

From the Office of Clinical Informatics Quick Reference Guide (QRG) Capacity Management – Complete Outpatient Tasks

March 1, 2022

This Quick Reference Guide (QRG) reviews how to Complete Outpatient Tasks in Capacity Management

Common Buttons & Icons

| 🔍 Global Search | Global Search button |
|-----------------|--------------------------|
| ≡∙ | Menu icon |
| K | Fall icon |
| A | Available Bed icon |
| Oc | Occupied/Male Bed icon |
| Oc | Occupied/Female Bed icon |

Complete Planned/Unplanned Surgical Admissions

Search for a Patient

- From the Patient List gadget:
- **<u>STEP 1</u>**: Click **Global Search**.
- **STEP 2:** Enter the patient's name, medical record number, and/or financial identification number in the appropriate field.
- STEP 3: Click Search.

Request a Patient Transfer

From the Patient List gadget:

- **<u>STEP 1</u>**: Hover over the row for the patient you wish to transfer.
- **<u>STEP 2</u>**: Click the **Menu** icon to the left of the patient's name.
- **STEP 3:** Click **Transfer**.
- **<u>STEP 4</u>**: Click **Transfer Patient** . A Transfer Patient window displays.
- **<u>STEP 5</u>**: Click the **Mode of Transport** drop-down arrow; then select the appropriate option.
- **<u>STEP 6</u>**: Select the appropriate **Patient Attribute** checkboxes, if needed.
- **<u>STEP 7</u>**: Enter any pertinent details for transporters in the **Transport Details** field, if needed.

- **<u>STEP 8</u>**: Select the appropriate **Transport Details** checkboxes, if needed.
- STEP 9: Click OK.
- **<u>NOTES</u>**: You can view the transfer request on the Transfer List gadget.

At this point, make sure to notify registration to flip the patient to an inpatient encounter, if this is an unplanned surgical admission.

Add a Comment to a Transfer Request

- From the Transfer List gadget:
- **<u>STEP 1</u>**: Within the appropriate row on the Transfer List, click the Comment cell.
- **STEP 2:** Enter an appropriate comment about the patient's procedure and/or preferred location placement; then press [Enter].

Reserve a Bed for a Patient

- > From the Transfer List and Bed Board gadgets:
- **<u>STEP 1</u>**: Within the Bed Board gadget, scroll right or left to locate the appropriate unit.
- **<u>STEP 2</u>**: Within the appropriate unit on the Bed Board gadget, scroll down or up to locate an available bed.
- **STEP 3:** Click-and-drag the patient's name from the Transfer List down to the cell for the bed you want to reserve. An Assign window displays.
- **<u>STEP 4</u>**: Review and confirm the patient details and mode of transportation.
- **<u>STEP 5</u>**: Click the **Accommodation** drop-down arrow; then click the appropriate option.
- **<u>STEP 6:</u>** Click **OK**.
- **NOTES:** The assigned bed displays with hash marks to indicate that it is reserved.

You can confirm that the correct patient reserved the bed by double-clicking the bed cell and viewing the Reserved Patient tab.

Dispatch Transport

- From the Transfer List gadget:
- **<u>STEP 1</u>**: Hover over the appropriate row in the Transfer List.
- **<u>STEP 2</u>**: Click the **Menu** icon to the left of the patient's name.
- **<u>STEP 3</u>**: Click **Transfer** in the drop-down menu.
- **<u>STEP 4</u>**: Click **Dispatch Transport When Bed Is Available** in the sub-menu.

<u>NOTE</u>: An alert fires to transport.

Complete a Transfer

- ➢ From the Transfer List gadget:
- **<u>STEP 1</u>**: Hover over the appropriate row in the Transfer List.
- **<u>STEP 2</u>**: Click the **Menu** icon to the left of the patient's name.
- **<u>STEP 3</u>**: Click **Transfer** in the drop-down menu.
- **<u>STEP 4</u>**: Click **Complete Transfer** in the sub-menu.
- **NOTE:** When a transfer is complete, the patient falls off the Transfer List and displays in their new bed.