Patients from another facility who have been accepted at a Northern Light Health hospital will be added to Capacity Management for bed assignment. The Integrated Transfer Center staff will use Patient Management Conversations to create the encounter.

Patient Management Conversations

When a patient has been accepted at a NL facility, Integrated Transfer Center Staff will create the new encounter using an option from the **PM Conversation** dropdown on the PreAdmit List gadget.

➢ For **all MOs**, aside from **NL MCH**, use **NLH Preadmission Visit.**

- Search by **Patient Name** and select **Add Encounter.**

- Fill in the required yellow fields.

- Enter **Self Pay XX** as Health Plan.

- Do not print the documents.

- Manually add the **Complete Registration** Patient Attribute.
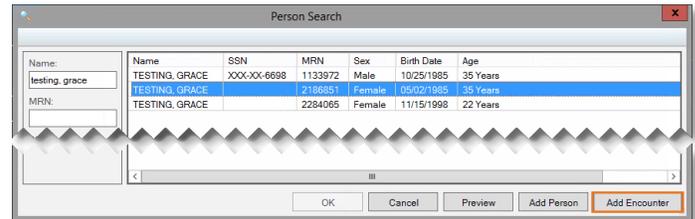
➢ For **NL MCH**, use **PreAdmit.**

- Type in the **Patient Name** and select **Add Encounter.**

- Enter the **Facility Name** and select **OK.**

- Select the **Temporary profile** and select **OK.**
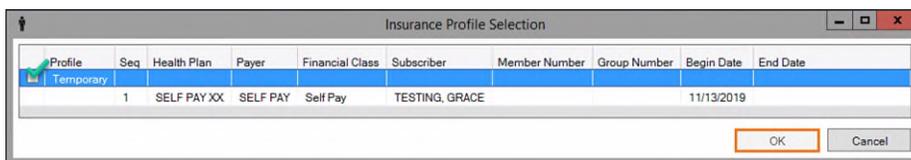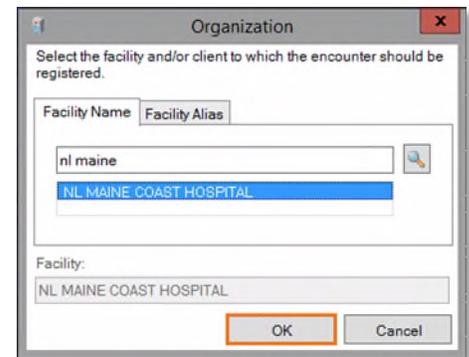
NOTE: The PreReg Status should be Incomplete.

- Complete the yellow required fields, on the **Encounter Information** tab. The **Patient Type** will be **PreAdmit.**
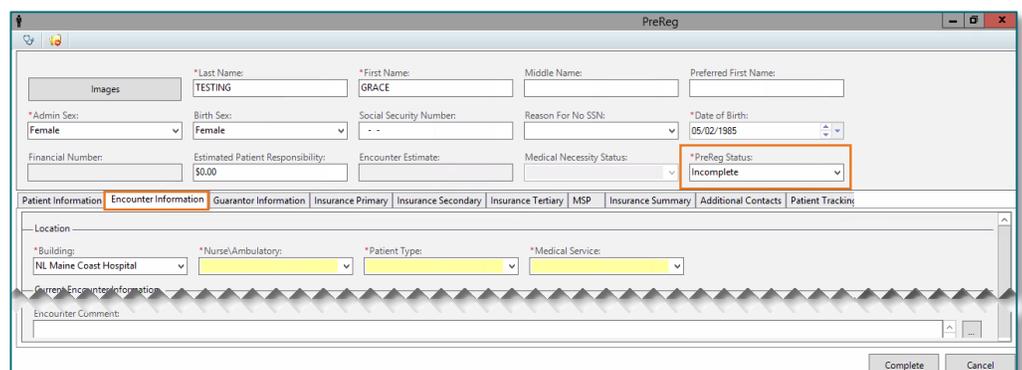
- On the **Insurance Primary** tab, click Search for **Health Plan**.

- If the patient's insurance does not end with an **XX**, it does not need to be modified. To modify, select **Search for Health Plan** and then type **Self Pay** in the window on the **By Plan Name** tab. Select the option **without** XX included.

- Select **Complete** and the FIN will be displayed.

- Select **OK** and the patient will be seen on the PreAdmit List gadget in Capacity Management.

- Registration will receive a printout notifying them to complete the registration fields.
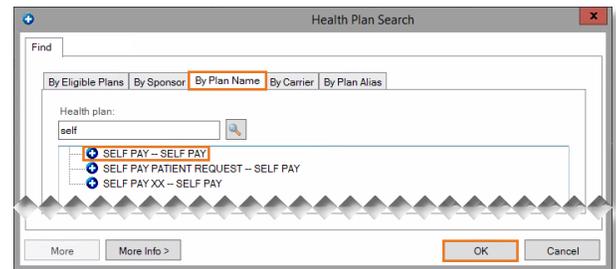
Updating Reservation Destination

If a patient location is unreserved, the patient will appear on PreAdmit List gadgets for multiple facilities. Assigning the destination as a Preadmission for the appropriate facility will ensure patients only display on the list for the accepting facility.

➢ Select the "…" button in the **Destination** column.

➢ Expand the receiving facility's **Outpatient** locations and select **Preadmission**.

- Future selections for Preadmission can be completed by selecting from the **Recent Searches** tab.
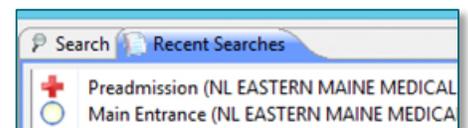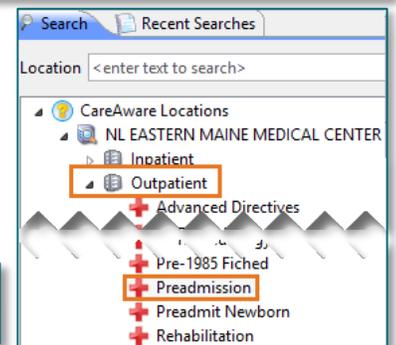
Insurance Summary Tab

Once primary insurance is updated, navigate to the **Insurance Summary** tab to ensure there are no other health plans ending in **XX**. If there are, right-click the insurance and select **Remove Person and Plan**. Do this for all additional insurances ending in **XX**.