical Service</b>	Obstetrics
<b>Reason for Visit</b>	Postpartum care
<b>Admit Category</b>	Elective
<b>Admit Source</b>	Direct
<b>Arrival by Ambulance</b>	No Ambulance
<b>Source of ID</b>	Other Photo ID
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Room</b>	LDR2
<b>Bed</b>	01M
<b>Patient Accom Requested</b>	Private

<b>Accom Form Signed</b>	No
<b>Attending Provider</b>	Train, General Medicine-Physician7
<b>Admitting Provider</b>	Train, General Medicine-Physician7
<b>Primary Care Provider (PCP)</b>	Provider, None
<b>PCP Verified?</b>	Yes
<b>Referring Provider</b>	Train, General Medicine-Physician7
<b>Visitor Status</b>	No visitors
<b>Patient Admit Date</b>	Registration Date
<b>Patient Admit Time</b>	Registration Time
<b>Status in Canada</b>	Visitor
<b>Accident Related Visit?</b>	No
<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient:</b> SELF
	<b>Search for Health Plan:</b> Non-Resident of Canada--SELF
	Jurisdiction Form Signed?: Yes
<b>Emergency Contact</b>	<b>Relationship to Patient:</b> Partner Name: Norton Pizza Address: Same address Mobile Phone: 604 290 1234
<b>Next of Kin</b>	<b>Relationship to Patient:</b> Partner Name: Norton Pizza Address: Same address Mobile Phone: 604 290 1234

9. Click on **Complete**

## Exercise 23 – Instructor demo and users follow

### Babies born Outside of Hospital >24 hours

A newborn patient presents at Lion's Gate Hospital after a home delivery of more than 24 hours. The newborn accompanies the mother who has been registered as a postpartum patient and also requires medical treatment/care.

1. Click on **Register Patient to A Bed** conversation
2. **Search** for the patient exhaustively using the CIS and EMPI search criteria
3. Click on **Add Person**
4. Complete the *Request PHN* window using the patient information provided
5. Click on **Submit**
6. Use the following information to complete the patient's record

<b>Last name</b>	Pizza
<b>First name</b>	Baby Boy
<b>Date of birth</b>	Yesterday's Date
<b>Gender</b>	M
<b>Permanent Address</b>	42-212 Main St, Brisbane, Queensland, 4010, Australia
<b>Preferred Phone</b>	Mobile Phone Number
<b>Mobile Phone Number</b>	604 990 1234
<b>Encounter Type</b>	Inpatient
<b>Medical Service</b>	Pediatrics
<b>Reason for Visit</b>	Pediatric care
<b>Admit Category</b>	Elective
<b>Admit Source</b>	Direct
<b>Arrival by Ambulance</b>	No Ambulance
<b>Source of ID</b>	None
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Room</b>	LDR2
<b>Bed</b>	01B
<b>Patient Accom Requested</b>	Private
<b>Accom Form Signed</b>	Yes
<b>Attending Provider</b>	Train, General Medicine-Physician7
<b>Admitting Provider</b>	Train, General Medicine-Physician7

<b>Primary Care Provider (PCP)</b>	Provider, None
<b>PCP Verified?</b>	Yes
<b>Referring Provider</b>	Train, General Medicine-Physician7
<b>Visitor Status</b>	No visitors
<b>Patient Admit Date</b>	Registration Date
<b>Patient Admit Time</b>	Registration Time
<b>Status in Canada</b>	Visitor
<b>Accident Related Visit?</b>	No
<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient:</b> Mother Name: Caroline Pizza Address: Same address Mobile Phone: 604 990 1234
	<b>Search for Health Plan:</b> Non-Resident of Canada--SELF
	Jurisdiction Form Signed?: Yes
<b>Emergency Contact</b>	<b>Relationship to Patient:</b> Father Name: Norton Pizza Address: Same address Mobile Phone: 604 290 1234
<b>Next of Kin</b>	<b>Relationship to Patient:</b> Mother Select 'Mother's name' from <i>Relationships</i> popup window

10. Click on **Complete**



**Newborns born outside of hospital but do not require medical treatment are registered as “ALC” encounter type and not “Inpatient” in the Register Patient to A Bed conversation and are considered Companion Well Babies who accompany an admitted mother.**

## Exercise 24 – Instructor demo and users follow

### Registration completed in Error

A newborn quick and full registration was completed on the wrong mother. An order has already been placed on this newborn encounter and cannot be cancelled. The order will need to be moved to the correct newborn encounter once it has been created.

1. From the maternity tracking shell, highlight the corresponding patient record
2. Click on **PM Conversation**
3. Select the **Discharge Encounter** conversation
4. Use the following information to complete the patient's record

Last name	Reg-Maternity
First name	Baby Girl
Date of birth	Today's Date
Gender	F
Discharge Disposition	No Further Service
Discharge Date	Patient Admit Date
Discharge Time	Patient Admit Time + 1 minute (e.g. Patient Admit Time: 12:32=Discharge Time: 12:33)



**Data Quality must be notified of the Mother link to the wrong Newborn. A Newborn Quick Reg and Newborn Modify registration must be performed for the correct newborn encounter. The critical downstream systems (e.g. radiology, pharmacy, laboratory, etc.) also need to be notified immediately.**

## Exercise 25a – Instructor demo and users follow

### Deceased Inpatient: Discharge Encounter

The patient has passed away during their inpatient admission. The unit clerk will discharge the inpatient encounter and register a deceased encounter.

1. In **PowerChart** application, click on **PM Conversation**
2. Select **Discharge Encounter**
3. **Search** for the patient exhaustively using the CIS and EMPI search criteria
4. Select the active inpatient encounter for the corresponding patient
5. Click on **OK**
6. Use the following information to complete the patient's record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Discharged Disposition</b>	Deceased
<b>Discharge to Location</b>	Leave Blank
<b>Discharge Date</b>	Today's Date
<b>Discharge Time</b>	Now
<b>Deceased?</b>	Yes
<b>Deceased Date</b>	Same as Discharge Date
<b>Deceased Time</b>	Same as Discharge Time

7. Click on **Complete**

## Exercise 25b – Instructor demo and users follow

### Deceased Inpatient: Deceased Registration

The patient has passed away during their inpatient admission. The unit clerk has completed a discharge for the inpatient encounter and needs to register a deceased encounter.

1. Click on **Conversation Launcher**
2. Click on **Quick Reg** conversation
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

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Encounter Type</b>	Deceased
<b>Medical Service</b>	Deceased
<b>Facility/Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH LD
<b>Room</b>	LDR2
<b>Bed</b>	01M
<b>Admitting Provider</b>	Train, General Medicine-Physician7
<b>Primary Insurance</b>	<b>Guarantor/Relationship to Patient:</b> SELF
	<b>Search for Health Plan:</b> Non-Resident of Canada--SELF
	<b>Jurisdiction Form Signed?:</b> Yes

7. Click on **OK**



## Exercise 25c – Instructor demo and users follow

### Deceased Inpatient: Transfer to Morgue

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

1. Click on **Bed Transfer** conversation
2. **Search** for the patient exhaustively using the CIS and EMPI search criteria
3. Select the corresponding patient record and encounter
4. Use the following information to complete the patient's record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Medical Service</b>	Deceased
<b>Building</b>	LGH Lions Gate
<b>Unit/Clinic</b>	LGH Morgue
<b>Attending Provider</b>	Train, General Medicine-Physician7
<b>Transfer Date</b>	Today's Date
<b>Transfer Time</b>	Now

5. Click on **Complete**

## Exercise 25d – Instructor demo and users follow

### Deceased Inpatient: Discharge Body

The patient has passed away during their inpatient admission. The unit clerk has registered a deceased encounter that has been transferred to the morgue and is to be discharged to the funeral home.

1. Click on **Discharge Encounter** conversation
2. **Search** for the patient exhaustively using the CIS and EMPI search criteria
3. Select the corresponding patient record and encounter
4. Click on **OK**
5. Click on **Yes** to the message *“This patient has not been fully registered. Are you sure you want to discharge?”*
6. Use the following information to complete the patient’s record

<b>Last name</b>	Pizza
<b>First name</b>	Caroline
<b>Date of birth</b>	12-Feb-1979
<b>Gender</b>	F
<b>Discharge Disposition</b>	Discharged to Funeral Home or Autopsy
<b>Discharge to Location</b>	Funeral Home
<b>Funeral Home</b>	Delta Funeral Home
<b>Discharge Date</b>	Today’s Date
<b>Discharge Time</b>	Now

7. Click on **Complete**

## Exercise 26 – Instructor Demo and users follow

### Run a Report

Run a Newborn PHN Letter for the parent's record while they await the BC Services Card's Arrival.

1. Click on **Discern Reporting Portal**
2. Select ***Newborn PHN Letter***
3. Click on **Run Report**
4. Use the following patient's information

<b>Last name</b>	Reg-Maternity
<b>First name</b>	Baby Girl
<b>Date of birth</b>	Today's Date
<b>Gender</b>	F

5. Complete the following fields to view/print a Newborn PHN Letter

<b>Output to File/Printer/MINE</b>	MINE
<b>Enter Encounter Number</b>	As applicable

6. Click on **Execute**