

2019 Update for ED Providers

This reference provides an overview of the changes that will occur with the 2019 Upgrade for ED Providers. Click on a title below to jump to that section.

Storyboard

Visual Changes

Secure Chat

Mobile Apps

STORYBOARD

The Storyboard will replace the patient header. You will be able to quickly review a patient's story, take common actions and jump to common activities.

The Storyboard is divided into 4 sections:

- Patient Identification
- Notifications

- Key Information
- Details

Once you open a patient's chart the Storyboard appears on the left side of the screen and the Activity tabs that were formerly on the left side of the screen now appear at the top.

	C Review	w Visit 🎯 My Note 🖪 Triage 💊 Workup 🧐 Orders	P Discharge Admit 😁 Transfe	r Chart Review SnapShot Synopsis Results Review H	istory Care Everywhere
Sherman Potter Male, 66 y.o., 7/2/1953 MRN: 85013370	MSE Provider Notes Re-Send Billing	∰ Medical Screening Exam ≠			🖬 Chart Complete
Code: Not on file (no ACP docs) Waiting Room Total Time: ①16:23 Search	Progress Notes Procedure ONLY Patient Info HEART Score NIH Stroke	ED Provider Notes My Note Call 911 See All Notes No notes of this type filed.		Activities previously on your left are now located on the top of	b
No assigned Attending ALLERGIES Penicillins	tPA Inc/Exc Discharge Summary	III Re-Send Billing Info ∥ No data available.		your screen.	С
CHIEF COMPLAINT Altered Mental Status BP Temp Pulse Resp 120/70 98 * 5 88 20 SpO2 Wt 98 * 70.3 kg (15 1b)		Progress Notes			Þ
NEW RESULTS No new results		Proc Storyboard displays on the left of your Creat Screen			şı
MED STATUS None	J	Patient Information			C ×
		ECG Results None	Lab Res	sults	
	S.	⊘ Medical History ≈ Past Medical History Date Comment	s Smoking State	story	

Click on the video icon below to explore Storyboard with a short learning video:





VISUAL CHANGES

1. Track Board Column Personalization: Create the Perfect View for You

You can now add, remove, and rearrange the columns in the ED Track Board by clicking the wrench next to the view buttons at the top.

	🕯 Identify Pt 🛛 Room 🛛 X Dis All Patients (11)	miss 🔞 Patient Tran g Room (4) 🔁 T	- I				O Add'I Tools ▼ Disaster (0)
ected (0) 📕 He	eld (0) 🖐 Cast (0)						
Patient	*	Age	Com	A	тт	Room	Bed AVS
Bhalpha De	emo (M)	26 v o	м		216:39		
Track Board Pe Choose Columns Select a View to	Arrange <u>V</u> iews						×
	한 All Patients · Waiting Rood ① EBH1 ② EBH2 악 Consults					Cast	Pod D
Search			+ Add	Column			
Caption	Description				· · ·	Status/Bed)	
Acuity Abbr	This column displays the abbrevi	ated text version of a pa	atient's acuit	y 🔨	II Patient	(Patient Name)	
	level. If the patient does not have will appear in the column.	an acuity level assigne	d yet, nothir	ng	II Age (Ag	je at Visit)	×
Admitting Provider	This column displays the admittir	ng provider for a patien	t contact.		E Compla		× _
Arrival Method	This column displays the means l	by which the patient arr	ived.		I A (Acuit	y icon)	
AtoR	This column displays an icon if th	e patient has a status o	f boarders.		4 ^(TT)		×
Bed Hold Comments	This column displays the comme	nts for a held bed in the	e ED.			o MD (MDWt)	×
Bed Hold Means	This column displays the expecte which a bed is held in the ED.	d means of arrival for t	he patient fo	r	RN (RN		×
BP					II MD (ME))	
Cardiology	This column displays the time ela was made.	psed since initial cardic	logy consul	t call	APP (AP		×
Class	This column displays the abbrevi	ation for the patient's c	lass (for exar	nple, 🗸	II MSE (M		× •

- 1) In the "Choose Columns" tab, select the ED Track Board view you would like to personalize.
- 2) Choose the columns you would like to add from the "Available Columns" list.
- 3) Choose the columns you would like to delete from the "Your Columns" list. Columns displaying the lock icon a cannot be deleted.
- 4) To rearrange columns, click and drag II columns listed in the "Your Columns" list.
- 5) Once done, click "Accept All"



Track Board	Frack Board Personalization												
C <u>h</u> oose Colur	mns Arran	ge <u>V</u> iews											
Default View: I Last Selected View First View													
View Button	IS:											I≪ Re	se <u>t</u> Defaults
My Patients	All Patients	Waiting	Room	To Be Admitted	Waiting for Provider	Pod A	Pod B	Pod C	Pod D	BH Intake	EBH1	EBH2	Consults
Tech Tasks	Disaster E	xpected	Held	Cast									
Views in Dro	p-Down M	enu:		2									
⑦ Drag and	drop views	to change	e their o	order or location ir	n this department.					0			
										3	<u>A</u> ccep	t All	× <u>C</u> ancel All

- 1) In the "Arrange Views" tab, you can choose your preferred default view (Last viewed vs. First View/Default).
- 2) You can also drag and drop views to change their order and/or put them in a drop down menu.
- 3) Click "Accept All" when you are done.

2. Keep an Eye on How Many Patients Appear on Unselected Track Board Views

Without needing to load each individual view, you can now keep an eye on how many patients are in the Waiting Room, All Patients, My Patients, each care area, etc. The number of patients now appears in parentheses on each view button, whether that view is selected or not.

	ED Track	Board	(FMC ED)								
	\mathcal{O} Refresh	🛱 Arrival	📲 Identify Pt 🛛 🛹 R	oom 🗙 Dismiss 🚦	», Patient Transport	t 📗 🗁 Open Cha	rt 🛛 Narrators 🔻	Room Call	atient Alerts	📕 Pt Rad Status	Comments
[🕴 My Pati	ients (1)	🐞 All Patients (11)	📲 Waiting Room	n (4) 🛨 To Be	Admitted (0)	- Waiting for Pr	ovider (2)	(0) ¹ 가 Con	nsults (0) 🏾 🌹 Te	ech Tasks (2)

3. Consistent Highlighting for Similar Patient Names in Hyperspace

Similar patient names are now standardized, identified with bold/italics. ED Track Board will no longer have the yield icon.



ED Track	ED Track Board (PMC ADULT ED)							
	NEW 2019 View (bold, italic)							
🔁 To Be Ad	dmitted (3) 🔥 Consults (1)	D						
Bed	Patient							
01	Cariton, Clemson (M)							
06 Qoppatwo, Qoppa (F)								
	Cariton, Smoker (M)							



4. New Look for Notes Personalization Settings

Notes Perso	onalization
ED Provider Notes Speed Buttons SmartPhrase + Add SmartText + Add Quick ED Provider Note Face to Face Violent Restraint NoX Caption: Quick ED Provider Note 2	When Creating New ED Provider Notes * Share new notes with patients: > Share by default > O Do not share by default > SmartPhrase: > -OR- > SmartText: >
SmartPhrase: OR- SmartText:	When Writing/Viewing Notes Remember the last tab I used for each NoteWriter note Enable double-click to edit a note Initial cursor position: Beginning of notes End of notes
Restore Defaults	○ End of my notes, beginning of others' notes ✓ Accept X Cancel

- 1) You can now click and drag speed buttons to re-order them instead of having to click arrow icons. To remove a speed button, hover over it and click the X icon.
- 2) There's now a single Restore Defaults button that restores personalized speed buttons to the default buttons defined in your profile. To revert only a personalized caption for a speed button, click the double arrow icon next to the caption.

All of the settings on the HPI Personalization window now appear together. You can personalize speed buttons for specific chief complaints and speed buttons for any chief complaint similar to how you personalize speed buttons for other types of notes.

NoteWriter 🏾 🔁 🖻 🗶 Clear HPI			🕀 🖸 🕐 🖉						
HPI ROS Physical Exam ED Pre-Sedation Note Proceed	dures MDM Coding	Provider Advice/Communicati	ion						
Narrative									
☆ 🗩 🥸 📽 🔐 🕂 Insert SmartText 着 🗢 ⇒ 🛼		nch icon in the HPI N ne HPI Personalizatio							
Forms									
Y Patient Info									
History provided by 🗋 patient relative	EMS personne	el friend	nursing home						



HPI Pers	onalization ×
Buttons for Specific Chief Complaint	Buttons for Any Chief Complaint *
Chief Complaint + Add	SmartPhrase + Add SmartText + Add
Abdominal Pain	
Abdominal Pain	HPI Layout at Startup *
SmartPhrase + Add ED HPI + Add	Remember how I left things Other handless
	 Show both panes Only show the Narrative pane
	⊖ Only show the Forms pane
I I Restore Defaults C Refresh SmartPhrases	✓ <u>A</u> ccept X <u>C</u> ancel

SECURE CHAT

1. More Prominent Secure Chat Push Notifications in Hyperspace

A larger, more prominent notification now appears in the bottom right corner of the Hyperspace screen when you receive a new chat message. You can click "Open Chat" to read and reply immediately, or close the notification. You can also click and drag to move the notification anywhere on the screen, and the system will remember your preference.



If you receive a Secure Chat message while working in Hyperspace, message details are hidden for privacy, so you can click the "Show message details" hyperlink to see the message text right in the notification.





2. Quickly Start a Chat Conversation with a Patient's Treatment Team

Links to Secure Chat now appear in reports where treatment team information appears (e.g. This Visit). You can click the "Chat with All" link to start a chat with the patient's current treatment team, or click the text bubble icon \square next to a single provider to quickly start a chat with them.

뗾 Treatment Team)			Chat with All
Provider Van , Jenae, MD Delucia, Dale, RN 🖓	ED Prov No No	Provider Team — JNH Team 돠	From 12/03/18 1731	то — —
Voorhis, Amanda Draheim, Nan	No No	RTD Pink Team RTD Pink Team	11/26/18 1644 11/26/18 1644	_

MOBILE APPS

1. Start Your ED Provider Note on the Go with My Note in Haiku

You can now get started on the ED provider note from the My Note activity in Haiku.

After the note is opened from your workstation, it will appear as a read-only report in Haiku. This report will show all the information entered in the note from Haiku and Hyperspace.

