Northern Light Health

From the Office of Clinical Informatics

CareAware Transfer Center Overview

May 6, 2022

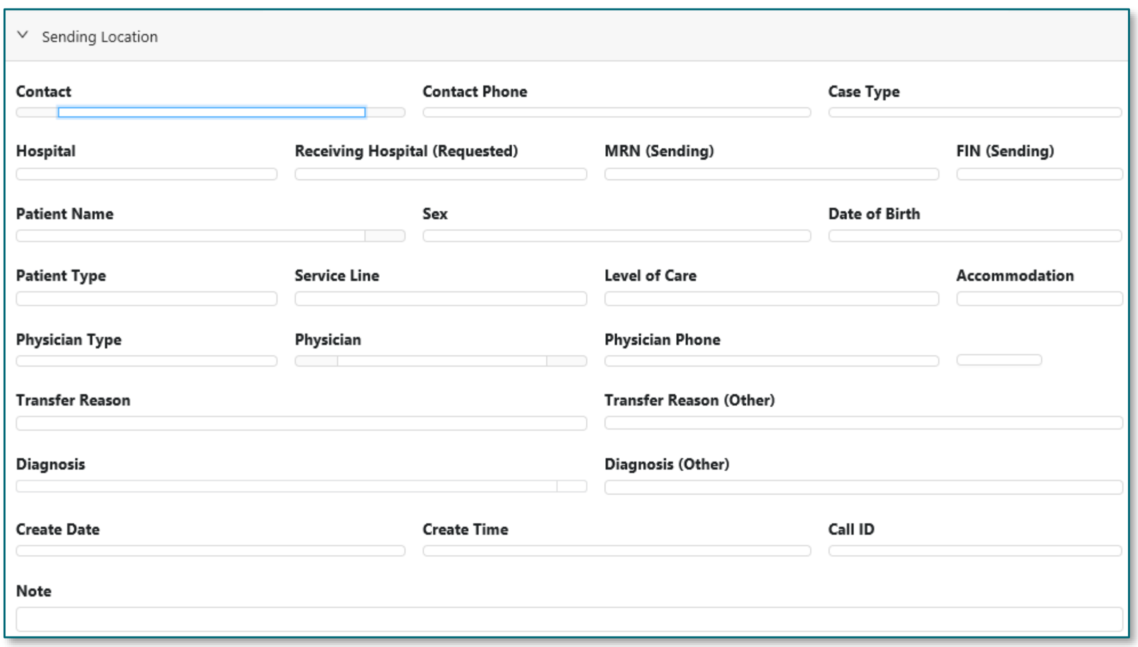
The CareAware Transfer Center Solution is a Cerner application for documenting communication between providers and facilitating the transfer of a patient from one facility to another.

Case Details

Providers from various facilities will contact the Transfer Center to connect with an appropriate provider to discuss patient care. The information is documented outside of PowerChart due to not having an active encounter at NL EMMC at the time of the call. Transfer Center staff will **Create a New Case** and document in each of the four sections as conversations occur.

➢ **Sending Location**

Transfer Center staff can only process transfer requests made by a provider. The Contact Name and Phone can be left blank. The **Create Date** and **Create Time** will auto populate based on when the **Create New Case** button was selected.



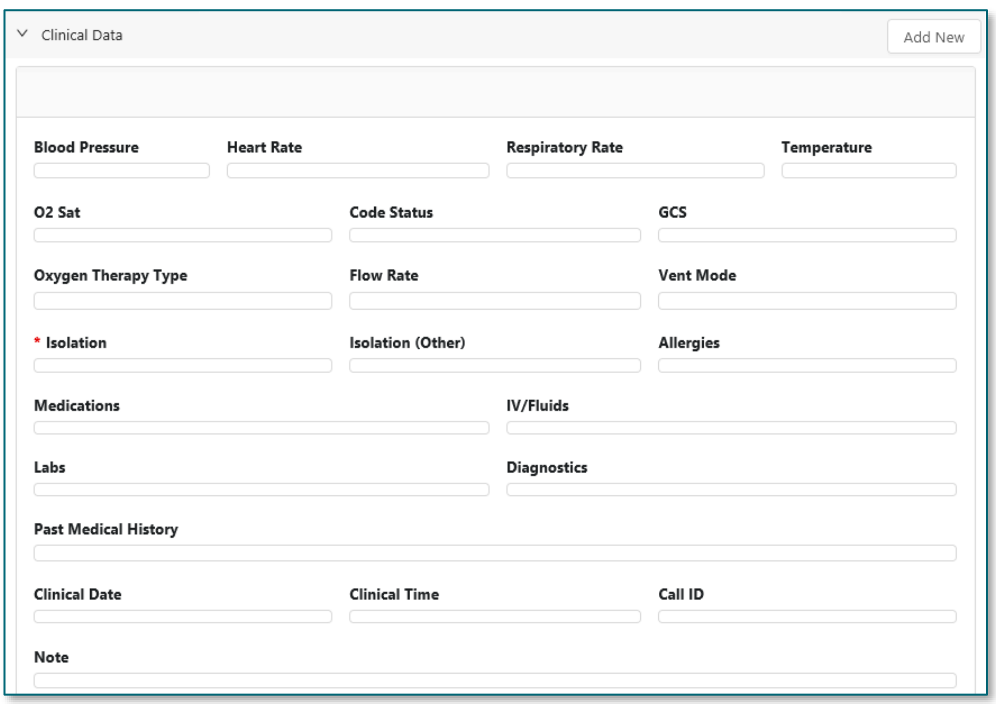
- **Case Type**: This will default to **Transfer Request**. Staff can update to an appropriate distinction by selecting an option from the drop down
- **Hospital**: the sending facility can be selected from the drop-down options
- **Receiving Hospital (Requested)**: Select the receiving hospital from the drop-down options.
- **Patient Name**: Type in the name and click the magnifying class icon to search the Millennium database for existing patients.

- If the identified patient is not found on the list, click **Add New Patient,** and enter the required details. Once the user clicks OK, the patient will populate the list for selection.

- **Physician Type, Physician, and Physician Phone**: Enter the information pertaining to the sending provider.
- **Transfer Reason**: This is a multi-select field. Users can select reasons from the drop-down list. If the reason is not seen, the **Transfer Reason (Other)** field will accommodate free text details.
- **Diagnosis**: This is a multi-select field. Users can select from the drop-down options. If the reason for visit is not seen in the list, free text information can be added to the **Diagnosis (Other)** field.
- **Prox Hosp Non-Accommodation Reason**: If the closest NLH member organization is unavailable to accommodate the patient, select an indicating reason from the drop down.
- **Prox Receiving Hospital Options**: Select the closest NLH member organization to the patient.

➢ **Clinical Data**

Staff will click the **Add New** button to open the section for documentation. This will automatically populate the Clinical Date and Time at the bottom of the section as well as in the header when the details are saved.

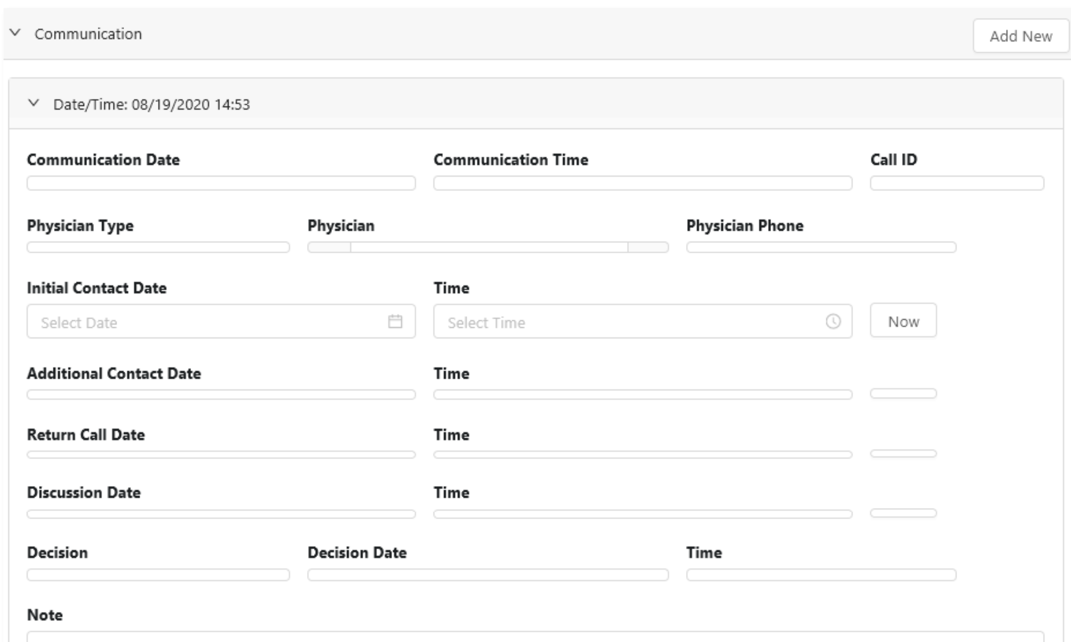


- **Vital Signs**: Information as relayed by the sending provider can be entered into the appropriate field
- **Code Status**: A selection can be made from the drop-down list.
- **Isolation Precautions**: This is the only required field and an appropriate response can be selected from the drop-down list.

- **Allergies, Medications, IV/Fluids, Labs, Diagnostics, and Past Medical History**: These are all free text windows for staff to enter information as provided.
- **Clinical Needs:** Free text field to indicate patient clinical needs for transport to assist with handoff. (i.e., needs ERCP, needs catherization, etc.)
- **Note**: This is a free text window to document any additional details shared by sending provider.

➢ **Communication**

The **Communication Date** and **Communication Time** will auto populate when the **Add New** button is clicked to open the section.

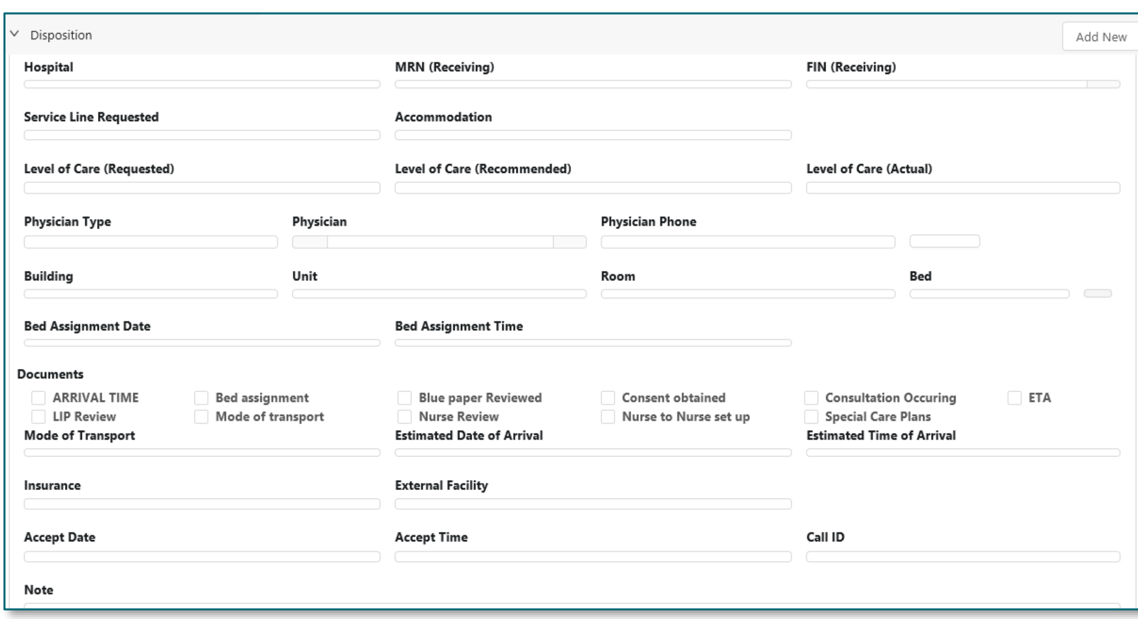


- **Provider Type, Name and Phone**: Enter the information pertaining to the provider who will be paged to connect with the sending provider for case discussion.
- **Initial Contact Date and Time**: Staff can select the **Now** button or click in the window to adjust for an accurate reflection of the time the provider was paged.
  - *Additional Contact Date and Time*: This section can be used if the provider has not called back and a second attempt is made.
- **Return Contact Date and Time:** Staff can click the **Now** button or click in the window to adjust for an accurate reflection of the time the provider returned the page.
  - *Discussion Date and Time*: There is also a **Now** button for this section or staff can manually enter.

- **Decision**: Staff can select an option from the drop-down list. This will automatically open the **Disposition** section for additional information to be entered.
- **Note**: This section is used to document the provider to provider discussion.

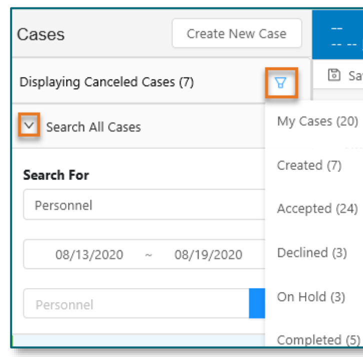
➢ **Disposition**

- **Receiving Facility**: Staff will enter the facility to which the patient will be transferred.
- **Service Line of Accepting Provider**: This drop-down list will provide options for staff to select the medical service of the accepting provider.
- **Level of Care**: The sending facility may *Request* a particular level of care, but the receiving facility *Recommends* a different level. The *Actual* Level provided can also be documented.
- **FIN (Receiving)**: Once the patient has been accepted, Transfer Center staff will create a PreAdmit Encounter in Capacity Management. This will provide the FIN needed to enter into the Disposition section for the Patient to be Associated. The association will allow for the Bed Assignment to flow to the Transfer Center Solution.
- **Mode of Transport**: Staff will select an option from the drop down on how the patient will be transported to the receiving facility.
- **Estimated Date and Time of Arrival**: This estimation will accommodate for arrangements and travel time. Staff can also enter in a planned time of arrival.
- **Priority**:



Additional Features of CareAware Transfer Center

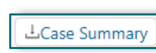
- **Save:** Used to protect the entered data from disappearing.
- **Hold:** Used when the case needs follow up.
- **Delete:** Used to remove a case entered on an incorrect patient or is a duplicate entry.
- **Sign:** Used to Complete the case.
- **Comment:** Used as communication between Transfer Center staff.
- **Flag:** Used to mark for chart review or as a Priority transfer.
- **Summary:** Used to display case details in a readable format.
- **Filter:** Click the filter icon to select a specific Case Status.
    - The **My Cases** filter can be expanded when selected to choose additional options.
- **Search:** Expand the window and update the **Search For** criteria **and Date Range** as needed and enter the known information to display a list of options. Clear the search when done.



Print Case Summary

STEP 1: To print the case summary, open the case and select the **Summary** button.

STEP 2: From the summary page, select **Case Summary**.



STEP 3: The case summary can be found within Downloads of your computer. Open the PDF to print or save the summary.