



ED/UCC/PAEDIATRIC PARC REFFERALS HOSPITAL INFORMATION SYSTEM (HIS)

ED/UCC REFERRALS TO PAEDIATRIC OUTPATIENT CLINICS

The ED/UCC Referral to Paediatric Outpatient Clinics workflow is a powerplan designed to facilitate referrals to the Paediatric Acute Referral Clinic and the Paediatric Consultation Clinic from Emergency Departments and Urgent Care Clinics at Niagara Health.

Referral to Paediatric Acute Rapid Assessment Clinic (PARC) Order

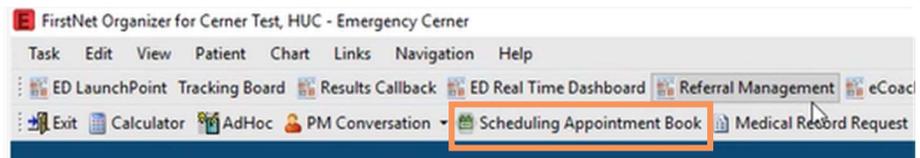
The ED Doctor must let the ED Clerk know that they have put in an **Order** for the child to come to the PARC. PARC orders will route to the **Request List Inquiry**.

ED ward clerks will see the request for appointment in the Request List Inquiry

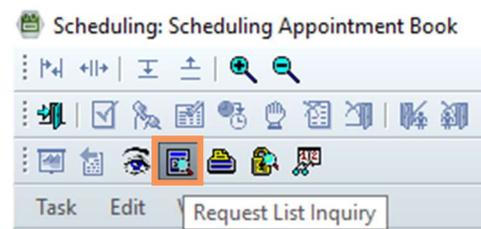
Note: Patient must leave the ED/UCC with their PARC appointment information

Steps to Schedule the Appointment

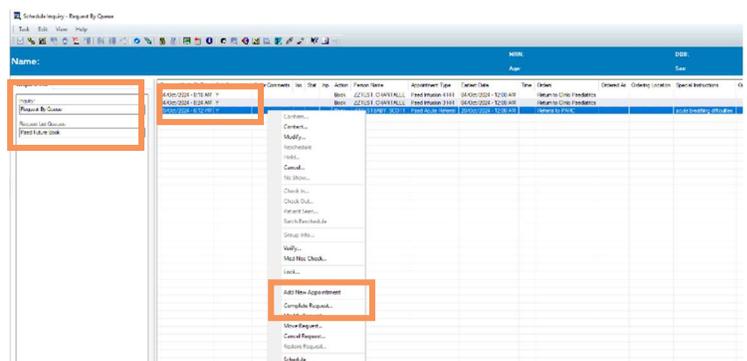
1. From FirstNet launch the **Scheduling Appointment Book**.



2. Click the **“Request List Inquiry”** Button.



3. In the Inquiry field pick the drop-down **Request by Queue**.
4. In the Request List Queue field pick the drop down **Paed Future Book** and click **Find**.
5. Locate the patient in the list and **left click** on the patient. Once the patient is highlighted blue right click and a menu will open.
6. Click the **complete request** button.



- The Appointment Attributes box will open. Complete the **reason for exam**.
- Add the attending physician. Click **OK**.

- A new window will open. Click on the **Suggest** button and the suggested schedules screen will populate.

Pat Dur	Pat Date/Time	Person	Appt Date/Time	Appt Type	Resource
1 Hour(s)	04/Nov/2024 - 12:00 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 12:00 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 12:15 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 12:15 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 12:30 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 12:30 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 12:45 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 12:45 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 1:00 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 1:00 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 1:15 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 1:15 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 1:30 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 1:30 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 1:45 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 1:45 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 2:00 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 2:00 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 2:15 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 2:15 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 2:30 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 2:30 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 2:45 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 2:45 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 3:00 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 3:00 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 3:15 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 3:15 PM	Paed Acute Referral	Paed Acute Ref
1 Hour(s)	04/Nov/2024 - 3:30 PM	ZZTEST, PEDSCDU	04/Nov/2024 - 3:30 PM	Paed Acute Referral	Paed Acute Ref

- Add the Criteria you would like to search by i.e.: date range and days of the week.

- Click the **Suggest** button and a list of available Paed Acute Referral appointments will populate.

- Double click the first available appointment and click **OK** in bottom right.

- Click the **Confirm** button.

- An appointment confirmation will open.

Print the confirmation and/or appointment will populate in discharge instructions click **OK**

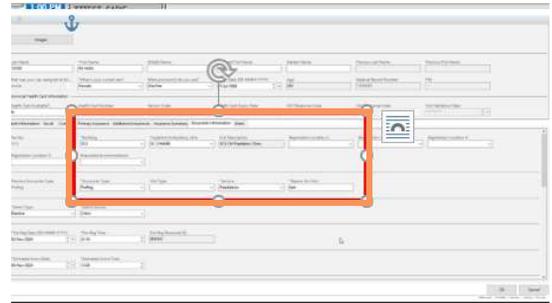
The Encounter Selection box will open. Click **Add Enc**.

Enc ID	Enc Type	Enc Date	Admit Type	Facility	Nurse Unit	Encounter Prnt	Provider Name	Reg Date	Admit Dt
22-009303	Emergency		NFS	NF ED				31/Oct/2024 - 11:30 AM	31/Oct/24
22-009304	Emergency		NFS	NF ED				21/Oct/2024 - 10:50 AM	21/Oct/24

16. Complete a **PreReg Encounter information.**

The ED/UCC Ward Clerk will then give the appointment to the Primary Nurse to give to the family.

The family will leave the ED with a PARC appointment.



Paediatric Consultation Clinic Referral Order

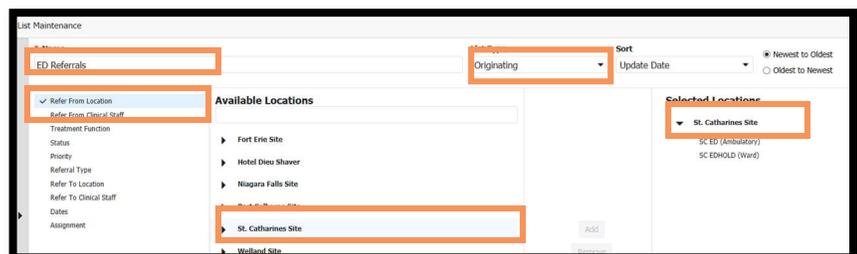
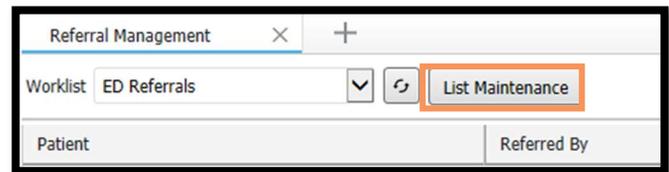
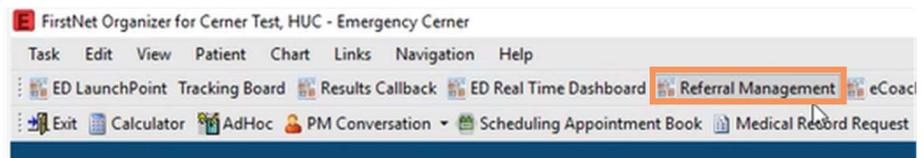
Refer to Order (for PCC Clinic): will route to Referral Management for the Paediatric Consultation Clinic (PCC). The ED/UCC ward clerk will complete the referral by generating the referral in their originating referral list.

Note: Paediatric Ambulatory Ward Clerk will call and provide appointment details to the patient/family within 3 business day.

Clerks will need to set up an Originating list type. This will allow them to “originate” a referral to the PCC Clinics. Clerk will need to walk through this one-time list set up process.

To Set up the Referral List:

1. Click the **Referral Management** button.
2. Click on the List Maintenance Button and click on the **ADD** button.
3. Give the name a list such as **ED Referrals**
4. Pick the **originating** list type
5. Click on the referral list **maintenance location.**
6. click on **Refer from Location.**
7. Search and add **ED or Ward location** (the location the patient is coming from).





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The Referral List will display all referral from the **ED/Patient Unit**.

- Look at the Refer To column for CH.
- Click on the Status column to filter your referrals by **Status**. Look for the **Not Started**.
- Click in the blue box for the referral you would like to process.

Patient	Referred By	Referred To	Assigned To	Requested Se...	Indicators	Insurance	Status
*SMITH, KLOE 44 yrs F	Setrak, Rafi, MBChB, CCFP(E... 05/11/2024 06:07	Niagara Urology Associates Dion, Marie Susanne		Urology Smn stone, pain...	■	MINISTRY OF HE...	Not Started
*SYSTEMEST, MHAFORTYEIGHT 25 yrs F	Uwaifo, Victor Osamuyimen 17/10/2024 14:25	MH Rapid Response Clini...		Mental Health d/c			Not Started
ZZREFERRAL, INCLINIC 39 yrs F	NHS Test01, Physician - Inter... 01/12/2024 14:27	Geriatric Assessment Pro...		Geriatrics Consultation		MINISTRY OF HE...	Not Started
*TITWO, STROKE JONAH 81 yrs M	Setrak, Rafi, MBChB, CCFP(E... 05/11/2024 10:16	General Internal Medicine...		General Internal... Non resolving pn...	■	MINISTRY OF HE... GREAT WEST LIF...	Not Started
*ZZTEST, DKA 58 yrs M	NHS Test02, Physician - Emer... 29/07/2024 09:50	Early Pregnancy Clinic SCS		Obstetrics bleeding			Prep for Send
*TITWO, STROKE JONAH 81 yrs M	Setrak, Rafi, MBChB, CCFP(E... 05/11/2024 10:21	Dr. Elvira Rashidovna Ba... Bongert, Elvira Rashidov...		General Internal... RA failed MTX	■	MINISTRY OF HE... GREAT WEST LIF...	Not Started
TESTOUTIPAED, CHILDONE 4 yrs F	NHS Test01, Physician - Paedi... 02/10/2024 20:52	CH Paediatric Clinic SCS		Paediatrics asthma medicatio...	■	MINISTRY OF HE...	Not Started

TESTOUTIPAED, CHILDONE 4 yrs F	NHS Test01, Physician - Paedi... 02/10/2024 20:52	CH Paediatric Clinic SCS	Paediatrics asthma medicatio...	■	MINISTRY OF HE...	Not Started
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NOTE: Do not click on patient name, that will launch you into the chart

The referral case details will open. Note that the refer to location has not been completed.

- Click the **Edit** button to add the **Refer to Location** if it has not been completed.

ZZTESTMINNIE, MOUSE
3 yrs Female DOB: 09 SEP 2021 MRN: 11001586 FIN: 22-001712

This referral has not yet been started. Click the 'Start Referral' button to prepare for sending.

Status: **Not Started** Edit
Substatus: -- Edit

Unassigned Assign to me Assign Case Number: 64601

Summary Comments Documents Insurance Scheduling

Case Details Edit

Medical Service	Referral Reason	Codified Reason	Treatment to Date	Referral Type
Paediatrics	sob	--	--	--
Refer from Provider	Refer from Location	Referral Written Date	Requested Start Date	Service By Date
NHS Test02, Physician - Emergency Medicine	Niagara Falls Site/NF ED	05/27/2024	05/27/2024	--
Refer to Provider	Refer to Location	Priority	Instructions to Staff	Order Comment
--	--	Standard	--	--

- Click on the magnifying glass beside the **Refer to Provider** to add the refer to location.

ZZTESTMINNIE, MOUSE
3 yrs Female DOB: 09 SEP 2021 MRN: 11001586 FIN: 22-001712

This referral has not yet been started. Click the 'Start Referral' button to prepare for sending.

Status: **Not Started** Edit
Substatus: -- Edit

Unassigned Assign to me Assign Case Number: 64601

Summary Comments Documents Insurance Scheduling

Case Details

Medical Service	Referral Reason	Codified Reason	Treatment to Date	Referral Type
Paediatrics	sob	CL		
Refer from Provider	Refer from Location	Referral Written Date	Requested Start Date	Service By Date
Refer to Provider	Niagara Falls Site/NF ED	05/27/2024	05/27/2024	MM/DD/YYYY
Refer to Location	Refer to Location	Priority	Instructions to Staff	Order Comment
Not Specified	Refer to Location	Standard		

Cancel Save



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12. The provider search window will open.
13. Change the search by to **Practice** and search for the CH Paediatric Clinic to add.
14. Click on the clinic.
15. Click **Accept** in the bottom right

16. Click the **Save** button in the bottom right.

17. Click **Start Referral**.

18. Click **Generate**.

19. Click **Send**.

The referral will stay in a **Pending Acceptance** state until the Paediatric has accepted the referral.

The Referral is now gone for the Paediatrician to review and triage.