

Emergency Department Management Functionality Brief



MEDITECH's Emergency Department Management solution assists Emergency Department clinicians and staff in the critical task of treating patients quickly and efficiently. As an integrated component of the MEDITECH EHR, Emergency Department Management supports the seamless exchange of patient information between the acute care and ED settings, expediting care and providing all clinicians with the complete information they need to make safer, more informed decisions.

Highlights:

- Manage patient flow, access real-time patient information, and prioritize workload with a centralized ED Tracker
- Document care using customizable assessments and physician templates
- Quickly receive and triage patients
- Register, discharge, and transfer patients directly from the ED Tracker
- Place orders using CPOE and incorporate evidence-based order sets
- View the latest results and medical histories
- Electronically transmit ambulatory prescriptions and retrieve insurance claim histories using e-Prescribing technology from DrFirst
- Print complete discharge paperwork and manage follow-up calls

Emergency Department Management Enables ED Staff to: Efficiently Manage Patients Using an RFID-enabled ED Tracker

An ED Tracker enables ED staff to manage patient care, document treatments, and track patient flow from a central desktop. Integration with the MEDITECH EHR provides clinicians with immediate access to real-time patient information collected from across the enterprise, eliminating the need to drill down through multiple levels of menus. Display options include both a private tracker with detailed patient information, as well as a public tracker, which masks confidential patient details. Staff can view all patients in the department, their current location, and status. For example, staff can view a patient progressing from "waiting" to "in room."

The ED Tracker streamlines workflow by consolidating the most commonly used functions onto a single screen. Whether receiving and discharging patients, documenting care, entering orders, or viewing patient charts, staff can react more quickly to their patients' needs and minimize wait times. Individual users can also customize the tracker screen, adding elements such as color-coded indicators to display order information and new or abnormal results.

Quickly Receive, Triage, and Register Patients

During periods of peak activity, triage nurses can use a worklist to ensure patients are triaged in the proper order, and capture the minimal data necessary to treat a patient through the Reception routine. If necessary, patients can be treated even before they are fully registered. Emergency Department Management further expedites registration and treatment by enabling staff to:

- Use a dedicated ED Registration screen to collect all of the necessary patient data without having to leave Emergency Department Management
- Automatically pull in existing patient information, whether in the ED or hospital settings, ensuring accurate patient identification and minimizing registration time

- Electronically retrieve an External Medical Summary (XMS) of visit information from other vendor physician practice systems via a CCD Exchange interface
- Enter chief complaints, which trigger automatic assignment of the preliminary orders, assessments, and physician documentation templates associated with the complaint.

Document Patient Care and Treatment with Fewer Keystrokes

Emergency Department Management provides ED nurses with access to neatly organized nursing assessments specifically designed to match their workflow. Assessment data flows seamlessly into the MEDITECH Patient Care and Patient Safety solution, providing a superior level of medical record continuity for patients who are later admitted. Charges can also be associated with nursing interventions for automatic charge capture upon documentation and transmission to MEDITECH's integrated Revenue Cycle solution. Emergency Department Management also includes an integrated electronic Medication Administration Record (eMAR) for housing and reconciling medication information.

In addition, an integrated Physician Documentation tool expedites physician documentation by enabling physicians to:

- Create their own templates to streamline the documentation process, which incorporate point-and-click queries, annotated images, free text, and canned text
- Generate comments using Dragon NaturallySpeaking voice recognition software, provided by Nuance
- Personalize normal values and favorite documentation templates
- Highlight key results in patients' records and include these results in care notes
- Automatically generate detailed documentation based on query responses.

Physicians can also ensure proper charging when coding visits through the use of integrated coding routines, which can calculate Evaluation and Management (E&M) codes using the 1995 or 1997 Documentation Guidelines from the Health Care Financing Administration (HCFA).

Manage Patient Orders with CPOE and e-Prescribing

Integration with Order Management provides ED clinicians with CPOE capabilities for entering and managing both ambulatory orders and orders carried out during a patient's ED stay. To facilitate safe, error-free ordering, ED physicians can access CPOE directly from the ED Tracker to order procedures, tests, medications, IV fluids, consults, referrals, or medical equipment. ED physicians can also electronically sign their orders using a unique PIN number. Orders are immediately transmitted to the integrated MEDITECH products for fulfillment, eliminating errors due to illegible handwriting and other miscommunication. Physicians also benefit from the ability to:

- Use customized order sets associated with chief complaints for quick ordering
- Incorporate evidence-based order sets through integration with Zynx Health, Inc.
- Review drug information from hospital formulary services
- Check for duplicate orders and conflicts, and ensure correct dosing via a dose calculator
- Perform allergy, adverse reaction, and medication interaction checks
- Display relevant clinical information, such as vitals and test results
- Establish rules-based logic to implement standards of care and safety initiatives
- Order diagnostic procedures and referrals for departing patients to ensure the proper follow-up care is provided
- Safely convert ambulatory prescriptions into equivalent inpatient medication orders
- Electronically fax discharge orders to a patient's pharmacy of choice.

Emergency Department Management also supports e-Prescribing technology, offered in collaboration with DrFirst. Capabilities include the ability to electronically submit prescriptions to outpatient pharmacies, query a patient's prescription drug plan to ensure eligibility, check the insurance formulary for covered medications, and review medication claim histories during medication reconciliation.

Automatically Generate Complete Paperwork for Departing Patients

When discharging patients, ED clinicians can access an advanced Departure routine directly from the ED Tracker to generate the required paperwork. When a clinician files the Discharge screen, the system automatically departs the patient while discharge instructions, follow-up reminders, referrals, forms, and prescriptions are printing. To supplement your own discharge instructions, MEDITECH provides a Patient Discharge Instructions (PDI) Interface, which integrates evidence-based clinical content from industry-leading vendors EBSCO Publishing and Thomson Reuters directly into the ED discharge workflow.

Upon discharge, clinicians can also enter electronic reminders to mark selected patients for follow-up calls, revisits, or other types of intervention. These items can later be documented. Furthermore, throughout a patient's stay, as well as post-discharge, clinicians can use a call management system to log incoming phone calls and record them on a patient's record.

Utilize Reports and Graphs to Extract and Compile Meaningful Data

ED management personnel can access extensive reporting capabilities to analyze departmental workload, plan staffing to minimize wait times, and resolve bottlenecks. The following are just some of the standard reports available in Emergency Department Management:

- Daily Summary
- Average Length of Stay Graph
- Patient Audit Trail
- Patient Census
- Chief Complaint Summary
- Average Time in Status Graph
- Billing Report
- Current Status Graph
- Arrivals Graph
- Historical Status Count Graph.

Staff can also use both the MEDITECH Data Repository and the built-in MEDITECH Report Designer to design their own customized reports.

Reap the Benefits of Integration

Some of the most significant benefits of Emergency Department Management result from its integration across the MEDITECH EHR. This integration provides all care providers with shared access to real-time patient information, promoting safer, more informed decision-making. ED staff has access to timely and accurate patient information during registration, with ED registration screens automatically populated with registration information from previous hospital visits. Likewise, your staff can easily admit patients to the hospital from the ED Tracker, including the ability to share assessment and physician documentation queries, and to convert ED orders into equivalent inpatient orders. Physicians and other care providers can even view their ED patients from the Physician Desktop and from specialized panels.

As an integrated component of the MEDITECH EHR, clinicians have immediate access to comprehensive information from prior visits, including:

- Problem lists and progress notes
- Current care results, diagnostic results, medications, documentation, orders, and reports
- Medical histories, including allergies, occupations, and social histories
- Demographics, insurance, diagnostic, and procedural code assignments
- Graphing capabilities to highlight trends and abnormalities.

For more information about us, contact a MEDITECH Marketing Consultant.

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