

When education is needed for a parent who has been discharged or is no longer a patient, a guest patient can be created to order educational videos for the parent to review.

Creating a Guest Patient

The following workflow begins on the **GetWell Management Console** homepage, accessed [here](#).

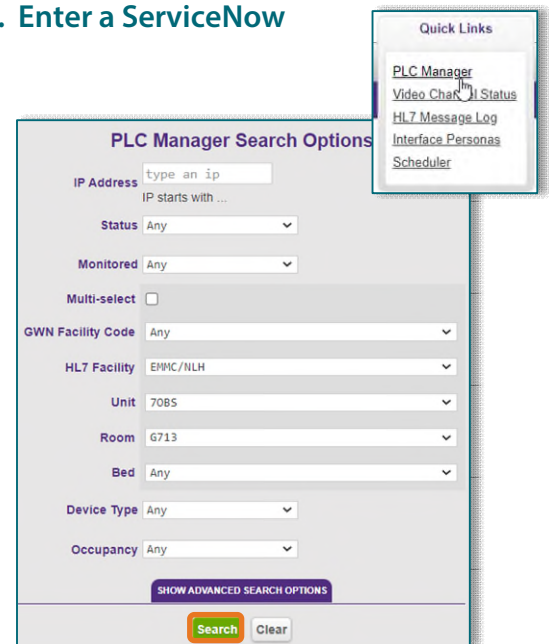
NOTE: Users require access to the **GetWell Management Console**. Enter a **ServiceNow** ticket for access.

STEP 1: From the **Quick Links** menu in the top-right of the screen, select **PLC Manager**.

STEP 2: From the **PLC Manager Search Options**, adjust the filters (Facility, Unit, Room, and Bed) to indicate the exact room where the guest patient is needed.

NOTE: The "Search" button may be hidden under the drop-down list until a specific patient room is selected.

STEP 3: Check the box next to the desired room to admit the guest patient.

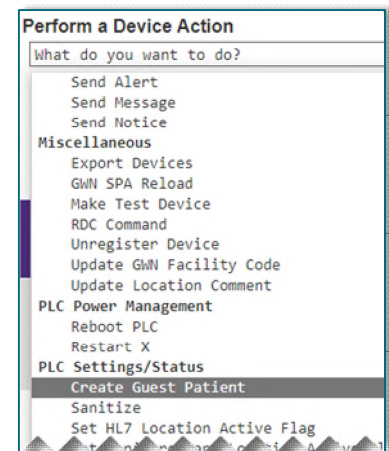


Action	Status	IP Address	User Location	Location Comments	GWN Facility Code	HL7 Location(s)	Patient
<input checked="" type="checkbox"/>	TV Alive 0d 10h 13m	10.22.119.76 102MXGLBH727 b4:b2:91:30:0e:e7	NLH-NLEM- 7OBS-G713-1		NLEM	NLH - 7OBS - G713 - 01	

STEP 4: Use the **Perform a Device Action** drop-down menu to select **Create a Guest Patient**.

- Optional: Users can enter the parent's/caregiver's name in the **First Name** field to display on the TV.

STEP 5: Select **Perform** and a new guest patient is created for the desired room. The TV will restart automatically and the TV will display as if a new admit has arrived in the room.

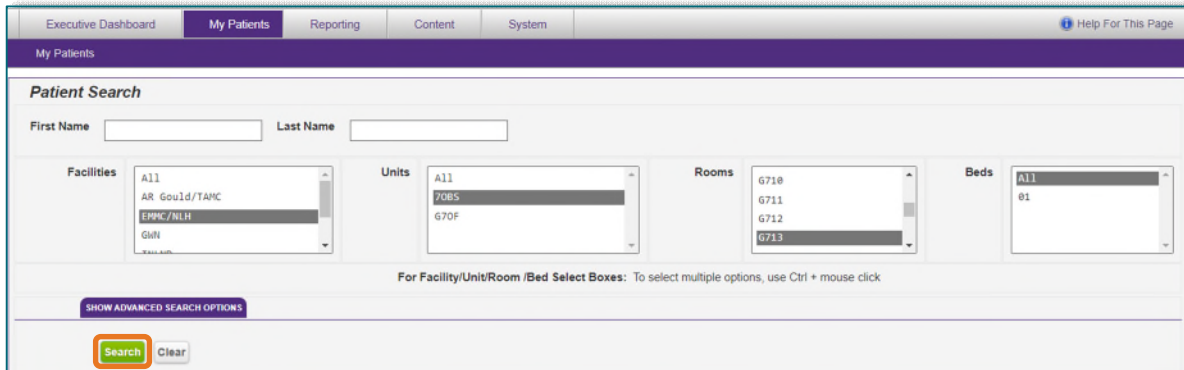


Assigning Guest Patients Education

Education for guest patients are assigned through the **Management Console**.

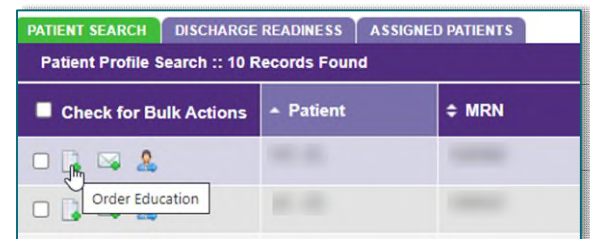
STEP 1: From the **Management Console** homepage, select the **My Patients** tab.

STEP 2: Enter parameters such as facility, unit, room, and/or bed to find the guest patient's room and select **Search**.

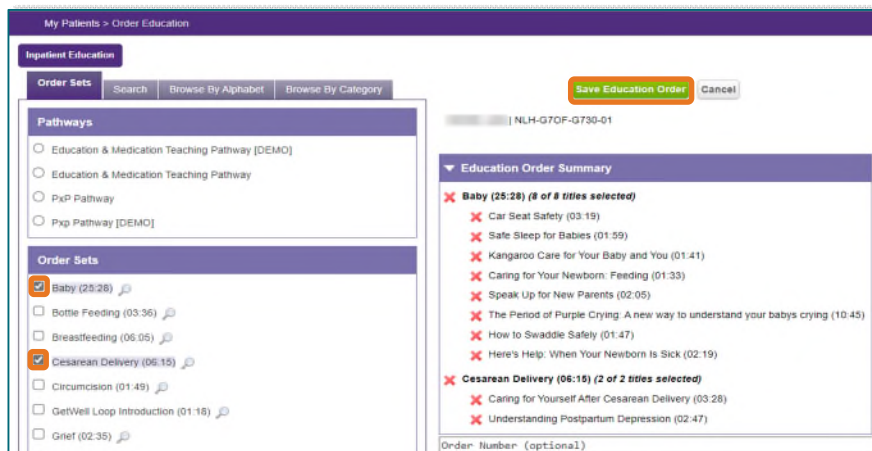


STEP 3: Locate the guest patient and select the **Order Education** icon next to the patient's name.

STEP 4: The **Inpatient Education** screen displays. Users can assign order-sets of videos, search for specific titles, or browse through education. Once the desired education has been found, check the box next to the title.



STEP 5: Once all titles have been added for assignment, select **Save Education Order**. The saved education assigns the videos to the guest patient's TV for viewing.



IMPORTANT: Utilizing guest patients requires the nurse to manually enter the education order and completion of the education into the baby's chart. Guest patient data is not automatically transmitted to a patient chart and requires manual documentation.