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This How To is intended for all inpatient clinicians whose scope includes entering a Referral to a Hospitalist order. As of the week of **Feb 13, 2017** clinical staff will no longer use a Log Books to notify the hospitalist of medical issues that need their attention.

Notifications to Hospitalists of Admissions and Transfers: Physicians will use admission and transfer order sets which include a Referral to Hospitalist order.

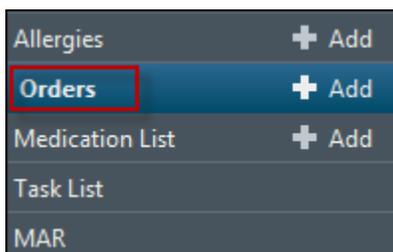
Notifications of Arising Medical Issues:

Clinical inpatient staff will enter a Referral to Hospitalist order for arising medical issues. They may also choose to change or discontinue the order depending upon situation.

Enter Referral to Hospitalist Order

It is good practice to check for existing orders before entering a new one in case the order has already been entered by another clinician.

1. Find the correct patient (preferably using a patient list).
2. Select **Orders** on the menu bar.



3. The orders display to the right. Scroll down to the **Consult/Referrals** category.

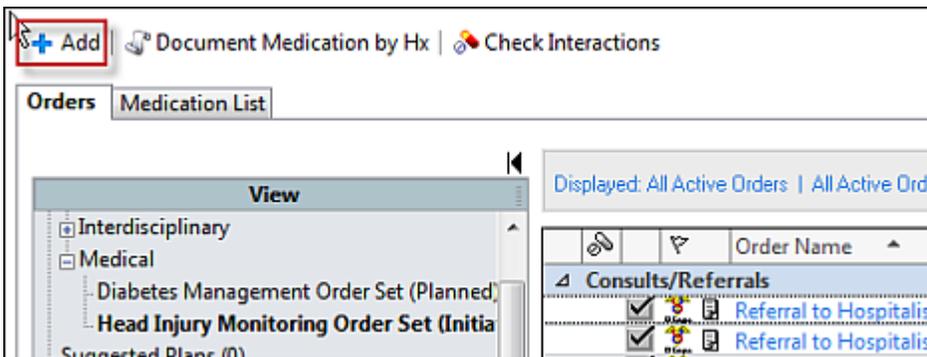
Consults/Referrals				
<input checked="" type="checkbox"/>		Referral to Hospitalist	Ordered	03/02/2017 07:16:00, Routin
<input checked="" type="checkbox"/>		Referral to Hospitalist	Ordered	03/02/2017 06:57:00, Routin
<input checked="" type="checkbox"/>		Referral to Hospitalist	Ordered	31/01/2017 15:27:00, Routin
<input checked="" type="checkbox"/>		Referral to Hospitalist	Ordered	31/01/2017 15:23:00, Routin

- Check every referral reason on all Referral to Hospitalist orders with an Ordered status. Either scroll to the right to see order information or hover over the order.

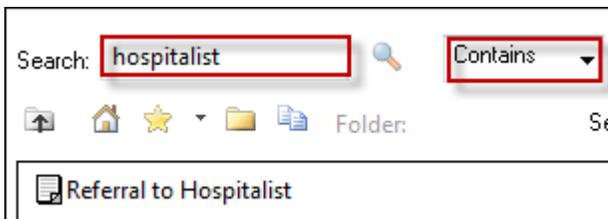
If you:

- Find an order with the same issue, do NOT proceed.
- Cannot find an order with the same issue, move to the next step.

- Select **+Add**.



- In the next screen, enter **hospitalist** in the Search field.

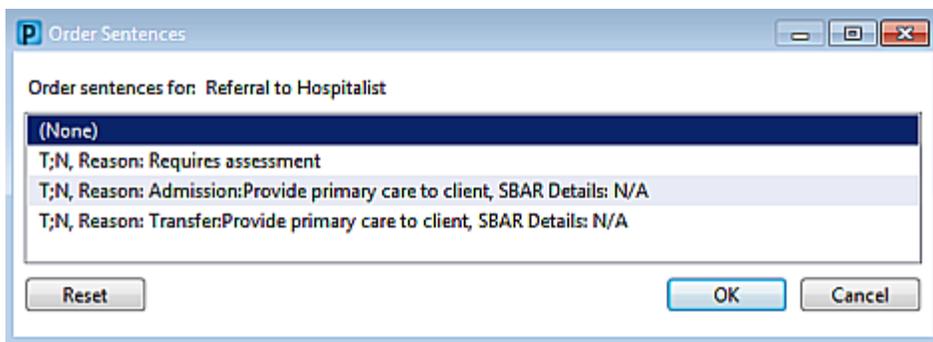


This field should say **'Contains'**. If it says 'Starts with' click the drop down arrow to change.

- Click once on 'Referral to Hospitalist' so that it becomes bolded blue.

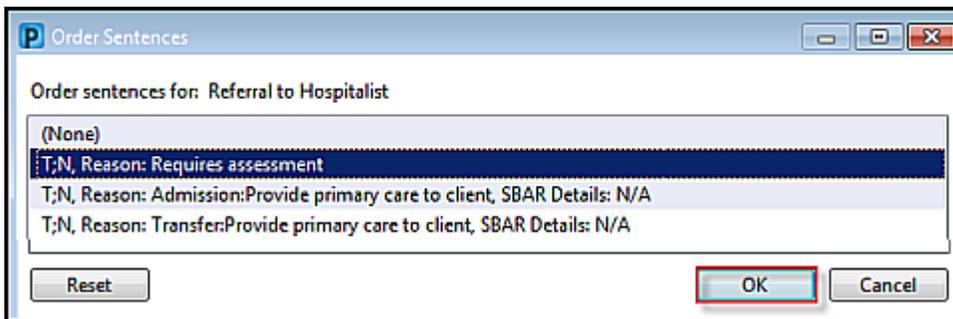


- A new window opens. There are 4 choices:

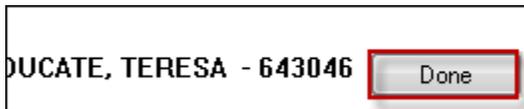


- A: **(None)**: Requires you to choose one the reasons below.
- B. **TN: Reason: Requires assessment**: Use for arising medical issues
- C. **TN: Reason: Admission**: Generally will not be used outside order sets.
- D. **TN: Reason: Transfer**: For newly transferred clients. Generally not to be used outside order sets.

9. Select the applicable **referral reason**, then press **OK**.



10. To close the Search screen, click **Done** on the lower right.



11. Choose the **Priority** in the screen that appears.

Note: If you select STAT you must also page the hospitalist. A window will notify you of this.



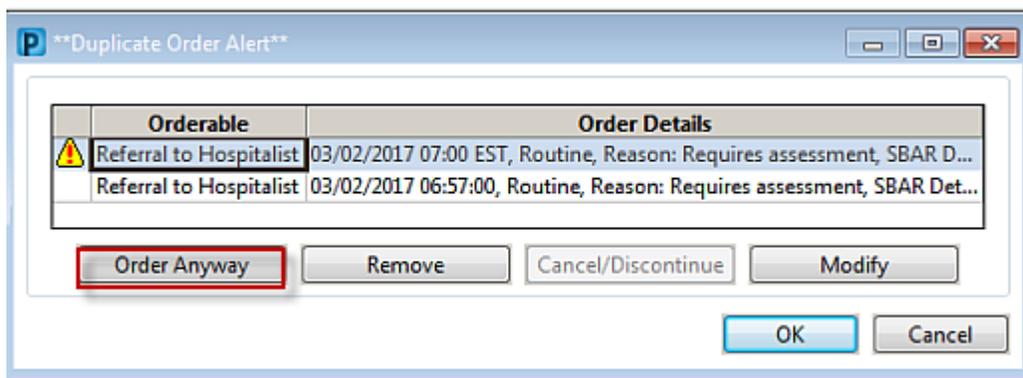
12. In some cases a mandatory **SBAR Details** field will appear. Fill in this field.

SBAR stands for (Situation, Background, Assessment and Recommendation). Provide details in accordance with SBAR to inform the hospitalist of the nature of the request. Check I-CARE Help

[:https://wiki.ucern.com/display/CAMHCD/Handover+Guidelines](https://wiki.ucern.com/display/CAMHCD/Handover+Guidelines)

Note: If you cannot see this field, use the scroll bar to access.

13. The system will notify you if there is a referral order of any type in the last 24 hours. As you have already checked referral orders you will select **Order Anyway**.



14. If the window above does not appear, select **Orders** for Signature, then **Sign**.

14. **Refresh** your screen.

Check that the referral order displays with a status of ordered.

New Client Issues or Information Changes

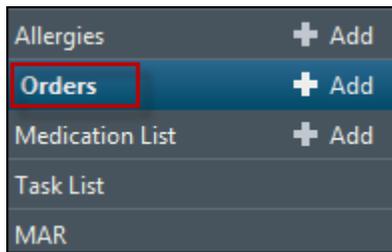
New Issues: If a new issue arises regarding a client who already has an existing referral order for another issue, enter a separate Referral to Hospitalist order. See page 1.

Information Additions or Changes: If a referral order has been ordered for a specific medical issue and you receive new information about the issue or if the information entered previously changes, you have two options depending upon your clinical judgment.

1. You can choose just to document the information in the note applicable to your discipline **OR**
2. You can also cancel and reorder the referral order with the recent information.

To **cancel/reorder** a Referral to Hospitalist order:

1. Select **Orders** on the menu bar.

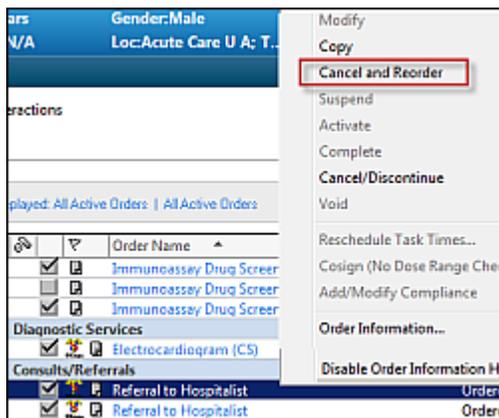


2. Scroll down to the Consults/Referrals category of orders.

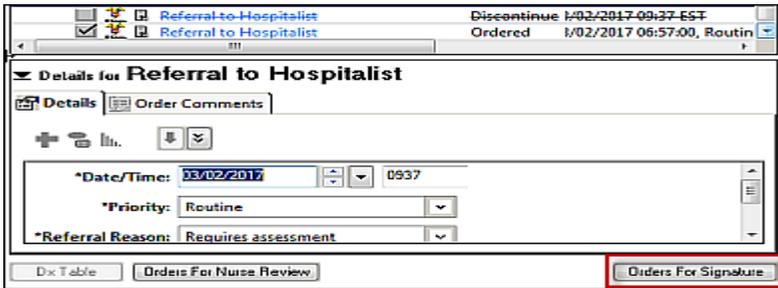
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<input checked="" type="checkbox"/>		Referral to Hospitalist	Ordered	31/01/2017 15:23:00, Routin

3. Find the correct **Referral to Hospitalist** order using date, time and referral reason.
 - A. Scroll to right to see information included with the order OR
 - B. Hover over the order.

4. **Right click** on the order and select **Cancel/Reorder**.



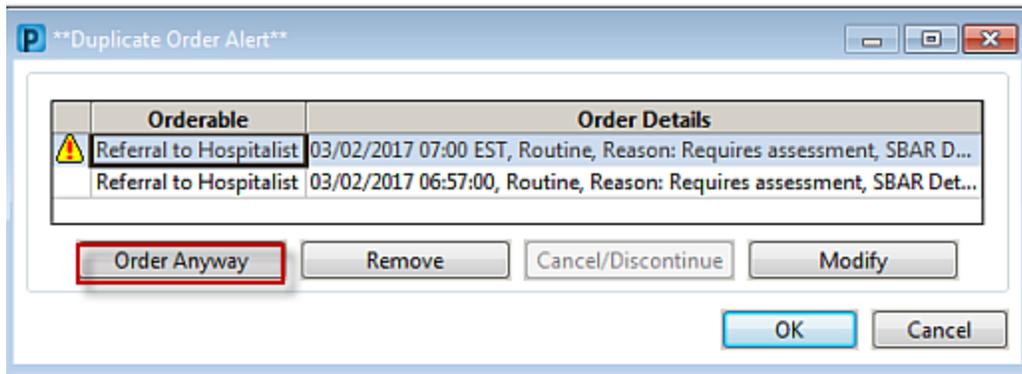
5. The Referral to Hospitalist order appears. Select **Orders for Signature** on the lower right.



6. Next, select **Sign** in the same location.

7. If another referral order has been entered in the last 24 hours, the Duplicate Order Alert window will appear (as you are re-ordering).

As you have already checked all orders you will select **Order Anyway**.



8. **Refresh** your screen.

Your order should display with a status of ordered.

Urgent Medical Issues After Hours (Nurses Only)

If a client experiences an urgent medical issue after hours:

- Do NOT send a referral order to the hospitalist. Instead the nurse should page the physician on call.

If you wish to notify the hospitalist of a medical situation that was dealt with after hours:

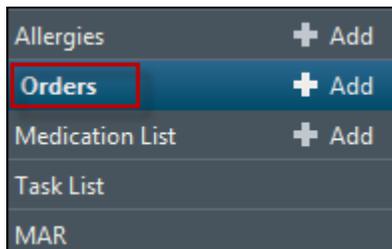
- Send a Referral to Hospitalist order.
- In the SBAR field state: FYI. No action required. Then indicate the date of the note the physician on call completed or provide details

If a Referral is No Longer Needed

There may be situations in which the referral is no longer needed (ex. The client changes their mind and now does not wish to see the hospitalist). In such cases you must discontinue the order.

To discontinue a Referral to Hospitalist order:

1. Select **Orders** on the menu bar.



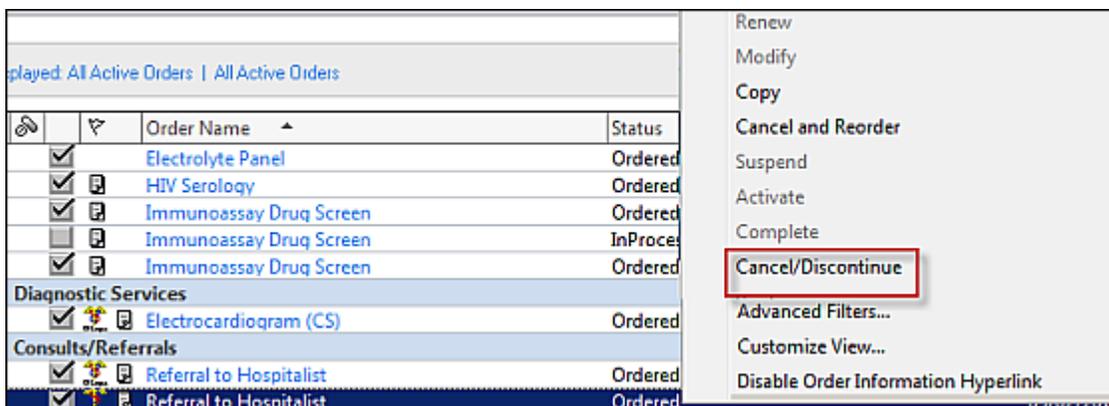
2. The orders display to the right. Scroll down to the **Consult/Referrals** category.

A screenshot of a table showing a list of orders under the 'Consults/Referrals' category, which is highlighted with a red box. The table has columns for checkboxes, icons, order names, and dates/times.

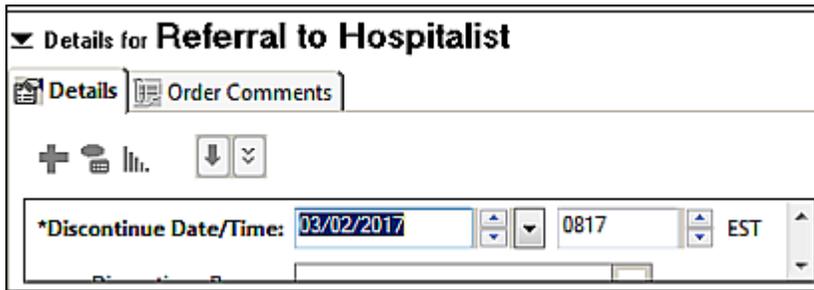
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<input checked="" type="checkbox"/>		Referral to Hospitalist	Ordered 31/01/2017 15:23:00, Routin

3. Find the correct **Referral to Hospitalist** order using date, time and referral reason.
 - A. Scroll to right to see information included with the order OR
 - B. Hover over the order.

4. **Right click** on your order and in the menu that appears, select **Cancel/Discontinue**.

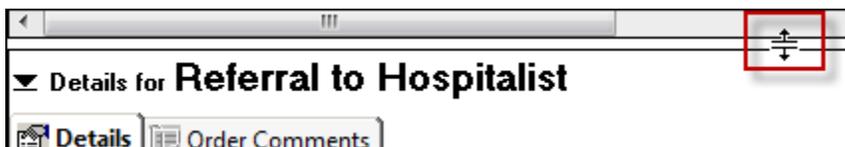


5. The Referral to Hospitalist window appears. There are no mandatory fields.



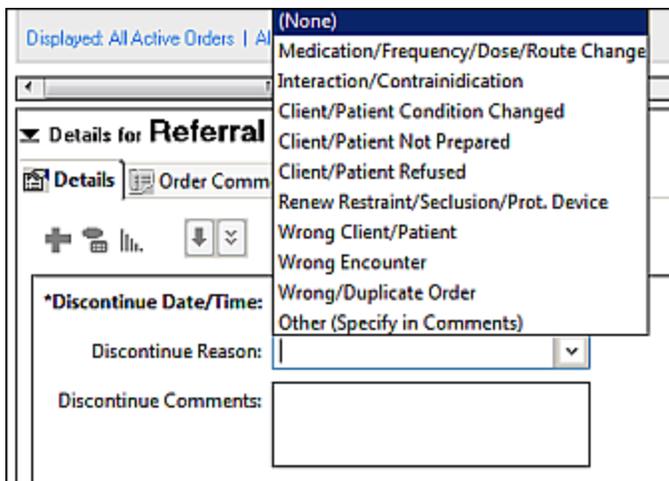
6. In some cases, all the details of the window will not be visible.

A. To see the whole window move the cursor to the top of the Referral window so it changes to 2 parallel bars.



B. Hold your finger down on the mouse and move your cursor up at the same time to pull up the screen.

7. If you wish you may choose a Discontinue Reason and/or insert Discontinue Comments.



8. When finished select **Orders for Signature** on the lower right.

9. Then select **Sign** in the same location.

10. **Refresh** your screen.

Your order should disappear (if your blue order filter is set to Active orders). Follow up with a note indicating why the order was discontinued as needed.