



RESOURCES FOR CLERKS

Niagara Health Tip Sheets and Videos

<https://www.niagarahealth.on.ca/site/his-tip-sheets>

Digital Dive Ins

Monarch Digital Dive-Ins are short virtual information sessions that focus on a variety of HIS topics.

Please take a moment to review any recorded pertinent Digital Dive Ins for your area: [All DDi's](#)

[Unlocking Millennium_ A Beginner's Guide to Essential Terminology](#)

[Introduction to Scheduling](#)

[Introduction to Patient Registration and ED Registration](#)

[Introduction to Ambulatory – Referral Management](#)

[Patient Flow \(Capacity Management & Work Queue Monitor\)](#)

Sandbox

The sandbox is your opportunity to explore further functionality with HIS. Guides from many of our learning labs are available for you to use to direct your learning: [Sandbox Source Net Page](#)

[Acute Clerk Guide](#)

[Perioperative Scheduler Guide](#)

[Scheduling Clerk Guide](#)

[Ambulatory Clerk Guide](#)

[Registration Clerk Guide](#)

[Emergency Ward Clerk Guide](#)

[Emergency Reg Clerk Guide](#)

[Women and Babies Ward Clerk Guide](#)

Clerical categories

Registration
Scheduling
Health Information Management
Capacity Management
General
Referral Management
Work Queue Monitor
Reporting

Work Queue Monitor (WQM) Tip sheet and Resources

[WQM Guide](#)

[Work Queue Monitor \(WQM\) Demo](#)

[Combine Work Item](#)

[Split Work Item](#)

[Delete Work Item](#)

[How to Access WQM](#)



HOSPITAL INFORMATION SYSTEM (HIS)

For Ambulatory Route Work Item
Identify Requested Review Scheduling
Identify Requested Sign

Referral Management Tip sheet and Resources

[Referral Management through WQM \(video\)](#)

[ED/UCC Referral to PARC/PCC \(video\)](#)

[Adding an External Referral Receiving through WQM to a Receiving Referral List \(video\)](#)

[SCS ED Ortho Clinic Referrals from SCS ED to SCS Ortho Clinic \(video\)](#)

[NFS and WS ED Ortho Clinic Referrals from Welland and Niagara Falls ED \(video\)](#)

[Placing an Internal Referral and External Referral \(video\)](#)

[Setting Up a Generating Referral List \(video\)](#)

[Setting up a Receiving Referral List \(video\)](#)

[Generating Referrals \(video\)](#)

[Generating a Referral to an External Referral Source \(video\)](#)

[Accepting a Referral to a Clinic and Scheduling from within Referral Management \(video\)](#)

[Organization Referral - Sending an Internal Referral](#)

[Organization Referral - Receiving an Internal Referral](#)

[Organization Referral - Receiving an External Referral](#)

[Organization Referral - Sending an External Referral](#)

[Organization Referral - Creating Incoming/Outgoing Referral List](#)

[Ambulatory - Accepting an Internal Referral](#)

[MH Referral Management](#)

[Cardiac Catheterization Referral Process](#)

[Referral Ontario Health at Home](#)



HOSPITAL INFORMATION SYSTEM (HIS)

Registration Tip Sheets and Resources

- [Quick Reg Using FirstNet](#)
- [Clerk Registration Demo](#)
- [Capturing Birth Sex at Registration](#)
- [ESignature \(eSig\) \(video\)_](#)
- [Registration Conversation Types](#)
- [Registration Crosswalk](#)
- [Registration - Tips and Tricks](#)
- [Registration - Today's Expected Arrivals](#)
- [Accepting an Internal Referral](#)
- [Registering a Walk In Xray Patient](#)
- [Ordering Specialty Surfaces](#)
- [Ad Hoc Printing Labels and Wristbands](#)
- [Physician Not in Database](#)
- [Wrong Encounter Assigned](#)
- [Discern Reporting Portal](#)
- [Lock Manager](#)
- [Registering and Editing Scheduled Recurring Encounters](#)

Scheduling Tip Sheets and Resources

- [Checking in an Appointment](#)
- [Viewing an Appointment Book](#)
- [Viewing Appointment History](#)
- [Scheduling Hot Keys Guide](#)
- [Scheduling Icons](#)
- [Scheduling an Appointment Steps](#)
- [Scheduling Appointment Book - Appointment Colour Guide](#)
- [Scheduling Essentials \(video\)](#)
- [Scheduling Multiple Appointments](#)
- [Clerk Scheduling Demo \(video\)](#)
- [Scheduling Essentials \(video\)](#)
- [Rescheduling an Appointment](#)
- [How to Book A Group Session](#)
- [How to Add a Slot](#)
- [How to Add a Patient to a Request List](#)
- [Recording Contact Attempts for Scheduling a Patient](#)
- [Scheduling - Recurring](#)
- [Scheduling a Block](#)
- [Scheduling to Orders](#)
- [Scheduling an Order from the Request List](#)
- [How to add Scheduling Appointment Book to Appbar](#)
- [Wrong Encounter Assigned](#)



HOSPITAL INFORMATION SYSTEM (HIS)

Capacity Management Tip Sheets and Resources

[Capacity Management Guide](#)

[Admission & Receiving Orders](#)

[Transport Request Process](#)

[External Transfer](#)

[Using the Discharge Gadget](#)

[Clerical Discharge and External Transfer Patient Process](#)

[Discharging a Patient](#)

[Discharging Unit Role for all Discharges](#)

[Care Aware Perspectives](#)

[Careview Attributes - MEDSURG](#)

[Careview Attributes - Mental Health](#)

[Careview Attributes - Rehab - Complex Care](#)

[Ordering Non-Urgent Patient Transport](#)

[MTP Blood Products Request](#)

[Lab Specimens Request](#)

[Wrong Encounter Assigned](#)

[Oracle Health Capacity Management Overview \(video\)](#)

[Viewing Available Surgical Beds \(video\)](#)

[Viewing Patient Downgrades \(video\)](#)

[How to Filter Patient Attributes \(video\)](#)

[How to View Census per Unit \(video\)](#)