RESOURCE AND PATIENT MANAGEMENT SYSTEM

IHS Emergency Department

(AMER/BEDD)

Configuration Optimization Guide

AMER v3.0 Patch 10/BEDD v2.0 Patch 3
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Preface

The purpose of this manual is to provide the user with guidance on configuring their emergency department (ED) settings so that their emergency room (ER) Visit System (AMER) and Indian Health Service (IHS) Emergency Department Dashboard (BEDD) applications will work according to their specific site layout.

1.0   Introduction

This guide will provide the Clinical Applications Site Coordinator tools to optimize the AMER System for the Emergency Department (ED) Dashboard.

AMER v3.0 Patch 10 and BEDD v2.0 Patch 3 contain new functionality that allow sites with separate triage, urgent care, or ED areas to better track patient movements. Sites are now able to define a default clinic for patient admission and then transfer patients between ED-related clinics.

This is accomplished by linking AMER emergency room (ER) clinics with Resource and Patient Management System (RPMS) hospital locations. By linking these entities together, patient orders, labs, and other information will print to the hospital location associated with the AMER ER clinic.

2.0 Original Design

Prior to AMER v3.0 Patch 10/BEDD v2.0 Patch 3, sites had the ability to link their ER clinics to only one hospital location. This was accomplished by entering a hospital location in the **Walk-In Clinic** property in the **Facility Parameter setup** option. See Figure 2-1 for a display of the original **Facility Parameter setup** properties.

```
Select OPTION NAME: Facility Parameter setup      Facility Parameter setup
Facility Parameter setup

Select ER PREFERENCES LOCATION:    2016 DEMO HOSPITAL
LOCATION: 2016 DEMO HOSPITAL//
WALK-IN CLINIC: ED WALK-IN//
LABEL PRINTER NAME: PER//
QUEUE LABELS: YES//
CHART PRINTER NAME: PER//
SEND .9999 CODES TO PCC: YES//

Select ER PREFERENCES LOCATION:
```

Figure 2-1 Original **Facility Parameter setup** display

As sites grew and emergency department visits increased, this setup posed challenges for sites that had separate areas for triage, emergency, or urgent care. Documents, such as labels, orders, and labs, printed in one location (the hospital location specified as the Walk-In Clinic). This setup sometimes caused a major inconvenience, requiring staff to travel back and forth to retrieve printed patient documents.

An additional challenge with the original design is that all admissions in AMER were automatically assigned to the Emergency Department clinic. In the **BEDD IN** option, the default clinic would show as **Emergency Department**, but sites could change it to something else. This limitation made it more tedious for sites that used a triage area, as users would have to change the clinic in AMER (after admission) or manually change the **BEDD IN** clinic value for every admission.

3.0   Current Design

With the release of AMER v3.0 Patch 10/BEDD v2.0 Patch 3, sites now have the ability to link their AMER ER clinics to different hospital locations.

- This is accomplished by populating the **ER Clinic** and associated **Link to Hospital Location** fields in the **Facility Parameter setup** option.

- Sites also can specify which AMER ER clinic to use as the default clinic by populating the new **Default ER Clinic** field.

- One final change was to rename the existing **Walk-In Clinic** property to now be called **Default Hospital Location**. See Figure 3-1 for a display of the current **Facility Parameter setup** options.

```
Select OPTION NAME: Facility Parameter setup       Facility Parameter setup
Facility Parameter setup

Select ER PREFERENCES LOCATION:    2016 DEMO HOSPITAL
LOCATION: 2016 DEMO HOSPITAL//
DEFAULT HOSPITAL LOCATION: ED WALK-IN//
LABEL PRINTER NAME: PER//
QUEUE LABELS: YES//
CHART PRINTER NAME: PER//
SEND .9999 CODES TO PCC: YES//
Select ER CLINIC: ED MAIN// EMERGENCY MEDICINE       30
        ...OK? Yes//    (Yes)

  ER CLINIC: EMERGENCY MEDICINE//
  LINK TO HOSPITAL LOCATION: ED WALK-IN//
Select ER CLINIC: URGE  NT CARE       80
        ...OK? Yes//    (Yes)

  ER CLINIC: URGENT CARE//
  LINK TO HOSPITAL LOCATION: WALKIN//
Select ER CLINIC: TRIAGE
        ...OK? Yes//    (Yes)

  ER CLINIC: TRIAGE//
  LINK TO HOSPITAL LOCATION: TRIAGE//
Select ER CLINIC: ED MA  IN
        ...OK? Yes//    (Yes)

  ER CLINIC: ED MAIN//
  LINK TO HOSPITAL LOCATION: ED MAIN//
Select ER CLINIC:
DEFAULT ER CLINIC: EMERGENCY MEDICINE//
Select ER PREFERENCES LOCATION:
```

Figure 3-1: Current **Facility Parameter setup** display

3.1   New Configuration Descriptions

The following new properties are now available for sites to use to tailor the Emergency Department software to best meet their specific setup.

> **Note:** Also use site-specific naming conventions for ED
> Dashboard Room Names under the **Manager** option of the
> ED Dashboard.

3.2   ER Clinic/Link to Hospital Location

As mentioned in Section 2.0, sites used to have to point all of their AMER ER clinics
to the same hospital location. This design was inconvenient for sites that had separate
areas for triage or urgent care that were each capable of printing orders, labs, etc.
Sites having setups like this can use the **ER Clinic/Link to Hospital Location**
property to assign a separate hospital location, if desired, to each AMER ER clinic.
Doing so will allow orders, labs, etc. to be printed in the area where the patient is
physically located.

As an example of this new feature, in Figure 3-2, the site has chosen to map their
clinics as follows.

- The Emergency Medicine AMER ER clinic is mapped to the **ED Walk-In
  Hospital Location**.

- The Urgent Care AMER ER clinic is mapped to the **Walk-In (WALKIN)
  Hospital Location**.

- The Triage AMER ER clinic is mapped to the **Triage Hospital Location**.

Thus if a patient has been sent to the Urgent Care, any orders, labs, etc. for that
patient will print in that hospital location.

```
Select ER CLINIC: EMERGENCY MEDICINE// EMERGENCY MEDICINE       30
         ...OK? Yes//   (Yes)

  ER CLINIC: EMERGENCY MEDICINE//
  LINK TO HOSPITAL LOCATION: ED WALK-IN//
Select ER CLINIC: URGE  NT CARE       80
         ...OK? Yes//   (Yes)

  ER CLINIC: URGENT CARE//
  LINK TO HOSPITAL LOCATION: WALKIN//
Select ER CLINIC: TRIAGE
         ...OK? Yes//   (Yes)

  ER CLINIC: TRIAGE//
  LINK TO HOSPITAL LOCATION: TRIAGE//
Select ER CLINIC: ED MA  IN
         ...OK? Yes//   (Yes)
```

Figure 3-2: Assigning ED clinics to separate Hospital Locations

3.3   New Default ER Clinic

Sites can now choose to specify the default ER clinic to admit patients into. This is accomplished by entering the desired ER clinic into the new **Default ER Clinic** property shown in Figure 3-3. This property is especially useful for a site that has a central triage that all patients first enter (and are later transferred to the emergency department or urgent care).

```
DEFAULT ER CLINIC: EMERGENCY MEDICINE//
```

Figure 3-3: New **Default ER Clinic** property

4.0   Sample Configurations

The **Facility Parameter** setup option properties can be adjusted to work for a variety of site setups. The following examples provide different setups to demonstrate how these new settings can be used.

4.1   Site with One ED Area

Combined Triage, ED, or Urgent Care

For sites that have an emergency department that does not separate triage, OB triage, or urgent care into distinct areas and where all printing is done in one central area, the original configuration can be used.

After installing AMER v3.0 Patch 10, the hospital location originally stored in the **Walk-In Clinic** property in the **Facility Parameter** setup option should now display in the new **Default Hospital Location** property.

In this scenario, all AMER ER clinics will map to the hospital location stored in this property. Printing of patient information will occur at the assigned hospital location as well. See Figure 4-1 for an example of this property.

```
Select ER PREFERENCES LOCATION:    2016 DEMO HOSPITAL
LOCATION: 2016 DEMO HOSPITAL//
DEFAULT HOSPITAL LOCATION: ED WALK-IN//
```

Figure 4-1: **Default Hospital Location** use

While not required, sites can also use the new **ER Clinic/Link to Hospital Location** properties to get the same results. In the **Facility Parameter setup** option, at the "Select ER Clinic" prompt, make sure the AMER ER clinics are all set up to map to the same **Hospital Location** property. In Figure 4-2, each of the AMER ER clinics has been mapped to the same **ED Walk-In** hospital location.

```
Select ER CLINIC: ED MAIN//
  ER CLINIC: ED MAIN//
  LINK TO HOSPITAL LOCATION: ED WALK-IN//
Select ER CLINIC: URGENT CARE       80
        ...OK? Yes//   (Yes)

  ER CLINIC: URGENT CARE//
  LINK TO HOSPITAL LOCATION: ED WALK-IN//
Select ER CLINIC: TRIA  GE
        ...OK? Yes//   (Yes)

  ER CLINIC: TRIAGE//
  LINK TO HOSPITAL LOCATION: ED WALK-IN//
Select ER CLINIC:
```

Figure 4-2: Entering **ER Clinic/Link to Hospital Location** information

4.2   Site with Separate and Distinct ED Functional Areas

Separate/Distinct Triage, ED, or Urgent Care Areas

Some sites have separated their emergency departments into distinct areas, such as a main emergency department, triage area, OB triage, or urgent care. Each of the areas have their own hospital locations (defined in the **Hospital Location, #44** file), with designated printers for printing labels, orders, labs, etc. To print information to the appropriate printer, links must be established between the AMER ER clinics and the associated hospital locations. Figure 4-3 shows how to link each AMER ER clinic with a separate hospital location. The figure also shows how a site can set the default clinic to which patients are initially admitted (in this example, the Triage ER clinic).

```
Select ER PREFERENCES LOCATION:    2016 DEMO HOSPITAL
LOCATION: 2016 DEMO HOSPITAL//
DEFAULT HOSPITAL LOCATION: ED WALK-IN//
LABEL PRINTER NAME: PER//
QUEUE LABELS: YES//
CHART PRINTER NAME: PER//
SEND .9999 CODES TO PCC: YES//
Select ER CLINIC: TRIAGE//
  ER CLINIC: TRIAGE//
  LINK TO HOSPITAL LOCATION: TRIAGE//
Select ER CLINIC: EMERGENCY MEDICINE       30
        ...OK? Yes//   (Yes)

  ER CLINIC: EMERGENCY MEDICINE//
  LINK TO HOSPITAL LOCATION: ED WALK-IN//
Select ER CLINIC: URGE  NT CARE        80
        ...OK? Yes//   (Yes)

  ER CLINIC: URGENT CARE//
  LINK TO HOSPITAL LOCATION: WALKIN//
Select ER CLINIC:
DEFAULT ER CLINIC: TRIAGE//
```

Figure 4-3: Setting up the ED to accommodate separated emergency department areas

4.3   Site with Multiple ED Areas

Two or More Physically Separated Emergency Departments or Other Areas

Some sites have broken up their emergency departments into separate areas. That is, they may have two or more actual emergency department locations. Since each area is part of the emergency department, they often have **Hospital Location** entries that share the same **Stop Code Number** value—typically **Emergency Medicine (30)**. Since the Stop Code Number is the same value used for the **ER Options Transportation-Disposition-Procedures** option **Mnemonic** field, special mapping must be done to properly associate the AMER ER clinics with their respective **Hospital Location** entries. Figure 4-4 shows an example of two AMER ER clinics, both with a **Mnemonic** of **30**.

```
Select OPTION NAME:   ER Options Transportation-Disposition-Procedures
ER Options Transportation-Disposition-Procedures
ER Options Transportation-Disposition-Procedures

Select ER OPTIONS NAME: EMERGENCY MEDICINE      30
NAME: EMERGENCY MEDICINE//
TYPE: CLINIC TYPE//
BRIEF FORM:
HER VALUE: 4//
ANCILLARY SERVICES:
MNEMONIC: 30//
MAP TO PLACE OF ACCIDENT:
ICD9 CODE:

Select ER OPTIONS NAME: ED MAIN        30
NAME: ED MAIN//
TYPE: CLINIC TYPE//
BRIEF FORM:
HER VALUE:
ANCILLARY SERVICES:
MNEMONIC: 30//
MAP TO PLACE OF ACCIDENT:
ICD9 CODE:
```

Figure 4-4: ED clinics that share the same STOP CODE NUMBER

To handle AMER ER clinics with matching **Mnemonic** values, **ER Clinic/Link to Hospital Location** links *must* be defined for each of the AMER ER clinics. This is done the same way that other links are created (see Section 4.2). **ER Clinic/Link to Hospital Location** entries must be defined in the **Facility Parameter setup** option. See Figure 4-5 for an example on how to set up the separate emergency department entries.

```
Select OPTION NAME:   Facility Parameter setup    Facility Parameter
setup
Facility Parameter setup

Select ER PREFERENCES LOCATION:   2016 DEMO HOSPITAL
LOCATION: 2016 DEMO HOSPITAL//
DEFAULT HOSPITAL LOCATION: ED WALK-IN//
LABEL PRINTER NAME: PER//
QUEUE LABELS: YES//
CHART PRINTER NAME: PER//
SEND .9999 CODES TO PCC: YES//
Select ER CLINIC: ED MAIN//
  ER CLINIC: ED MAIN//
  LINK TO HOSPITAL LOCATION: ED MAIN//
Select ER CLINIC: EMERGENCY MEDICINE       30
        ...OK? Yes//   (Yes)

  ER CLINIC: EMERGENCY MEDICINE//
  LINK TO HOSPITAL LOCATION: ED WALK-IN//
Select ER CLINIC:
DEFAULT ER CLINIC: TRIAGE//
```

Figure 4-5: Sample scenario with multiple emergency departments

Acronym List

Acronym	Meaning
ED	Emergency Department
ER	Emergency Room
IHS	Indian Health Service
RPMS	Resource and Patient Management System

Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

Phone: (888) 830-7280 (toll free)

Web: http://www.ihs.gov/helpdesk/

Email: support@ihs.gov