Centricity™

ED Tracking User's Manual

2007386-016 Revision A

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Information Technologies

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References to persons, places, and institutions used in this manual are intended to help user comprehension of the product. Any similarity of this data to persons either living or dead and to either current or previously existing medical institutions is coincidental.

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Contents

Preface

Chapter 1: Basics

Chapter 2: Logs

Chapter 3: Orders

Chapter 4: Administration Features

Preface

This section includes general information for this document.

What do you want to learn about?

Document Information (page iii)

Typographic Conventions (page iv)

Intended Use (page v)

Safety Information (page vii)

Service Information (page viii)

Document Information

This section describes how this manual is organized.

What do you want to learn about?

Revision history (page iii)

Chapter contents (page iv)

Referenced documentation (page iv)

Related documentation (page iv)

Revision history

The bottom of each page includes the title of the publication, the part number, and the revision letter of the publication. Use the revision letter to identify which version of the document you are reading.

The revision history of this document is summarized in the Revision History table.

Table 1: Revision History

Revision	Date	Software Version	Comment
A	July 2002	ED Log 7.0	Initial release

Chapter contents

This document contains several chapters that provide information about how to access and use Centricity™ Clinical Information System (CIS) ED Tracking.

Table 2: Contents

Name	Description
Chapter 1: Basics	Discusses the general tasks you need to navigate through ED Tracking, like logging on.
Chapter 2: Logs	Describes the logs, how to add a patient to the logs, and includes an example of how to add other patient information to the logs.
Chapter 3: Orders	Describes how to manually enter order information into ED Tracking and how to view the status and results of orders.
Chapter 4: Administration Features	Describes how system managers can manage listed staff, use dashboards, and generate reports.

Referenced documentation

The following document is referenced within this document.

Centricity CIS 7.0 Online Help.

Related documentation

The following document is related to this manual.

Centricity Administrator 7.0 System Administrator’s Manual, Part number 2007386-012.

Typographic Conventions

The typographic styles used to ensure reader comprehension are described in this section.

What do you want to learn about?

Messages (page iv)

Single step convention (page v)

Type conventions (page v)

Messages

The following are the message conventions for this manual. Instead of an actual message, each one describes what type of information will be within each message type.

WARNING: Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION: Indicates a situation which, if not avoided, could seriously harm the program or the patient information you are using.

NOTE: Provides additional user information about the preceding step or information.

TIP: Provides extra information about a procedure, such as a shortcut or an alternative method to complete a task.

Single step convention

The following example illustrates the convention for a single step. Other conventions used within this document are shown in the Type Convention Definitions table.

- To print the example and close the dialog, click **OK**.

Type conventions

There are times when a different typeface is used in this documentation. The following table describes these typefaces and when they are used.

Table 3: Type Convention Definitions

Convention	Description
Sans-serif bold type	The information in bold sans-serif type refers to a component name on the screen. For example, click **OK** refers to the OK button on the dialog.
SANS-SERIF SMALL CAPS	Keys that you press on the keyboard are displayed in this font. For example, press ENTER refers to the Enter key on the keyboard.
`Monospace type`	Information that you type on the keyboard is displayed in this font. Examples of code are displayed in monospace font also.
`Monospace italics type`	In code examples, monospace italics are used for code comments.
Italic type	Information in italics is used when discussing a variable. Any font style, excluding the monospace styles, can be italicized for this purpose.

Intended Use

The Centricity CIS products are intended for use in hospital acute care settings (intensive care unit, operating room, general hospital area), outpatient facilities (clinics, ambulatory surgery centers), and administrative locations where clinical decisions or administrative functions are made (physician's office, billing office, physician home).

This system is intended to involve competent human intervention before any impact on human health occurs.

Centricity CIS hospital software is used by clinicians to create and review clinical documentation. Registered nurses, licensed nurse practitioners, nursing aides, physicians, and ancillary department personnel are trained to use the Centricity CIS modules. Administrative users receive limited access to clinical information and also review administrative and financial data.

Centricity CIS hospital software is used to create, review, and modify patient clinical and administrative documentation. Centricity CIS hospital software does not include direct patient contact or interventions. All documentation is created or validated by an authorized clinical user. Some Centricity CIS modules involve interfaces to patient monitoring devices in order to receive clinical data that is automatically recorded after user validation. These primary devices remain the primary diagnostic device in these environments. Other Centricity CIS modules have no patient device interfaces and provide read-only access to existing clinical information.

Safety Information

Warnings, cautions, and notes that are generally applicable to the Centricity CIS modules are summarized as follows:

What do you want to learn about?

Internet and intranet considerations

WARNING: Data Accuracy—Users should always verify clinical data retrieved from (provided by) Internet or intranet sites accessed via the GE Medical Systems *Information Technologies* Critical Care Information System URL capability. The content or operation of the various displays (for example, pages) is the responsibility of the authors of the individual Internet or intranet sites.

WARNING: GE Medical Systems *Information Technologies* neither guarantees nor assumes any responsibility for the content of the displays provided by individual sites or the accuracy of the information that they provide.

Surveillance and monitoring concerns

CAUTION: Physiological Monitor Synchronization—Users and members of the Biomedical Engineering staff should be aware that the time on the monitor should be synchronized with the time on the Centricity CIS modules. This ensures that all pertinent vital sign parameters will be transmitted and stored in the Centricity CIS system under the same time stamp whenever a special procedure is performed. If the physiological monitor time is ahead of the Centricity CIS system time when special procedures are performed (*NIBP* and *Cardiac Output*), only the special procedure values will be recorded in the Centricity CIS system using the physiological monitor time. Other monitored values—such as Heart Rate, Respiration, and SpO2—will be stored at the *Monitor Storage Interval* (based on Centricity CIS system time) and not at the time of the special procedure.

Erroneous data entry and calculations

NOTE: Data Computation—The Centricity CIS modules may compute data values based upon data entered by the clinical practitioner and the formulas provided by the Centricity CIS system administrator. Failure to ensure (1) accurate data entry and (2) correct formula definition could result in the generation of inaccurate computations.

NOTE: Data Entry—Be sure that the desired patient is selected before performing data entry. Failure to make the desired patient the focal point of data operations could result in the data being placed into another patient file.

NOTE: Drug Computations—Clinical users should ensure that correct data values are entered for the Centricity CIS system's Compute function. Failure to comply with this requirement could result in an incorrect recommendation of drug rate or dose.

NOTE: File Merging—Although the patient merge mechanism is a relatively simple process, the clinical user should pay close attention to (1) patient selection and (2) data sources for each of the indicated data items. Failure to comply with this direction could result in an output file containing data from inappropriate sources (patients).

NOTE: Typographical Errors—Although the Centricity CIS modules may be configured to ensure that numeric data (for example, pulse, BP, or temperature) is within a specified range of acceptability, users may make typographical errors when entering data. Failure to verify your manually entered data could result in the storage of incorrect data.

Security considerations

NOTE: System Security—The Centricity CIS system provides the capability to define the degree of user access to workstations through the use of IDs and passwords. It also allows the assignment of READ/WRITE privileges via security objects to determine who may access or record patient data. Failure to properly configure the security feature could result in unauthorized personnel gaining entry into Centricity and ultimately viewing or recording patient data.

Service Information

If you need help with the Centricity CIS modules or want to speak with customer support, call the applicable number from the following table and one of our representatives will assist you.

Table 4: Customer Support Phone Numbers

Area	Phone Number
Local	410-573-0013 x6398
Within US	1-800-433-2009
Outside US	+49 761 4543-600

Chapter 1: Basics

Centricity ED Tracking allows you to admit patients to the ED, see at a glance the patients currently in the ED, and generate reports for a variety of needs.

ED Tracking allows you to see several things at once. The majority of the window displays the selected log census. The logs are described in more detail in “Types of Logs” on page 2. Above the log is a search functionality to allow you to narrow the list of patients viewed in the log census. Above the search functionality is the ED Tracking menu.

Below the log census are several fields that display lists of on duty staff. This allows you to see at a glance who should be available to assist with patients. These fields can be changed as the shifts change.

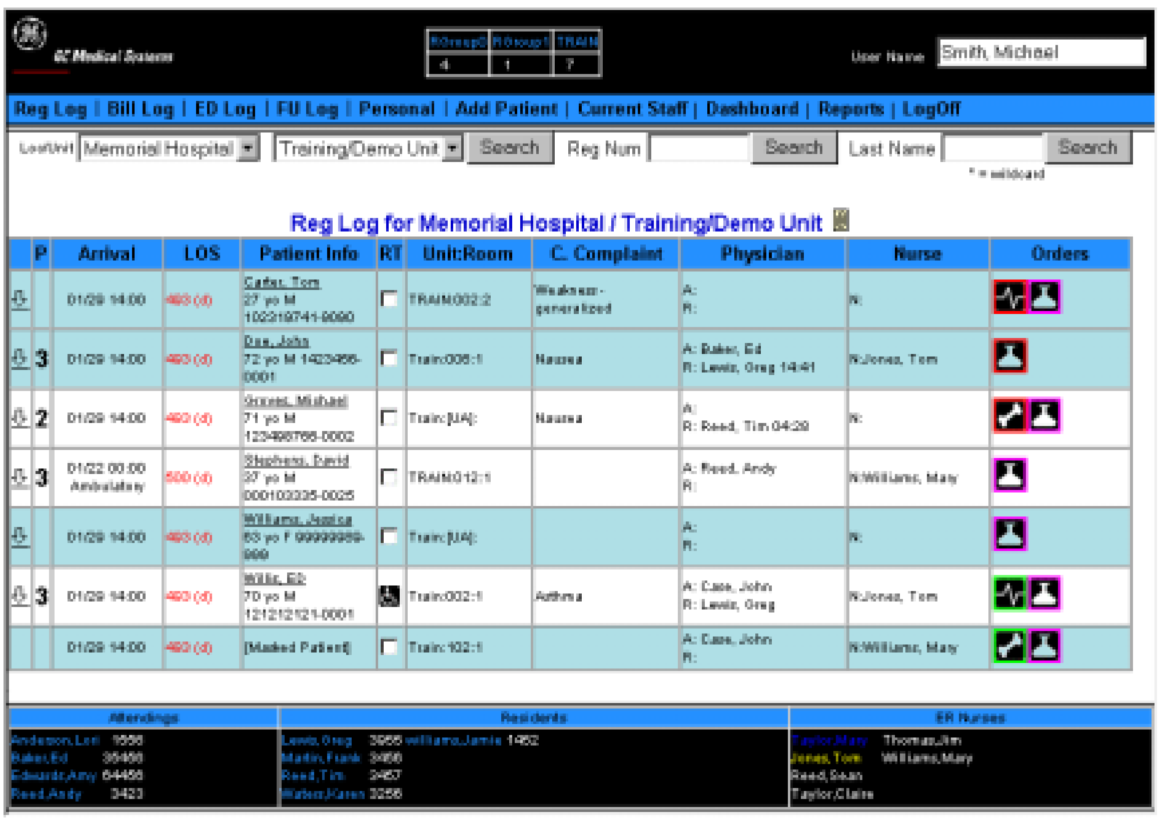

Figure 1-1: A sample of the ED Tracking window

This section describes the basic tasks you have to complete to use ED Tracking.

What do you want to do?

Log on to Centricity ED Tracking (page 3)

Log off of Centricity ED Tracking (page 3)

Managing Your Personal Log (page 3)

Types of Logs

Centricity ED Tracking is divided into several logs that sort the patients and their information for different audiences. Your site may not have all of the logs described in following table.

NOTE: Your facility may not have all of the logs described.

Table 5: Log View Descriptions

Name	Description
Registration Log	Lists the patients that have been registered in the ED. Includes information such as LOS, priority, the patient’s location, primary complaint, assigned staff, and so on. It allows nurses and other interested parties to see all the patients currently in the ED, whether they have been assigned a room or not.
Billing Log	Lists the patients in the ED, much of the information included in the Reg Log, and their status on billing information. The billing log allows the billing department to alert the nurses if there is a part of a file that needs to be completed before the patient can be billed.
ED Log	Includes only those patients currently assigned a room. This is useful for seeing how many of the rooms are occupied and by whom.
Follow-Up Log	Lists the patients in the ED, some of the basic information included in the Reg Log, and the patient’s charted information from the Follow Up tab. It allows nurses to chart their contact with patients regarding orders for which results are not available during their stay in the ED.
Personal Log	The Personal Log includes only patients that a user adds to his or her personal list of patients in the unit. It allows a user to see the basic information for the patients on that list.

NOTE: The blue rows in the logs are patients that are flagged for a reason. See your system adminstrator for more information.

The Length of Stay column in the logs is connected to a timer that is configurable by your system adminstrator. When the time a patient has been in a stage crosses the defined threshold, the information in the LOS cell for that patient changes to red.

Log on to Centricity ED Tracking

These directions describe how to log on to ED Tracking.

1. Open **Centricity ED Tracking**.

   The Centricity ED Tracking log on screen is displayed.

2. In the **User ID** text box, type your user ID.

   This user ID is the same ID that you use for other Centricity CIS applications, like ED, CIV, and ICU.

   NOTE: See your system administrator if you do not remember your user ID.

3. In the **Password** text box, type your password.

   This password is the same one that you use for other Centricity CIS applications, like ED, CIV, and ICU.

   NOTE: See your system administrator if you do not remember your password.

4. If you want to return to the last page you viewed, select **Return to Last Page**.

5. Click **Log On**.

   Your default view for Centricity ED Tracking is displayed.

Log off of Centricity ED Tracking

These directions describe how to log off of Centricity ED Tracking.

- On the ED Tracking menu bar, click **LogOff**.

  Centricity ED Tracking is replaced with the log on screen.

Managing Your Personal Log

Along with the standard log views available, you can also tailor a log to include only the patients you are interested in. The following directions describe how to add and remove patients from your personal log.

What do you want to do?

Add patients (page 4)

Remove patients (page 4)

Add patients

You can add patients to your personal log from any of the other logs.

NOTE: You will only see the information configured for the personal log, not the information configured for the other logs.

1. From any of the available logs, click the (down arrow) next to the patient you want to add.

   A menu is displayed.
2. Select **Add to Personal**.

   A dialog is displayed to inform you that the patient has been added.
3. On the dialog, click **OK**.

   The dialog is closed. The patient is now visible on your personal log.

Remove patients

Once you are no longer working with a patient, you can remove that patient from your personal log. The following directions describe how to remove a patient from your personal log.

1. From your personal log, click the (down arrow) next to the patient you want to remove.

   A menu is displayed.
2. Select **Remove from Personal**.

   A dialog is displayed to inform you that the patient has been removed.
3. On the dialog, click **OK**.

   The dialog is closed and the screen is refreshed to show the patient is removed.

Switch Between Log Views

There are five log views available in Centricity ED Tracking: Reg Log, Bill Log, ED Log, Follow-Up Log, and Personal Log. Not all of these may be available at your site. Which log views you can see are set by your system administrator. You can switch between your views at anytime. The following direction describes how to change from one view to another.

- In the ED Tracking menu bar, click the name of the log that you want to see.

  The screen is refreshed and the selected Log is displayed.

Set Your Default View

Once you log on to Centricity ED Tracking, it displays your default view. The following directions describe how to set Any of the available logs as your default view.

1. From the menu, select the log you want as your default.
2. On the left-hand side of the menu, click the (paperclip icon).

   Your default view is now the displayed log.

Change Your Password

The following directions describe how to change your ED Tracking password.

1. On the log on dialog, type your log on information, select **Change Password**, and click **Logon**.

   The Please Change Password dialog box is displayed.

2. In the **New Password** text box, enter your new password.

   NOTE: If you receive the error message, User ID can not be part of the Password, you will need to create a new password that does not include your user id.

3. In the **Verify Password** text box, re-enter your new password.
4. Click **Update**.

   Your password is updated in the system.

Access Online Help

These instructions will explain how to access the online help and the customized help created by your facility.

1. In the topic you want help on, click the  (help icon).

   Your facility’s help is displayed.

2. Within the help topic, to access context-sensitive help, click **Quick Help**.

   Help that corresponds with the current functionality that you are using is displayed.

3. To access Help, click **Contents/Index**.

   NOTE: You do not need to open the context-sensitive help first.

   The full help system is displayed. You will be able to find topics using a table of contents, an index, and a search capability.

Chapter 2: Logs

The heart of ED Tracking is the log censuses. These logs can be used to see a variety of information about the patients in the ED. The following directions describe how to add patients and their information to ED Tracking.

What do you want to do?

Add a Patient (page 7)

Change Patients' Attending Doctor and Nurse (page 8)

Add Patient Registration Information (page 8)

Add a Patient

The following directions describe how to add a new patient to ED Tracking. This also adds the patient to the ED.

1. Click **Add Patient**.

   The Add Patient dialog is displayed. The required items are displayed in red.

   NOTE: If you do not know who the patient is, you can also use the Unknown Patient function to pre-fill information. You will still have to enter the arrival time and gender.

2. In the pair of **Arrival Time** text boxes, type the date and time of the patient's arrival.

   TIP: If you are documenting as the patient is brought in, click Now to automatically fill in these fields. You can also click Now and then alter the date and time as needed.

3. In the **MRN** text box, type the patient's Medical Record Number.
4. In the **Visit Num** text box, type the number for the visit.
5. In the **Last Name** text box, type the last name of the patient.
6. In the **First Name** text box, type the first name of the patient.
7. If you know the patient's date of birth, type it into the **DOB** text box.

   The default format for the date of birth is determined by the computer date settings. In the United States, the default format is DD/MM/YYYY.

8. From the **Gender** buttons, select the appropriate choice.

9. From the **Loc/Unit** lists, select the location and the unit in which to place the patient.
10. Click **Add** to add the patient to the logs, or click **Add/Triage** to add the patient to the logs and open the triage information to continue charting.

    The patient is added to the logs.

Change Patients’ Attending Doctor and Nurse

You can add or change the doctors and nurses attending a particular patient from the logs. This is useful when you do not know who is caring for a patient immediately, or the attending doctor changes. The following directions describe how to change the doctors and nurses attending a patient from the log view.

1. On the log, click the name of the staff member you want to change.

   A menu of the on duty staff of that type is displayed.
2. Click the name of the staff member to which you want to change.

   The view is refreshed and the staff member assigned to the patient is changed.

Add Patient Registration Information

The Patient Registration Information dialog is used to enter patient information into ED Tracking. There are many ways that your site may have configured the this dialog. Because your site’s Patient Registration Information dialog may be configured differently, please view the following information as an example only.

The following scenario describes how different people in the hospital might use ED Tracking to add patient information from within a Patient Registration Information dialog. The scenario follows a single patient through her stay in the ED.

This scenario is based on a Patient Care Information dialog that includes the following tabs:

- Triage

  Includes information for the initial triage of the patient
- Registration

  Includes health insurance and service information for the patient.
- Status

  Includes the caregivers assigned and the status of the patient in the unit (triaged, assigned a room, discharged, and so on).

- Billing

  Includes a doctor billing section and a unit billing section, each containing a checklist of possible missing documentation.
- Follow-Up

  Includes a plan, documentation for three tries to contact, results of the contact, and a comment section for the follow-up with a patient.

NOTE: Your configuration may not include all of the following functionality.

Patient Registration Information example

A patient (Irma Fine) is driven to the hospital. She walks into the ED complaining of sharp pain in her arm resulting from a fall. Nurse Ramirez triages Irma and decides she can wait. Nurse Ramirez enters this information into ED Tracking's Triage screen, then on the Status screen assigns caregivers (Dr. Blackwell and herself) to the case and updates Irma's status in the ED to triaged.

While Irma waits, she provides Clerk O'Connell her insurance information and other information required for registration. Clerk O'Connell enters this information into the Registration screen of ED Tracking.

Dr. Blackwell looks at her caseload on the log in ED Tracking and sees that Irma has been assigned to her. She adds Irma to her personal log. The doctor examines Irma's arm and decides that she needs to have an X-ray. The hospital's electronic order entry system is down, so Dr. Blackwell enters into ED Tracking that the order was started. When Irma leaves for Radiology Nurse Ramirez places her on a road trip from the log.

When Irma returns from Radiology, Nurse Ramirez removes the road trip icon from the log and assigns Irma to a room to wait for the doctor. Nurse Ramirez updates Irma's status in the Status tab, and assigns her a room from the log.

The X-ray order is completed, and the information is now available from ED Tracking. The radiology icon on the log changes color to indicate that the results are available.

Dr. Blackwell looks over the X-rays, and decides that there is possibly a hairline fracture. She orders a splint for Irma and sends her home. Dr. Blackwell then updates the Registration tab with the working diagnosis. Clerk O'Connell updates Irma's status to discharged.

Later in the day the Radiologist examines the X-rays and realizes that Irma has broken her ulna and that it needs to be set and her arm placed in a cast. He tells this to Nurse Ramirez.

Nurse Ramirez creates a follow-up plan for Irma using the Follow-Up tab in ED Tracking, assigning herself as the follow-up nurse.

While Nurse Ramirez is creating the follow-up plan, the billing clerk reviews the billing charges for Irma's stay in the ED. He notices that Dr. Blackwell did not complete her dictation. The billing clerk checks that item as missing in ED Tracking's checklist.

As Dr. Blackwell finishes her shift, she checks to see if there are any issues she has left to resolve. She notes that she did not complete the dictation for Irma and completes it.

Nurse Ramirez contacts Irma on her first try and tells her to come back in to have the bone set. Nurse Ramirez completes the first half of the follow-up tab and adds a comment that she is handing the case to her evening replacement before leaving for the night.

Irma returns to the hospital ED and has the bone set. The attending nurse then completes the follow-up tab, marking the follow-up as complete.

The billing clerk gives Irma's case a final check, sees all of the paperwork is complete, and marks the billing as complete. With the billing completed, Irma's record is removed from ED Tracking and stored in the Centricity ED module.

Chapter 3: Orders

As lab, cardiology, or radiology orders are requested for an ED patient, they are displayed in the ED Tracking. As the order stage changes, it is reflected in ED Tracking by color and tool tip. These colors are configurable by your system administrator. The possible order stages are described in the following table.

Table 6: Possible Order Stages

State	Default Icon Color	Description
Started	Gray	The order has been ordered. This is one of two states that can be set manually.
Sent	Gray	The information or physical sample has been sent to the lab.
Collected	Gray	The information or physical sample has been collected from the patient but has not yet been sent to the lab.
Uncollected	Gray	The information or physical sample needed for the order has not been collected from the patient.
In Lab	Gray	The order is in the lab, but is not yet being worked on.
In Process	Gray	The order is being worked on in the lab.
Incomplete	Gray	Part of the order's results have been returned, but not all.
Completed	Green	The results of the order have been returned and reviewed by a physician. This is one of two states that can be set manually.
Not Reviewed by MD	Gray	The order is complete, but has not been seen by a physician.

There are two statuses that override a stage's color. The overdue status can be seen at any time in the order process, while the abnormal status could only be seen once order results are returned.

Table 7: Overriding Statuses

Status	Icon Color	Description
Overdue	Red	The order has spent too much time in this particular stage. The time allotted to each stage is defined by your system administrator. Also, some stages may not have an overdue time defined. If an order is overdue, the color overrides all other colors except abnormal.
Abnormal	Purple	The lab results are abnormal. This status and color will override all other statuses associated with this order.

What do you want to learn about?

Manually Manipulating Orders (page 12)

Viewing an Order's Status (page 13)

Viewing an Order's Results (page 13)

Manually Manipulating Orders

If your site does not have an Electronic Order Entry system, you will have to manually add the orders to the ED Tracking. Once the order results are sent through your ADT system, ED Tracking will automatically mark the order as complete. If you do not have order information sent through your ADT system, you will have to manually mark the order as complete.

What do you want to do?

Manually create an order (page 12)

Manually complete an order (page 13)

Manually create an order

The following directions describe how to create an order when you do not have an electronic order entry system.

1. Click in the patient's **Order** cell.

   A list of available orders is displayed.

2. In the list, click the order you want to create.

   The order is started.

   NOTE: Click your browser's refresh button to see the icon.

Manually complete an order

The following directions describe how to mark an order as complete when you do not have an electronic order entry system.

1. Click the order icon for the order you want to mark as complete.

   A dialog prompting you to confirm the status change is displayed.

2. Click **OK**.

   The order is changed from started to complete.

   NOTE: Click your browser’s refresh button to see the change in the icon.

Viewing an Order’s Status

Your site may have configured some of the order stages to have the same color. If this is the case, finding out the exact status of an order can be difficult.

For example, whether an order is sitting in the lab or being processed in the lab could have the same color assigned. If you wanted to find out what was taking the lab results so long to come back, you could not tell by the icon color if there was a backlog in the lab or if the processing in the lab was slow.

The following direction describes how to get more information on the status of an order.

- Pause your pointer on the icon of the order whose status you want to view.

  The status of the order is displayed in a tool tip.

Viewing an Order’s Results

The following direction describes how to view the results of an order that is complete.

- On the log, click the icon of the order you want to view.

  ED Tracking takes you to the order results.

  TIP: To return to ED Tracking, click Census in the new screen’s menu.

Chapter 4: Administration Features

There are some administrative features available from within ED Tracking. These features allow the system administrator or super user to switch staff assigned to the ED at the end of a shift, view graphs of various statistics from the ED, or work with quality-based reports.

NOTE: Other administrative features, like configuration of order colors, can be found in the Centricity Administrator 7.0 System Administrator’s Manual, part number 20027386-012.

What do you want to do?

Manage Staff Assignments

At the bottom of every log is a list of the staff that is currently on duty. If you have the proper permissions, you can add or remove staff as they come on duty or their shift is over. The following directions allow you to move a staff member from off duty to on duty, and vice versa.

1. On the ED Tracking menu, click **Current Staff**.

   The staff list view is displayed.

2. Click the name of the staff member you want to move.

   The staff member is moved to the other list.

   TIP: To see your changes in the list at the bottom of the log pages, refresh the browser window.

View the Dashboard

ED Tracking provides a dashboard containing charts that allow you to see trends in health care in your ED Department. For example, the time from arrival to doctor's first contact or the length of stay for patients are two charts available.

1. In the ED Tracking menu bar, click **Dashboard**.

   A selection of the graphs available are displayed.

   TIP: If you want to view the graph in greater detail, click it.

2. In the upper left, set the date range for the graphs you want to view.
3. Select a **Graph Size**.
4. From the **Loc/Unit** lists, select the Site and Unit for your search.
5. Select the graphs you want to view.
6. Click **Set**.

   The graphs you selected are displayed to the right of the search criteria.

   TIP: If you want to view the graph in greater detail, click it.

Generate Reports

There are a number of reports that you can run on the patient data that Centricity ED Tracking collects. The following directions describe how to generate a report.

1. On the ED Tracking menu, click **Reports**.

   The reports view is displayed.

2. In the upper left, set the **Date Range** for the report you want to view.
3. Select a **Time Range**.
4. Select a **Format** for your report.
5. In the **Reports Available** list, click the report you want to view.
6. Click **Create Report**.

   The report you requested is displayed to the right of the search criteria.

   TIP: You can print a report by right-clicking within the report and selecting to print the frame.

Index