Royal United Hospitals Bath
NHS Foundation Trust

IP Nurse Refresher

Inpatient Ward Staff

User Guide

Patient Flow

PowerChart

Support available through:
IT Service Desk: Tel: 01225 82 **5444** Email: ruh-tr.ITServiceDesk@nhs.net
or
Millennium Trainers: Tel 01225 82 **4431** Email: ruh-tr.IT-Training@nhs.net

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Contents

Accessing Patient Flow

Log onto the computer as usual

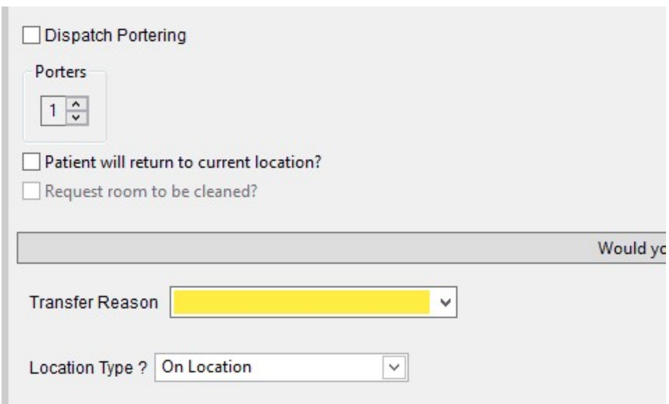
From your desktop, double click on the  icon to open the Patient Flow system.

Transfers

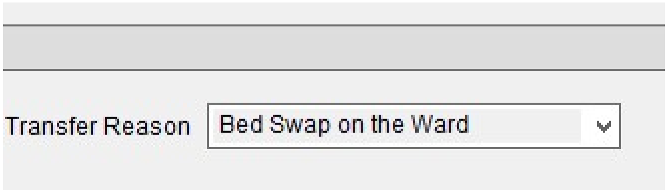
Transfers within the same ward

Step 1. On the Bed Board, Find the patient you wish to move beds and select them so there is a blue line around them.

Step 2. Now click and drag and drop the patient into an available bed. This will generate a pop up.

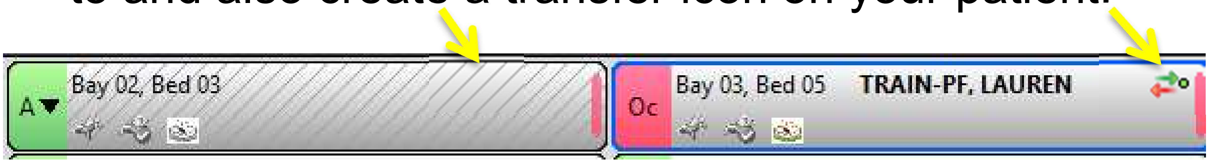


Step 3. You must fill out the **Transfer Reason** (highlighted in yellow). Do not change any other field, as you will not require porters.

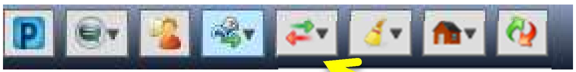


Step 4. Click **OK**.

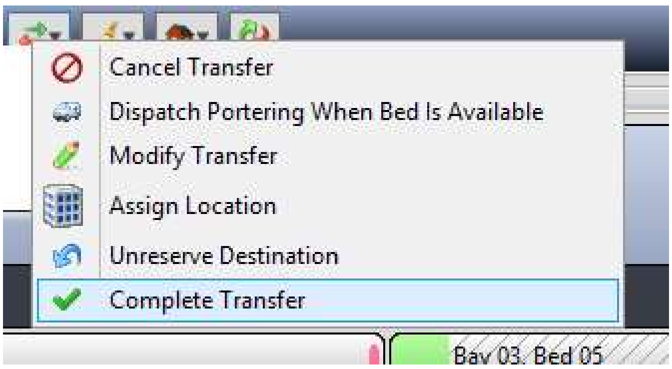
Step 5. This will grey out the bed you intend to swap the patient to and also create a transfer icon on your patient.



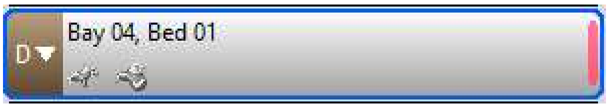
Step 6. Your patient should still be selected (Surrounded in blue). Now click on the **Transfer Icon** on the bed board.



Step 7. Simply click on the option ‘Complete Transfer’.



Step 8. This will automatically move the patient to the new bed on the bed board and put the original bed into a ‘dirty’ status.

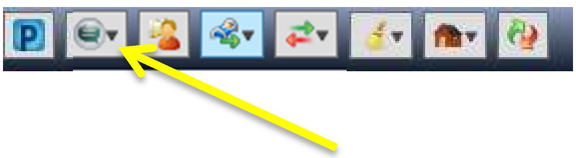


Transferring Consultants

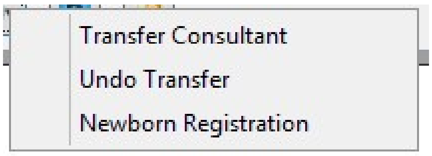
This process will detail how you change the name of the lead (attending) clinician

Step 1. Select the patient from the Bedboard that you would like to change the lead clinician. Note the current clinician is shown next to ‘Attending Clinician’.

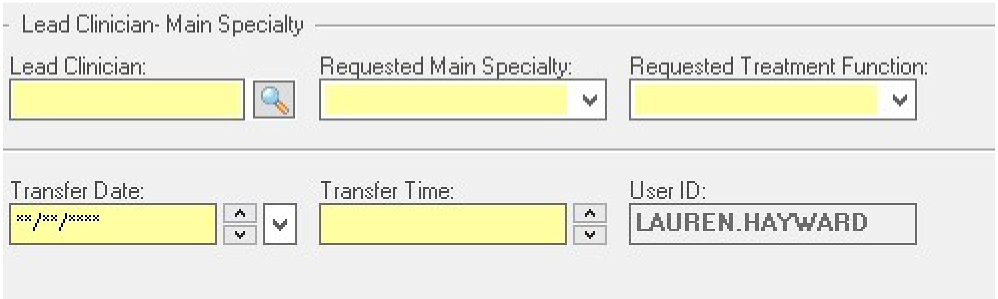
Step 2. Click on the PM Conversation Icon



Step 3. Select **Transfer Consultant**. This will open the PM Office Transfer conversation.

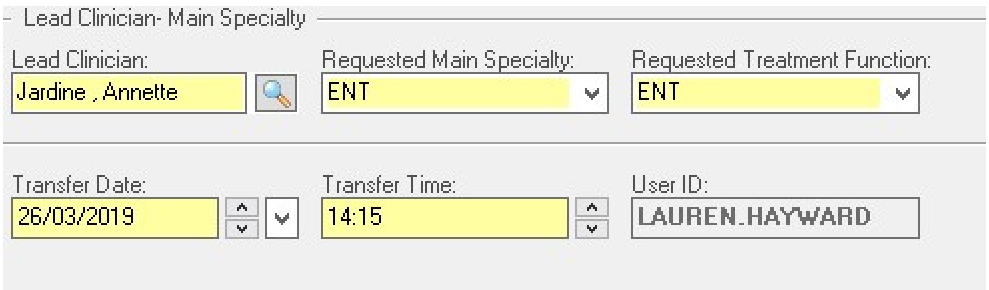


Step 4. Fill in the mandatory information (highlighted in yellow). Type in the new consultant in the **Lead Clinician** Box.



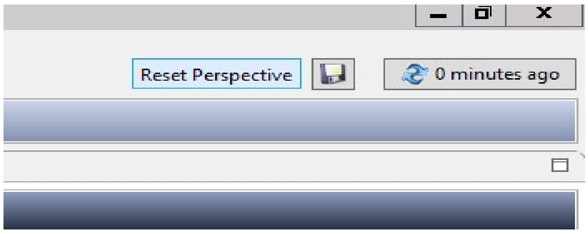
Step 5. Once filled in the Specialty will automatically complete. Dependant on the clinician, you may have to select the Treatment Function

Step 6. Type in the current date and current time.

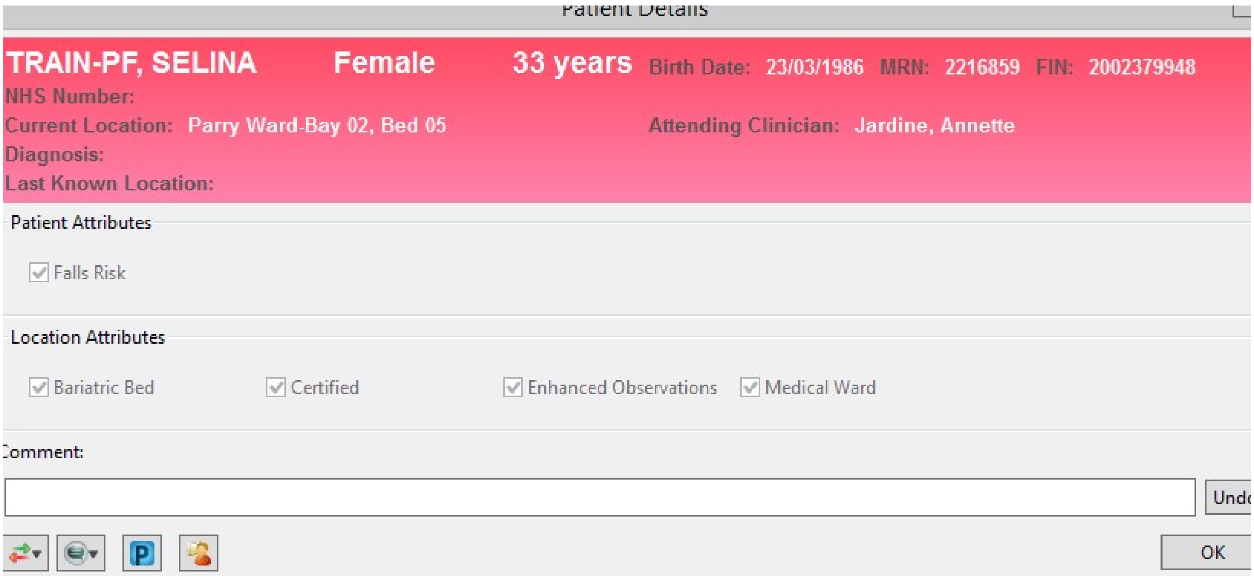


Step 7. Click **OK**. This will complete the PM Office conversation and return you to Patient Flow.

Step 8. Click the refresh button in the top right hand corner of the screen.



Step 9. Double click on your patient. The clinician details have changed.

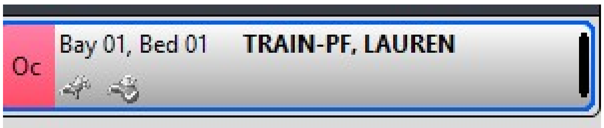


You have completed the consultant transfer.

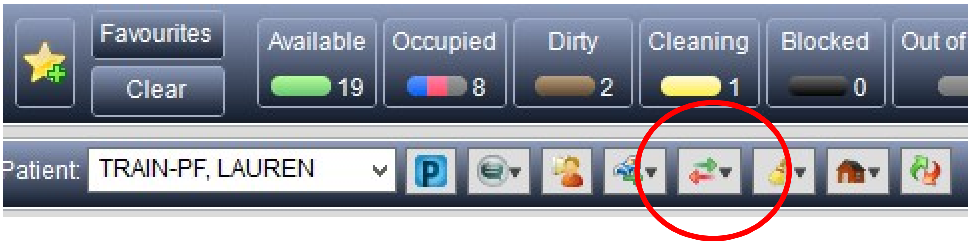
Transferring a Patient to a New Location

Step 1. Find the patient you wish to move to a new ward via Global Search or your wards bed board

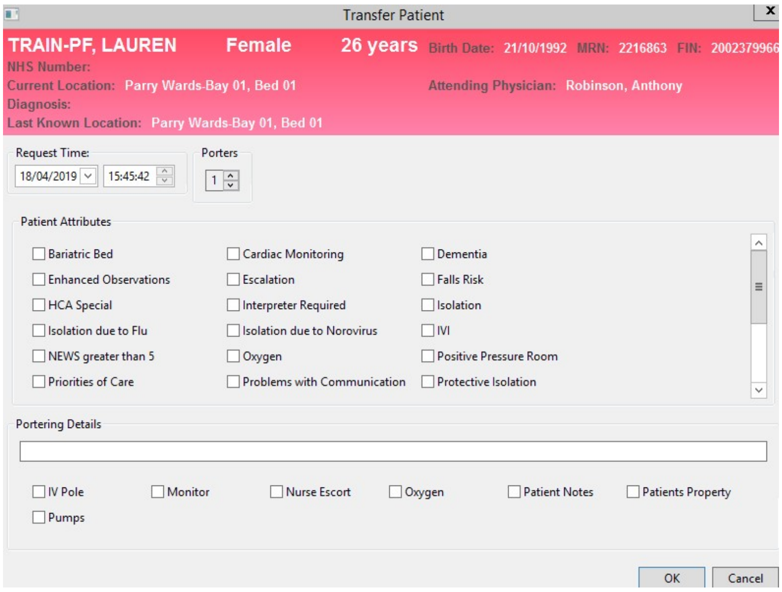
Step 2. Select your patient so they are highlighted.



Step 3. Select the transfer icon to transfer the patient.



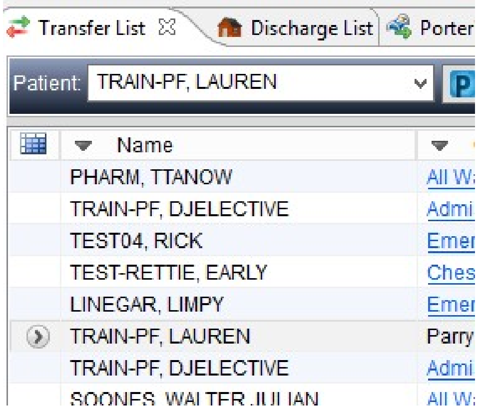
Step 4. This will generate the **Transfer Patient** box.



Step 5. Click **OK**

Step 6. The patient will now be on the transfer List.

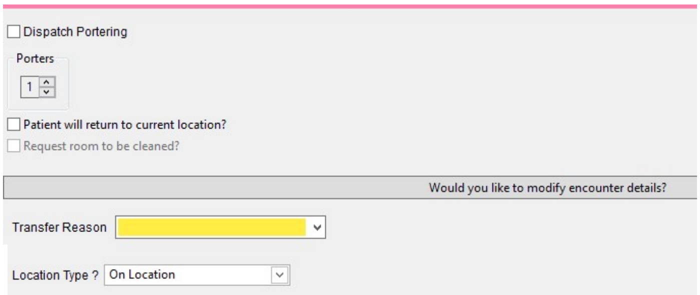
Step 7. Go to the transfer list and find the patient.



Step 8. Open the bed board of the receiving ward.

Step 9. Select you patient from the transfer list and drag and drop them onto the appropriate location on Parry ward.

Step 10. This will open a pop-up to dispatch Porters



Step 11. Ensure you have selected **Dispatch Portering** and supply a transfer reason. Click **OK.**

Step 12. This will open another

pop-up for a Transport request where you can specify additional information about the patient.

Step 13. Click **OK.**

Step 14. The porter request will be sent to the allocated porters and patient will be moved on the system when the porters start the job.

Note: Transferring Consultant must be completed as soon as the patient arrives from another ward. This ensures all results go to the correct clinician.

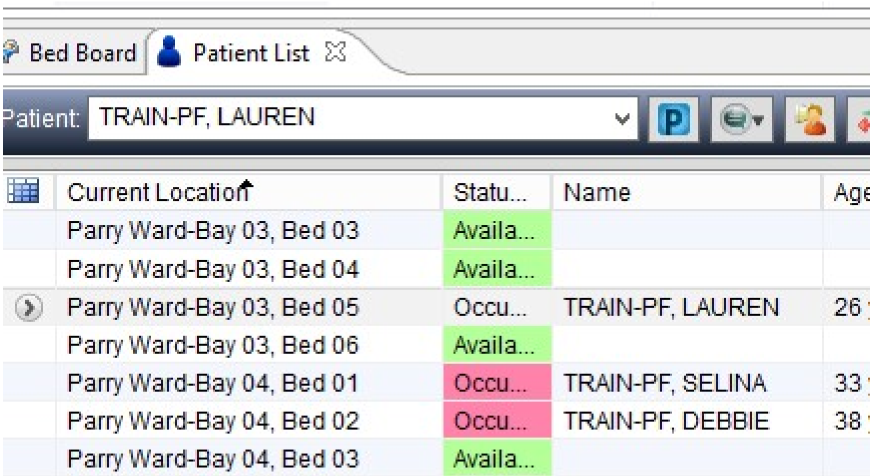
The Discharge Process

This section shows you how to discharge a patient from Patient Flow. In order to discharge a patient they must be on the Discharge List

Initiating the Discharge Process

The Discharge Process in Patient Flow is usually initiated by completing the ‘Patient Status’ Powerform in PowerChart.

Step 1. Find your patient in the **Patient List.**

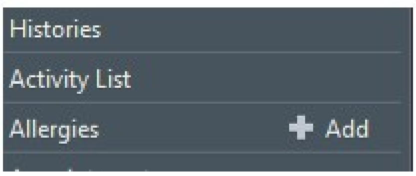


Step 2. Select your patient.

Step 3. Click on the **Power Chart** button to open Power Chart.

Step 4. This will launch Power Chart on your patient’s record

Step 5. Once in Power Chart, click on **Activity List** in the left column.



Step 6. Select the **PowerForms** tab on the right hand side.

Step 7. Select the **Patient Status** form and complete in the usual way.

Once completed and signed, close PowerChart and return to Patient Flow. Your patient will have a house symbol in their Patient Attributes field to indicate that the Discharge Process has been initiated.

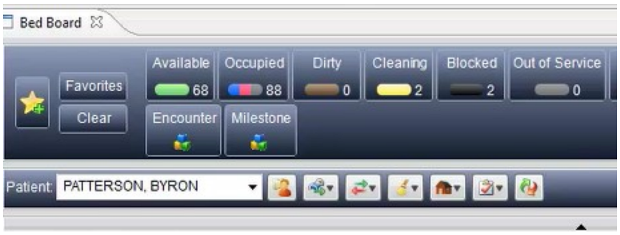
The patient will now appear in the **Discharge List**.

Note: The Patient Status part 3 should be updated regularly to ensure that the Discharge List is upto date.

Confirmed Discharge

Once the patient's discharge date has been confirmed you will need to show this in Patient Flow.

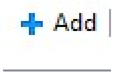
Step 1. Locate your patient via the Discharge List or Patient list and select them



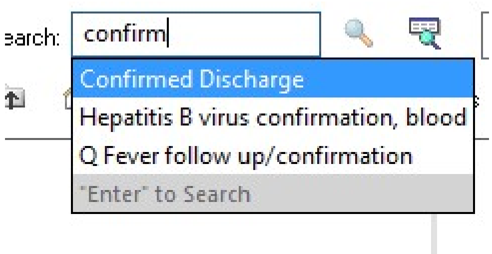
Step 2. Click on the **Power Chart**  button to open Power Chart.

Step 3. This will open Power Chart. Select **Requests / Meds / CarePlans**

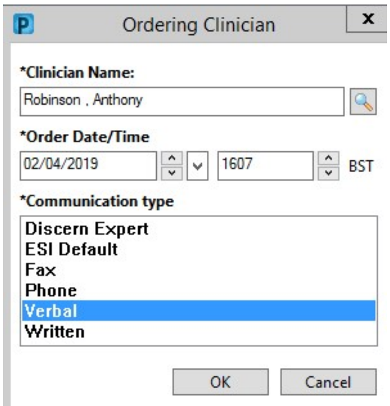
Step 4. Select **Add**



Step 5. When the search window opens, type **confirm** and select the option **Confirmed Discharge**



Step 6. In the **Ordering Clinician** pop-up, fill in the details and click **OK**, and then click **Done**.



Step 7. Click **Sign** to complete the order

Step 8. Click on the Refresh button 

to complete the process.

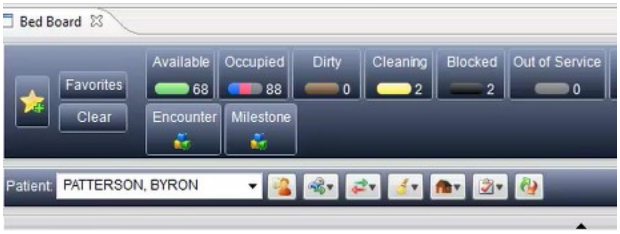
Step 9. Now close Power chart and go back to Patient Flow.

Note: You should now see a House with a green dot next to the patient to indicate that there is a confirmed discharge for the patient. 

Cancelling a Confirmed Discharge

If the patient's confirmed discharge needs to be cancelled you will need to show this in Patient Flow.

Step 1. Locate your patient via the Discharge List or Patient list and select them



Step 2. Click on the **Power Chart**  button to open Power Chart.

Step 3. This will open Power Chart. Select **Requests / Meds / CarePlans** 

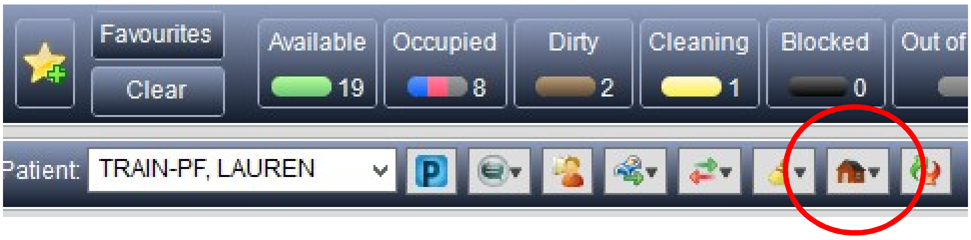
Step 4. Find the patient's Confirmed Discharge, right click on the entry and select Cancel/DC from the menu.

This will remove the Green Dot from the house. However the estimated discharge date will remain on the Patient Status form, which is why the house icon remains.

Day Case Patients

Day Case patients do not have a Patient Status Form and so need to be added to the Discharge list in a different way.

Step 1. Locate your patient via the Bed Board or Patient list and select them.

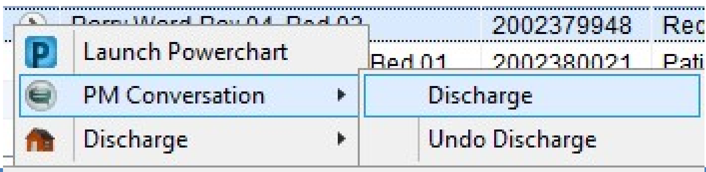


Step 2. Click on the **Discharge** button and select **Discharge Patient.**

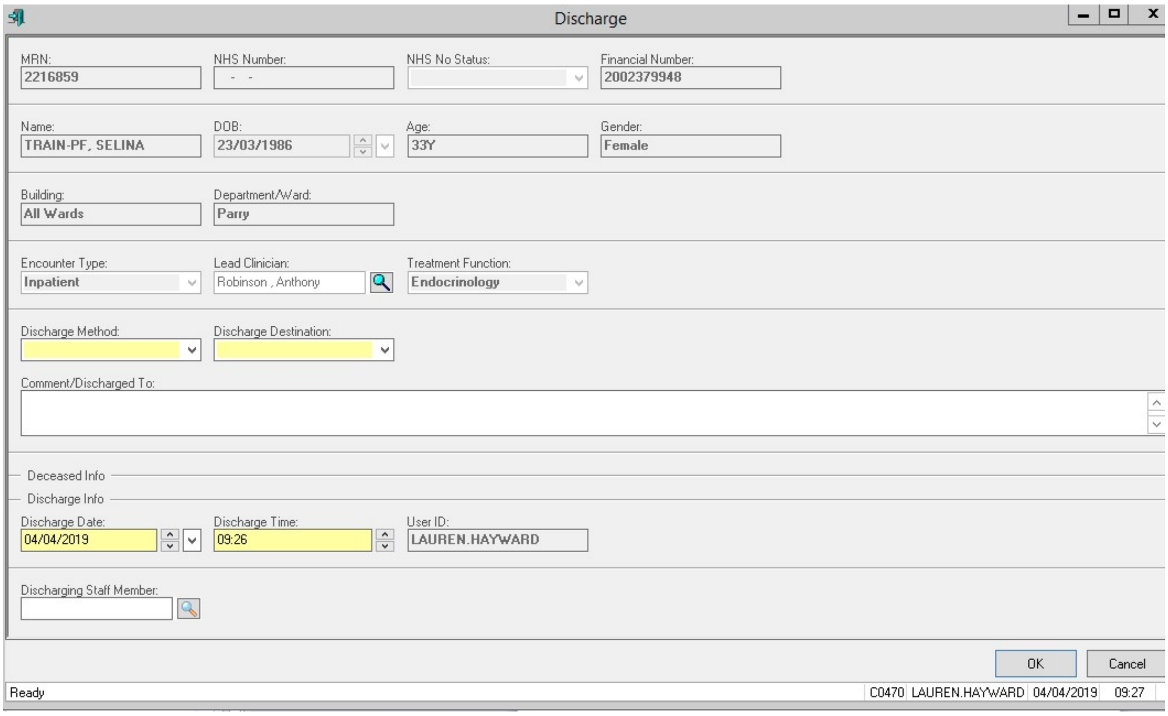
This will add your patient to the discharge list. You can now proceed to discharge them from the hospital.
There is no requirement to confirm the discharge.

Completing the Discharge Process

Step 1. Click on the Arrow on the left of the patient's details and select **PM Conversation** and then **Discharge**.



Step 2. This will open PM Office.



Step 3. Fill in all the highlighted fields.

- Discharge Method.
- Discharge Destination.
- Discharge Date.
- Discharge Time.

Step 4. Now click **OK**.

Note: The patient has now been discharged from the hospital and their entry removed from the Bed board and the Discharge List in Patient Flow.

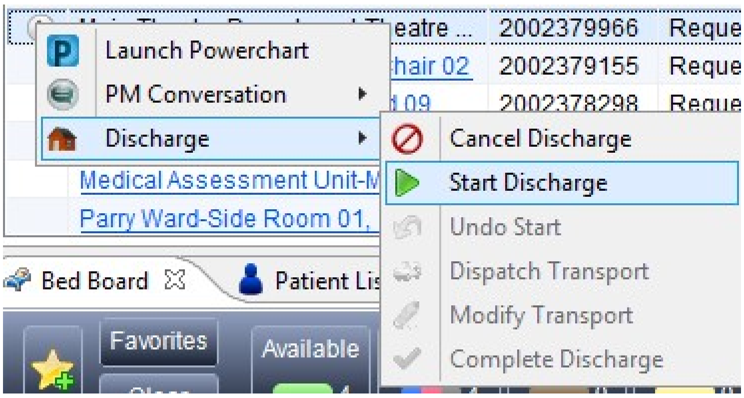
Deceased patient

In order to have a deceased patient portered, **NOT TRANSFERRED**, to the Mortuary they must first be on the Discharge List.

If the patient is not on the list as the Patient Status has not been completed then use the process for a Day Case patient

Step 1. From the **Discharge list** Select the patient

Step 2. Click the options button to the left of the patient's name, select discharge and start discharge.



Note: **Only** when the deceased patient is ready to leave the ward and move to the mortuary should you complete the following steps.

Step 3. Click the options button to the left of the patients name again and now click Discharge, Dispatch Transport.

Step 4. Select the destination to be MORTUARY, check if two porters are required, and add any necessary comments. Click **OK.**

Completing Deceased Patient discharge

Only complete the Following process when the patient has left the ward and is now in the mortuary.

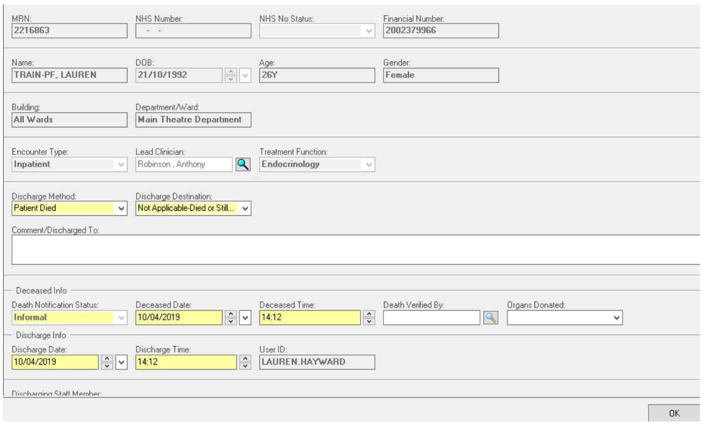
The patient has reached the mortuary when the portering icon disappears from their milestones on the discharge list

Step 1. Ensure that you are on the Discharge List and find the Patient.

Step 2. Click the options button to the left of the patients name and select PM Conversation then Discharge.

This will open up PM Office.

Step 3. Select **Discharge method** from the drop down menu and select **Patient Died**. This will automatically fill in the rest of the conversation.

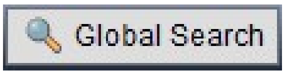


Step 4. Click **OK**.
The patient has now been discharged deceased and removed from Patient Flow.

Equipment Portering

Portering equipment around the hospital.

Step 1. At the top of the Patient Flow screen select **Equipment List**.

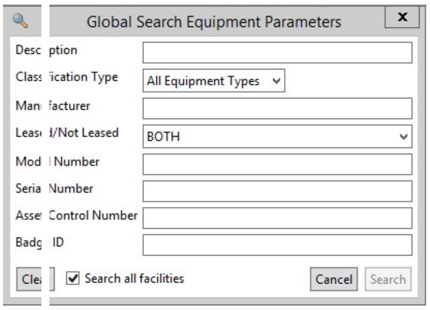
Step 2. Click on Global Search 

in the top right hand corner of your screen.

This allows you to search for equipment in different ways. The 'Classification Type' drop down list will give you equipment options, but other fields can also be used.

<u>Lab or blood products portering should be ordered using this process.</u>

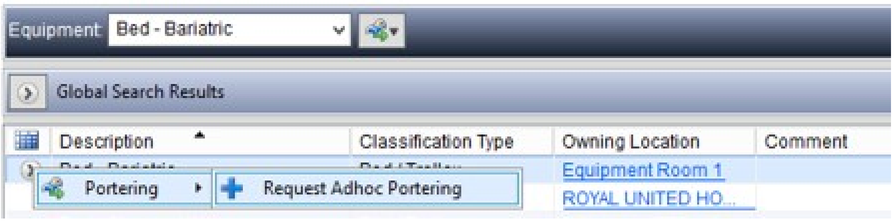
Select your equipment type from the classification list.



Step 3. Once you have selected your equipment click **Search**.

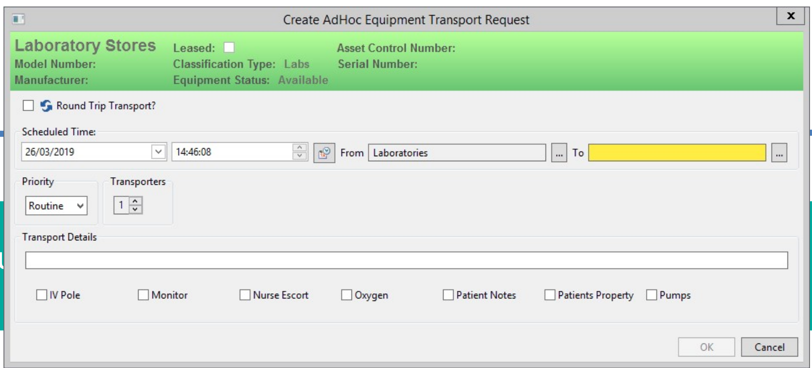
This will fill the table below with equipment options.

Step 4. Highlight the required equipment



Step 5. Click the arrow in the left hand column and select **Portering** and then **Request Adhoc Portering**.

This will activate the **Create Adhoc Equipment Portering Request**.



Step 6. Select the time and date for the Portering to occur. To select your location click the options button to access the list of locations.

Step 7. Click on the arrow to the left of your desired location to expand the list. Continue to expand the list until the desired location is found and then select it.

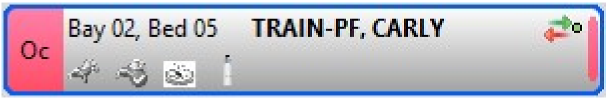
Step 8. Click **OK**.
You will return to the Portering Request.

Step 9. Click **OK**.

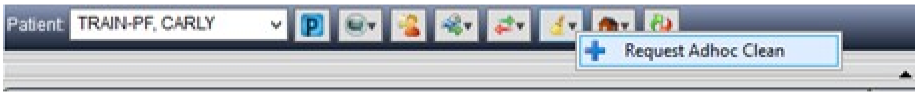
Your equipment request is complete and will now be sent to the Porters.

Requesting an AdHoc Clean (Inpatient Area)

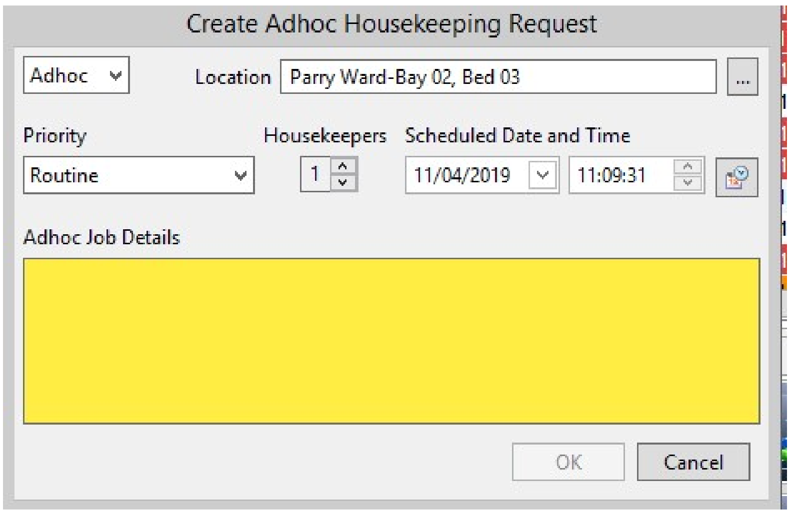
Step 1. From the bed board find the bed you intend to request to clean. This will highlight the bed space with a blue border and is ready for your next action.



Step 2. Click the clean icon  above the bed board and select **Request Adhoc Clean**.



Step 3. The **Create AdHoc Housekeeping Request** box will appear for you to complete the cleaning details.



Step 4. Please indicate:

- Priority status.

- The number of domestics needed
- Provide as much information as possible in the **Adhoc Job Details** box to give the domestics additional information if necessary.
- Please schedule the date and time of the clean.

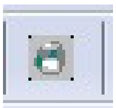
Step 5. Click OK. Your cleaning request is complete and will now be sent to the Housekeeping Team.

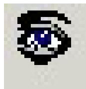
Printing Wristbands & Labels

Ad-Hoc Printing

Step 1. Open PMOffice from **Recap**

Step 2. In Pm Office select **Run Documents** from the top toolbar



Step 3. Select the **Find Patient**  button

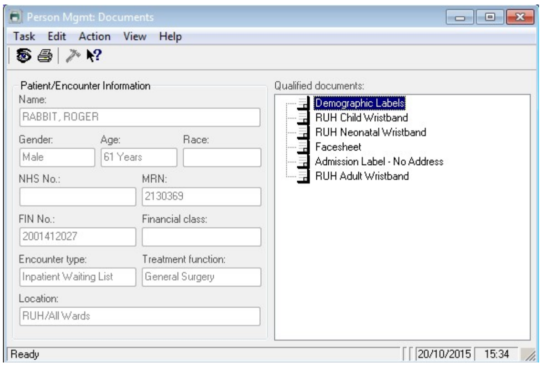
Step 4. Enter the **Patient's Details**

IMPORTANT: It is absolutely essential that you select the correct encounter from the list at the bottom of the search window.

You MUST select the Inpatient encounter that has no Discharge Date.

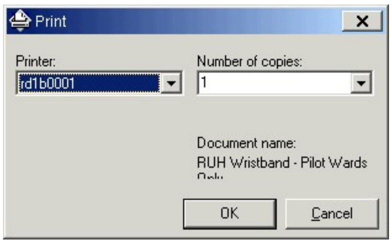
Step 5. Click **OK**

Step 6. Select the **wristband, labels** or **facesheet**



Step 7. Click the **Printer**  button

Step 8. Select the relevant printer.



Step 9. Click **OK**.

Viewing Alerts

Step 10. In the patient's record in Powerchart click **Problems & Diagnosis** from the left menu.

Note: The problems pane is used for recording alerts (as well as clinical problems). What makes a problem an alert is selecting a flag in the classification field (e.g. patient preference flag).

Note: The Diagnosis is in the top part of the screen. The Problems / Alerts are in the lower part of the screen.