Northern Light Health

From the Office of Clinical Informatics

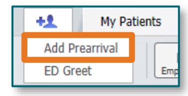
Cerner Millennium
Pre-Arrival Process

January 28, 2021

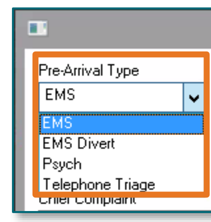
Pre-Arrival is used within FirstNet to capture information as it is received from EMS, Primary Care, or other facilities referring to the Emergency Department.
This process captures information, reserves the bed until the patient arrives, archives information in Clinical Notes for the patient, and has reporting capabilities.

Pre-Arrival Process

➢ **Creating a Pre-Arrival Form**



STEP 1: Upon receiving the call from a referring location or EMS click the **Add Prearrival** icon from ED LaunchPoint.

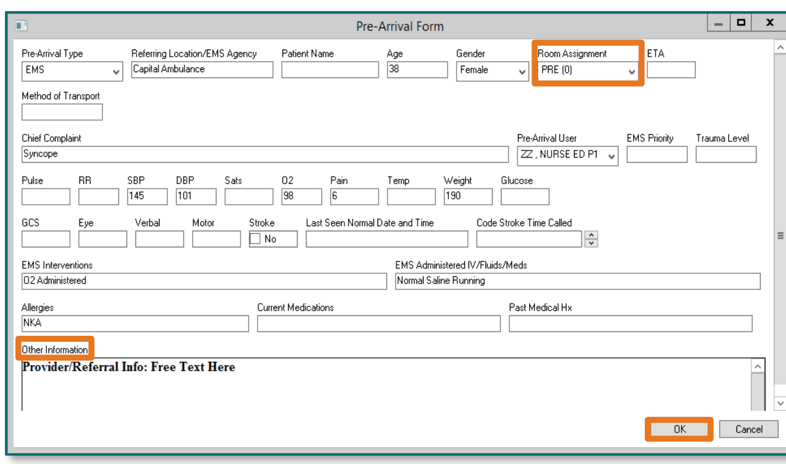


STEP 2: In the window that opens, select the **Pre-Arrival Type**, as this controls the questions asked.

- **EMS** – Information taken from the ambulance service bringing the patient in.
- **EMS Divert** – Information taken from EMS diverted by the hospital. You can run the Cancelled Pre-Arrival report to view a record of all ambulances that were diverted.
- **Psych** – This form can be used when a psychiatric facility is sending a patient to the Emergency Department with a medical complaint to capture pertinent questions relevant to the care of the patient.
- **Telephone Triage** – Telephone notification that the patient is coming to the department. This could be by the patient or a referring provider.

STEP 3: The **Room Assignment** field is used to select the room on your board to be blocked.

- If the room is unknown, the PRE can be used to place the Pre-Arrival until the room assignment can be made.



STEP 4: Then work on completing any fields in yellow. These are required fields.

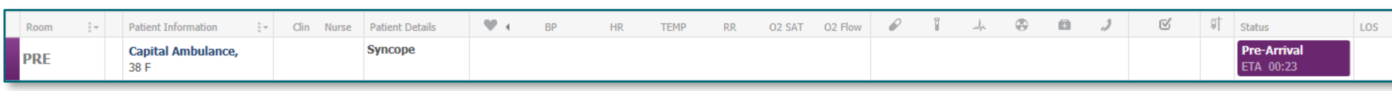
- All areas are free text and accept alphanumeric text.
- Record as much data as possible, as provided by the caller.
- Use the **Other Information** section to document any narratives that might be appropriate.

NOTE: **Vital signs, allergies, and other data entered in the fields will not transfer onto the Flowsheets; all data remains part of this document only.**

STEP 5: Click **OK** to save the record. You will be returned to **ED LaunchPoint** and your screen will automatically refresh.

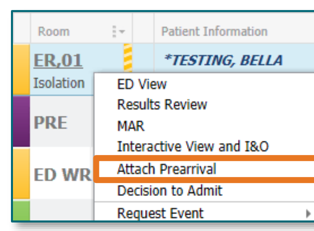
STEP 6: The purple entry serves to block the bed. Clicking in the **Patient Information** area will re-open the **Pre-Arrival Form** for modification.

- You cannot add or remove events, assign a provider, or place orders on this entry.
- This entry will be saved to the registered encounter upon patient arrival, at which point, usual processes will be available.



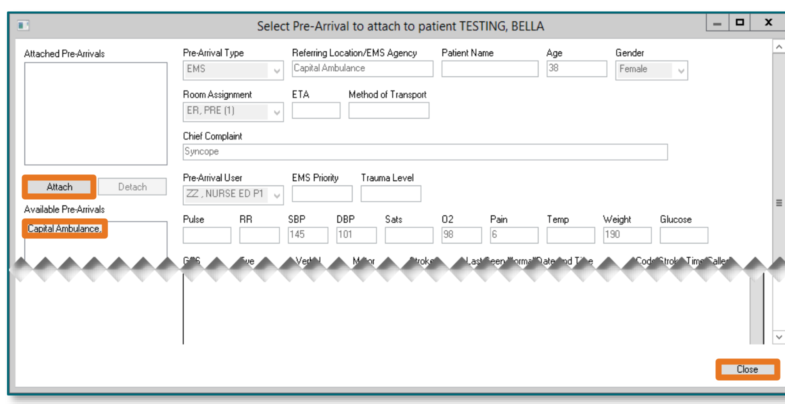
- While in the pre-arrival status, you can click the bed to switch the assignment as needed.

➢ Attaching a Pre-Arrival Form to the Chart



STEP 1: When the patient arrives, they complete the registration process, which adds them to the ED board. You can then move the patient to the reserved bed and attach the Pre-Arrival form. Right-click the patient's row and select **Attach Prearrival**.

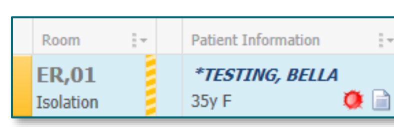
STEP 2: Select the form for the patient from **Available Pre-Arrivals.** Verify the information presented in the viewing pane is correct. Click **Attach.** The form will move under the **Attached Pre-Arrivals** section.



NOTE: **If done in error, you may click Detach to remove the association. If detached, there will be no evidence in the patient record of the Pre-Arrival form.**

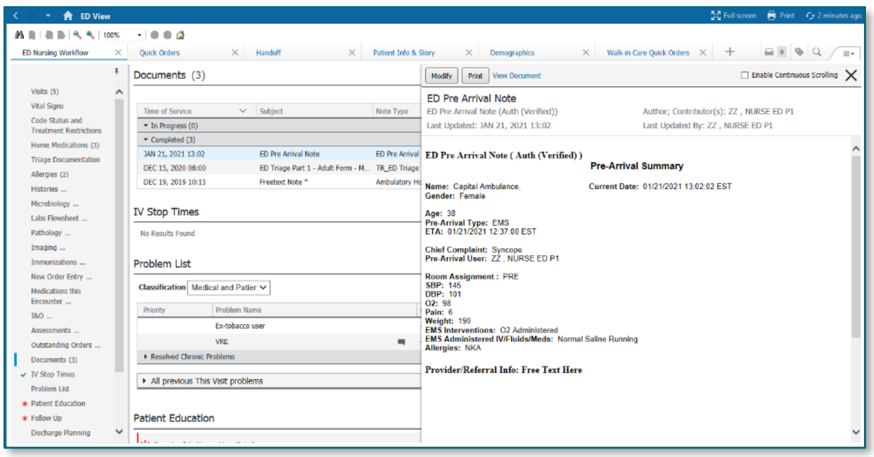
STEP 3: Click **Close** to complete.

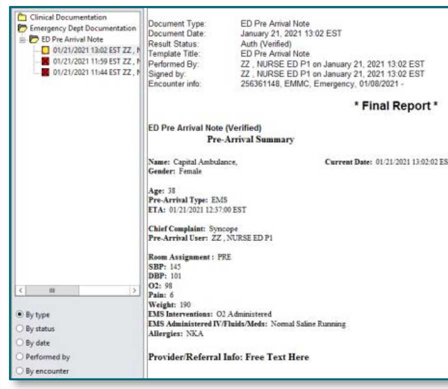
STEP 4: The board will update to show a document icon in the **Patient Information** column, under the patient's name and will indicate that a **Pre-Arrival Form** is associated to the patient.

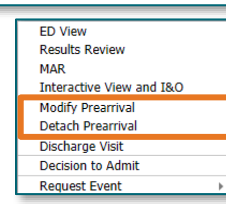


- The documentation can be found in the patient's chart within the **Documents** component in the MPage, as well as **Notes.**

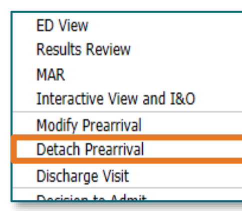
- **Documents Component on Workflow MPage**
  - Ensure your filter is set to show Nursing Documentation and locate the ED Pre-Arrival Note.
    - **Notes**
      - Navigate to **Notes** within the dark side menu to locate **Emergency Dept Documents** folder and then **ED Pre-Arrival Note** folder.







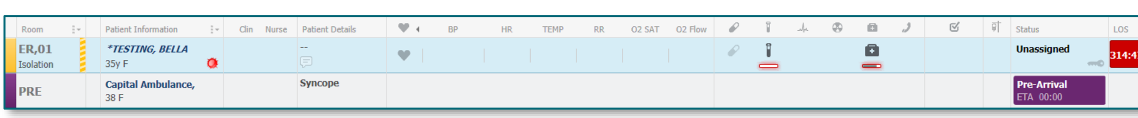
NOTE: Once a Pre-Arrival Form is attached, the Pre-Arrival Actions in the right-click menu will update. The option to Modify or Detach Prearrival will be available.



- **Detaching a Pre-Arrival Form**
  - If attached to the wrong patient in error, the Pre-Arrival Form will have to be detached.

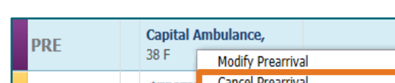
STEP 1: Right-click in the patient information box in **ED LaunchPoint** and choose **Detach Prearrival**.

STEP 2: The **Pre-Arrival Form** will detach itself from the patient and show in its own space on the **ED LaunchPoint** Board.



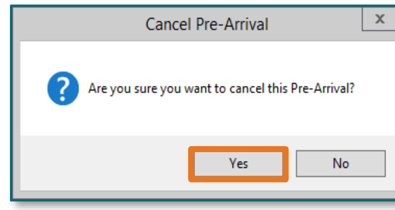
STEP 3: The form can now be attached to the correct patient or cancelled as appropriate.

- **Cancelling a Pre-Arrival Form**
  - If **Pre-Arrival** data is captured and the patient doesn't arrive at the Emergency Department (taken to different hospital per patient request, patient not following PCP orders to go to the Emergency Department, etc.) use the following process to remove the form from the board.



STEP 1: Right-click the ED **LaunchPoint** purple **Pre-Arrival** row and choose **Cancel Prearrival**.

STEP 2: The Cancel Pre-Arrival warning will appear, select **Yes**.



STEP 3: The entry will be removed from the board.

- Cancelled Pre-Arrival forms are reportable.

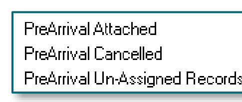
Pre-Arrival Reports

Any of the following reports can be run using the steps outlined below.

- **PreArrival Attached**
  - All forms created and associated to a patient chart.
- **PreArrival Cancelled**
  - All forms the **Cancel Pre-Arrival** action was performed on.
- **PreArrival Un-Assigned Records**
  - All forms not been assigned to a patient chart.

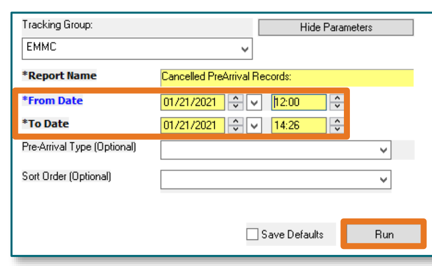
NOTE: **The unassigned records report should be run by the charge nurse at change of shift to make sure the Pre-Arrival forms are not blocking ED beds.**

STEP 1: From **Enhanced Tracking**, click the **Discern Reports** button.



- Select the report you would like to run based on the descriptions above.

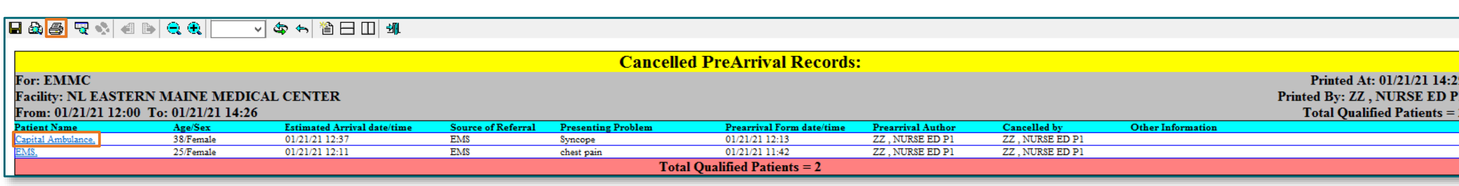
STEP 2: Set the **From Date** and the **To Date**.



- Each report filter has the same general layout.
- You may set additional filters and sort orders using the drop down if desired.

STEP 3: Click **Run**.

- The report generated is printable if necessary.
- Each record returned also hyperlinks to the Pre-Arrival Form that caused the entry on the report.



Cancelled PreArrival Records:

For: EMMC
Facility: NL EASTERN MAINE MEDICAL CENTER
From: 01/21/21 12:00 To: 01/21/21 14:26

Printed At: 01/21/21 14:29
Printed By: ZZ , NURSE ED P1
Total Qualified Patients = 2

Patient Name	Age/Sex	Estimated Arrival date/time	Source of Referral	Presenting Problem	Prearrival Form date/time	Prearrival Author	Cancelled by	Other Information
Capital Ambulance,	38/Female	01/21/21 12:37	EMS	Syncope	01/21/21 12:13	ZZ , NURSE ED P1	ZZ , NURSE ED P1	
EMS,	25/Female	01/21/21 12:11	EMS	chest pain	01/21/21 11:42	ZZ , NURSE ED P1	ZZ , NURSE ED P1	

Total Qualified Patients = 2