# Royal United Hospital Bath NHS
### NHS Trust

# Mini Manual

# ED Receptionist

1. **Locate Patient if not in ED**
2. **Undo Discharge**

Support available:

Please contact your local Champion User

Service Desk:

Tel: 01225 82 5444

Email: ruh-tr.ITServiceDesk@nhs.net

**RUH**

**CERNER**

**BT** Bringing it all together

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### 1  Locate Patient if not in ED

**Step 1.** Log in to PMO  PMOffice

**Step 2.** Click on the "Run Patient Locator" icon  in the menu at the top of the screen.

**Step 3.** The Patient Mgmt Patient Locator window opens.

**Step 4.** Type the patient's Surname in the Name field (or surname, first name to narrow the search).

**Step 5.** Click on the Search icon 

**Step 6.** The details for the patient appear in the lower pane

**Result:** The details are available which can be provided to the person placing the enquiry.

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**Note:** To clear the current search and start again you can use the clear icon  which is situated next to the search icon.

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### 2  Undo Discharge

**Step 1.** Log in to PMO  PMOffice

**Step 2.** Click conversation

**Step 3.** Double click to select the **Undo Discharge** Conversation ✗ Undo Discharge

**Step 4.** Search for and select the correct patient.

**Step 5.** Select the appropriate Emergency Department encounter in the lower pane.

**Step 6.** Click the **OK** [ OK ] button.

**Step 7.** The **Undo Discharge** screen opens.

**Step 8.** Select the appropriate option "Administrative Error" in the **Reason for Correction** dropdown.

**Step 9.** Click the **OK** [ OK ] button.

**Step 10.** To check that the patient is back in A&E – Select the **Worklist** [ Worklist ] Conversation on the left of the screen.
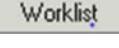
**Step 11.** Double click to select **Patient On Ward** [ Patients on Ward ] within the Worklist.

**Step 12.** Scroll down and select **RUH** from the list of Nurse Units.

**Step 13.** Select **All Wards** from the options available.

**Step 14.** Select **A&E** from the list of Wards.

**Step 15.** Click the OK [ OK ] button.

**Step 16.** The screen displays with patient back on **A&E**.

**Result:** The Discharge has been undone for the patient.

## Business Rules