Northern Light Health | Optum

From the Office of Health Informatics

CareAware Transfer Center Case Details Review

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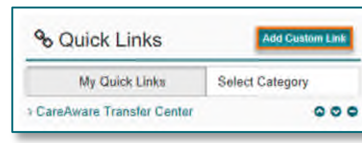
Transfer Center using CareAware Transfer Center Solution to document Case Details as transfer requests are received. This information can be reviewed by providers and nursing staff involved in the patient's care. Heading

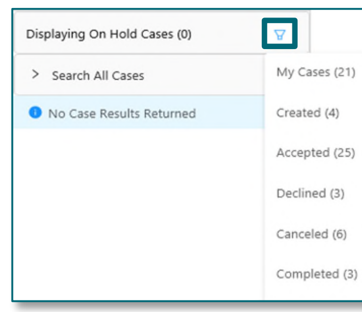
Accessing CareAware Transfer Center

A Custom Link can be added to the QuickLinks section of the user's hompage. The network username and password will be used to open the solution.

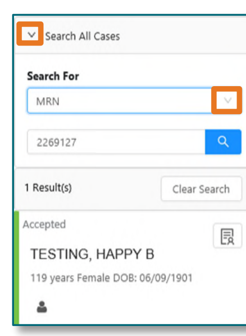


➢ Case Filter

- My Cases: this should show zero cases for all staff except Transfer Center.
- Created: This will show cases that have been entered, but no decision has been determined.
  - This is the most likely place staff will find cases they have received a page.
- Accepted: Cases will populate this filter when the receiving provider has agreed to accept the patient.



- Declined: Patients who do not meet transfer requirements will be located in this filter.
- Canceled: When a case has been presented, but the patient will not complete the transfer, the case details will be found in this filter.
- Completed: Once a case has been signed, it will flow to this filter.
  - Completed cases will stay on the list until purged by the system.
  - No time frame is currently set.



➢ Patient Search

- Expand the window by clicking the dropdown.
- Change search criteria by clicking the **Search For** dropdown.
- Enter the known information.
  - Select the correct patient from the list.

NOTE: **Clear Search when complete to use Case Filters as needed**

- **Patient Summary**
  - With the patient's chart open, click the **Summary** button in top right corner.

    - This will open a readable format of the information that has been documented for staff review. Click **Back to Case Details** when review is complete.