

Firstnet – Cancel Emergency Encounter

When a patient is registered in Firstnet, an emergency encounter is created. In situations where the system freezes the patient may drop off the Firstnet Tracking Board but still have an “open” emergency encounter.

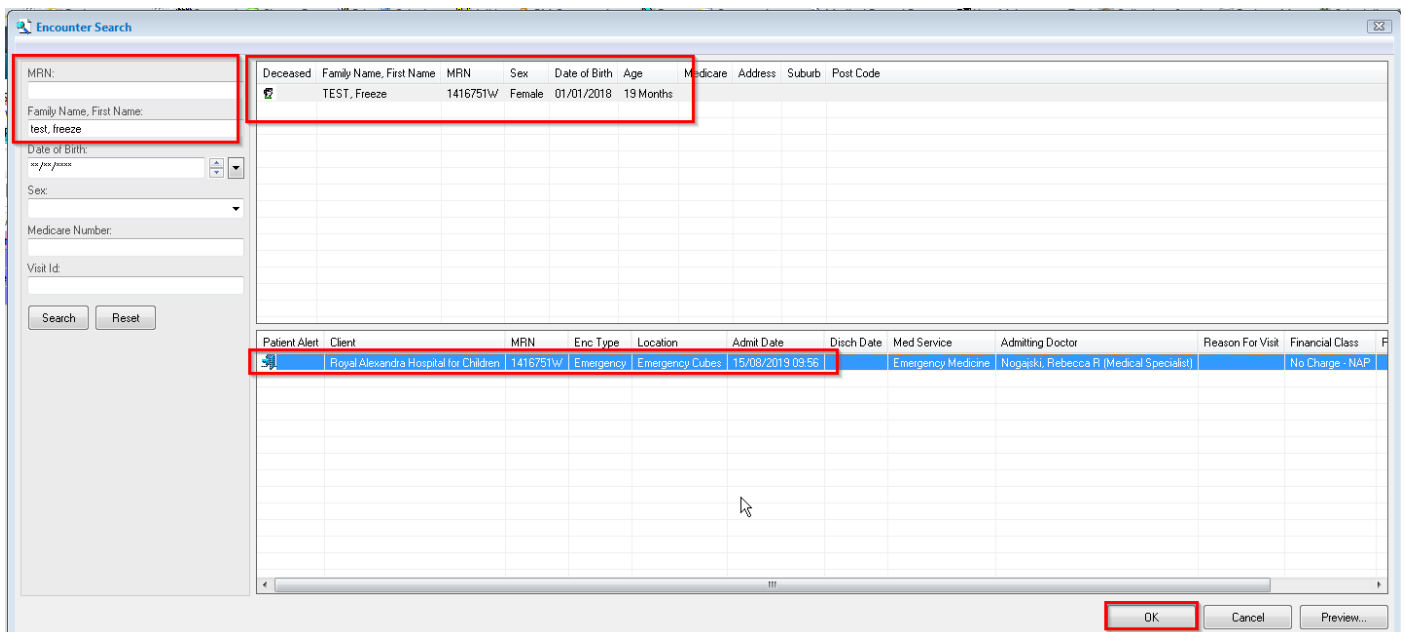
To ensure the patient is back on Firstnet Tracking Board – a “cancel encounter” action needs to be performed on the patient.

To do this:

- While logged into FirstNet click on the magnifying glass icon



- Search for patient by either MRN / Family Name, First name then highlight the patient found and the emergency encounter in the bottom half of the screen and click **OK**

A screenshot of the 'Encounter Search' window. The window is divided into two main sections. The top section is a table with columns: Deceased, Family Name, First Name, MRN, Sex, Date of Birth, Age, Medicare, Address, Suburb, Post Code. A single row is visible with the following data: Deceased (checkbox), Family Name, First Name (TEST, Freeze), MRN (1416751W), Sex (Female), Date of Birth (01/01/2018), Age (19 Months). The bottom section is a table with columns: Patient Alert, Client, MRN, Enc Type, Location, Admit Date, Disch Date, Med Service, Admitting Doctor, Reason For Visit, Financial Class. A single row is visible with the following data: Patient Alert (checkbox), Client (Royal Alexandra Hospital for Children), MRN (1416751W), Enc Type (Emergency), Location (Emergency Cubes), Admit Date (15/08/2019 09:56). Both the search input fields on the left and the first row of the top table are highlighted with red boxes. The 'OK' button at the bottom right is also highlighted with a red box.

- The patient’s chart under that emergency encounter will open

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- Click on **PM conversation** from the main toolbar
- Select **Cancel Encounter**

The screenshot shows the 'PM Conversation' menu open in the software. The menu items are: Add Encounter, Add Person, Modify Person Details, EDD Update, Lifetime Relationships, Modify Person, Request for Admission (eRFA), View Encounter, Cancel Discharge, and Cancel Encounter. The 'Cancel Encounter' option is highlighted with a red box.

- A **Cancel Encounter** reminder pop up message will appear: **Are you sure you want to cancel this Encounter?**
- The Encounter type is in the top left corner for user to double check.
- Click **Yes**

The screenshot shows the 'Cancel Encounter' dialog box. The 'Encounter Type' is set to 'Emergency'. The patient information includes MRN: 1416751W, Family Name: TEST, and First Name: Freeze. The 'Encounter Details' section shows Create Date: 15/08/2019, Create Time: 09:56, Create Personnel ID: 53800250, and Visit Number: 03437520. A confirmation pop-up window is overlaid on the dialog, asking 'Are you sure you want to cancel this Encounter?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted with a red box.

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- **Transaction date/time** and **reason** are already populated.
- Click **OK** to cancel the encounter

- The emergency encounter will be cancelled.
- Go back to **Tracking Board**
- Click on **Quick Reg** to add the patient again

*NOTE: When you search for the patient the second time you will not see that cancelled emergency encounter in the bottom half of the **Person Search** window.*