ED SURGE PROVIDERS

This Tip Sheet introduces the temporary provider working in the ED in emergent situations to the available tools and workflow for an ED Provider.

Logging In – Signing In

1. When logging in, log into the appropriate EMERG department. Search EMERG and then choose the appropriate facility.

%	ID	Department	Center	Specialty	Location	Service Area
	10201323...	EMERG DEPT CHT	CHATHAM REGION	Emergency Medicine	CHT	UNCHCS SERVI...
	10112923...	EMERG DEPT CLDH	MOUNTAINS CALDWELL REGION	Emergency Medicine	CLDH	UNCHCS SERVI...
	10702953...	EMERG DEPT HBR	TRIANGLE ORANGE COUNTY REGION	Emergency Medicine	HBR	UNCHCS SERVI...
	10412933...	EMERG DEPT JHCH	TRIANGLE JOHNSTON REGION	Emergency Medicine	JHCH	UNCHCS SERVI...
	10413903...	EMERG DEPT JHH	TRIANGLE JOHNSTON REGION	Emergency Medicine	JHH	UNCHCS SERVI...
	10463290...	EMERG DEPT NSHH	NASH REGION	Emergency Medicine	NSHH	UNCHCS SERVI...
	10601283...	EMERG DEPT OB REX	TRIANGLE REX HOSPITAL REGION	Emergency Medicine	Rex	UNCHCS SERVI...
	10512943...	EMERG DEPT PRDH	MOUNTAINS HENDERSONVILLE/ASHEVILLE REGION	Emergency Medicine	PRDH	UNCHCS SERVI...
	10601283...	EMERG DEPT REX	TRIANGLE REX HOSPITAL REGION	Emergency Medicine	Rex	UNCHCS SERVI...
	10700113...	EMERG DEPT UNCH	TRIANGLE ORANGE COUNTY REGION	Emergency Medicine	UNCH	UNCHCS SERVI...
	10403900...	EMERG DEPT VIRTUAL TRIAGE SVC				
	10555630...	EMERG DEPT WAYH	GOLDSBORO/KINSTON REGION	Emergency Medicine	WAYH	UNCHCS SERVI...
	10700233...	EMERG DEPT WBCAS UNC	TRIANGLE EAST WAKE REGION	Psychiatry	SBRK 107	UNCHCS SERVI...
	10700110...	UNCH EMERG DEPT VIRTUAL TRIAGE SVC	TRIANGLE ORANGE COUNTY REGION	Emergency Medicine	UNCH	UNCHCS SERVI...

2. Hyperspace will open to the ED Track Board. Click **Sign In** to sign into the EMERG Department. If you do not Sign In, you will not be able to assign yourself to patients. When you sign in:

Attendings – Deselecct the 'Attending Provider' box and choose the role of 'Resident' (see below).

APP (UNCH) – Deselect the 'Attending Provider' box and choose your role (Physician Assistant or Nurse Practitioner).

Note: Leave the ED Provider box checked.

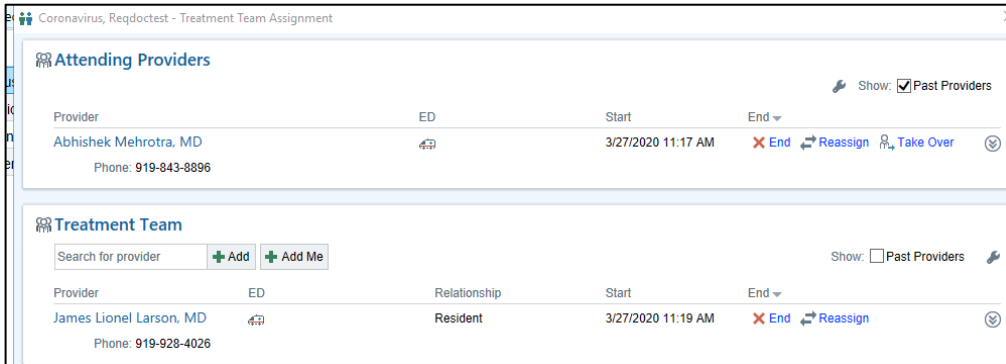**3.** Assign Yourself and the ED Attending to a Patient
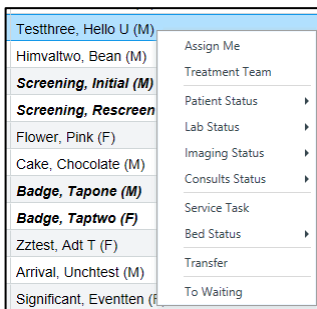   A. Highlight a patient on the Track Board
   B. Click Tx Team from the toolbar
   C. Search for and add the ED Attending Provider in the 'Attending Providers' section and then add yourself to the Treatment Team by clicking the 'Add Me' button.

You can also assign yourself to the Tx Team by hovering over the patient name, right-click, and choose 'Assign Me'. You will need to go to the Tx Team button to add the ED Attending provider. If you do not enter an ED Attending Provider, you will see a RED background color in the MD/LIP column as a reminder.

4. Instead of using Patient List, the ED Providers use the Track Board to access patients. Track Board (TB) views filter patients. My Patients view will list patients you have assigned yourself to. All Patients view lists all patients arrived in the ED. Other TB views filter patients into Care Areas or patient types (To Be Admitted, etc.).

   A. To understand the columns on the TB, hover over the column header and over icons to see descriptions. You can also find this information under Add'l Tools > Legend on the Toolbar. You will look for the RED patient status color to know which patients do not have a provider assigned to them. . You can sort by any column by clicking on the header.

   B. The Track Board toolbar allows you to jump into the patient chart to Notes, Orders, Dispo activities, place a Sticky note (visible to all ED users), etc. Highlight a patient on the TB, then click the activity button.

   C. Highlighting a patient will populate TB reports in the bottom half of the screen. If you do not see reports, click the up-facing arrow in the bottom middle of the screen '**Show Report' – toggles to Hide Report**.

ED Track Board (UNC ED)

🔁 Refresh 👥 Expect Tmp Pt 🗐 Provider Note 🗐 Orders 🗐 Dispo ⚟ Sign Out ✎ Edit Shifts 👥 Tx Team 🔍 Add'l Tools ▾ ✎ Sticky Note ⚟ Ready for Diag Img 🗐 PDMP LINK

👤 My Patients (0) | 👤 All Patients (58) | 👥 Consults (6) | 🗐 To Be Admitted (8) | 👥 Waiting for Provider (2) | ⏱ Waiting (17) | Ⓐ Team A (12) | Ⓑ Team B (6) | Ⓒ Team C (3) | 🗐 Team B/C (9) | Ⓓ Team D (6) | ⚕ Peds (5) | 🔲 BHED (3) | 🔲 GNSH (1) | ⚕ Prov Triage+WR (17)

Ⓔ Expected (1) | 👤 My + Unassigned (19) | 🗐 Finish Up Fast (20)

Bed	OOB	Vis	Acu	TT	Patient	Age	Complaint	PV	<30d	MD/LIP	Res	RN	New Data	Lab Stat	Img Stat	Rad	Co-S	Con	Stic	Falls	BH	Med	Dispo	Bed	Reg	Pwc
					Bernier, Jenny (F)	10 y.o.																				
35-A				8621...	Testing, Nataliya (F)	40 y.o.	not feeling...							⚕ [1/2/2]	🗐 [2/7]			↪					Psyc...	R...	✕	
⚕07-P				6173...	Testone, James U (M)	22 y.o.	Nausea, vo...					S JP		⚕ [4/7/9]	[8/15]		!					⚕	Disch...		✓	
⚕08-P				6173...	Testthree, Hello U (M)	85 y.o.	Altered LOC					S JP	🔷	⚕ [5/5/5]	[0/4]			🗨				⚕			✕	
⚕04-P				6126...	Himvaltwo, Bean (M)	39 y.o.						S	🔷	⚕ [2/2/2]	[0/7]							⚕			✕	
				5857...	Screening, Initial (M)	39 y.o.	Fever Great...							[0/3/5]	🗐 [1/7]							⚕			✕	
				5857...	Screening, Rescreen (M)	59 y.o.							[0/5/7]	[4/5]							⚕			✕	
⚕15-B			❶	4829...	Flower, Pink (F)	39 y.o.	Arm Injury					S JP	🔷	[0/5/7]	[3/15]			🗨				⚕	Send...		✕	
16-B			❶	4829...	Cake, Chocolate (M)	49 y.o.	Altered Me...		RPL					[3/12]				🗨				⚕			✕	

▽ Hide Report

← ▾ 🔁 | 🗐 | 🗐 Overview - Physician 🗐 Orders 🗐 ED Pt Care Timeline 🗐 Triage Summary 🗐 All ED Notes 🗐 Consults 🗐 My Notes 🗐 ED Code Summary 🗐 Sepsis Overview 🔍 🔍 Overview - Physician ▾ 🔧 ▾

🟩 Testone, James UNCH #100000515229 (Acct:2000735395) (22 y.o. M) PCP: None   07-P

🔹 Chief Complaint	Comment
None	

🔖 Sticky Note

👥 Treatment Team ✎	Chat With All Active Members ↗
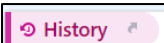
🔖 Health Care Decision Makers

There are no Health Care Decision Makers on file.

Provider   Relationship   Specialty
Jeffrey Phillips, RN Registered Nurse   --

5. You can double-click on a patient name, or use the toolbar buttons to open a patient chart.

6. Within the patient chart, you have activities for Chart Review (default), Results Review, Triage, Workup, Provider Note, Orders, Screening Tools and Dispo.

Triage Navigator

1. **Widgets (sections)**: You will be able to review information entered by the Triage nurse such as Chief Complaint, VS, History, along with a link to further information such as OB/GYN status and Gender/Sexuality via the History 'jump to' arrow [⟲ History ↗]. Add information in any widget (section) that has a pencil. [🔖 Allergies ✎]

   Home Meds can be reviewed in this activity.

   Mark as reviewed all sections by clicking **Mark All as Reviewed** button at the top of the screen.

   [✓ Mark All as Reviewed]

2. **PIT Provider Time** – this is documentation utilized by a provider in triage who is going to start the work-up of the patient but will move the attending into a bed in the ED for an attending to complete the patient workup/visit. Filing First Provider Contact stops the Door to Doc clock metric.

3. **ED ECG Reading & ST Elevation** – Documentation for the provider to use when documenting an initial read of a first ECG for a patient experiencing chest pain. This captures the date/time of reading and whether or not there is ST Elevation. There is also a link to an ECG Progress note if warranted.

Workup Activity

The Workup activity has BPA advisories, results, VS, and the ED Course.

When results are returned, there will be a blue icon that identifies there are new results in that widget. There is also a widget for Vital Signs.

NOTE: If you wish to have a **push notification** when a result returns, for lab or imaging orders, (a bell on the TB column, an alarm to your Haiku/Canto), you can set that by clicking the 'bell' and turning it 'blue' from either the order listed in the Workup Tab, OR, you can set that bell when you place the order.

Workup Tab   Orders Activity

The ED Course allows the provider to begin their ED Provider note by clicking on any result which 'drops' it down to the ED Course widget and then attaches an entered free text note to that result. **Example:** Click on the component for the abnormal Creatinine result and enter a note.

Click Accept. The information will file in that widget and can be pulled into the ED Provider note by using the SmartPhrase .edcourse

Orders Activity

The default for the Orders Activity is the ED Quick List. This is a listing of the most common Medications, Labs, Imaging, and Other order types used in the ED. Click on the desired order and it will populate in the Manage Orders sidebar.

Orders not found on any of the available Quick Lists can usually be found by searching in the 'Place new orders or order sets' search field (see above).

Order Sets: If an order set is desired, click on the Order Sets button in the upper right. Choose the order set and then make your choices within that order set. Orders will populate into the side bar to be Signed.

Scoring Tools Activity

There are multiple scoring tools. Once completed, the information documented can be pulled into the ED Provider note by using a SmartPhrase .scoreXXX (XXX=abbreviation of scoring tool). Example: Heart Score

Information documented in the heart score can be pulled into the ED Provider note by using .scoreheart SmartPhrase.
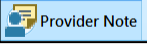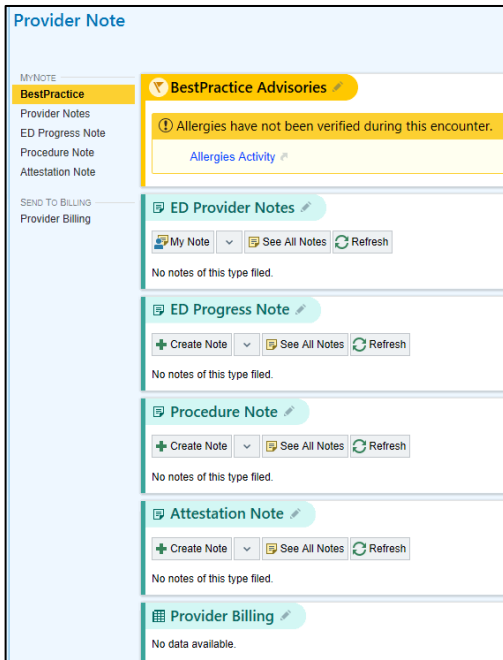
Provider Note Activity:

ED Providers do not go to Notes Activity to document their notes. The ED note types are all found in
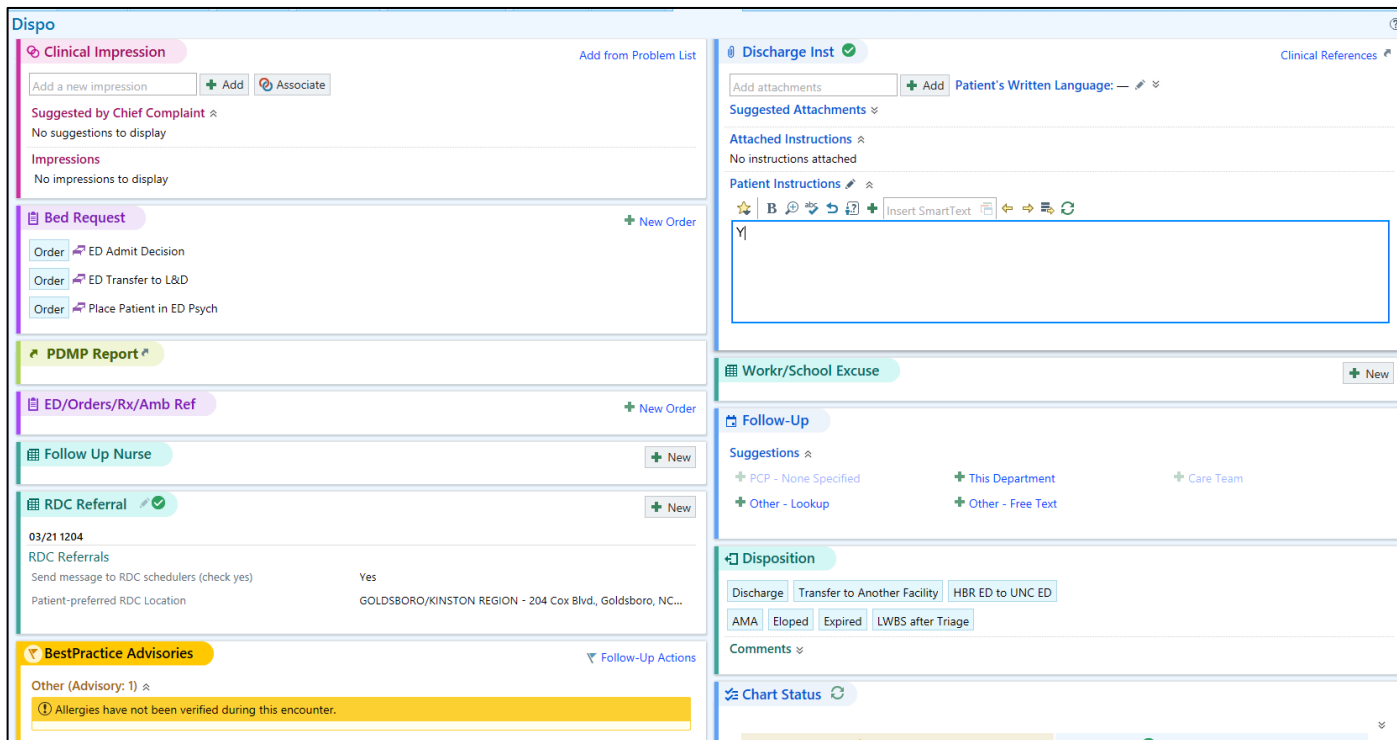
Provider Note activity tab.

1. **Provider Notes** – this would be your ED Provider note. It can be signed, shared, or pended. If you wish to use NoteWriter, you can click on the My Note button. If you wish to pull in a template, you can click the drop-down arrow and choose Blank Note.

NOTE: If you have a patient who started through the Provider in Triage (PIT) process, you will see the ED Provider note started by that provider and shared with you. Click on the note and continue documentation below the Triage note. Sign your note when complete.

2. **ED Progress note** – this is used for short notes if picking up a patient from another provider who has already completed the ED Provider note OR used for patients who are waiting to be transferred to another facility, such as Behavioral Health patients, as an update to the original ED Provider note.
3. **ED Procedure note** – this is used to document procedures and is in NoteWriter format.
4. **Attestation note** – this is to attest to a resident's care of a patient.

Dispo Activity:

Dispo activity houses all of the discharge/admit documentation.

LEFT COLUMN:

1. **Clinical Impression**: There may be some suggested depending on the Chief Complaint, however, you can search in the 'Add a new Impression' search field.
2. **Bed Request:** If you are **ADMITTING** a patient, use the ED Admit Decision order in the Bed Request widget. This will be sent to Bed Planning as a heads-up. It will not assign a bed. If sending a patient that has been medically screened and needs to go to L&D, use the ED Transfer to L&D order, if the patient is being moved to the BHED (Behavioral Health area), use the Place Patient in ED Psych order.
3. **PDMP** report: Link to the PDMP.
4. **ED/Orders/Rx/Amb Ref:** This Manage Orders activity allows you to place both ED orders that you wish to have acted upon before the patient leaves OR discharge orders for prescriptions and referrals. Click +New and search for the order. **NOTE:** ED Providers do NOT place a discharge order. They place an ED Disposition.
5. **Follow up nurse:** Can be used to send an In Basket message to the resource nurse for follow-up with a patient.
6. **RDC Referral:** Won't be used within the main ED.

RIGHT COLUMN

1. **Discharge Inst**: You can add suggested attachments or search by the search field, or clicking the hyperlink to Clinical References. Patient instructions are free-text or SmartPhrases/SmartTexts can be pulled into that field.

2. **Work/School Excuse**: These are used for patients and/or caregivers. Click +Add, complete the note and click Print, then Accept. This will print separately from the AVS.
3. **Follow Up**: This is for patient follow-up information.
4. **Disposition**: Set the Disposition. Each Disposition will populate appropriate SmartText in the comment. There are three dispositions that will populate other widgets for documentation. The AMA disposition will populate the AMA form, Transfer to Another Facility will populate the EMTALA form, and Expired will populate the Preliminary COD documentation.
5. **Bottom Right**: Preview AVS button will take you into the AVS to review and print.

PLAYGROUND:

In your My Apps, you can go to the Epic@UNC folder and log into Playground (PLY) environment.
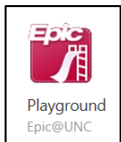
You can practice with any patient in the EMERG UNCH department. The login user ID for PLY is: edmd01, edmd02, edmd03……edmd10 with password: train.