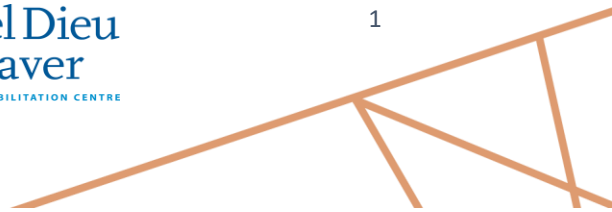




A GUIDE TO WORK QUEUE MONITOR
HOSPITAL INFORMATION SYSTEM (HIS)

A Guide to Work Queue Monitor (WQM)





A GUIDE TO WORK QUEUE MONITOR HOSPITAL INFORMATION SYSTEM (HIS)

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A GUIDE TO WORK QUEUE MONITOR HOSPITAL INFORMATION SYSTEM (HIS)

WHAT IS WORK QUEUE MONITOR?

WQM is an electronic fax Queue. Faxes will no longer be printed

Fax numbers that exist today will become departments specific Queues (Tab) and will have a unique naming convention, eg. SCS Renal Clinic WFCC.

Note: Corporate Faxes will still be printing.

WQM at a glance

Person Name	Health Card Number	Date-Time	Queue	Status	Reason	Encounter Number	MFN	Document Type	Owner
SCHED AAINA	222012345	2024-Jun-03 13:57	56.4 201N	Available			8000043	Physician Order	NHS Test01_HLIC
SCHED AAINA	222012345	2024-Jun-03 13:57	56.4 201N	Available			8000043	Physician Order	NHS Test01_HLIC
ZDFEHAB WQREFERRAL	508643075	2024-Jun-02 15:57	56.4 201N	In Process			8000143	Referral Letter	NHS Test01_HLIC
		2024-Jun-17 10:04	43.6 01N	In Process					Lite_Rubet
		2024-Jun-29 09:26	1.8 1 1N	Available					NHS Test01_HLIC
		2024-Jun-29 09:27	1.8 1 1N	Available					NHS Test01_HLIC
		2024-Jun-29 09:27	1.8 1 1N	Available					Lite_Rubet
		2024-Jun-29 09:27	1.8 1 1N	Available					Lite_Rubet
		2024-Jun-29 09:28	1.8 1 1N	Available					NHS Test01_HLIC
		2024-Jun-29 09:28	1.8 1 1N	Available					Lite_Rubet
		2024-Jun-29 09:29	1.8 1 1N	Available					Lite_Rubet
		2024-Jun-29 09:29	1.8 1 1N	Available					Lite_Rubet
		2024-Jun-29 09:30	1.8 1 1N	Available					Lite_Rubet
		2024-Jun-29 09:31	1.8 1 1N	Available					Lite_Rubet

Outpatient Nephrology Referral Form for Primary Care Providers

To our primary care provider colleagues:

Please find an Outpatient Nephrology Referral Form developed by the Ontario Renal Network (ORN). Recommended reasons for referral of patients with nephrological problems are outlined, and these closely mirror the ORN's KidneyWise Clinical Algorithm and Evidence Summary. While patients (and their primary care providers) often want to arrange a timely appointment so that their clinical concerns can be addressed and/or alleviated quickly, more nephrologists will triage referred patients based on level of need. Those patients who are at high risk of progressing to end-stage renal disease and/or who may require a renal biopsy for diagnosis are usually seen more urgently.

Typical indications include:

- Very low renal function (eGFR < 20 mL/min/1.73m², confirmed on repeat testing)
- Rapidly declining renal function (eGFR decline ≥ 10 mL/min/1.73m² within 2 to 4 weeks, confirmed on repeat testing)
- Nephrotic syndrome (edema with severe proteinuria - i.e. urine ACE > 150 mg/total or 24-hour urine protein > 3.5 g/day and serum albumin < 25 g/L)
- Suspected glomerulonephritis or renal vasculitis (hematuria with > 20 RBC/hpf or RBC casts associated with proteinuria, declining renal function and/or positive immune markers)

Please note that the use of NSAIDs should be discontinued prior to confirming very low or rapidly declining renal function, as this is a common reversible cause of a decline in eGFR. Also, note that holding the use of an ACEi or ARB may cause a reversible decline in eGFR (up to 30%) that does not necessarily warrant referral.

If you feel that circumstances warrant referral of a patient with CKD who does not meet the recommended referral criteria on the Outpatient Nephrology Referral Form, particularly in younger patients, contact your local nephrology group for further advice. If you feel your patient needs to be seen within 24 hours, contact the nephrologist on call in your region for further discussion.

Alan Gill, MD, CCFP, MFPC
Provincial Primary Care Lead, ORN

Dr. Scott Brinkley, MD, MSc, FRCPC
Provincial Lead, Early Detection and Prevention of CKD

The KidneyWise Clinical Toolkit helps primary care providers identify, detect, and manage chronic kidney disease (CKD). The KidneyWise Clinical Toolkit helps to:

- Identify patients who are at high risk of developing CKD
- Provide recommendations on how to properly diagnose and best manage the disease to reduce risk for further progression
- Guide clinicians on which patients might benefit from referral to nephrology

www.kidneywise.ca

ACCESSING WORK QUEUE MONITOR

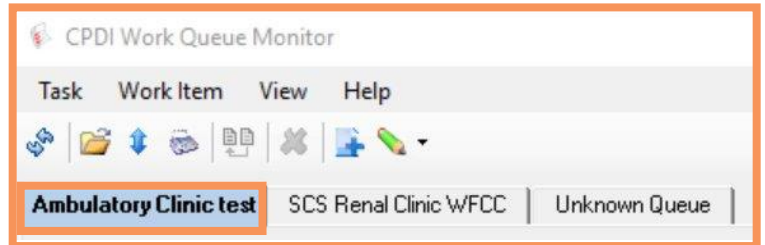
Work Queue Monitor is accessed from the App Bar.

Staff will have access to the Department Queues based on their position level. All staff will have access to the Unknown Queue.



HOW TO USE WORK QUEUE MONITOR

1. Access Your Department's Queue by Selection on the tab that corresponds to your department's queue.



Each row on the left is a fax that has come in – On the right is a quick view of what is in that fax with all accompanying pages within that fax.

Person Name	Health Card Number	Date/Time	Elapsed Time	Status	Reason	Encounter Number	MRN	Document Type	Owner
SCHED. ANNA	2222012345	2024-Jun-03 13:57	56 d 20 hr	Available			88000043	Physician Order	NHS Test01_HJUC
SCHED. ANNA	2222012345	2024-Jun-03 13:57	56 d 20 hr	Available			88000043	NHS Test01_HJUC	NHS Test01_HJUC
ZZREHAB. WGMREFERRAL	588445575	2024-Jun-03 13:57	56 d 20 hr	Available			88000143	Referral Letter	NHS Test01_HJUC
		2024-Jun-03 13:57	56 d 20 hr	In Process				NHS Test01_Orologia Pkg	Little, Robert
		2024-Jun-17 10:54	43 d 0 hr	In Process				Little, Robert	Little, Robert
		2024-Jul-29 09:26	1 d 1 hr	Available				NHS Test01_HJUC	Little, Robert
		2024-Jul-29 09:27	1 d 1 hr	Available				NHS Test01_HJUC	Little, Robert
		2024-Jul-29 09:27	1 d 1 hr	Available				Little, Robert	Little, Robert
		2024-Jul-29 09:27	1 d 1 hr	Available				Little, Robert	Little, Robert
		2024-Jul-29 09:28	1 d 1 hr	Available				Little, Robert	Little, Robert
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		2024-Jul-29 09:29	1 d 1 hr	Available				Little, Robert	Little, Robert
		2024-Jul-29 09:29	1 d 1 hr	Available				Little, Robert	Little, Robert
		2024-Jul-29 09:30	1 d 1 hr	Available				Little, Robert	Little, Robert
		2024-Jul-29 09:31	1 d 1 hr	Available				Little, Robert	Little, Robert

Quick View: Outpatient Nephrology Referral Form for Primary Care Providers

Ontario Renal Network | **KidneyWise** Detect + Protect

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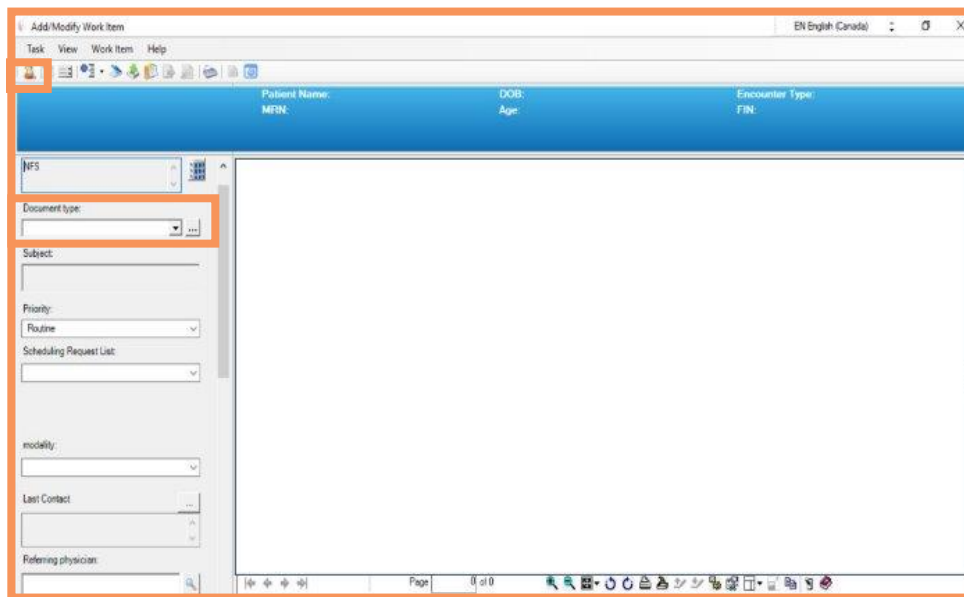
2. **Double click** on the selected fax (work item). This will open a new window to make modifications or complete the work item. Here you can also attach the documentation to the patient's chart. **Note:** Only one person can be in a work item at a time.

a. Select

Note: Be sure to choose the right encounter.

b. Choose Document Type.

c. Follow the appropriate tip sheet to complete the modification or work item required.

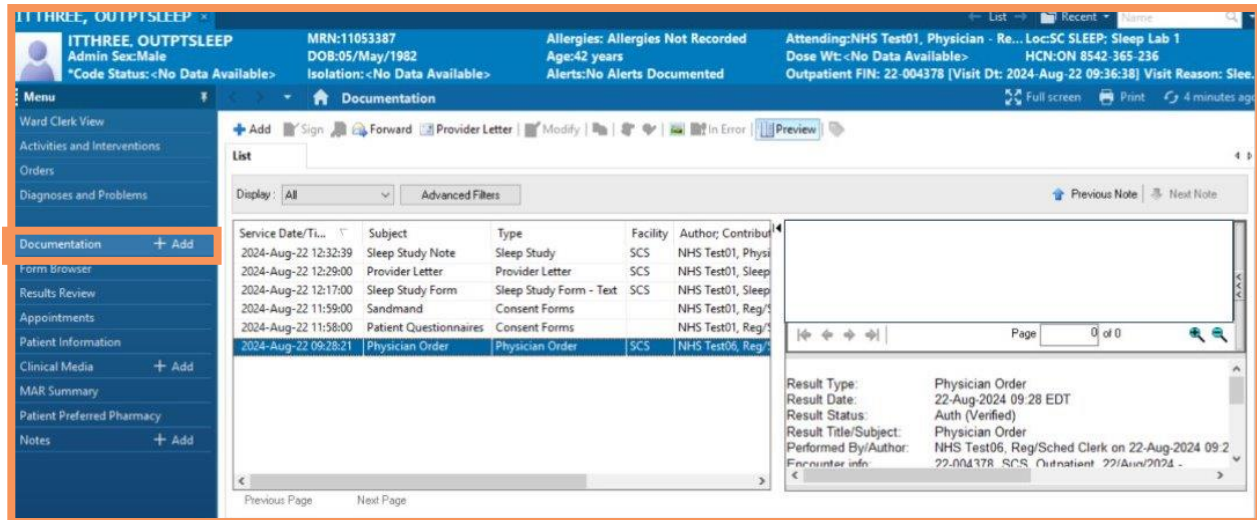


Fax (Work Item) Modifications

There are many modifications that can be made to the electronic faxes:

- Split –multiple pages of documents within one fax can be separated while also maintaining the patient's info
- Combined
- Routed to the correct department (new easy way to route feature)
- Fax back
- Scheduled
- Reviewed/Request for Clinical Signature
- Deleted (Spam faxes)

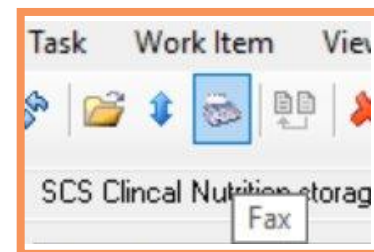
- Once the modifications are completed, the fax (work item) can then be attached to the Patient's documentation in PowerChart.



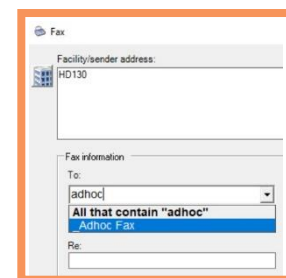
FAX BACK OR FAX OUT OF WQM

Fax back or fax out of WQM can also be completed with the current work items in the queue.

Click on the fax that you need to fax out and hit the fax **Icon**.



When the Fax window launches, type in **AdHoc** Fax in the **To** field.





Enter in the fax number that you wish to send the fax to. Click **OK**.

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ADDITIONAL RESOURCES

Niagara Health Tip Sheet Site: <https://www.niagarahealth.on.ca/site/tip-sheets-clerical>

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

[Combine Work Item](#)

[Split Work Item](#)

[Delete Work Item](#)

[How to Access WQM](#)

[For Ambulatory](#)

[WQM with Referral Management](#)

[Identify Requested Review](#)

[Identify Requested Sign](#)

[Route Work Item](#)

[Scheduling](#)

Digital Dive-In Recording of Faxing, Scanning Demo:

<https://niagarahealthsystem.sharepoint.com/sites/source-net/Programs/HIS/Pages/Digital-Dive-ins.aspx>