

EpicEdge Tips & Tricks

Dismissing a Patient in Hyperspace

Why?

On the rare occasion when a patient should not be accepted onto service, we have a tool we can use to indicate that the patient has been dismissed from care. If the environment is deemed unsafe for the provider or the level of care is not appropriate in the home setting, then the patient can be dismissed.

Note: Dismissing is different from non-admitting.

How to dismiss a patient in Hyperspace

- Open the Appointment Desk (Appts)
- Patient Options menu
- Select "Dismiss Patient"

The screenshot shows the EpicEdge Appointment Desk for patient Rupert Schminkey. The interface includes a patient summary, guarantor accounts, and a 'Patient Options' menu. The 'Dismiss Patient' option is highlighted, and a tooltip indicates that clicking it will 'Open the Dismiss Patient activity'.

Patient Summary:

- Schminkey, Rupert (78 yrs)**
- DOB: 5/5/1945
- Address: 999 Nonexistent St, Wakefield MA 01880
- SSN: xxx-xx-9999
- Legal Name: Schminkey, Rupert

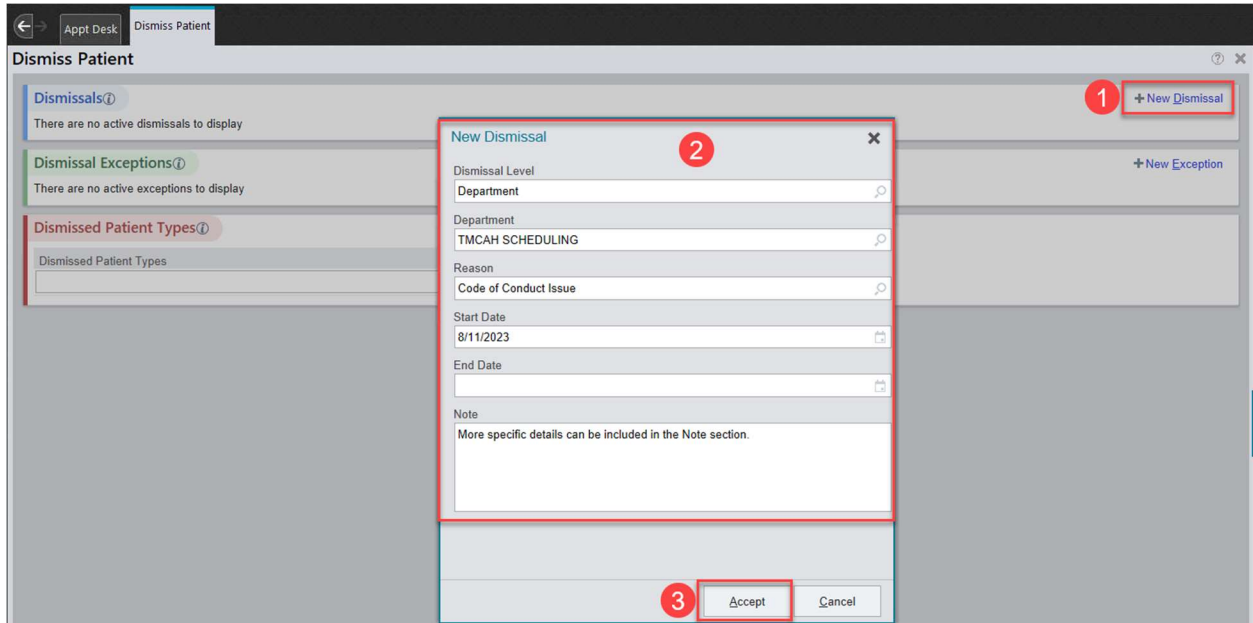
Guarantor Accounts:

Account Name	Acct	Elaps	Cvg Ver Status	Subscriber	Elapsed	Serv Area	Type
Schminkey, Rupert							
Payor/Plan: MEDICARE/MEDICARE PART A AND B							

Patient Options Menu:

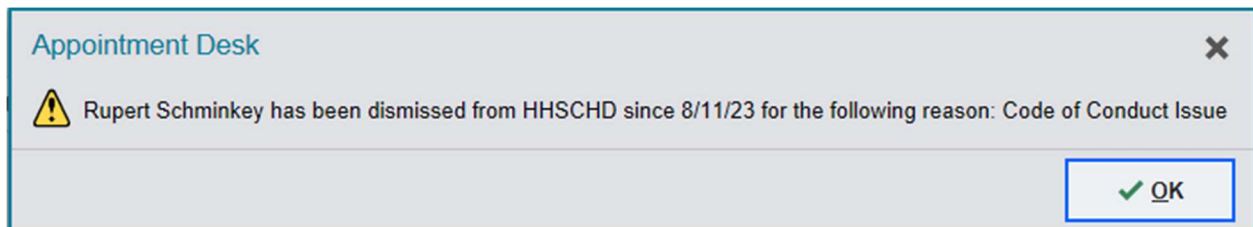
- Comm Prefs
- Dismiss Patient** (Open the Dismiss Patient activity)
- Flags
- FYI
- Patient Messages
- PCP/Care Teams
- Registration
- Scheduling Preferences
- Send Patient Message
- Visit Type Modifiers
- Patient Event

1. Select "**New Dismissal**" in the upper right corner.
2. In the popup window:
 - Set **Dismissal Level** to "**Department**"
 - Set **Department** to "**TMCAH SCHEDULING**"
 - Enter an appropriate **Reason**
 - Enter the **start date** and any **relevant notes**.
3. Click **Accept**.

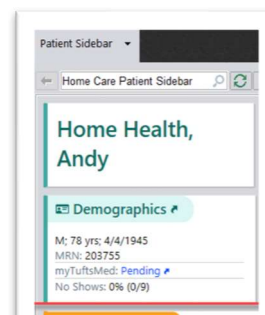


Identifying Dismissed Patients

Once the dismissal is active on the patient's account, it will no longer be possible to schedule an appointment with the patient. Opening up the Appointment Desk will immediately cause a pop-up to appear:



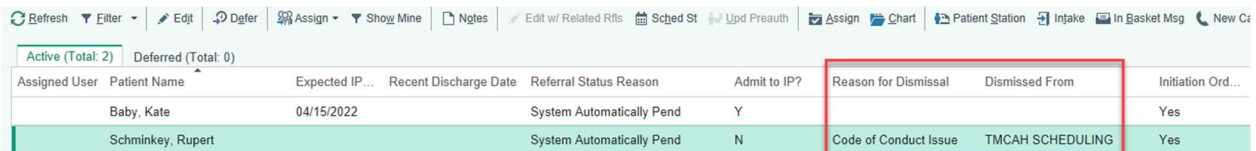
For Schedulers:



There will also be a warning in the sidebar.

For Intake:

Two new columns have been added to the referral workqueues that will show which departments (if any) have dismissed the patient from service, as well as the reason. If the patient has been dismissed from another practice, that information could appear here as well.



Assigned User	Patient Name	Expected IP...	Recent Discharge Date	Referral Status Reason	Admit to IP?	Reason for Dismissal	Dismissed From	Initiation Ord...
	Baby, Kate	04/15/2022		System Automatically Pend	Y			Yes
	Schminkey, Rupert			System Automatically Pend	N	Code of Conduct Issue	TMCAH SCHEDULING	Yes

Removing a Dismissal

If the decision is made to once again allow the patient to be admitted to TMCAH:

- Open up the Patient Options menu in the Appointment Desk.
- Select "Dismiss Patient."
- Select the pencil icon to open up the dismissal.
- Enter an end date, which will preserve the history of the dismissal.
- Selecting the "X" will delete the dismissal without preserving the history.

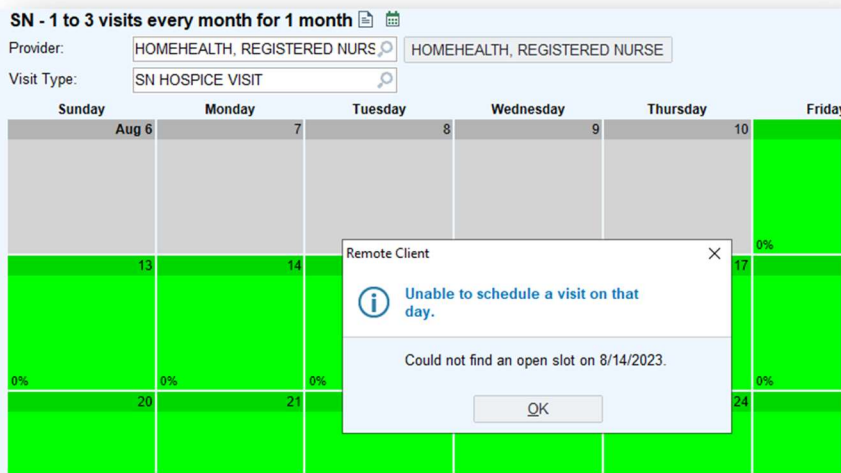


Dismissal Level	Dismissal Target	Reason	Start Date	End Date	
Department	TMCAH SCHEDULING	Code of Conduct Issue	08/11/2023		 

For Clinicians:

The goal is to prevent the dismissed patient from returning to service. However, if a dismissed patient lands on a clinician's caseload, the clinician will not be able to schedule the patient from a remote client.

In Visit Set Scheduling from the Care Plan, clinicians will see this error message whenever they try to schedule a dismissed patient in any available timeslot:



If an attempt is made to schedule a dismissed patient from the Schedule Task, the appointment color will indicate that a scheduling request was made, but clinicians will not be able to open up the encounter to document. The appointment notes will show the dismissal information.