



CEMG

COLUMBIA EMERGENCY MEDICAL GROUP

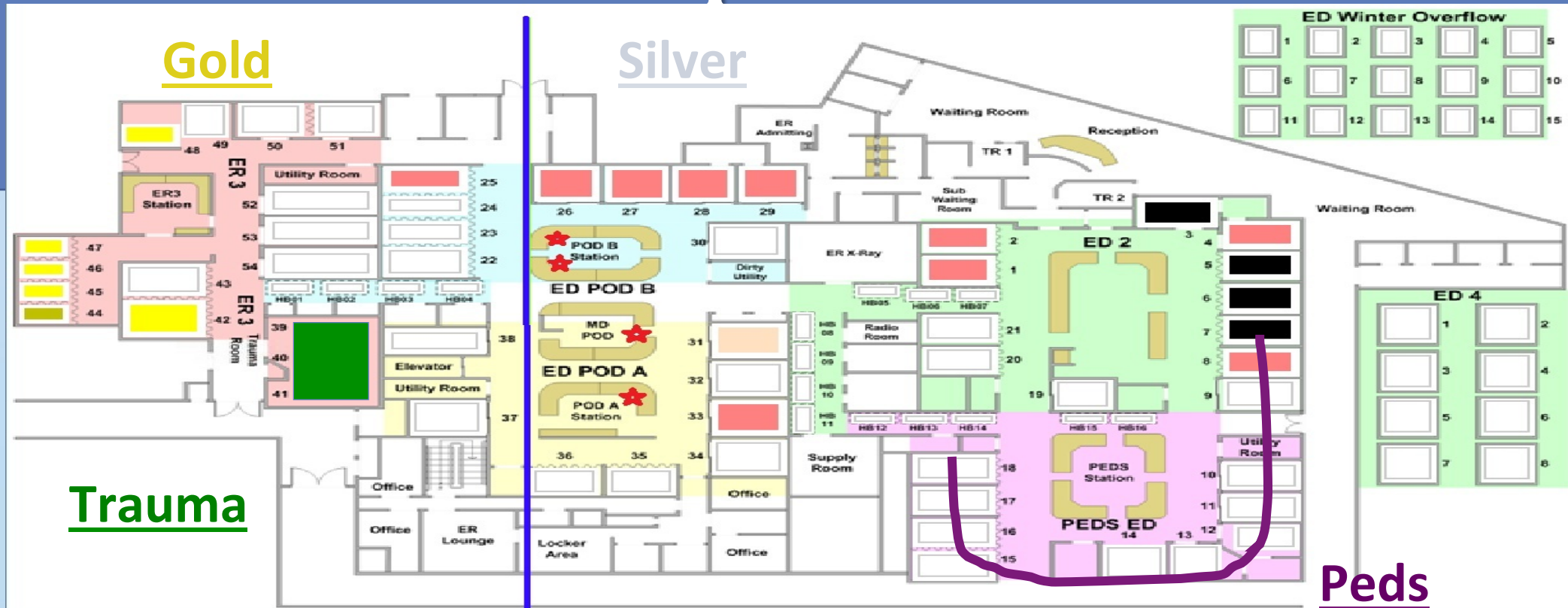
LBMMC and Miller Children's ED Resident Start-up Guide

Last updated: August 2015

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ED Basics: ED Map – Main and Peds



- The ED is divided between the "Main" and Pediatric departments. The Main ED is available to patients 24/7 and typically sees adult patients.
- The "Main" ED is divided into two sections, **Silver (Rooms 1-6, 20-21, 26-36)** and **Gold (Rooms 22-25, 37-54)** as indicated by the **blue line** on the ED map.
- The PEDS department is open from 1100-0300., and includes rooms 6-18.
- The following physical elements within the ED are also noteworthy:
 - MD Pod - Physicians typically perform their administrative work during their shift here.
 - POD A - Case Manager located here.
 - POD B - Secretary, TL, and Charge Nurse typically located here.
 - Room 19 (Pelvic Room) - Mobile ultrasound located here. Pelvic exams performed here.
 - Rooms 19 & 29 - Fast track rooms dedicated to quickly disposition patients. Attendings ONLY.

ED Processes & Etiquette

➤ Main

- Attending shifts are as follows:
 - 0600-1500, 1400-2300, 2200-0700.

➤ Peds

- Attending shifts are as follows:
 - 1100-1900, 1900-0300

➤ Resident phone

- The phone can be obtained at the beginning of your shift from the TL (team leader) in Pod B if you are working in Main, or from the PDFF (pediatric disposition and facilitator) if you are working in Peds.
- In order to receive your phone you will need to provide a set of keys that will be returned to you after returning the phone to the TL or PDFF at the end of your shift.
- Once you have obtained your phone at the beginning of your shift, inform the unit secretary of your name and number of the phone you have been provided.

ED Processes & Etiquette

- **Paging the Secretary & Steno Use**
 - In order to admit or receive a consult regarding a patient, it is helpful to communicate with the secretary via the Steno.
 - Hold down letter 'M' to speak. Let go to listen. Hold letter 'C' to end.
- **Useful Steno numbers:**
 - Main & Ped Unit Secretary - 214
 - Main & Ped Case Manager - 206
- **Proper Steno Etiquette:** Hi this is Dr. Doe requesting Dr. Soe for room# ***. My number is *** (if not already provided).



Navigating EPIC: Trackboard

- **EPIC Icon** - Useful for accessing a number of different aspects of EPIC, including a search function, dot phrases, and patient lists.
- **Sign in** - Signing into your EPIC profile is necessary for being able to assign yourself patients. This icon is found on the second highest tool bar.
- **ED Map** - Helpful in orienting yourself. Found on the top and second highest tool bar.
- **Legend** - You will noticed patients' room numbers on the ED map vary in color depending on the step in their care. Familiarize yourself with the basic colors: red, yellow, purple, black.
- **All Patients** - (Currently selected in the referenced image) Visualizes all patients signed into the ED, from triage to treated. Found on the Views tools bar (third highest tool bar).

Hyperspace - LBM EDLB-EMERGENCY - MHS Play Train Environment - ED SCRIBE

Global Help ED Manager Track Board ED Map ED Dashboard SmartBlock Macro Chart Rqst Hospital at a Glance Pt Station

ED Track Board (Long Beach Memorial E.D.) - Last Refresh Time: 6/5/2015 11:28:21 AM

Refresh Discharge Admit Tx Team Open Chart ED Manager ED Map Sign In Comments Dept. Status Message Log Legend Face Sheet My Note

All Patients (144) My Patients Waiting to be Seen Waiting Room Admissions/Transfers Waiting for Discharge ERA ERB ER3 ER2 ERP ER4

Room	Name/Age/Sex	Chief Complaint	Acuity	ED Attending	Res/PA/NP	EDRN	Ord Cosign	ED Time	Comments	Status
E201	Yoast, E (72 year old M)	Altered Mental Status						03 15		21 27
E202	Zzmaster, M (70 year old M)	Chest Pain	3			ED N		11114 06		1111 21
E203	Xyzmastercsu, S (74 year ...	Altered Mental Status						9339 15		9339 15
E204	Yyymastercsulb, M (70 yea...	Chest Pain	3			ED N		9554 06		9554 06
E205	Xyzmaster, S (74 year old M)	Altered Mental Status						9339 15		9339 15
E206	Yoast, E (72 year old M)	Altered Mental Status						03 15		21 46
E207	Yoast, E (72 year old M)	Altered Mental Status						03 15		21 46
E208	Yoast, E (72 year old M)	Altered Mental Status						03 15		21 46
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Navigating EPIC: Trackboard Cont.

- **My Patients** - Patients will appear in this column only after you have assigned yourself to a patient.
- **Waiting to be Seen** - Patients who have already been triaged are waiting to be seen.
 - If you wish to assign yourself to that patient, right click the patient while under the 'Waiting to be Seen' tab and an option will appear to assign yourself.
 - Please sign up for patients one at a time and only when you are going to see them.
 - Please note: Patients in hallway rooms (EH**) & fast track rooms (EW**) should NOT be assigned to residents.

Hyperspace - LBM EDLB-EMERGENCY - MHS Play Train Environment - ED SCRIBE

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Navigating EPIC: Patient's Profile

➤ Double clicking on a patient, allows you access to the patient's profile under the 'ED Navigator' tab as currently selected on the column running down the left side of the referenced image.

➤ **Activities List (Left-sided Toolbar):**

- **ED Navigator** – Comprehensive view of patient's current visit, PFSH, and any resulted laboratory results.
- **Summary** – If you wish to print a patient summary, select 'Summary,' then right click and print what we call the 'First Look.'
- **Chart Review** – Visualizes all previous charts performed by an a physician using EPIC.
 - Allows view of discharge summaries, consults, op reports, ect. by accessing 'Notes/transcripts.'
 - *Please note: Patients previously seen by Family Medicine Svcs, will likely be assessed again by FM. Please consult your attending prior to interviewing the patient.*
- **Results Review** – Visualizes all lab and radiology results from current and previous visits.
- **Form Reprints** – Patient's insurance information and contact information.

Hyperspace - LBM EDLB-EMERGENCY - MHS Play Train Environment - ED SCRIBE

Global Help | ED Manager | Track Board | ED Map | ED Dashboard | SmartBlock Macro | Chart Rqst | Hospital at a Glance | Pt Station

Yoast, Edgardo A

None MRN: 011459269 Dept/Room/Bed Allergies: Not on File HT: 1.778 m (5' 10") Isolation: None Code Status: FULL Adv

DOB: 6/25/1942, 72 yrs, Male CSN: 117000 EDLB / E201 / 01 WT (Curr): 81.8 kg (180 lb 5.4 oz)

ED Navigator

References Tx Team Print A/V S Request Outside Records Review Admit Discharge Face Sheet Charting Form Reprints

Home Meds (0): None Allergies (0): Not on File Problems (0): None CC: Altered Mental* Acuity: Bed: 01

Patient Lab

-21:22 [0/6/10] -21:58

ED Provider Notes

Create Note Go to Notes Refresh

No notes filed.

Basic Notes

Create Note Go to Notes Refresh

All ED Notes

Author	Service	Author Type	Cosign	Status
Physician, Ed	z_Emergency Medicine	Physician		Signed

Addend

72 year old male resident of atlantic Memorial Nursing Home for the last 10 years secondary to progressive deterioration of his mental st insignificant but are positive for mild hypertension for which he does not take medication. BP usually runs in the 140-160/90-95 range. P: confusion/unresponsiveness over the past 24 hours. Patient dies not follow commands and is currently only responding to painful stimul dropped to 100's/ 60, his skin is flushed and cool to touch and his respirations are 26 and slightly labored. We will start the sepsis protoc

Navigating EPIC: Patient's Profile

Order Sets

- Inputting orders can be accessed by selecting the 'Orders Sets' tab found on the inner left-sided tool bar.
- When placing orders, you can either enter orders individually or enter order sets.
- To enter orders "al la carte" use the "order key."
- Order sets include (but not limited to):
 - Emergency Department Workup (general orders)
 - Intracranial Hemorrhage ED
 - Statpath Psych Hold
 - Statpath Vaginal Bleeding
 - ED Statpath Focal Neurological Deficit (Code Stroke)
 - Diabetes DKA Adult ED
 - BPT STEMI
 - BPT Sepsis ED First 6 hours
 - Chest Pain

Order Sets

Search

Suggestions

VTE PROPHYLAXIS REVIEW (MEDICAL) (LBMCHLB)

Right click on an Order Set to add to favorites.

Orders Management

ED Orders

Start	Order	Status
06/06/15 1000	amikacin (AMIKIN) 400 mg in NS 100 mL injection EVERY 8 HOURS	Ordered
06/06/15 1000	linezolid (ZYVOX) 600mg intravenous EVERY 12 HOURS	Ordered
06/06/15 0945	normal saline (BOLUS) 0.9 % injection Soln 500 mL STAT	Ordered
06/06/15 0945	ceftriaxone (ROCEPHIN) injection 1 g STAT	Ordered
06/06/15 0945	Cardiac Monitoring EFFECTIVE NOW	Ordered
06/06/15 0930	Full Code EFFECTIVE NOW	Ordered
06/06/15 0930	CBC-Standard ONCE	Ordered
06/06/15 0930	Comprehensive Metabolic Panel ONCE	Ordered
06/06/15 0930	Lactic Acid ONCE	Ordered
06/06/15 0930	Culture, Blood #1 ONCE	Ordered
06/06/15 0930	Culture, Blood #2 ONCE	Ordered
06/06/15 0930	Activated Partial Thromboplastin Time ONCE	Ordered
06/06/15 0930	Prothrombin Time ONCE	Ordered
06/06/15 0930	Urinalysis With Microscopic ONCE	Ordered
06/06/15 0930	Culture, Urine ONCE	Ordered
06/06/15 0930	XR Chest 1 View Portable ONCE	Ordered
06/06/15 0930	Culture, Respiratory W/ Gram Stain ONCE	Ordered
06/06/15 0930	Blood Gas, ONCE	Ordered
06/06/15 0930	Foley Catheter: Insert &/or Maintain Foley Placement Indication: .Urine output monitoring in critically ill patients EFFECTIVE NOW	Ordered

Charting & Billing

➤ Creating a Note

- Once you have selected a patient to assign to yourself and accessed the patient profile, you can create a note by selecting the 'ED Navigator' tab.
- Click the 'Create Note' option.
- Scroll to and select 'Blank Note.'
- To select the desired template, input your dot phrase.

➤ Dot Phrases

- Dot phrases are shortcuts in EPIC that allows a preformatted phrase or chart to appear by typing in a phrase preceded by a period.
 - i.e. **.name** or **.residentgeneral**
- These phrases can be accessed by having an individual "share" the phrases with you electronically.

The screenshot displays the EPIC EMR interface for patient Yoast, Edgardo A. (DOB: 6/25/1942, 72 yrs, Male). The 'ED Navigator' tab is active, and the 'New Note' dialog box is open. The dialog box shows a list of dot phrases under the 'RESIDENT' category, including 'This is documentation for the ED resident supervisor when documenting a critical care note' and 'I have reviewed Dr. *** note and examined the patient. The manage...'. The background shows the patient's profile with various tabs like Summary, Chart Review, and ED Navigator.

Charting & Billing: Dot Phrases

➤ Procedural Dot Phrases

- A more exhaustive list of preformatted procedural phrases can be found in the SmartText section on the top tool bar of your note by inputting the desired type of procedure in the search bar.
- Common procedural dot phrases include:
 - .proceduralsedation (3 time stamps for any sedation)
 - .edintubation
 - .edincisionanddrainage
 - .edcardioversion
 - .edcentralvenousline
 - .edchesttube
 - .edjointreduction
 - .edlumbarpuncture
 - .edparacentesis
 - .edsplint
 - .edthoracentesis

➤ Useful Dot Phrases

- .id – inputs patient's name, gender and age.
- .edlabsthisvisit – imports all labs.
- .imaging – imports all imaging studies.
- .edmeds – imports all meds given in the ED.
- .htnfollowup – inputs text for Medicare patients who experience HTN while in the ED. *Must be included in all applicable charts.*

Insurance Basics: Admitting Process

- The patient's insurance is a crucial component to the admission process.
- Once you have determined the patient should be admitted, right click on the patient's name, select patient and then click pending admission.
- The Case Manager will input which admitting service should be contacted in the 'Comments' column.
- Request this service be paged by informing the secretary or utilizing PerfectServe
- When admitting the patient, an admitting order must be placed with a final diagnosis.
- If you have questions, please consult your attending and the Case Manager.

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ED Track Board (Long Beach Memorial E.D.) - Last Refresh Time: 6/5/2015 11:20:21 AM

Refresh Discharge Admit Tx Team Open Chart ED Manager ED Map Sign In Comments Dept. Status Message Log Legend Face Sheet My Note

All Patients (144) My Patients Waiting to be Seen Waiting Room Admissions/Transfers Waiting for Discharge ERA ERB ER3 ER2 ERP ER4

Room	Name/Age/Sex	Chief Complaint	Acuity	ED Attending	Res/PA/NP	EDRN	Ord Cosign	ED Time	Comments	Status
E201	Yoast, E (72 year old M)	Altered Mental Status						03:15		-21:27
E202	Zzmaster, M (70 year old M)	Chest Pain	3			ED N		11114:06		11113:55
E203	Xyzmastersu, S (74 year ...	Altered Mental Status						9339:15		9313:11
E204	Yymasterculb, M (70 yea...	Chest Pain	3			ED N		9554:06		9553:55
E205	Xyzmaster, S (74 year old M)	Altered Mental Status						9339:15		9313:11
E206	Yoast, E (72 year old M)	Altered Mental Status						03:15		-22:48
E207	Yoast, E (72 year old M)	Altered Mental Status						03:15		-22:48
E208	Keams, J (68 year old M)	Chest Pain	3					-21:53		-22:04
E342	Zzedmd, M (59 year old M)	Fever	3					22344:35		22343:41
E344	Yymastersu, S (74 year ...	Increasing UUnrespons...						9791:41		9339:48
E345	Capoeira, L (57 year old M)	Fever	3					24:35		23:41
E346	Uvyvantes, L (57 year old M)	Fever	3					24:35		23:41
E347	Boogaloo, L (57 year old M)	Fever	3					24:35		23:41
E348	Gaida, L (57 year old M)	Fever	3					24:35		23:41
EA31	Edtrans, L (26 year old F)	Abdominal Pain						14828:38		14827:36
EA33	Xyzmastersu, S (74 year ol...	Altered Mental Status						9339:15		9314:32
EB25	Zzmastered, P (10 year old F)	Fever						22610:36		22610:35
EB26	Aloe, V (8 year old F)	Fever						26:36		26:35
EB27	Echinacea, E (8 year old F)	Fever						26:36		26:35
EB28	Gingko, G (8 year old F)	Fever						26:36		26:35
EB29	Valerian, V (8 year old F)	Fever						26:36		26:35
TRN-ED	Snapdragon, T (25 year ol...	Abdominal Pain						20:38		19:36
TRN-ED	LilacTess, (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Snapdragon, O (25 year ol...	Abdominal Pain						20:38		19:36
TRN-ED	Buttercup, T (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Lilac, O (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Geranium, T (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Buttercup, O (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Cactus, T (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Geranium, O (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Fern, T (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Cactus, O (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Willow, T (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Fern, O (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Pansy, T (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Willow, O (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Oleander, T (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Pansy, O (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Marigold, T (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Oleander, O (25 year old F)	Abdominal Pain						20:38		19:36
TRN-ED	Daffodil, T (25 year old F)	Abdominal Pain						20:38		19:36

Insurance Basics: Calling Physicians

➤ Calling Admitting Physicians

- Check with your attending before calling any physician.
- Know the patient's insurance and inform the admitting physician up front.
- Have your summary of ED course and reason for admission prepared.
- Make sure your attending knows you are calling and is available at the time of the call.
- Always document time you called, name of doctor, and outcome of call in your note.

➤ Calling Specialists for Consultation

- ONLY call a specialist after discussing with your attending.
- Ask your attending about EPIC consult vs. phone call.
- Always document time you called, name of doctor, and outcome of call.

Final Comments: Resources

➤ Resources for Success

- Scribe Feedback
 - The ScribeConnect scribe of the ED is available to answer your questions and assist you with any ED basics, charting and billing components!
- Attending Mentorship
 - Your attending is the best resource for questions in regards to order sets and beginning the admitting process.
- Case Manager Advisement
 - The Case Manager is the best resource for questions in regards to admitting physicians, admitting forms, and transfer protocols.

Please do not hesitate to utilize these resources prior to taking action as they will assist in maintaining the flow to the ED!



Acknowledgements

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