



How to Obtain Urgent or Specific Primary Care Follow-Up

Patients Assigned to a GLA PACT Team

The ED-PACT Tool is available for patients who are assigned to a GLA PACT teams at WLA (except ID and Geriatrics), Sepulveda, LA Ambulatory Care Center Santa Barbara, Bakersfield, Oxnard, and Santa Maria. The ED-PACT Tool is an order that directly alerts **PACT RN Care Managers** to address urgent or specific needs of patients who are sent home from the ED. It assures that patients post-ED follow-up care needs are addressed by bringing the PACT RN Care Manager into the communication loop.

Types of Patient Needs Appropriate for the ED-PACT Communication Tool	
Symptom check	Wound Care/Suture Removal
Laboratory follow-up	Care coordination for follow-up care
Blood Pressure Check	Radiology follow-up imaging

Please do not send ED-PACT Tool orders for any routine follow-up care. Instead, instruct the patient to call the PACT Clinic Call Center (877-251-7295).

In general, PACT clinics cannot administer IV medications or provide follow-up within 48 hours. If the patient needs follow-up care within 48 hours, or over a holiday weekend, please have them return to the ED or verbally communicate with PACT provider to arrange care. PACT clinics are open Monday-Friday 8 AM- 4 PM (excluding holidays).

Also, do not send ED-PACT Tool orders for patients residing in the DOM. Instruct the patient to see the provider who is in the DOM, who can access the ED note regarding follow-up care needs.

How does the ED-PACT Tool work?

ED Providers enter a CPRS order indicating urgent or specific needs for post-ED follow-up care.

1) Tool is initiated within:

a) ED Aftercare Instructions

No PACT assigned at any VA location.

☐ (WLA) West Los Angeles *BRONZE/SILVER/EPACT/WOMEN'S HEALTH TEAM* primary care patient

OR

☐ Angeles other primary care patients

☐ LA *GOLD/GREEN/RED/EPACT/WOMEN'S HEALTH TEAM* primary care patient

☐ All other primary care patients

☐ No primary care team assigned

☐ Follow-up for Specialty Care and/or Studies

b) Primary Care Urgent Follow Up

ED Order Menu

NURSING

NURSING ORDER (FREE TEXT)

Assess

Apply ice to affected area

Cardiac Monitor

Cleanse and dress wound

Discharge patient home

EKG

Foley Cath to Gravity Drainage

IV Saline Lock

NGT

O2 Nasal Canula

O2 Rebreather Mask

O2 Pulse Oximetry

Peak Flow

Post Void Residual

Restraint/Seclusion

ADMISSION ORDERS

To write admission orders go to "Write Delayed Orders" button

CONSULTS/ED FOLLOW UP CARE

CONSULT/PROCEDURE MAIN ORDER SCREEN

Cardiology Emergency Observation Consult (ED)

Cardiology Outpatient Consults (for discharge)

Cardiology Procedures

Endocrine DM Follow Up

Primary Care Urgent Follow Up

Psych Emergency

Surgical Consult

Transfer Coordinator Consults

IMAGING

RADIOLOGY MAIN ORDER SCREEN

--XRAY

Abdomen, 3 views incl chest

STAT/URGENT ABDOMEN KUB (FOR

STAT C-SP 1 VIEW (PORT)

STAT C-SP 2 VIEW PAK/LAT

MUSCULOSKELETAL (Lower Extremity)

MUSCULOSKELETAL (Upper Extremity)

MUSCULOSKELETAL (Spine/Skull)

--CT

CT MAIN ORDER SCREEN

CT ANGIO HEAD AND NECK

CT Angio Pulmonary (for PE)

CT Angio Aortic Arch (for Aortic Dissect)

CT Angio Abdomen/Pelvis (AAA)

CT Abdomen/Pelvis Abdominal Pain

CT Cervical Spine Studies

CT Head w/o contrast

CT KUB (for nephrolithiasis)

--MRI

MRI MAIN ORDER SCREEN

STAT MRI STROKE PROTOCOL STAT

MRI STROKE PROTOCOL

--Ultrasound

US MAIN ORDER SCREEN

US ABI WITH DOPPLER (for limb ische)

US Abdomen complete

US Lower extrem venous (for DVT)

--Nuclear Medicine

Nuclear Medicine Main Order Screen

2) Identify Patient's PACT Team by looking at top banner

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 /

3) ED Provider Chooses PACT Clinic and Team

Post ED urgent/specific Primary Care Follow up	West Los Angeles
<p>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 or DDM. Healthcare providers in these locations will provide follow up care for those patients.</p> <p>Look at top ribbon and pick which site patient is assigned to</p> <p>WEST LA VAMC WLA</p> <p>WEST LA VAMC SEPULVEDA VAMC WEST LA VAMC LAOPC WEST LA VAMC BAKERSFIELD WEST LA VAMC EAST LOS ANGELES WEST LA VAMC GARDENA WEST LA VAMC ANTELOPE VALLEY WEST LA VAMC Oxnard WEST LA VAMC SANTA BARBARA WEST LA VAMC SAN LUIS OBISPO WEST LA VAMC SANTA MARIA No PACT assigned at any VA location/No local HPACT</p>	<p>WEST LA VAMC: WLA GOLD</p> <ul style="list-style-type: none">WLA GOLD 1WLA GOLD 2WLA GOLD 3WLA GOLD 4 <p>WEST LA VAMC: WLA BRONZE</p> <ul style="list-style-type: none">WLA BRONZE 1WLA BRONZE 2WLA BRONZE 3 <p>WEST LA VAMC: WLA SILVER</p> <ul style="list-style-type: none">WLA SILVER 1WLA SILVER 2WLA SILVER 3 <p>WEST LA VAMC: WLA "WH"</p> <ul style="list-style-type: none">WLA "WH" Team 1 <p>WEST LA VAMC: WLA "HOM" HPACT</p> <ul style="list-style-type: none">WLA "HOM" HPACT 1WLA "HOM" HPACT 2WLA "HOM" HPACT 3WLA "HOM" HPACT 4WLA "HOM" ED HPACT BWLA "HOM" HUD VASHWLA "SM" HPACT 3C <p>WEST LA VAMC: WLA "PD" TEAM</p> <ul style="list-style-type: none">WLA "PD" TEAM <p>WEST LA VAMC: GLA "ID"</p> <ul style="list-style-type: none">GLA "ID" <p>WEST LA VAMC: WLA "GER"</p> <ul style="list-style-type: none">WLA "GER" <p>WEST LA VAMC: WLA "HBPC"</p> <ul style="list-style-type: none">WLA "HBPC" 1AWLA "HBPC" 1CWLA "HBPC" 1D

4) ED Provider Fills in Templated Order

Reason for Request: ED-PACT TOOL WLA GOLD1

ED-PACT TOOL WLA GOLD TEAM 1

PATIENT PHONE NUMBER:

Phone: (213) 330-1111

Work: NONE

Cell:

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)

* Indicates a Required Field

Preview OK Cancel

5) PACT RN Care Manager receives a CPRS alert about the order and, working with the PACT Team, initiates or addresses the patients' care needs.

Unassigned Patients

If a patient needs assignment to a PACT clinic for routine care, instruct them to call the clinic. For unassigned patients with urgent and specific needs, place a primary care consult. Go to the Primary Care Urgent Follow Up link, click on 'No PACT assigned at any VA location/No local HPACT' and complete the Primary Care Consult.

Template: PRIMARY CARE CONSULT

ZZZTEST, 5911 87 Y/O MALE

SERVICE CONNECTED * - NONE FOUND

RATED DISABILITIES - NONE FOUND

Patient needs follow-up on a specific date e.g. post-hospitalization follow up, follow up from ED visit.

Date: *

☐ Patient instructed to call the Primary and Acute Care Clinic (PACC) appointment line 310-268-3366 prior to the requested date to confirm.

☐ If you have a specific question regarding this patient's care, please contact the patient's assigned primary care provider to discuss the care issue.

Alternatively you may state your question in the area below and it will be sent to the patient's primary care provider.

Question to patient's primary provider:

* Indicates a Required Field

All None Preview OK Cancel