

LaFleur Brooks' Health Unit Coordinating

7th edition

Chapter 18

Miscellaneous Orders

Lesson 18.1

Consultation, Health Information Management System, Case Management and Social Services Orders

1. Define the terms in the vocabulary list.
2. Write the meaning of the abbreviations in the abbreviations list.
3. List seven points of information that should be communicated to the consulting physician's office when a consultation order is transcribed.
4. Explain the health unit coordinator (HUC) responsibilities regarding patient medical records from another facility (ordering, receiving, and scanning into a patient's electronic medical record [EMR] or filing into paper chart).

Lesson 18.1

Consultation, Health Information Management System, Case Management and Social Services Orders (cont'd)

5. Discuss the procedure for photocopying, sending, or faxing patient medical records.
6. Describe the role of the case manager and identify the types of patients that would require a case manager.
7. Name at least eight services rendered by the social services department.

Miscellaneous Orders that Require HUC Action When EMR is Used

- An icon displayed on the nursing unit census screen (next to the appropriate patient's name) alerts the HUC that there is a task to be performed.
- Common orders that require HUC tasks include:
 - Patient consultations
 - Obtaining patient medical records from another facility
 - Scheduling post-discharge appointment
 - Surgical or procedure consent forms
 - Discharge and transfer orders

Information to be Communicated to the Office of the Consulting Doctor

- Hospital name
- Patient's name and age
- Patient's location (unit and room number)
- Name of the doctor requesting the consultation
- Patient's diagnosis
- Urgency of consultation and any additional information provided on the order
- Patient's insurance information, located on the patient's face sheet

Consultation Orders – Documentation

- If the doctor's office is closed and the consult is relayed to the answering service, the doctor's office secretary may call back for the patient's insurance information.
- Documentation of calls, contact names, and times are as important when EMR is used as it is when paper-based charts are used.

The Health Information Management System Department (HIMS)

- Also called health information management, medical records, or health records
- Stores the paper charts and manages the electronic charts of patients who have been treated at the health care facility

Ordering and Obtaining Patient Medical Records

- Records from recent hospital admissions are sent to the unit upon readmission of a patient automatically or when requested by the patient's doctor.
- The HUC will notify HIMS personnel via computer or telephone of the written doctors' request for old records.
 - HIMS will send records or a printed hard copy if the record is on microfilm.
- Old records are labeled with the patient's identification and stored in a designated area when on the nursing unit.

Obtaining Medical Records from Another Facility

- The HUC places a call to the HIMS department of the other hospital to request records.
- The HUC prepares a medical records release form for the patient to sign.
 - When signed, this form may be faxed to HIMS department of the other hospital.
- The requested records are faxed to the nursing unit and are usually:
 - Placed in the patient's current chart if paper charts are used or
 - Scanned into the patient's EMR, and original documents are stamped as "scanned" with date and time and are placed in a bin or a box to be picked up by HIMS.

Photocopying Patient Medical Records

- Policy for photocopying patient records is outlined in the hospital's policies and procedures.
- The doctor's order must specify the documents to be copied.
- If the HUC is responsible and the EMR is used, the HUC would print the specified documents from the patient's EMR.
- If paper charts are used, the HUC would photocopy the specified documents from the patient's paper chart.

Sending/Faxing Patient Medical Records

- If sending hard copies of the medical record, the copied records would be placed in an envelope and labeled with the patient's ID label and would be handed to the transport person that arrives to transport the patient.
 - Records could also be faxed to the receiving facility.
- When paper charts are used, the original documents are returned to their proper order in the patient's paper chart.

Case Manager

- Is a registered nurse (RN) or a social worker
- Coordinates the patient's care to improve quality of care while reducing costs
- Interacts on a daily basis with the patient, the patient's family, health care team members, and payer representatives
- Acts as the patient's advocate in getting home health services that best suit the patient's needs and in coordinating financial coverage through private insurers such as Medicare

Case Manager, cont'd

- Case management is not needed for every patient and usually is requested for:
 - Chronically ill
 - Seriously ill or injured patients
 - Long-term high-cost cases

Social Services Department

- Provides much-needed information regarding resources available to patients and their families as they transition from the health care facility back to their home
- Social workers provide many of the same services as case managers and may also work as case managers.

Social Services Assistance

- Solving patients' care-related financial matters
- Transportation home
- Meals for patients' families who are staying at the hospital
- In-home meals for patients after discharge
- Teachers for long-term pediatric patients
- Living arrangements for families who stay with patients
- Finding custodial care or short-term care for patients

Social Services Assistance, cont'd

- Addressing psychosocial needs of patients
- Support for abuse victims, often by working with Protective Services
- Support for hospital staff after traumatic events
- Prepare and witness living will and advance directives for patient

Lesson 18.2

Scheduling Orders, Temporary Absences, and Other Miscellaneous Orders

8. Describe the process the HUC would follow when scheduling an appointment for a patient to be kept after discharge.
9. List six tasks the health unit coordinator may have to perform when arranging for a patient to leave the hospital on a temporary pass.
10. List at least six miscellaneous orders that would require action by the HUC.
11. Explain the purpose of a parent teaching room or transition room on a pediatric unit.

Scheduling Orders

- When a doctor writes an order to schedule the patient for various types of tests or examinations to be performed in specialized departments or outside of the health care facility, it is usually the HUC's task:
 - To notify the department or facility that performs the test or examination
 - Schedule a time convenient for the involved department and the patient

Scheduling Orders, cont'd

- Often an order for scheduling with an outside office or facility is written (or entered by the doctor via CPOE) as part of the discharge orders.
- It is important to advise the patient's nurse to inform the patient and/or patient's family and to record the scheduled time on the patient's Kardex form (if a Kardex is used).

Temporary Pass Order – HUC Tasks to Complete

- Arrange with the pharmacy for medications the patient is taking.
- Note on the census worksheet when the patient leaves and returns.
- Cancel meals for the length of the absence.
- Cancel hospital treatments for the length of the absence.
- Arrange for any special equipment that the patient may need.
- Provide the nurse with a temporary absence release for the patient to sign.

Miscellaneous Orders that Would Require Action by the HUC

- Call patient's family to come to the hospital
- Diabetic nurse to do diabetic teaching with patient
- Have ostomy nurse work with and train patient in colostomy care
- Transfer patient to the parent teaching/transition room and teach mother to change dressings
 - Also, train in feeding tube care and feeding technique
- Cardiopulmonary (resp care) to do pre-op and post-op teaching

Miscellaneous Orders that Would Require Action by the HUC, cont'd

- Pre-op teaching
- No visitors, limited number of visitors, or have visitors speak to nurse before seeing pt
- DNR/DNI (do not resuscitate/do not intubate) or no code
- NINP (no information, no publication)
- Notify (patient's primary physician) of pt's adm to ICU
- Notify hospitalist if systolic BP >190

Parent Teaching/Transition Room

- Many pediatric hospitals and/or units have a patient room with a bed for a parent to stay with their child.
- The parent, after training, will assume full care of the child.