Epic TIPS & TRICKS

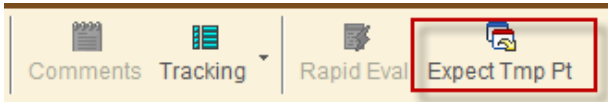# JHH Peds ED- Call- in patients

Documenting information on a pediatric call-in patient

When providers have a patient they would like seen in the ED, they usually call the information in. The providers in the Peds ED will capture this information.

Try It Out

1. From Hyperspace, click the Expect Tmp Pt button found on the ED Trackboard or Manager:

2. A patient lookup window will open:

3. There are a few fields that need to be changed, 1- Enter the actual name of the patient as given to you over the phone, 2- document the proper sex of the patient, 3- uncheck the Anonymous box. DO NOT change the default birthday. This is a clue for the registration staff when the patient actually arrives. Finally, click the **New** button:

4. The **Expected Patient** navigator opens. Click on **Call In**:

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Jones, Anna
Pref Name: None
CSN: 2000096547
MRN: JH87517105
DOB: 01/01/1871
Age/Sex: 143 y.o. / F
Bed: N
CC: No

Expected Patient

Results Review
SnapShot
Review Visit
My Note
Progress Note
Attestation Note
Procedure Note
Manage Orders
Discharge
Admit
Rapid Eval
Chart Resend
Expected Patient

Call In Referral
Call In

Nursing Report
Nurse Rep

📝 **Call In**
➕ New Reading
No data found.

📝 **Nurse Report**
➕ New Reading
No data found.

5.   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

6.   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

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

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