

JHH Adult ED- Call- in patients

Documenting information on an adult call-in patient

When providers have a patient they would like seen in the ED, they usually call the information in. The registrars in the Adult ED will capture this, but there may be more information to capture.



Try It Out

- From the ED Manager, look for the patient's name in the Expected Care area:

Expected (4)				
Patient	Referring Provider	Reason for Referral	Temporary Patient	Expected Time
Edtest, Jen (26 y.o. F)				167:27
Eight, Xenon D (143 y.o. U)			Y	51:36
Test, Ashley (30 y.o. F)				22:06
TST Hermani, Lorenzo (143 y.			Y	48:55

- You can also find these patients on the ED Trackboard using the **Expected** view

- Double-click their name to open their chart. The **Expected Patient** navigator opens, click on **Call In**:

The screenshot shows the Epic EMR interface for patient Anna Jones. The 'Expected Patient' navigator is open, displaying a list of actions: Call In Referral, Call In, Nursing Report, and Nurse Rep. The 'Call In' option is highlighted with a red box, and a 'New Reading' button is visible below it. The 'Expected Patient' option in the left-hand menu is also highlighted with a red box.

- Document any of the information provided to you in the **Call In Referrals** flow sheet:

Call In - Call In Referrals

Time taken: 1346 7/31/2014 Show: All Choices

Values By:

Call In Referral

Reason for Referral/Relevant Medical History

Expected Arrival Date Expected Arrival Time

Referring Provider

Call Back # Cell

Call Back # Office

Call Back # Pager

Provider Notification Preferences

Upon arrival After Evaluation Upon Work Up At discharge Not at all Other (Comm...)

Restore Close F9 Cancel Previous F7 Next F8

4. This information will populate fields on the ED Manager in the Expected Area:

Expected (2)				
Patient	Referring Provider	Reason for Referral	Temporary Patient	Expected Time
Four, Lima D (143 y.o. U)			Y	69:58
Jones, Anna (143 y.o. F)	Dr. Smith	pain	Y	00:04

5. When the patient arrives to the ED, document on them as you normally would.



You Can Also...

- If you would like to document Call-in information on a patient who is already arrived in the ED, you can access the Call In Navigator via the **More Activities** button in the patient's chart > **Call In**:

The screenshot shows the Epic EMR interface. On the left is a vertical sidebar with buttons for 'My Note', 'Progress Note', 'Attestation Note', 'Procedure Note', 'Observation N...', 'Manage Orders', 'Discharge', 'Admit', 'Rapid Eval', and 'More Activities'. The 'More Activities' button is highlighted with a red box. A dropdown menu is open from 'More Activities', listing various actions: Patient Event Tracking, Transfer, Call In (highlighted with a red box), Enter/Edit Results, Problem List, History, Allergies/Contraindications, Notes, Medications, Immunizations, Tx Team, Demographics, Calculator, Letters, Outside Records, FYI, Quick Disclosure, List Quick Disclosures, Additional Documentation, E-Signature, and Menu Personalization. Each item in the dropdown has a star icon to its right.