Tracking a patient throughout the facility is completed in Capacity Management. When patients need to relocate, the provider places an order. However, nursing staff can place a manual request if the patient needs to change rooms on the same unit.

Admission Transfer Request

When the patient has qualified for admission, the provider places the order. The order notifies the Bed Manager to assign an appropriate bed and the patient is then taken to their next location.

STEP 1:   Provider places an order.

- NL MCH will use a Patient Status Order.
- All other MOs will use an Admission Order.

STEP 2:   Sending nursing staff can enter Comments as needed to assist the Bed Manager with appropriate room assignment.

- For example, if the patient will need surgery prior to admission, ED staff can enter "To OR first" to alert the Bed Manager to assign a surgical services bed.

STEP 3:   Receiving nursing staff will Complete the Transfer when the patient arrives.
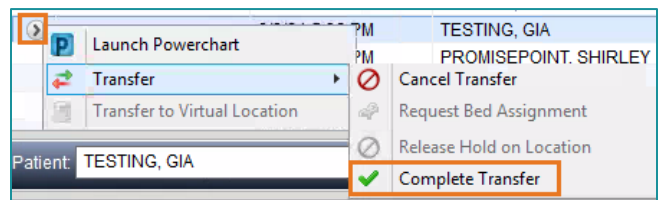

Manual Transfer Request

Occasionally, patients will need to be moved to a different room on the same unit. Staff will manually place the request, move the patient, and complete the transfer.

STEP 1:   Highlight the patient's room to activate the Action buttons.

STEP 2:   Select Transfer and enter any attributes that are pertinent to the move.

STEP 3:   Enter a Comment on the Transfer List to alert the Bed Manager of the new destination.
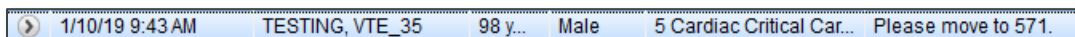

- If the patient is going to the Operating Room with the intent of returning postoperatively, follow the Held Bed workflow.

NOTE: **The Bed Manager will assign the new location, which will appear in the Destination column on the Transfer List gadget. Once this appears, the staff on the unit will complete the transfer.**

STEP 4:   Click the drop down to the left of the patient's name on the Transfer List →Transfer→ Complete
Transfer.

- ▪ This will create a task on the Custodial Services List to clean the first room and the patient will now appear in the new room.
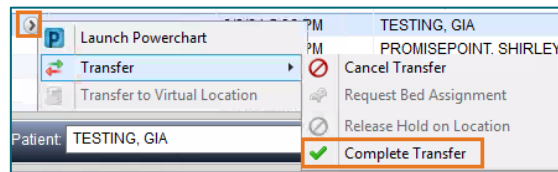
Transfer/Change Level of Care Request

During the patient's stay, a change in condition may require a different level of care.

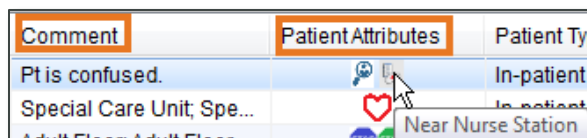STEP 1:   Place an order.

- MCH providers place a PSO Change Level of Care order.

- All other MO providers place a Transfer Level of Care order.
  - ▪ If the patient will transition to a Swing or Hospice status, the provider will place the Discharge order on the Acute FIN and an Admission/Patient Status Order on the new FIN.

STEP 2:   The Bed Manager assigns an appropriate bed and staff will complete the handoff before
transferring the patient.

STEP 3:   Upon arrival to the new destination, receiving staff will complete the transfer.
- ▪ This will show the patient as Occupying the new bed. The first bed will automatically be placed in a Dirty status and create an EVS task.

NOTE: **Comments and Patient Attributes can be manually added to provide information to the Bed Manager. This will allow for the most appropriate bed to be located.**