Royal United Hospital Bath NHS

NHS Trust

Mini Manual

ED Observation Ward

1. **PM Office Screen Familiarisation**

2. **Admit a Non-Elective Patient**

Support available:

Please contact your local Champion User

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RUH

CERNER

BT Bringing it all together

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1   PMOffice Screen Familiarisation

PMOffice

Step 1. Open **PMOffice** .

Step 2. The Tool Bar for PMOffice is at the top of the screen.

Step 3. From the **Tool Bar**, to locate a Patient use the **Run Patient Locator**

Step 4. Click the Run Patient Locator icon

Step 5. In the **Name:** box type the Patients name in the following format '**Surname, Forename**'

Step 6. Click the icon to search

All the Patients matching the search will be displayed in the lower pane showing their location

Step 7. To **close** the screen click the icon at the top right of the pop up window

The next icon to be used regularly is the refresh icon

Step 8. Click the **Refresh** As Of 15:32 icon
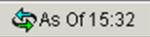
The screen will refresh and display the latest refresh time

Changing the Side Bar menus

Step 9. From the **Side Bar** menu click on **Bedboard**

The **Bedboard** will move from the bottom of the screen to the top and the **Side Bar** sub-menus will change accordingly

> **Caution**: To exit the application click **Task** on the **Tool Bar** then click **Exit**

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2   Admit a Non- Elective Patient

Step 1. Open PM Office

Step 2. Select the **Conversation** Tab

Step 3. Double click the Inpatient Non-Elective Admission Conversation. The **Patient Search** window opens

Step 4. Click on Next to skip the simple search.

Step 5. Enter the patient details (surname and gender are the only mandatory fields) click **OK**

Step 6. Select the appropriate patient.

Step 7. Click Add Encounter

Step 8. The **Organisation** dialogue opens, we need to search for the RUH.

Step 9. Enter the first few letters (for example, **Roy**) then click the **ellipsis** button.

Step 10. A list of matching facilities is displayed in the lower pane. Select Royal United Hospital.

Step 11. Click **OK**

The Non Elective Inpatient Admission conversation opens

Note: If the mandatory fields are not displayed, right-click in the grey area in the conversation window and select **Highlight Required Fields** from the context menu

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Step 12. Review and complete (if necessary) all mandatory fields:

- **Admission Method**: Select an appropriate option (for example, **Emergency-ED/Dental**)

- **Source of Admission**: Select an appropriate option (for example, **Usual Place of Residence**)

- **Referring Clinician**: Search for the clinician (for example, **Watson**). To search for the clinician click on the binoculars 🔍 icon. When you have found the correct Clinician click on their name and then click on their organisation name in the lower part of the screen. Click ok.

Note: If the referring clinician's organisation is not selected you will be unable to close the conversation at the end of the process.

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- **Lead Clinician**: Search for the clinician (for example, **Watson**)

- **Treatment Function**: pre-populated once the **Lead Clinician** field is completed

- **Building:** defaults to **All Wards**

- **Ward**: Select **A&E Obs**.

Bedboard: Click and select the appropriate bed details.

- **Admission Date**: Enter the admission date (type "t" for today's date)

- **Admission Time**: Enter the admission date (type "n" for the now time)

Step 13. Select the **Address** tab.

Step 14. Verify the address and enter any contact numbers in the appropriate phone number field.

Step 15. Select the **Emergency Contact** tab. Emergency contact details are mandatory for all admissions.

Step 16. Complete the emergency contact details including phone numbers.

Note: If the Emergency Contact shares the same details as the NOK, select Yes in the Free Text Address? EMC field and type the word "same" in the House Name/Flat Number field. The rest of the address details will then auto-populate if you press enter on the keyboard or click in the grey space

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Step 17. Once all mandatory fields have been completed, click **OK**.

The **Non Elective Inpatient Admission** dialogue opens, displaying the **FIN NBR** and **Visit Id** for this patient and encounter. If this is the first time this patient has been registered, the **MRN** assigned to the patient is also displayed.

Step 18. Click **OK**.

Note: The **Non Elective Inpatient Admission** conversation cannot be used to modify patient data. To modify any details, use the revision conversations (for example, **Revision Inpatient Admission**).

Result: The patient is now admitted as an inpatient to the ED Observation Ward.

Business Rules