



**CSHIIP**

Center for the Study of Healthcare  
Innovation, Implementation & Policy



# **ED-PACT Tool**

## **RN Care Manager Training**

*Improving Information Flow From ED to PACT*

# Presentation Outline

- Introduction
- Using ED-PACT Tool
- Examples
- Troubleshooting

# Vision for ED-PACT Tool

- To improve communication between GLA Emergency Department (ED) and PACT clinics
- Ensure that all patients who are discharged home from the GLA ED, and have specific or urgent follow-up care needs, have those needs met



# Why Improve ED-PACT Communication?

- Rapid, brief, and reliable information flow from ED to PACT teams needed
- Currently:
  - PCPs receive CPRS alert for patient ED visits
  - PACT RNs not receiving alerts
- PACT RNs could initiate/address many post-ED follow-up needs



# What Is the ED-PACT Tool?

- A message from ED to PACT RN Care Managers
- Alerts PACT RN Care Managers regarding *urgent or specific* post-ED needs of patients
- Uses order mechanism in CPRS



# How Does The ED-PACT Tool Work?

ED providers enter a CPRS order for post-ED follow-up care



PACT RN Care Manager receives CPRS alert for order



PACT RN Care Manager works w/PACT Team and other services to initiate or address the patients' care need

# Common Uses of ED-PACT Tool

- Sign and symptom recheck
- Blood pressure recheck
- Laboratory re-check/follow-up
- Wound Check or suture removal
- Radiology re-imaging/follow-up
- Care coordination for specialty follow-up
- Expedited outpatient evaluation

# **ED-PACT Tool**

## **Benefit To Patients**

- Improve coordination of patient care
- Provide patients with a point of contact for obtaining needed care
- Improve patients' continuity of care
- Improve patients' care experiences



# **ED-PACT Tool**

## **Benefit to PACT team**

- Reduce walk-ins from post-ED patients
- Help you manage your workflow

# Post-Hospitalization Calls v. ED-PACT Tool

- For both- RN assesses and triages patient needs
- Key Differences Exist:

Post-Hospitalization Calls	ED- PACT Tool
Patients who were admitted to hospital	Patients who went home from ED
Needs to be completed within 2 days	Needs to be <u>initiated</u> within 2 days
All discharged patients	Only patients with urgent/specific needs
No message to RN specific to pt needs	Message sent to RN about patient's needs
Alert received via email	Alert received via CPRS
Usually limited to phone call	May be limited to phone call, but many have additional components (labs, xray)

# Questions?



# **ED-PACT Tool Instructions**

# ED Provider Selects Clinic for ED-PACT Tool Order

Vista CPRS in use by: Saifu, Hemen N (vista.west-la.med.va.gov)

File Edit View Action Options Tools Help

Visit Not Selected  
Current Provider Not Selected

WEST LA VAMC: WLA GOLD 4E / PCP Hashemi, L /

Post ED urgent/specific Primary Care Follow up West Los Angeles

This order sends a message to the patients PACT Team.  
Do not use this order if the patient is admitted to the hospital  
or is a resident in the CLC. Healthcare providers  
in those locations will provide follow up care for those patients.

>Click Here if Patient Residing in DOM

If patient Not Residing in DOM, look at the top ribbon  
and pick which site patient is assigned to:

WEST LA VAMC WLA  
WEST LA VAMC SEPULVEDA VAMC  
WEST LA VAMC LA ACC  
WEST LA VAMC | BAKERSFIELD  
WEST LA VAMC | ELA  
WEST LA VAMC GARDENA  
WEST LA VAMC ANTELOPE VALLEY  
WEST LA VAMC | OXNARD CBOC  
WEST LA VAMC SANTA BARBARA  
WEST LA VAMC | SAN LUIS OBISPO CBOC  
WEST LA VAMC | SANTA MARIA  
No PACT assigned at any VA location/No local HPACT

WEST LA VAMC: WLA GOLD  
WLA GOLD 1  
WLA GOLD 2  
WLA GOLD 3  
WLA GOLD 4

WEST LA VAMC: WLA BRONZE  
WLA BRONZE 1  
WLA BRONZE 2  
WLA BRONZE 3

WEST LA VAMC: WLA SILVER  
WLA SILVER 1  
WLA SILVER 2  
WLA SILVER 3

WEST LA VAMC: WLA \*WH\*  
WLA \*WH\* Team 1

WEST LA VAMC: WLA \*HOM\* HPACT  
WLA \*HOM\* HPACT 1  
WLA \*HOM\* HPACT 2  
WLA \*HOM\* HPACT 3  
WLA \*HOM\* HPACT 4  
WLA \*HOM\* ED HPACT B  
WLA \*HOM\* HUD VASH  
WLA \*SMI\* HPACT 3C


WEST LA VAMC: WLA \*PD\* TEAM  
WLA \*PD\* TEAM

WEST LA VAMC: WLA \*ID\*  
WLA \*ID\* TEAM

WEST LA VAMC: WLA \*GER\*  
WLA \*GER\* TEAM

# ED-PACT Tool

## Order Template

 Reason for Request: ED-PACT TOOL WLA GOLD1\_

ED-PACT TOOL WLA GOLD TEAM 1  
\*\*\*\*\*

PATIENT PHONE NUMBER:  
Phone: 000-000-0000  
Work: 424 666-6666  
Cell: 310-555-5555  
\*\*\*\*\*

Is the patient phone number in CPRS correct: \*☒ Yes ☐ No

☐ Patient has no phone number  
Contact phone number if different than CPRS/instructions given if patient has no phone number:

RN Care Manager - Please work with your team to initiate communicating and/or coordinating the following post-ED care needs/recommendations.

REASON FOR REQUEST:  
(Select from appropriate boxes)

\*

☐ Symptom/Sign recheck  
☐ Blood pressure recheck  
☐ Wound care/suture removal  
☐ Laboratory recheck  
☐ Radiology follow-up/reimaging  
☐ Coordination of follow-up care with consultants/specialized testing  
☐ Medication adjustment  
☐ Other

(EXPLAIN IN DETAIL BELOW)

\*

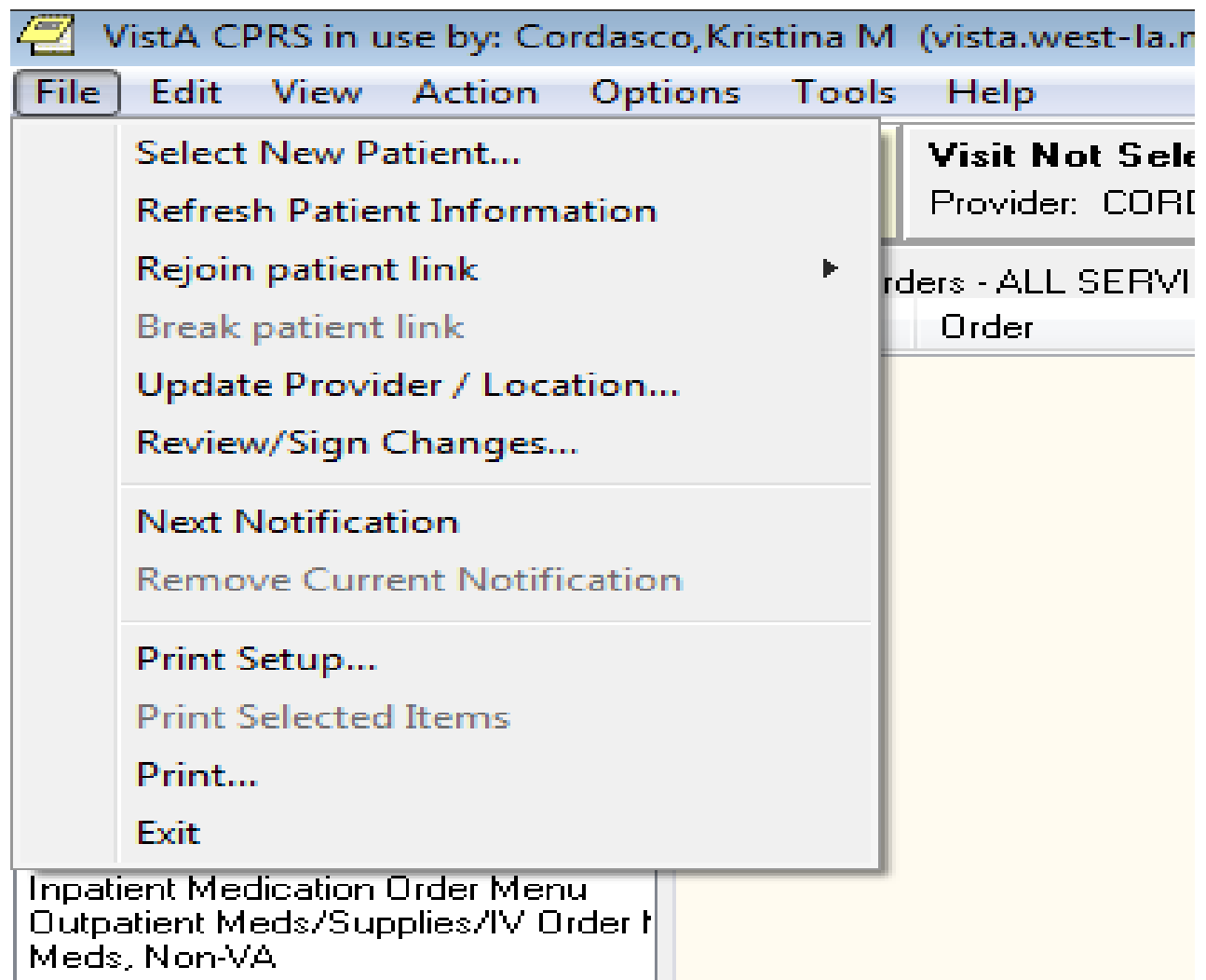
## STEP 1: Click on alert

The screenshot shows a software window titled "Patient Selection". It contains a "Patient List" section with radio buttons for "Default: GMED Cordasco", "Providers", "Team/Personal", "Specialties", "Clinics", "Wards", and "All". Below this is a "Notifications" section with a table. A red arrow points to the "Info" column header, and another red arrow points to the "Message" column header.

Info	Patient	Location	Urgency	Alert Date/Time	Message	For
I	ZZDUMMY,S (23765)	TRAIN	HIGH	02/16/2016@14:25	Order placed: ED-PACT TOOL	

Buttons at the bottom: Process Info, Process All, Process, Forward, Show Comments, Re

STEP 1: Click on Alert  
**STEP 2: Refresh**  
**Patient Information To**  
**View Active Orders**





STEP 1: Click on Alert  
 STEP 2: Refresh  
 Patient Information To  
 View Active Orders  
**STEP 3: Find ED-  
 PACT Tool Order**

VistA CPRS in use by: Cordasco,Kristina M (vista.west-la.med.va.gov)

File Edit View Action Options Tools Help

	<b>ZZTEST A PATIENT EDDIE (OUTPATIENT)</b>	<b>TRAIN Jul 10,17 08:00</b>	No PACT assigned at any VA location /	
	000-00-9983	Aug 08,1935 (81)	Provider: CORDASCO,KRISTINA M	

View Orders      Active Orders (includes Pending & Recent Activity) - ALL SERVICES

Service	Order	Start / Stop	Provider	Nurse
Care Coordin	<b>&gt;&gt;</b> <b>ED-PACT TOOL WLA GOLD TEAM 4</b> ..... <b>PATIENT PHONE NUMBER:</b> <b>Phone: (310) 777-7777</b> <b>Work: NONE GIVEN</b> <b>Cell:</b> ..... <b>Is the patient phone number in CPRS correct: Yes</b> <b>Contact phone number if different than CPRS/instructions given if patient has no phone number:</b>  <b>RN Care Manager - Please work with your team to initiate communicating and/or coordinating the following post-ED care needs/recommendations.</b>  <b>REASON FOR REQUEST:</b> <b>Symptom/Sign recheck</b>	<b>Start: NOW</b> <b>Stop: T+14</b>	<b>Cordasco,Kristina M</b>	
Out. Meds	*FUROSEMIDE TAB 20MG TAKE ONE TABLET BY MOUTH EVERY DAY WATER PILL Quantity: 14 Refills: 3 *NITROGLIN TAB 0.125MG	Start: 06/07/17 Stop: 06/06/18 Start: 06/07/17	Jennings,Eric C	

Write Delayed Orders

Write Orders

Allergies

Consults/Procedures Order Menu

Lab Test Quick Orders Menu

Blood Bank Orders

Inpatient Medication Order Menu

Outpatient Meds/Supplies/IV Order Menu

Meds, Non-VA

Radiology/NucMed Order Menu

\*\*\* INPATIENT UNITS \*\*\*

INPATIENT WARDS Order Menu

WLA CLC Order Menu

SEP CLC Order Menu

- STEP 1: Click on Alert
- STEP 2: Refresh Patient Information To View Active Orders
- STEP 3: View Care Coordination Orders
- STEP 4: Click on Order To Display It**

Order Details - 82197229;1

>>

ED-PACT TOOL WLA BRONZE TEAM 1

\*\*\*\*\*

PATIENT PHONE NUMBER:

Phone: (213)815-2359

Work: NONE

Cell: 3104783711

\*\*\*\*\*

Is the patient phone number in CPRS correct: Yes

Contact phone number if different than CPRS/instructions given if patient has no phone number:

RN Care Manager - Please work with your team to initiate communicating and/or coordinating the following post-ED care needs/recommendations.

REASON FOR REQUEST:

Symptom/Sign recheck , Blood pressure recheck

(EXPLAIN IN DETAIL BELOW)

BP 178/101, started amlodipine. also with mild abd pain, now improved, labs nl, please f/u if continues to improve ED-PACT TOOL WLA BRONZE1\_

STEP 1: Click on Alert  
 STEP 2: Refresh  
 Patient Information To  
 View Active Orders  
 STEP 3: View Care  
 Coordination Orders  
 STEP 4: Click on Order  
 To Display  
**STEP 5: If needed,  
 read ED note for  
 details**

Vista CPRS in use by: Cordasco, Kristina M (vista.west-la.med.va.gov)

File Edit View Action Options Tools Help

ZZTEST A PATIENT CHARLES (OUTPATIENT) ER May 23, 16 17:09 No PACT assigned at any VA location /

000-00-1125 Aug 19, 1941 (74) Provider: CORDASCO, KRISTINA M

Flag VistaWeb Postings  
Remote Data WAD

Last 100 Signed Notes Visit: 05/23/16 EMERGENCY DEPT NOTE (SIGNED PATIENT DOCUMENTS), WLA-EMERGENCY ROOM, KRISTINA M CORDASCO, MD, MPH (May 23, 16@17:21)

LOCAL TITLE: EMERGENCY DEPT NOTE (SIGNED PATIENT DOCUMENTS)  
 STANDARD TITLE: EMERGENCY DEPT NOTE  
 DATE OF NOTE: MAY 23, 2016@17:21 ENTRY DATE: MAY 23, 2016@17:21:49  
 AUTHOR: CORDASCO, KRISTINA M EXP COSIGNER:  
 URGENCY: STATUS: COMPLETED

CHIEF COMPLAINT:  
 Abdominal pain

HISTORY OF PRESENT ILLNESS (Include 4 modifiers if possible):  
 53 yo male presents with diffuse abdominal pain, periumbilical, sharp, colicky. No back pain/chest pain. Started approx 30 min after eat meal including yogurt that he said tasted "funny". + mild nausea, no vomiting. No diarrhea. No fevers, chills, urinary symptoms. Felt well before this. No history of bowel/liver problems. Not h/o of abd surgeries. Reports took BP med today

PAST MEDICAL HISTORY:  
 hypertension.

ROS (Include atleast 10 different systems if possible, look at shared templates):  
 No fevers/chills, weight gain/loss, cough, runny nose, chest pain, SOB urinary symptoms, rashes, bruises, swelling in legs/arms, joint pain, rashes, bruises, weakness/numbness, falls/balance problems

MEDICATION LIST:  
 RCTZ

ADDITIONAL NON-VA MEDS:  
 none

OVER THE COUNTER MEDS:  
 none

NUTRITIONAL OR OTHER SUPPLEMENTS:  
 none

MEDICATION RECONCILIATION:  
 I have reviewed the patient's outpatient medication with the patient/caregiver and the list above accurately reflects the medications that the patient is currently taking including any that may be provided from non-VA sources, over the counter medications, nutritional or other supplements

ALLERGIES:  
 PENICILLIN, LISINAPRIL, FLUOROURACIL, ACETAMINOPHEN/CODEINE, SULFA DRUGS  
 MORPHINE, SIMVASTATIN, EGG PRODUCTS

FAMILY HISTORY:  
 NC

SOCIAL HISTORY:  
 no tob, ETOH, IVDU

Vitals: T:98.2 F (36.8 C) (01/04/2016 09:03)  
 P:80 (01/04/2016 09:03)

Encounter  
 New Note

Cover Sheet Problems Meds Orders Notes Consults Surgery D/C Summ Labs Reports

STEP 1: Click on Alert  
STEP 2: Refresh  
Patient Information To  
View Active Orders  
STEP 3: View Care  
Coordination Orders  
STEP 4: Click on Order  
To Display  
STEP 5: If needed,  
read ED note for  
details  
**STEP 6: Contact pt;  
work with team to  
initiate addressing  
need**



**STEP 1:** Click on Alert  
**STEP 2:** Refresh  
 Patient Information To  
 View Active Orders  
**STEP 3:** View Care  
 Coordination Orders  
**STEP 4:** Click on Order  
 To Display  
**STEP 5:** If needed,  
 read ED note for  
 details  
**STEP 6:** Contact pt;  
 work with team to  
initiate addressing  
 need  
**STEP 7:** Write  
 focused note  
 documenting action

Reminder Dialog Template: PRIMARY CARE POST-ED FOLLOW UP CARE NURSING NOTE

Able to reach patient/patient's family member?

☐ Yes. This encounter was with:

☐ No. Attempts made. Action taken:

☒ No. Patient's contact information not correct. Action taken: \*

Reason(s) for Post-ED telephone call: (Select from appropriate boxes) \*

☐ Symptom/Sign recheck

☐ Blood pressure recheck

☐ Wound care/suture removal

☐ Laboratory recheck

☐ Radiology follow-up/reimaging

☐ Coordination of follow-up care with consultants/specialized testing

☐ Medication adjustment

☐ Other (EXPLAIN IN DETAIL BELOW) \*

Plan/Intervention:

Comment:

☒ Clinic Follow-Up:

Patient informed of any follow-up appointments. Future appointments are as follows:  
No Scheduled Appointments at this time.

☒ Patient Access:

☒ - Patient given teamlet phone number and asked to call during clinic hours with any questions or concerns.

☐ - Patient given 1-877-252-4866 24-hour nurse advice line number if PACT teamlet unavailable.

☐ - Call Center number 1-877-251-7295.

☐ - Medication Refill phone number 1-800-952-4852.

# Encounter Info

Select PACT phone visit location for encounter (will give workload credit)

Location for Current Activities

Select the appointment or visit that should be associated with the note or orders .

OK

Cancel

Encounter Location

WLA-PACT PHONE BRONZE Mar 09,16 10:20

Clinic Appointments Hospital Admissions New Visit

Visit Location

WLA-PACT PHONE BRONZE

WLA-PACT PHONE BRONZE 1A

WLA-PACT PHONE BRONZE 1B

WLA-PACT PHONE BRONZE 1C

WLA-PACT PHONE BRONZE 2A

WLA-PACT PHONE BRONZE 2B

WLA-PACT PHONE BRONZE 2C

Date/Time of Visit

NOW

☐ Historical Visit: a visit that occurred at some time in the past or at some other location (possibly non-VA) but is not used for workload credit.

STEP 1: Click on Alert

STEP 2: Refresh Patient Information to View Active Orders

STEP 3: View Care Coordination Orders

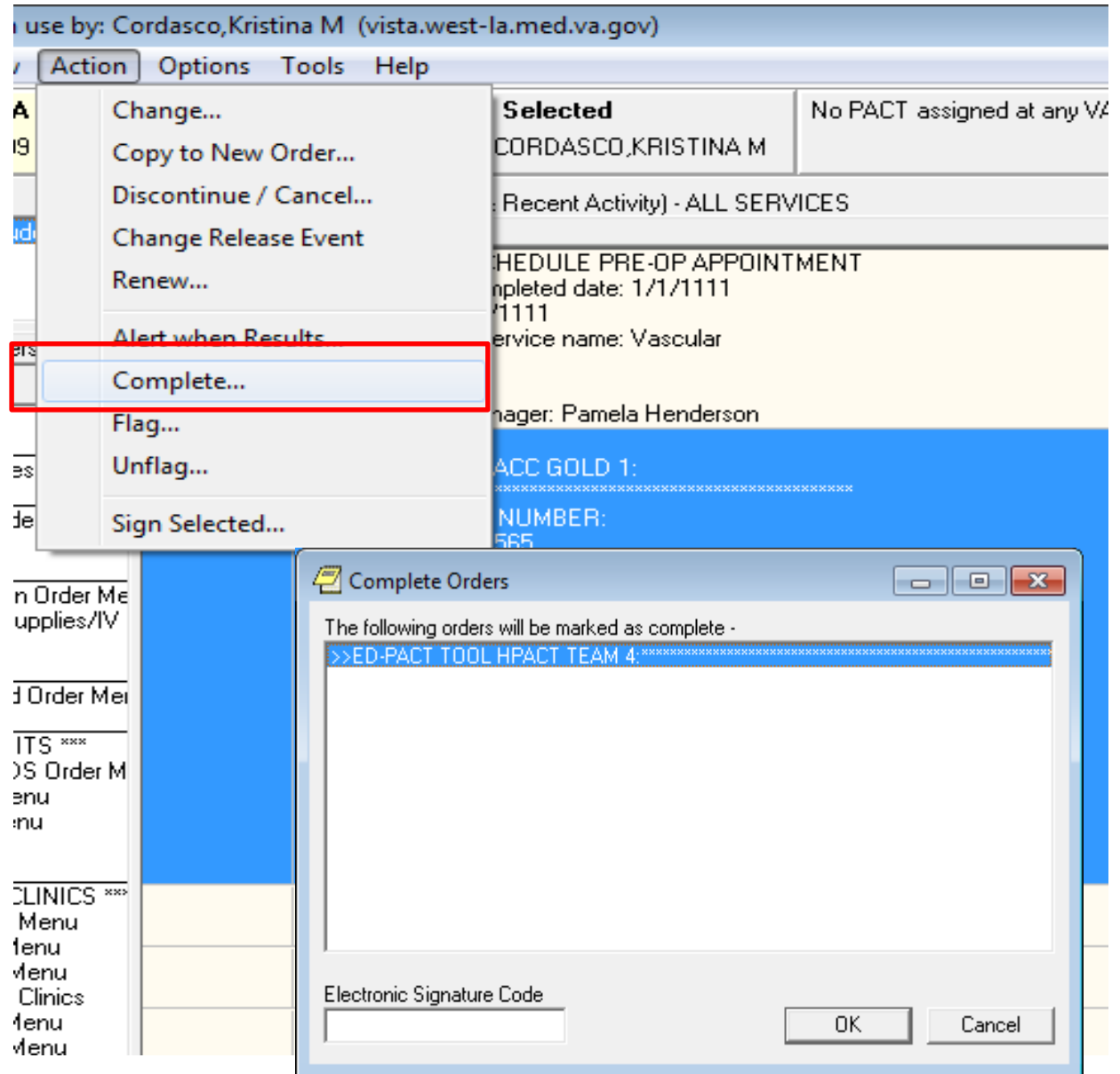
STEP 4: Click on Order To Display

STEP 5: If needed, read ED note for details

STEP 6: Contact pt; work with team to initiate addressing need

STEP 7: Write focused note documenting action

**STEP 8: Change Status of Order to Complete**





STEP 1: Click on Alert  
 STEP 2: Refresh Patient Information To View Active Orders  
 STEP 3: View Care Coordination Orders  
 STEP 4: Click on Order To Display  
 STEP 5: If needed, read ED note for details  
 STEP 6: Contact pt; work with team to initiate addressing need  
 STEP 7: Write focused note documenting action  
 STEP 8: Change Status of Order to Complete  
**STEP 9: Remove Alert**

**Patient Selection**

Patient List: Patients (GMED Cordasco)

☒ Default: GMED Cordasco  
☐ Providers  
☐ Team/Personal  
☐ Specialties  
☐ Clinics  
☐ Wards  
☐ All

Patient Demographics

Save Patient List Settings

Notifications

Info	Patient	Location	Urgency	Alert Date/Time	Message	Forwarded By/When
	ZZDUMMY,0 (28976)	TRAIN	HIGH	10/09/2018@12:18	Order placed for LED PACT TOOL TESTING_ 10/09/18	

Context Menu:

- Process
- Forward
- Remove** (indicated by a red arrow)

Buttons at the bottom: Process Info, Process All, Process, Forward, Show Comments, Remove



# Questions?



# Patient Scenarios

# Scenario 1- Symptom/Sign and Blood Pressure Check



Order Details - 74330338;1

>>

PACT POST ED SACC GOLD 1:

\*\*\*\*\*

PATIENT PHONE NUMBER:

Phone: 3104783711

Work: NONE

Cell: 8184584578

\*\*\*\*\*

Is the patient phone number in CPRS correct: Yes

Contact phone number if different than CPRS:

415-609-3497

Symptom/Sign recheck

tooth pain

Blood Pressure Recheck

BP 190/110

# Scenario 1- BP and Symptom Check

Review of ED Note Reveals:

- 45 y/o patient with history of hypertension, referred to ED from Dental Clinic for BP of 190/110
- Patient had ran out of blood pressure medications
- Sent home from ED w/ new prescription for Tylenol, refill of BP meds for 10 days


# RN Response?



# Scenario 1- Example Note

- Patient called to follow-up on recent ER visit for tooth pain and elevated BP. Patient reports that he received his BP meds and Tylenol. Tooth pain improved, taking BP meds. Patient agrees come in for BP check on Friday.
- *Then mark order as completed!*

# Scenario 2 – Wound Check/Care

 Order Details - 74330990;1

>>

PACT POST ED SACC GOLD 1:

\*\*\*\*\*

PATIENT PHONE NUMBER:

Phone: 3104783711

Work: NONE

Cell: 8184584578

\*\*\*\*\*

Is the patient phone number in CPRS correct: Yes

Contact phone number if different than CPRS:

REASON FOR REQUEST:

Wound care/suture removal

(EXPLAIN IN DETAIL BELOW)

Needs wound check and re-packing of abscess in 3 days.

# Scenario 2 – Wound Check / Care

Review of ED Note reveals:

- 54 y/o patient w/ well-controlled diabetes presents to ED w/ 3x3 abscess on the back of his upper thigh
- In ED, his abscess is drained and packed
- Patient doesn't have anyone at home to help him change the packing



# RN Response?



# Scenario 3 – Lab Recheck



Order Details - 74330913;1

>>

PACT POST ED SACC GOLD 1:

\*\*\*\*\*

PATIENT PHONE NUMBER:

Phone: 3104783711

Work: NONE

Cell: 8184584578

\*\*\*\*\*

Is the patient phone number in CPRS correct: Yes

Contact phone number if different than CPRS:

REASON FOR REQUEST:

Laboratory recheck

(EXPLAIN IN DETAIL BELOW)

Please recheck potassium in 4 to 5 days.

## Scenario 3 – Lab Recheck

Review of ED Note Reveals:

- 75 y/o patient with kidney disease, presents to ED after he was called to come in for potassium of 5.8.
- Supposed to be taking Lasix 20mg/day but that has fallen off medication list
- In ED, Given Lasix 20 IV, Kayexalate 60mg PO – repeat K 5.3
- ED Provider refilled Lasix



# RN Response?



## Scenario 3 - Example Note

- Patient called to follow-up on recent ER visit for hyperkalemia. Patient reports that he feels well and is taking Lasix, will come for lab draw tomorrow morning. Will f/u
- Addendum: Repeat K 4.9, discussed with PCP Smith, pt to continue current Lasix dose. Called and spoke with pt who verbalized understanding, pt aware of next PCP appt, pt has PACT team phone number to call with questions/concerns

# Scenario 4 – Care Coordination

 Order Details - 74331051;1 

>>

PACT POST ED SACC GOLD 1:  
\*\*\*\*\*

PATIENT PHONE NUMBER:  
Phone: 3104783711  
Work: NONE  
Cell: 8184584578  
\*\*\*\*\*

Is the patient phone number in CPRS correct: Yes  
Contact phone number if different than CPRS:

Coordination of care  
Patient had TIA - needs a Xiopatch placed, a transthoracic echo,  
carotid ultrasound and then f/u in neurology. Orders have been placed

Activitv:

# Scenario 4 – Care Coordination

- Review of the ED note reveals:
  - Patient is a 67 y/o male presents to ED on Sunday; Friday night he had 1 hour of left arm weakness, which then resolved spontaneously, suggestive of a transient ischemic attack
  - Observed for 12 hours on telemetry, evaluated by neurology, sent home with neurology recs for ambulatory cardiac monitoring, a transthoracic echocardiogram, carotid ultrasound and instructions to follow-up in neurology clinic after all of these tests have been done

# RN Response?





# Scenario 5- Expedited Evaluation

Order Details - 74331058;2

>> Discontinue

PACT POST ED SACC GOLD 1:

\*\*\*\*\*

PATIENT PHONE NUMBER:

Phone: 3104783711

Work: NONE

Cell: 8184584578

\*\*\*\*\*

Is the patient phone number in CPRS correct: Yes

Contact phone number if different than CPRS:

Coordination of care

Patient with new mass on CXR - needs f/u CT and further eval

# Scenario 5- Expedited Evaluation

## Review of ED Note:

- 73 y/o male with COPD, current smoker, presents to the ED requesting cough medication for treatment of persistent cough
- On questioning, the patient has experienced a 10 pound weight loss over the past 6 months
- Chest X-ray is performed, revealing a new small right lobe spiculated lung nodule
- Patient offered CT, but did not want to wait to have it in ED

# RN Response?



# Troubleshooting



# Troubleshooting:

## *What if you can't reach patient?*

- If you can't reach the patient?
  - 1) Make sure to call the patient a few times, different times of the day;
    - leave discreet voicemail adherent to clinic practices provides your call-back number
    - depending on urgency of need, send patient a letter requesting they call you, consistent with clinic practices
  - 3) Document your call attempts and any other actions
  - 4) Change order status to "completed"

# **Troubleshooting:**

## ***What if the message from ED is unclear or vague?***

- (1) Look at the ED note to try to clarify, gather additional information
- (2) Consult with PCP to clarify, if needed
- (3) Send email to Purnima Bharath at [Purnima.Bharath@va.gov](mailto:Purnima.Bharath@va.gov) to let us know so that we can address this with the ED

# Troubleshooting:

***What if the patient returns to ED before you can contact him/her?***

- If the patient returns to the ED before you contact him/her, and is discharged home again, read ED note and see if patient need still applicable
  - If issue still applicable => proceed with order
  - If issue not applicable => write brief note why not applicable and complete order

## Troubleshooting:

***What if the patient returns to ED before you can contact him/her?***

- If the patient returns to the ED before you contact him/her, and is admitted to hospital
  - write brief note saying that order no longer applicable, and that you will f/u on needs post hospitalization and complete order



# Troubleshooting:

## *What if the patient is not assigned to your team?*

- If the patient is assigned to a different GLA team, forward the order to the appropriate RN Care Manager through flagging it for them and/or sending an Instant Message
- If the patient is not yet assigned to a GLA PACT Team, send an encrypted email to Purnima Bharath

# How To Flag an Order For Another Person

Vista CPRS in use by: Saifu, Hemen N (vista.west-la.med.va.gov)

File Edit View Action Options Tools Help

		Visit Not Selected Current Provider Not Selected	WEST LA VAMC: WLA GOLD 3D / PCP Leaf, D A /		<a href="#">VistaWeb</a> <a href="#">Remote Data</a>		Postings WD
--	--	---	---	--	---	--	----------------

**Click** (Red arrow pointing to the text 'WEST LA VAMC: WLA GOLD 3D / PCP Leaf, D A /')



Primary Care

LOCAL - WEST LA VAMC (691)  
PACT: WLA GOLD 3D (Focus: Primary Care Only)

Primary Care Provider:	Leaf, David A    PHONE: ext. 43818    PAGER: 5430
Care Manager:	Oamar, Bonifacia P
Clinical Associate:	Hamilton, Latresche
Administrative Associate:	Cush, Yolenne D    PHONE: (310) 478-3711 ext. 42245
Clinical POC:	Care Manager    Oamar, Bonifacia P
Administrative POC:	Administrative Associate    Cush, Yolenne D    PHONE: (310) 478-3711 ext. 42245

**Look Here** (Red arrow pointing to the Care Manager: Oamar, Bonifacia P)

Print Close

# How To Flag an Order For Another Person

Vista CPRS in use by: Cordasco, Kristina M (vista.west-la.med.va.gov)

File Edit View Action Options Tools Help

ZZTEST 000-00-32

View Orders

Active Orders (include)

Write Delayed Orders

Write Orders

Allergies

Consults/Procedures

Lab Test Quick Order

Blood Bank Orders

Inpatient Medication

Outpatient Meds/Supplies/IV Order Menu

Meds, Non-VA

Radiology/NucMed Order Menu

\*\*\* INPATIENT UNITS \*\*\*

INPATIENT WARDS Order Menu

WLA CLC Order Menu

SEP CLC Order Menu

DOM Order Menu

\*\*\* OUTPATIENT CLINICS \*\*\*

BACC CBOC Order Menu

ELA CBOC Order Menu

GAR CBOC Order Menu

LAACC- Outpatient Clinics

LAN CBOC Order Menu

O&N CBOC Order Menu

SACC CBOC Order Menu

SB CBOC Order Menu

SLO CBOC Order Menu

SM CBOC Order Screen

WLA Outpatient Clinics Order Menu

WLA Primary Care Order Menu

\*\*\* EMERGENCY ROOM \*\*\*

ED Order Menu

ED Medical Obs Order Menu

ED RN Order Menu

Change...

Copy to New Order...

Discontinue / Cancel...

Change Release Event

Renew...

Alert when Results...

Complete...

Flag...

Unflag...

Sign Selected...

One Step Clinic Admin

\$BEYEN Aug 21, 17 12:53

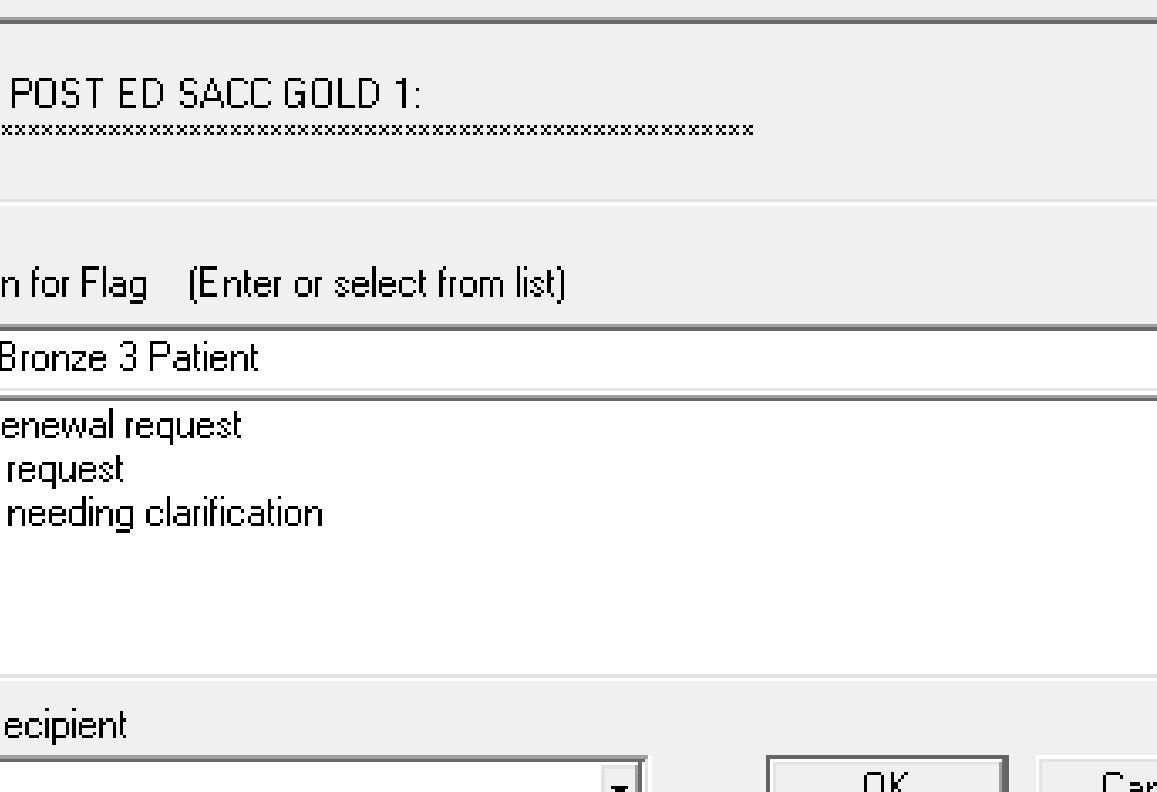
Provider: CORDASCO, KRISTINA M

No PACT assigned at any VA location /

Pending & Recent Activity] - ALL SERVICES

		Start / Stop	Provider
DENTAL-WLA	Clinic in: other: July 28th 2017 3 PM for 90 min	Start: 07/14/17 09:51 Stop: 01/14/18	Parson
Comments:	G SCHEDULING		
Comments:	RENAL-WLA	Start: 07/03/17 13:54 Stop: 01/03/18	Nagar
Comments:	Clinic in: 1 month		
Comments:	G SCHEDULING		
Care Coord	>> ED-PACT TOOL WLA DOM_	Start: 08/09/17 14:08 Stop: 08/23/17	Corda
	WLA DOM		
	PATIENT PHONE NUMBER:		
	Phone: (213)815-2359		
	Work: NONE		
	Cell: 3104783711		
	Is the patient phone number in CPRS correct: Yes		
	Contact phone number if different than CPRS/instructions given if patient has no phone number:		
	RN Care Manager - Please work with your team to initiate communicating and/or coordinating the following post-ED care needs/recommendations.		
	REASON FOR REQUEST:		
	Symptom/Sign recheck:		
	(E>PLAIN IN DETAIL BELOW)		
	test		
Nursing	>> Please do: 12 lead EKG Now	Start: 06/27/17 10:10 Stop: 12/24/17	Rabb
Out. Meds	*CIMETIDINE TAB 400MG TAKE ONE TABLET BY MOUTH TWICE A DAY FOR STOMACH Quantity: 180 Refills: 3	Start: 06/06/17 Stop: 06/06/18	Jennir
	Hold FUROSEMIDE TAB 20MG TAKE ONE TABLET BY MOUTH EVERY DAY WATER PILL Quantity: 14 Refills: 3	Start: 07/06/17 11:50	Glassr
	*DIGOXIN TAB 0.125MG TAKE ONE TABLET BY MOUTH EVERY DAY FOR HEART Quantity: 90 Refills: 3	Start: 06/06/17 Stop: 06/06/18	Jennir

# How To Flag an Order For Another Person



Flag Order

>>  
PACT POST ED SACC GOLD 1:  
xx

Reason for Flag (Enter or select from list)

WLA Bronze 3 Patient  
Med renewal request  
Order request  
Order needing clarification

Alert Recipient

OK Cancel

# Flagged Order

Vista CPRS in use by: Cordasco,Kristina M (vista.west-la.med.va.gov)

File Edit View Action Options Tools Help

**ZZTEST A PATIENT (OUTPATIENT)** **000-00-8999** Mar 10,1926 (90) **✖KRASNO Aug 08,16 10:00** No PACT assigned at any VA location / Provider: CORDASCO,KRISTINA M **Flag** VistaWeb Remote Data Postings WAD

View Orders Active Orders (includes Pending & Recent Activity) - ALL SERVICES

Service	Order	Start / Stop	Provider	Nurse	Clerk	Chart	Status	Location
Care Coordination	>> ED-PACT TOOL "TESTING": PATIENT PHONE NUMBER: Phone: 000-000-0000 Work: 424 666-6666 Cell: 310-955-5555 Is the patient phone number in CPRS correct: Yes Contact phone number if different than CPRS/instructions given if patient has no phone number: test REASON FOR REQUEST: Symptom/Sign recheck (EXPLAIN IN DETAIL BELOW) test "Flagged"	Start: 08/17/16 13:49 Stop: 08/31/16	Cordasco,Kristina M				active	Lao-Mhc K
	>> ED-PACT TOOL "TESTING": PATIENT PHONE NUMBER: Phone: 000-000-0000 Work: 424 666-6666 Cell: 310-955-5555 Is the patient phone number in CPRS correct: Yes Contact phone number if different than CPRS/instructions given if patient has no phone number: REASON FOR REQUEST: Symptom/Sign recheck (EXPLAIN IN DETAIL BELOW) test "Flagged"	Start: 08/08/16 13:03 Stop: 08/22/16	Song,Hyun-Sung				active	1no Workk
Nursing	>> Please do: 12 lead EKG Now "UNSIGNED"	Start: NOW/ Stop: 14:180	Rabbath,Peter R				unreleased	Sam-Telere
	>> Please do: 12 lead EKG Now "UNSIGNED"	Start: NOW/ Stop: 14:180	Rabbath,Peter R				unreleased	Sam-Telere
	>> IV- Saline Lock NOW	Start: 12/07/15 12:14	Yim,Natalya	ADO			active	Wla-Nurse
	>> Supplemental O2 as needed	Start: 12/07/15 12:14	Yim,Natalya	ADO			active	Wla-Nurse
	>> Please give patient Tetanus Vaccine	Start: 10/22/15 14:48	Rokhsar,Soleyman				active	Wla-Trainir
	>> Please give patient INFLUENZA VACCINE	Start: 04/13/15 10:58	Urbina,Rene M				active	Wla-Trainir
	>> IV- Saline Lock Jan 05, 2015@20:04	Start: 01/05/15 20:04	Carag,Christian Paulo M				active	Wla-Nurse
	>> IV- Saline Lock NOW	Start: 01/05/15 20:01	Kim,Emily J				active	Wla-Nurse
	>> Supplemental O2 as needed	Start: 01/05/15 20:01	Kim,Emily J				active	Wla-Nurse
	>> Supplemental O2 as needed	Start: 07/30/14 11:04	Kim,Emily J				active	Wla-Nurse
	>> IV- Saline Lock w/ 2nd large bore catheter NOW	Start: 07/30/14 11:04	Kim,Emily J				active	Wla-Nurse
	>> DUMMY NUR ORDER	Start: 07/22/14 16:44	Rokhsar,Soleyman				active	Wla-Pact F
	>> Encourage food intake	Start: 07/21/14 18:15	Chang,Donald S				active	Wla-Denta

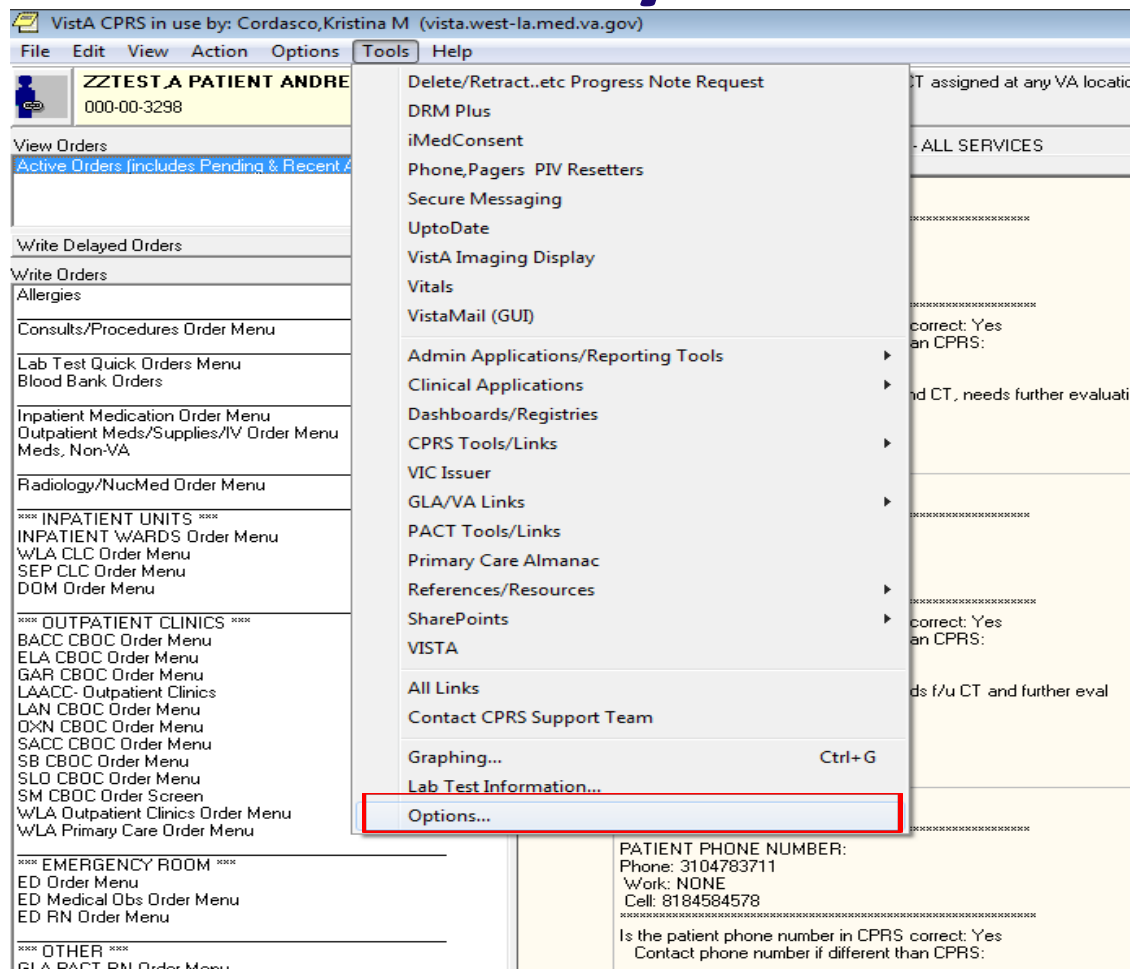
Cover Sheet | Problems | Meds | Orders | Notes | Consults | Surgery | D/C Summ | Labs | Reports

# **Troubleshooting:**

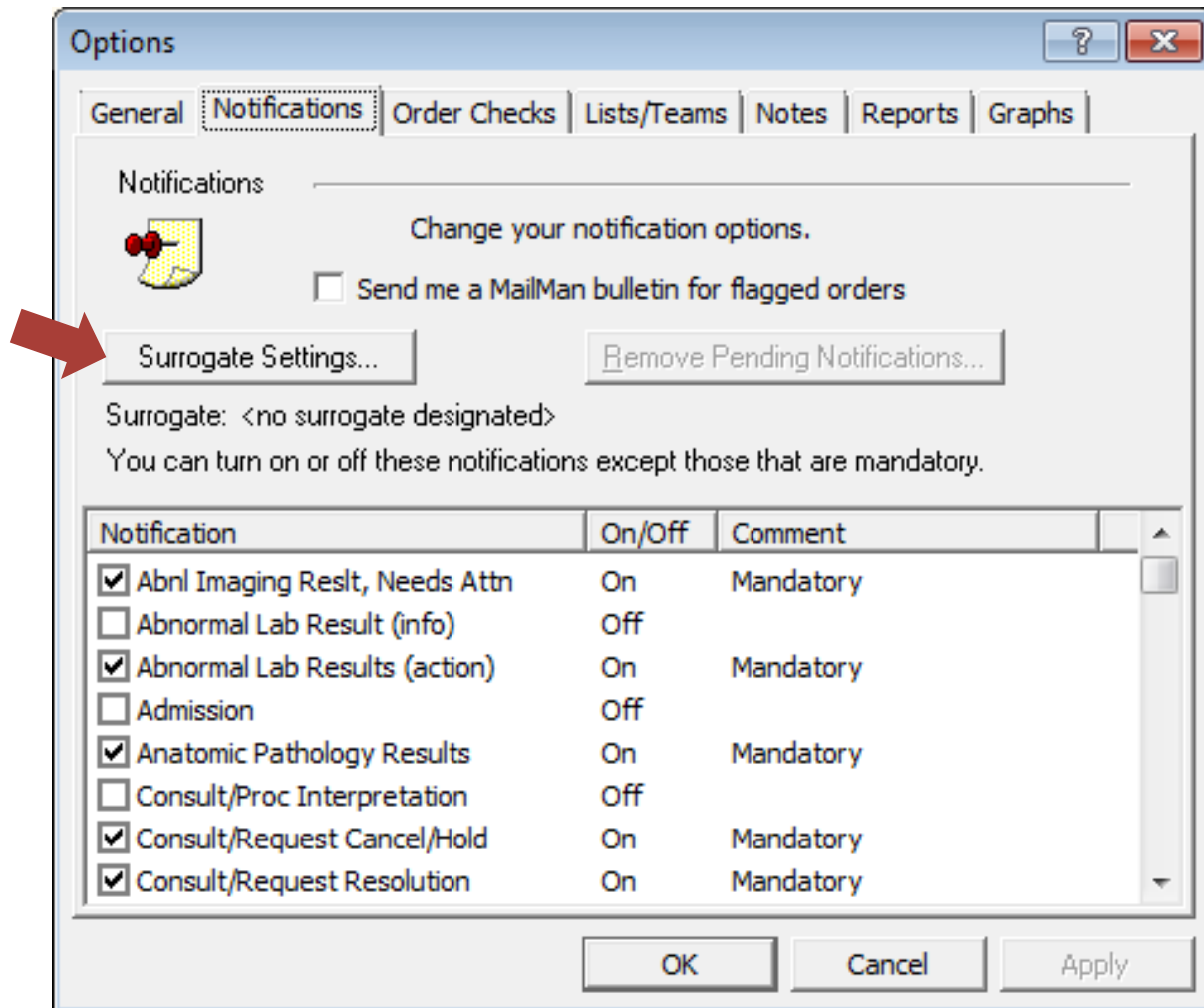
## ***What if you are going on Scheduled Leave?***

- If you are going on scheduled leave, or for any reason are not going to be checking your alerts, assign your alerts to a proxy (the nurse who is covering for you)

# How to Forward Your Alerts to a Proxy

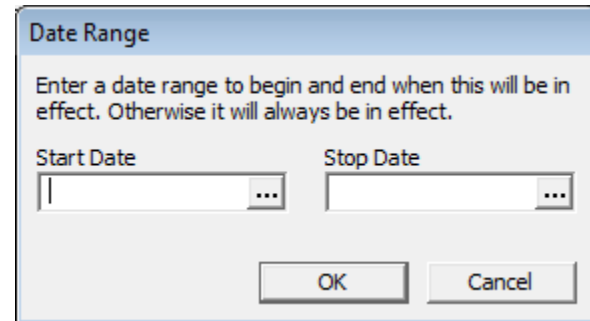
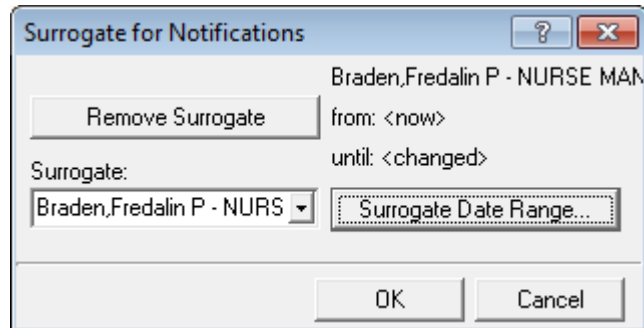


# How to Forward Your Alerts to a Proxy





# How to Forward Your Alerts to a Proxy



## Troubleshooting:

***What if you accidentally delete an alert  
(and don't know the patient)?***

- If you click on the alert, it will disappear
- If you do this and don't know which patient it belongs to, for now send an email to Purnima Bharath, who will find this information for you
- You can also use the ED-PACT Tool Dashboard to find these orders

# ED-PACT Tool Dashboard

Order Status	ACTIVE			Updated On
Ordering Provider	(All)			
InactivatedDateTi me	(blank)			Sept 28, 2016
PC Team	Patient	SSN	Orderable Item	Entered DateTime
SEP GOLD 1A	zzDoe, John V	999999999	ED-PACT TOOL SACC GOLD 1	9/25/2016 13:04
SEP GREEN 1A	zzDoe, Robert V	888888888	ED-PACT TOOL SACC GREEN 1	9/27/2016 4:13

ED-PACT Tool Dashboard

# Safety-check

- As a “safety check” our team will be monitoring the completion of orders
  - To ensure no messages, and therefore patients, “slip through the cracks”
- If an order that is assigned to you is active for more than 3 days, we’ll send you an Instant Message/email to check on it and ask that you complete it.

# Questions?

