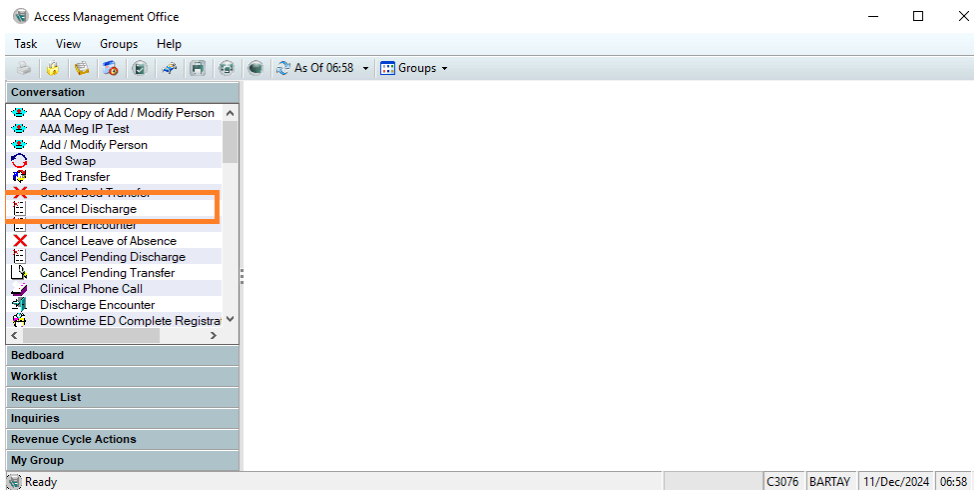




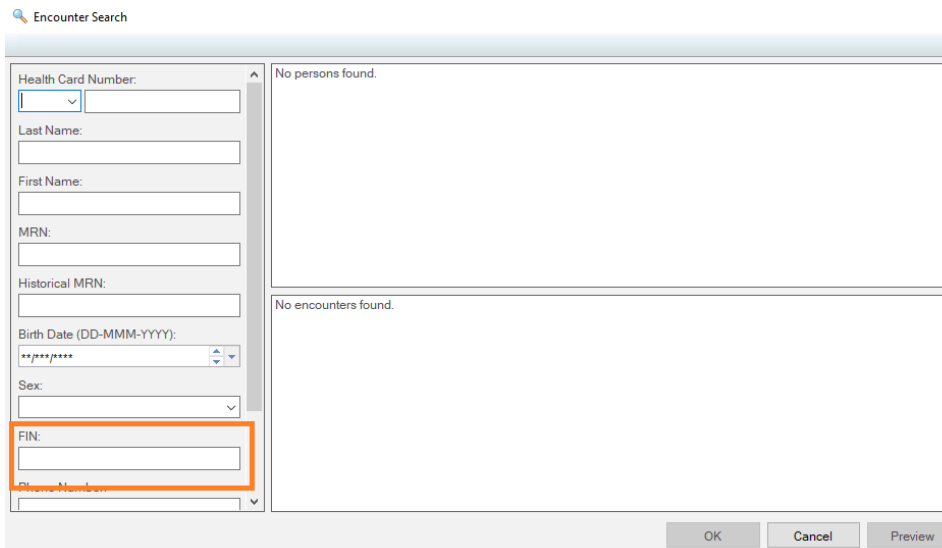
Fix for accidental change to “Service interaction”

Bed Monitors

1. The recurring revisit was registered incorrectly and has changed the Parent encounter type from **Recurring** to **Service Interaction**.
1. Open up Access Management Office/Conversation Launcher. The first step to correct the encounter type on the parent encounter is to cancel the discharge. Choose the **Cancel Discharge** conversation. ****For any encounters discharged more than 24 hours ago, please call the Bed Monitor as they are the only position that has access to cancel the discharge after 24 hours.****



2. Search for the patient using the **FIN** or health card number if available, or Health Card/First and Last name/DOB if FIN is not available.





- In the top pane, highlight the correct patient, in the bottom pane highlight the encounter that needs to have the discharge undone and click **OK**.

Encounter Search

Health Card Number:

Last Name:

First Name:

MRN:

Historical MRN:

Birth Date (DD-MMM-YYYY):

Sex:

FIN:

Phone Number:

| MRN | Historical MRN | Patient Name | Health Card Number | VC | Sex | Birth Date (DD-MMM-YYYY) | Age | Deceased? |
|--------------------|----------------|-----------------------|--------------------|----|-------------|--------------------------|----------|-----------|
| 88000025; 11000173 | | ZZTEST, TAYLOR | 123-456-789-123 | | Female | 16/Sep/1981 | 43 Years | No |
| 11002678 | | ZZTEST, TAYLOR EASTON | 8787-987-454 | | Female | 15/Jan/1980 | 44 Years | No |
| 11001684 | | ZZTESTHANSON, TAYLOR | | | Male | 01/Jan/1980 | 44 Years | No |
| 11001659 | | ZZTEST, TAYLORSWIFT | | | Female | 01/Jan/1990 | 34 Years | No |
| 11001242 | | ZZTEST, TAYLOR PREG | 6655-443-322 | | Female | 16/Sep/1981 | 43 Years | No |
| 11000948 | | ZZTEST, TAYLOR ANN | 6666-666-688 | TB | Do Not Know | 02/Feb/2003 | 21 Years | No |
| 11000330 | | ZZTEST, TAYLOR LEE | | | Female | 16/Sep/1981 | 43 Years | No |

| Facility | MRN | FIN | Visit Id | Patient Type | Reg Date (DD-MMM-YYYY) | Expected Date of Arrival | Disch Date (DD-MMM-YYYY) | Medical Ser |
|----------|----------|-----------|-----------|---------------------|------------------------|--------------------------|--------------------------|--------------|
| PCS | 11000948 | 22-001198 | 22-001525 | PreAdmit | | 2024-Feb-28 23:59 | | Complex Cc |
| SCS | 11000948 | 22-001866 | 22-007975 | Service Interaction | 2024-Nov-25 16:41 | | | Nephrology |
| SCS | 11000948 | 22-003813 | 22-007641 | Service Interaction | 2024-Oct-31 15:43 | | 2024-Oct-31 15:43 | Oncology |
| WS | 11000948 | 22-005519 | 22-006691 | Outpatient | 2024-Oct-09 09:36 | 2024-Oct-09 10:00 | | Oncology |
| SCS | 11000948 | 22-003813 | 22-006429 | Service Interaction | 2024-Sep-27 10:20 | | 2024-Sep-27 10:20 | Oncology |
| WS | 11000948 | 22-003813 | 22-004870 | Recurring | 2024-Jul-31 09:17 | 2024-Jul-31 09:17 | | Oncology |
| SCS | 11000948 | 22-002602 | 22-003633 | Outpatient | 2024-Jun-12 09:21 | | 2024-Jun-12 09:21 | Diagnostic I |
| SCS | 11000948 | 22-002012 | 22-003038 | Outpatient | 2024-May-23 08:41 | | 2024-Sep-23 09:13 | Diagnostic I |
| SCS | 11000948 | 22-001918 | 22-002944 | Outpatient | 2024-May-17 12:59 | | 2024-May-17 13:02 | Ambulatory |



- The conversation will launch. Choose the **Cancel Discharge Reason**. Click “ok” to file the conversation.

Cancel Discharge

Images

Patient Name: ZZTEST, TAYLOR ANN

What was your sex assigned at birth?: Do Not Know

What is your current sex?: Do Not Know

What pronoun(s) do you use?: Do not know

Birth Date (DD-MMM-YYYY): 02/Feb/2003

Age: 21Y

Medical Record Number: 11000948

FIN: 22-003813

Discharge Information

Discharge Disposition:

Discharge To Location:

Please Specify:

Discharge Date: 31/Oct/2024

Discharge Time: 15:43

Discharge Personnel ID: DUNASH

Deceased Type: No

Deceased Date: **/****/****

Deceased Time:

Cancel Location Information

Building: SCS

* Inpatient/Ambulatory Unit: SC ONSYS

Requested Accommodation:

Attending Provider: Salib, Mary

Admitting Provider:

* Cancel Discharge Reason:

- Booking Error
- Doctor's Order
- Duplicate Order
- Lockbox Cancel Discharge
- Lockbox Cancel Encounter
- Order Changed
- Patient Admitted
- Patient Condition Changed
- Wrong Date

Transaction Date (DD-MMM-YYY...): 1/Dec/2024

* Transaction Time: 08:03

Cancel Personnel ID: BARTAY

OK Cancel

BARTAY C3076 11/Dec/2024 08:10

Information and Communica

- In Access Management Office/Conversation Launcher. Choose the OP Ambulatory Registration conversation.



- Search for the patient using the **FIN** or health card number if available, or Health Card/First and Last name/DOB if FIN is not available.

Encounter Search

Health Card Number:

Last Name:

First Name:

MRN:

Historical MRN:

Birth Date (DD-MMM-YYYY):

Sex:

FIN:

Phone Number:

No persons found.

No encounters found.

OK Cancel Preview

- In the top pane, highlight the correct patient, in the bottom pane highlight the encounter that needs to have the encounter type changed from Service Interaction to Recurring, and click **OK**.

Encounter Search

Health Card Number:

Last Name:

First Name:

MRN:

Historical MRN:

Birth Date (DD-MMM-YYYY):

Sex:

FIN:

Phone Number:

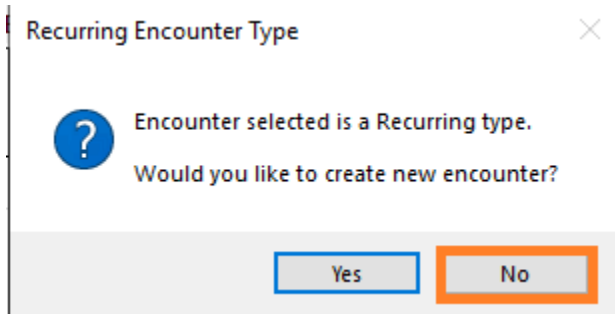
| MRN | Historical MRN | Patient Name | Health Card Number | VC | Sex | Birth Date (DD-MMM-YYYY) | Age | Deceased? |
|----------|----------------|-----------------------|--------------------|----|-------------|--------------------------|----------|-----------|
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| 11000330 | | ZZTEST, TAYLOR LEE | | | Female | 16/Sep/1981 | 43 Years | No |

| Facility | MRN | FIN | Visit Id | Patient Type | Reg Date (DD-MMM-YYYY) | Expected Date of Arrival | Disch Date (DD-MMM-YYYY) | Medical Ser |
|----------|----------|-----------|-----------|---------------------|------------------------|--------------------------|--------------------------|--------------|
| PCS | 11000948 | 22-001198 | 22-001525 | PreAdmit | 2024-Nov-25 16:41 | 2024-Feb-28 23:59 | | Complex Cc |
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| SCS | 11000948 | 22-003813 | 22-007641 | Service Interaction | 2024-Oct-31 15:43 | | 2024-Oct-31 15:43 | Oncology |
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| SCS | 11000948 | 22-003813 | 22-006429 | Service Interaction | 2024-Sep-27 10:20 | | 2024-Sep-27 10:20 | Oncology |
| WS | 11000948 | 22-003813 | 22-004870 | Recurring | 2024-Jul-31 09:17 | 2024-Jul-31 09:17 | | Oncology |
| SCS | 11000948 | 22-002602 | 22-003633 | Outpatient | 2024-Jun-12 09:21 | | 2024-Jun-12 09:21 | Diagnostic I |
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| SCS | 11000948 | 22-001918 | 22-002944 | Outpatient | 2024-May-17 12:59 | | 2024-May-17 13:02 | Ambulatory |

OK Cancel Preview



- There will be a pop-up asking if you want to create a new encounter, for this situation select **NO**. In this case you want to edit the recurring encounter not create a new one.



- In the **Encounter Information** tab, change the **Encounter Type** back to **Recurring**, click OK to file the conversation.

OP Ambulatory Registration

Images

* Last Name: ZZTEST * First Name: TAYLOR ANN Middle Name: Preferred First Name: Maiden Name: Previous Last Name: Previous First Name: * What was your sex assigned at bir... Do Not Know

* What is your current sex?: Do Not Know * What pronoun(s) do you use?: Do not know * Birth Date (DD-MM-YYYY): 02/Feb/2003 Age: 21Y Medical Record Number: T1000948 FIN: 22-001866

Provincial Health Card Information

* Health Card Available?: Yes * Health Card Number: ON 6666-666-688 Version Code: TB Health Card Expiry Date: HCV Response Code: Visit Response Code: Visit Validation Date: 14/May/2024

Patient Information Social Contacts Primary Insurance Additional Insurances Insurance Summary Encounter Information Risk Questions Alerts

Facility: SCS * Building: SCS * Inpatient/Ambulatory Unit: SC ONSYS Unit Description: SCS Onc Pre/Post Systemic Care Registration Location 2: Registration Location 3: Registration Location 4: Registration Location 5:

Previous Encounter Type: Recurring * Encounter Type: Recurring Visit Type: Face-to-Face * Service: Oncology * Reason For Visit: test

Admit Type: Elective Admit Mode: Admit Source:

Transferred From Location Type: Transferring Location: Client Name:

* Display In Directory?: Yes Encounter Flag:

Recurring Review Date: 11/Dec/2024 * Registration Date (DD-MM-YY...): 11/Dec/2024 * Registration Time: 09:44 Registration Personnel ID: BARTAY Pre-Reg Personnel ID:

* Primary Care Provider (PCP): * Visit Information to PCP:

- The Parent encounter should now be fixed.

*****Note: Scheduling will need to be notified. They will have to re-activate any appointments that were scheduled against the Parent encounter, as they would have been cancelled when the encounter was accidentally discharged.*****