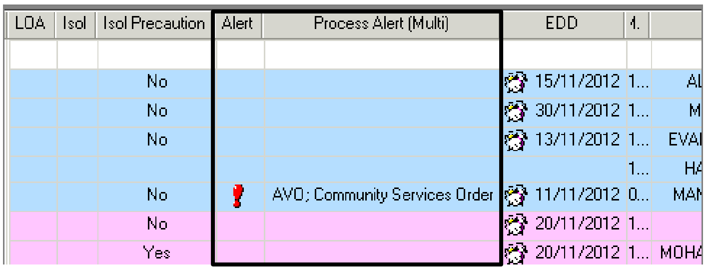
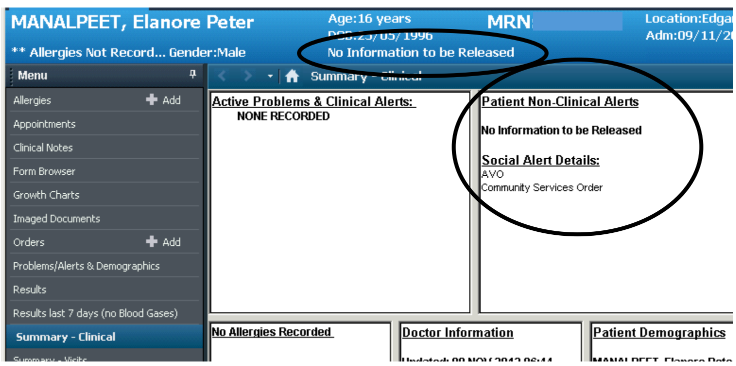
Entering Alerts in Patient Management

When completing patient details in Patient Management, there are two types of alerts:

1. **Patient Alert:**	**Definition of patient alert**: an alert that provides hospital staff with specific instruction regarding restrictions on patient contact or sensitivity of information whilst the patient is admitted on the ward. In Patient Management, patient alerts have been summarised as: • All Calls to Public Relations • Immediate Family Only • Limited Visitors • No Calls to Bedside • No Information to be Released • No Visitors • Refer to Nurse in Charge
2. **Social Alert:**	**Definition of social alert:** an alert involving the care and wellbeing of the patient, requiring medico legal follow-up and management In Patient Management, social alerts have been summarised as: • AVO • Bail Conditions • Community Services Order • Family Court Order • Guardianship

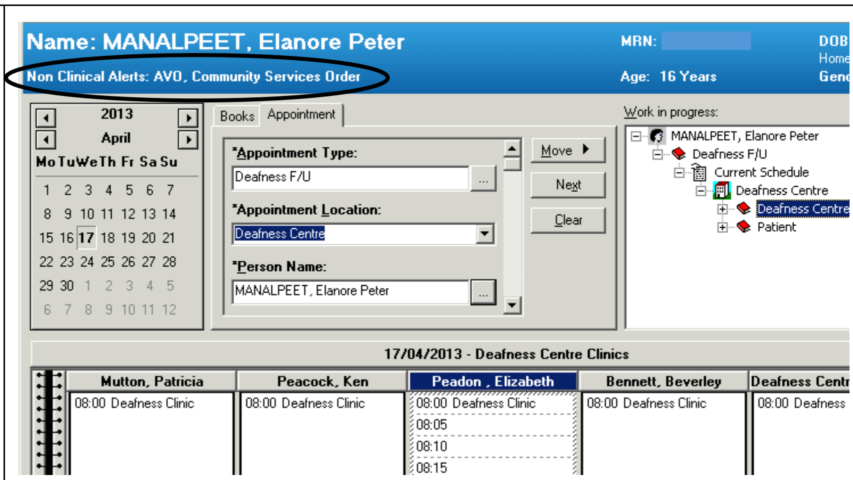
Who sees the alert?

Entering an Alert will enable it to be viewed by staff in a number of applications:

1. **The Bedboard** – viewed by nursing and admin staff. The **patient alert** appears in the **Alert** column, represented as a red exclamation mark. The **social alert**/s appear in the **Process Alert (Multi)** column, next to the patient alert.	
2. **PowerChart** – viewed by all clinical staff. The **patient alert** appears in the demographic bar at the top of the patient's chart. It also appears on the Clinical Summary. The **social alert** appears on the Clinical Summary.	

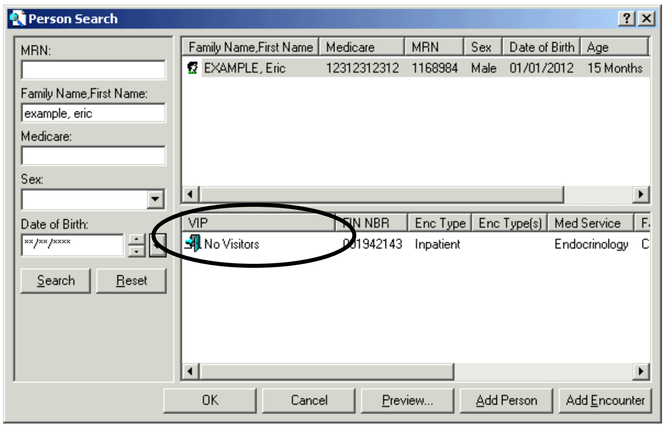
3. **Scheduling Appointment Book**– viewed by clinical and admin staff.

The **social alert/s** appear in the patient's demographic bar.



4. **Patient Search** window - viewed by clinical and admin staff.

The **patient alert** appears in the search results.



How alerts are saved

Patient Alert (saved to the encounter)

The patient alert is recorded and saved with the patient's encounter. This means the alert is only valid for the patient's current encounter at the hospital. When the next encounter is created for the patient, any alert from the previous encounter will not appear.

Social Alerts (saved to the person)

The social alert is recorded and saved with the person's details. Once a social alert is added, it will always appear when a new encounter is created. It is therefore important to always view the social alerts for new encounters to assess if they remain valid or require updating.

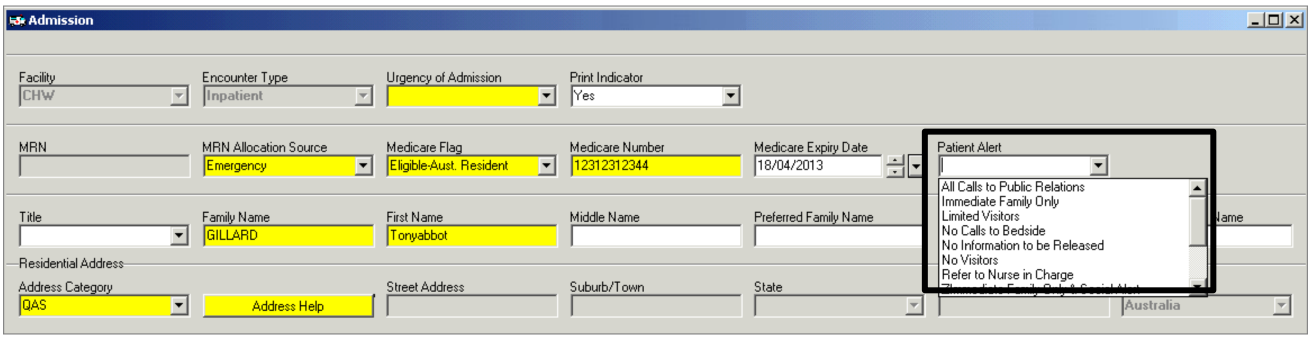
How to record an alert

Recording a patient alert

The patient alert can be recorded at the point of admission, or afterwards through the **Modify Encounter** conversation.

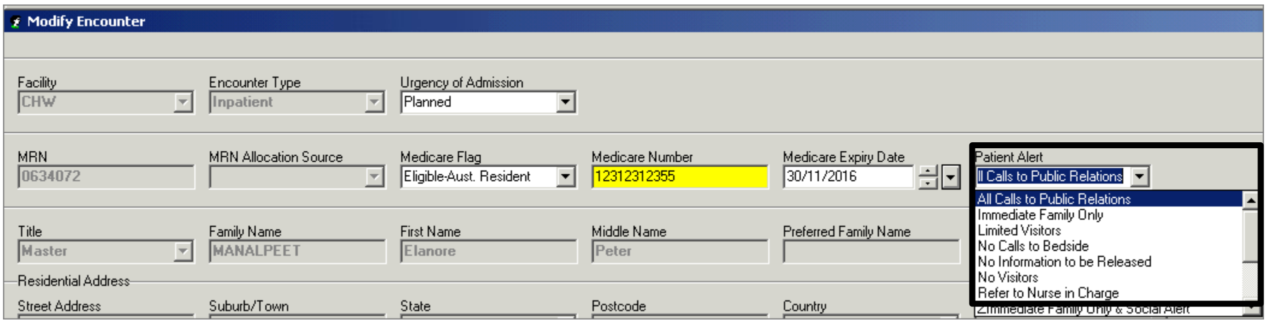
Recording a patient alert during admission

- In the **Admission** conversation window, select the relevant alert from the **Patient Alert** drop-down menu.



Recording a patient alert after a patient encounter had been created

- Right-click on the patient on the bedboard, select **Conversation**, then **Modify Encounter**.
  or
  Double-click on the **Modify Encounter** conversation and search for the patient.
- In the **Modify Encounter** conversation window, select the relevant alert from the **Patient Alert** drop-down menu



Recording a social alert (notification)

Due to the medico legal implications, there is a specific process that must be followed when entering social alerts into the patient's record.

A staff member is notified that a social alert needs to be placed in Patient Management either verbally or in writing (this could be during or after admission).

These are the three things you must do in Patient Management

☑ 1. The staff member enters a **Notification** of the social alert into Patient Management.

☑ 2. The staff member completes the 'Adding or Modifying Social Alert onto Patient Management" intranet form.
This form is electronically distributed to the Medical Records Department and medico legal team, Child Protection Unit, CHW Switch, and Security.

☑ 3. The staff member sends any copies of documentation supporting the social alert to the Medical Records Department.

Medico legal staff will review the alert request and any documentation which has been provided. They will change/alter the alert status in Patient Management as required. They will follow up any documentation which has not been provided. If proven to be a valid alert, all related documentation will be scanned into the patient's record.

The Medical Records Department will run regular reports which will allow them to remove alerts which have expired or update expiry dates.

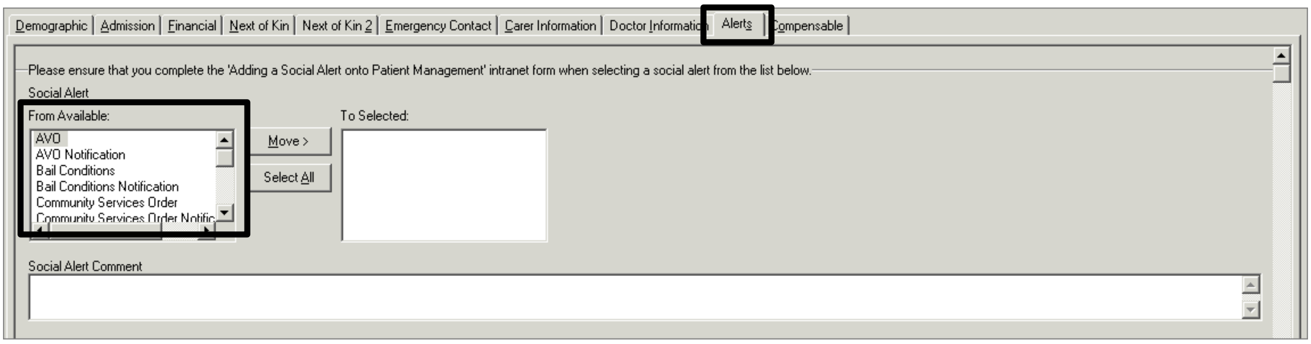
A notification for a social alert can be recorded at the point of admission, or afterwards through the Modify Person Details conversation.

There are **five** social alert notifications that can be recorded into the patient's record. The status of 'notification' is removed by staff in the Medical Records Department after they have assessed the notification request.

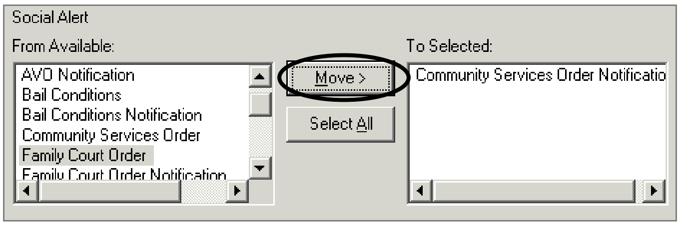
- AVO Notification
- Bail Conditions Notification
- Community Services Order Notification
- Family Court Order Notification
- Guardianship Notification

Recording a social alert notification during admission

- In the **Admission** conversation window, click on the **Alerts** tab.



- In the **From Available** list, select the relevant alert notification.
  (you must choose alerts which contain the word 'notification' in the description, the remaining alerts in the list are used strictly by Medical Records staff only).
- Click on the **Move** button.
  The alert notification is moved over to the **To Selected** list.

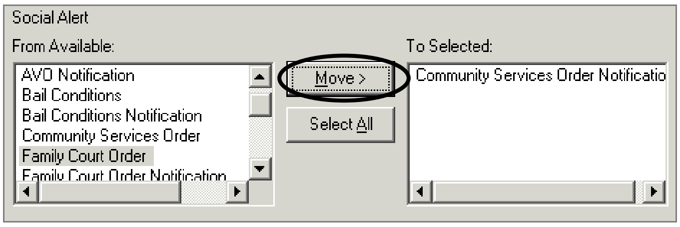


- Repeat the process for any additional alert notifications.
- Complete the *Adding or Modifying a Social Alert onto Patient Management* form found on the intranet **Forms** page (under Medical Records).
- Send any documentation relating to the alert to the Medical Records Department.
- If necessary, enter any comments about the alert in the **Social Alert Comment** field.

Information:	Please note that the use of **Admin Alerts** is currently being reviewed by Medical Records.

Recording a social alert notification after a patient encounter had been created

- Right-click on the patient on the bedboard, select **Conversation**, then **Modify Person Details**.
  or
  Double-click on the **Modify Person Details** conversation and search for the patient.
- In the **Modify Person Details** conversation window, click on the **Alerts** tab.
- In the **From Available** list, select the relevant alert notification
  (you must choose alerts which contain the word 'notification' in the description, the remaining alerts in the list are used strictly by Medical Records staff only).
- Click on the **Move** button.
  The alert notification is moved over to the **To Selected** list.



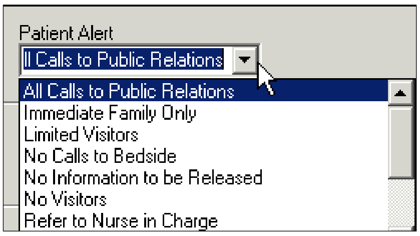
- Repeat the process for any additional alert notifications.
- Complete the *Adding or Modifying a Social Alert onto Patient Management* form found on the intranet **Forms** page (under Medical Records).
- Send any documentation relating to the alert to the Medical Records Department.
- If necessary, enter any comments about the alert in the **Social Alert Comment** field.

How to change an alert

Changing a Patient Alert

Changing the Patient Alert is done through the **Modify Encounter** conversation.

- Right-click on the patient on the bedboard, select **Conversation**, then **Modify Encounter**.
  or
  Double-click on the **Modify Encounter** conversation and search for the patient.
- In the **Modify Encounter** conversation window, select the relevant alert from the **Patient Alert** drop-down menu.



- If the patient alert needs to be removed, click in the Patient Alert field, select the existing alert and press [Delete].

Changing Social Alerts

If an existing social alert needs to be modified or removed, you must notify the Medical Records Department by completing the *Adding or Modifying a Social Alert onto Patient Management* form found on the intranet Forms page (under Medical Records). Again, if you have any documentation supporting the change of the social alert, send this to Medical Records. Medical Records staff will review the request and modify the social alerts for the patient as required.

Opening conversations for patients with existing Social Alerts

- When a patient has a social alert recorded, the next time the Modify Person Details or the Modify Encounter conversation window is opened for that patient, the following message appears:

- Click **OK**.
- The **Alerts** tab is brought to focus.