



Mini Manual

ED Receptionist

1. ED - Create an Encounter

Support available:

Please contact your local Champion User

Service Desk:

Tel: 01225 82 5444

Email: ruh-tr.ITServiceDesk@nhs.net



ED Create an Encounter

1. ED - Create an Encounter

Note: For expected patients who may have been pended to the hospital by the GP Liaison Nurse the process is the same as below.



- Step 1.** Log in to PMO 
- Step 2.** Select ED Full Patient Registration Conversation from the Conversation Menu
- Step 3.** Search for patient, clicking next to skip the simple search
- Step 4.** Type in name in surname field
- Step 5.** Select gender in gender field
- Step 6.** Click Search button

Note: If you are unable to find the patient after searching thoroughly, click Add Patient.

The ED Full Patient Registration conversation loads, most of the fields will be blank. All mandatory fields must be completed, including name, dob, GP details and address, patients address, telephone numbers etc.

If there is time, any non mandatory fields, should also be completed, to give as much information about the patient as possible.

Continue from **Step 16.**

Select appropriate patient in top pane

- Step 7.** Select Add Encounter
- Step 8.** The Facility Search window opens
- Step 9.** Type in "Royal" and click ellipsis button  to

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search for facility

- Step 10.** Select Royal United Hospital
- Step 11.** Click OK
- Step 12.** The ED Full Patient Registration screen opens with the patient's demographic details pulled through from previous visits.
- Step 13.** If the patient has any Alerts you will see a warning message.
- Step 14.** Click "OK" to continue with adding the encounter.

Note: You will have a local process of putting an appropriately coloured sticker on the CAS card to make the clinicians aware of any alerts.

- Step 15.** Check the Demographic and GP Details are correct. Re-selecting from the drop-downs or re-typing in the fields if information has changed.

Note: If the GP details are incorrect, they can be updated for this visit. For them to be changed permanently, the patient must contact their GP surgery.

- Step 16.** Complete additional ED mandatory Visit details:

- Lead Clinician (Type the surname of the Lead Clinician for that day followed by a comma and initial(s). For example "Watson, D". The name will probably autopopulate the field or if multiple matches then clicking the binnoculars will give you a narrowed down list to select from.
- Treatment function will default in once the Lead Clinician has been selected.
- Stream – select which is appropriate from the drop down.
- Attendance Category – defaults to New problem/First attendance, but can be changed if necessary.
- Source of Referral – select from drop down
- Arrival Mode – select from drop down

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- ED Reason for Visit - free text entry e.g. fall, left arm injury
- Major Incident (defaults to "No")
- Incident Type – select from drop down (what you select here gives you more or less mandatory fields to complete)
- Incident Location – select from drop down
- Incident Onset date – type "t" for today or select from calendar.

Step 17. Department/ward – defaults to A&E.

Step 18. Area – select appropriate area from drop down.

Step 19. Bed – select next available

Step 20. Click Address tab – check address details and phone numbers.

Note: At least one phone number has to be entered to complete the conversation. If this is not possible enter "NK" in the home phone number field.

Step 21. Click Next of Kin Tab and complete mandatory fields.

Note: The NOK field is mandatory. However, if emergency contact or parent/guardian fields have been completed on a previous visit and the same relationship is selected in NOK, a Maintain Relationship window opens giving you the option to copy the previously entered details in to NOK.

Step 22. Click OK – The ED Full Patient Registration conversation closes and a window appears confirming the added encounter.

Step 23. Click OK to complete.

Result: The ED Encounter has been created.

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Children (up to and including their 17th birthday)

- **When creating an encounter for a child, the Parent/Guardian information becomes mandatory as well as the Next of Kin.**
- **If the child is of school age Search for School also becomes mandatory.**

Overseas Patients

- **UK Resident for 12 months? – this defaults to yes, but if no is selected Country of Residence becomes mandatory.**
- **Although non mandatory, either the EHIC number, passport number or insurance company details field need to be completed.**

The overseas visitor form still needs to be completed and signed by the patient.

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For Person Demographic Service (PDS) patient searching remember.....

- Surname and gender are the only two mandatory fields;
- The more information you add to search by, the more the search is restricted and this may result in not finding your patient - less can sometimes be more;
- If any of the information you enter to search by differs from that held on the PDS, you will not find your patient;
- You can use wildcards - type at least the first 2 letters of the surname and/or first name then an *;
- If your patient has been seen by this Trust before, is registered with a GP in England or has had treatment in another hospital in England, you can reasonably assume that you will find the patient.
- If you don't find your patient the first time, search again.

Business Rules