



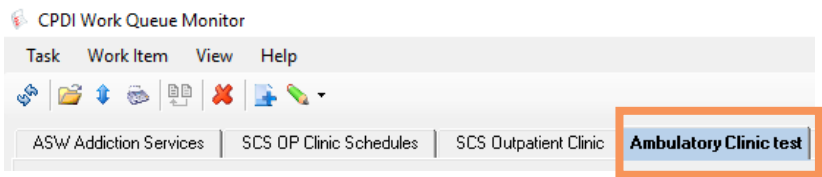
WQM - SCHEDULING HOSPITAL INFORMATION SYSTEM (HIS)

SCHEDULERS

This tip sheet provides a step-by-step guide for Scheduling Clerks using the Work Queue Monitor application. It outlines the essential procedures for navigating the work queue, selecting and reviewing work items, searching for patient information, handling requests or appointments, and managing document types and statuses. Follow these steps to ensure efficient and accurate workflow management.

Navigating the Work Queue

1. Accessing Your Department's Queue: Select the tab corresponding to your department's queue (e.g., Ambulatory Clinic)



WQM at a glance

Person Name	Health Card Number	Date/Time	Elapsed Time	Status	Reason	Encounter Number	MRN	Document Type	Owner
SCHED. AAINA	2222012345	2024-Jun-03 13:57	56 d 20 hr	Available			88000043	Physician Order	NHS Test01, HUC
SCHED. AAINA	2222012345	2024-Jun-03 13:57	56 d 20 hr	Available			88000043		NHS Test01, HUC
ZZREHAB. WGMREFERRAL	5586453575	2024-Jun-03 13:57	56 d 20 hr	Available			88000143	Referral Letter	NHS Test01, HUC
		2024-Jun-03 13:57	56 d 20 hr	In Process					NHS Test01, Oncology Prep.
		2024-Jun-17 10:04	43 d 0 hr	In Process					Little, Robert
		2024-Jul-29 09:26	1 d 1 hr	Available					NHS Test01, HUC
		2024-Jul-29 09:27	1 d 1 hr	Available					NHS Test01, HUC
		2024-Jul-29 09:27	1 d 1 hr	Available					Little, Robert
		2024-Jul-29 09:27	1 d 1 hr	Available					Little, Robert
		2024-Jul-29 09:28	1 d 1 hr	Available					Little, Robert
		2024-Jul-29 09:28	1 d 1 hr	Available					NHS Test01, HUC
		2024-Jul-29 09:28	1 d 1 hr	Available					Little, Robert
		2024-Jul-29 09:29	1 d 1 hr	Available					Little, Robert
		2024-Jul-29 09:29	1 d 1 hr	Available					Little, Robert
		2024-Jul-29 09:30	1 d 1 hr	Available					Little, Robert
		2024-Jul-29 09:31	1 d 1 hr	Available					Little, Robert

Ontario Renal Network | **Kidney Wise** Detect + Protect

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, most 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 ACR > 150 mg/mmol 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 initiating 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.

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

- Determine which patients 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



WQM - SCHEDULING

HOSPITAL INFORMATION SYSTEM (HIS)

Single click
for quick view

Or double
click to select
work item.

Person Name	Health Card Number	Date/Time	Elapsed Time	Status	Reason	Encounter Number	MRN	Document Type	Owner
SCHED, AAINA	2222012345	2024-Jun-03 13:57	56 d 20 hr	Available			88000043	Physician Order	NHS Test01, HUC
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		2024-Jul-29 09:30	1 d 1 hr	Available					Little, Robert
		2024-Jul-29 09:31	1 d 1 hr	Available					Little, Robert

2

2. Navigating the Work Queue:

Single Click on each work item for a quick view.

Double Click on the thumbnail to the right of the preview pane to preview a page, or use the blue arrows at the bottom of the preview pane.

To select a work item, click the work item you want to work on. Double click the highlighted work item.

Blue arrows
to preview
pages

Searching for a Patient

3. **Access Calendar:** Click the Calendar Button (top left corner of the window).

Add/Modify Work Item

3



4. **Patient Search:** Enter patient information (HHCN; Last Name; DOB) from the document for an accurate search.

4

Patient Search

Name: sched, test
MRN:
SSN:
Birth Date: **/**/****
Sex:

Name	Pronouns	SSN	MRN	Sex	Birth Date
SCHED, TEST			HD8800-0097, NH1100-0720	Male	01/Jan
SCHED, TEST	She/Her		HD8800-0096, NH1100-0719	Female	01/Jan

Encounter Number	Enc Type	Enc Type(s)	Med Service	Facility
22-001010	PreReg		Ambulatory	SCS
81-000009	PreRecurring		Ambulatory	HDS
22-000815	PreRecurring		Oncology	SCS
22-000639	PreReg		Diagnostic Imaging	SCS
22-001011	Outpatient		Ambulatory	SCS
81-000047	Recurring		Neurology	HDS
22-000646	Recurring		Nephrology/Dialysis	SCS
81-000031	Recurring		Rehab	HDS

Search Reset

OK Cancel All Encounters

Select the correct encounter

Select the correct patient in the top half of the search results window.

Click the "All Encounters" button or select the correct encounter and click "OK".

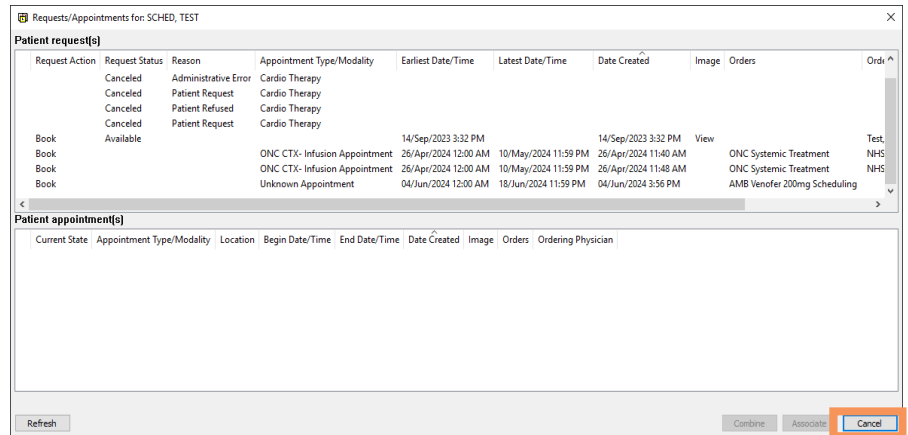
Or, click "All Encounters"

Handling Requests or Appointments

5. **Requests or Appointments:** If requests or appointments exist:

The Requests/Appointments window populates, click **“Associate”** if applicable. If not applicable, click **“Cancel”**.

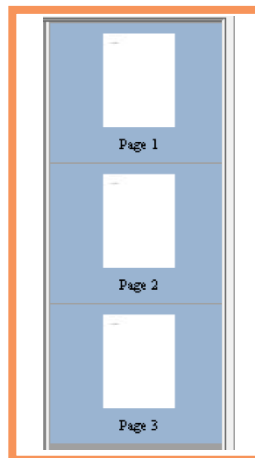
5



Splitting Documents

6. **Select pages to split (if applicable):** Click the first page you wish to split. Hold the shift key and click the last page you want to split.

6



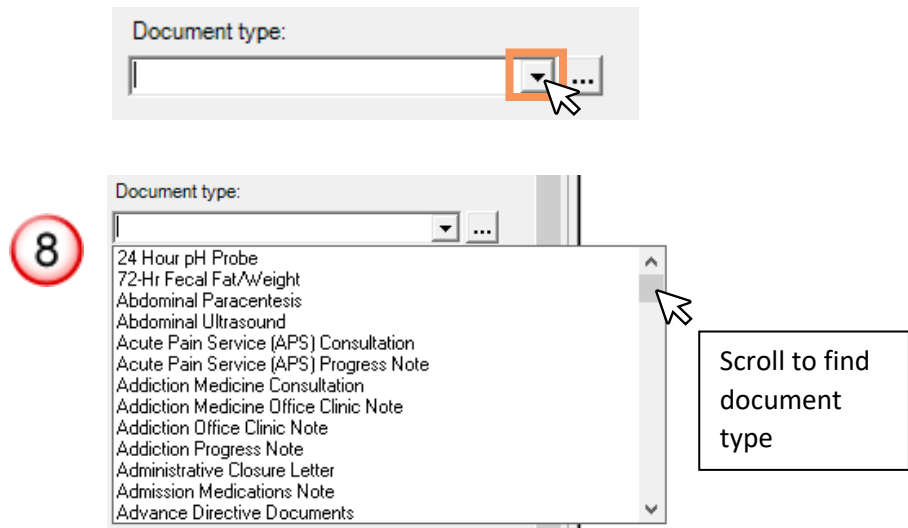
7. **Split the Document:** Click the **“Split”** icon, located below the thumbnail images on the right-hand side.

7



Assign Document Type

8. Selecting Document Type: Click “Document Type” drop down arrow. Scroll the list, find the Document Type, and click on it to populate the field. (Will mostly use Physician Order in these cases)

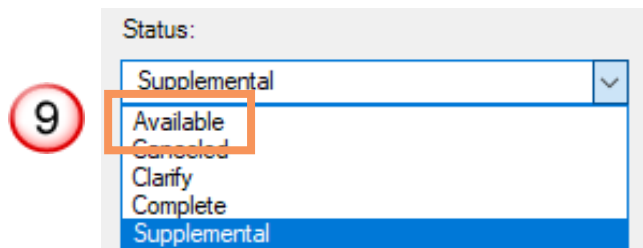


Document type:

24 Hour pH Probe
72-Hr Fecal Fat/Weight
Abdominal Paracentesis
Abdominal Ultrasound
Acute Pain Service (APS) Consultation
Acute Pain Service (APS) Progress Note
Addiction Medicine Consultation
Addiction Medicine Office Clinic Note
Addiction Office Clinic Note
Addiction Progress Note
Administrative Closure Letter
Admission Medications Note
Advance Directive Documents

Scroll to find document type

9. Selecting Document Status: Click “Status” drop down arrow. Scroll the list, and select “Available”. Click on it to populate the field.

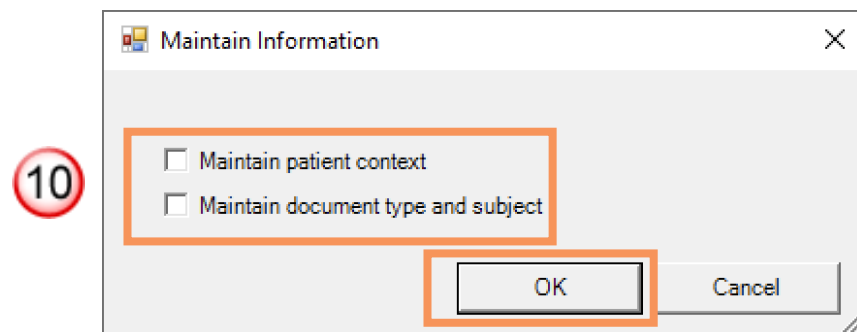


Status:

Supplemental
Available
Canceled
Clarify
Complete
Supplemental

Maintaining Information

10. Maintain Information (Only use this if splitting the documents): Check the appropriate box for this document: “Maintain patient context” or “Maintain document type and subject”. Click “OK”.



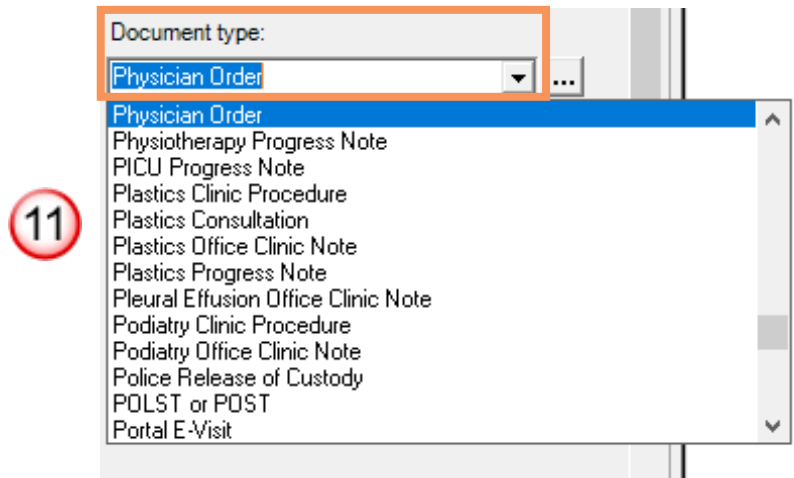
Maintain Information

Maintain patient context
 Maintain document type and subject

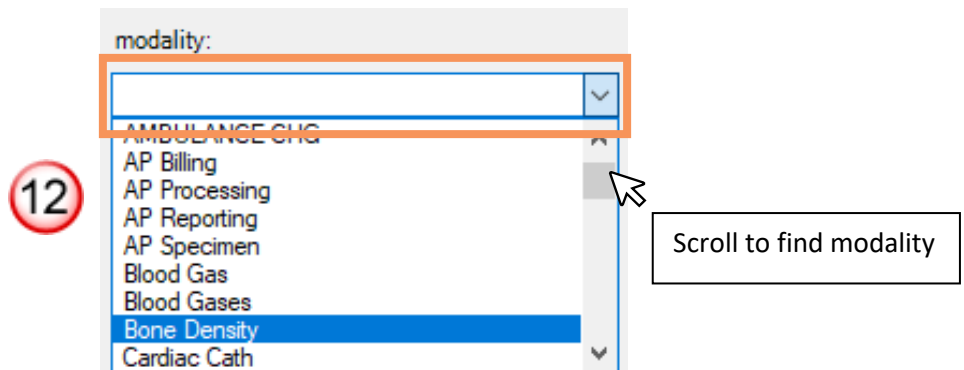
OK Cancel

Physician Order and Scheduling

11. **Set Physician Order:** Click the “**Document Type**” drop down arrow. Scroll the list and select “**Physician Order**” to populate the field.

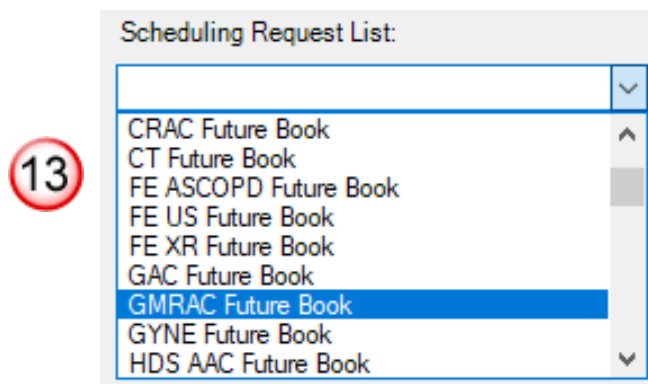


12. **Set Modality:** Click the “**Modality**” drop down arrow. Type the modality name into the blank field or scroll the list to find and click the desired modality.




13. **Select Scheduling Request List:** Click the Scheduling Request List drop down arrow (above “**Modality**” and below “**Priority**” on the left side of the screen.

Type the scheduling request list name into the blank field or scroll the list to find and click the desired request list.



Referring physician:

test «Multiple Matches» 

14. Set Referring Physician:
Click in the “**Referring Physician**” field and type the name of the Referring Physician.





Verify that the selected provider is correct.

Select “**OK**”.

Provider Selection

Last name: test First name: Suffix: Search
 Title: Alias: Alias type: New Provider
 Username: Preview
 Clear

Search By
 Internal

Limit by group  No data filtering
 Limit by organization  No data filtering
 Limit by position  No data filtering
 Limit by relationship  No data filtering

View physicians only

Name	Organizations	Services
Test, Doctor One		
Test, IMD -> IMD		
Test, Nurse Practitioner		
TEST, PROVIDER INTERFACE		
TEST, PROVIDER INTERFACE		
TEST, PROVIDER INTERFACE		
TEST, PROVIDER INTERFACE		

OK Cancel

By following these steps, you will efficiently manage scheduling tasks within the Work Queue Monitor.