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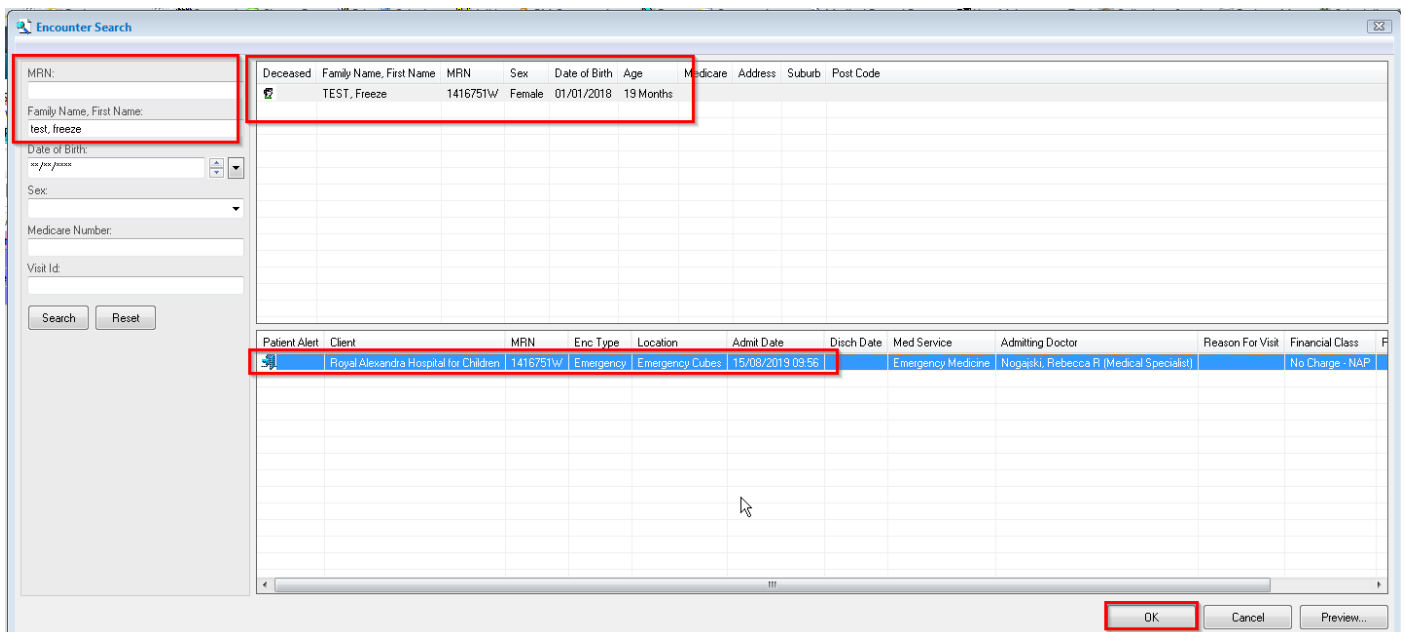
To ensure the patient is back on Firstnet Tracking Board – a "cancel encounter" action needs to be performed on the patient.

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**

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

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

- 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**

- **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.*