TuftsMedicine

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"

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**.
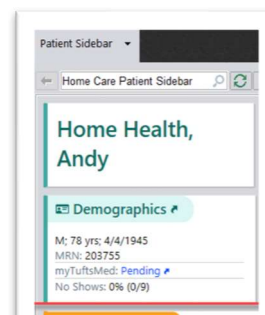3. Click **Accept**.
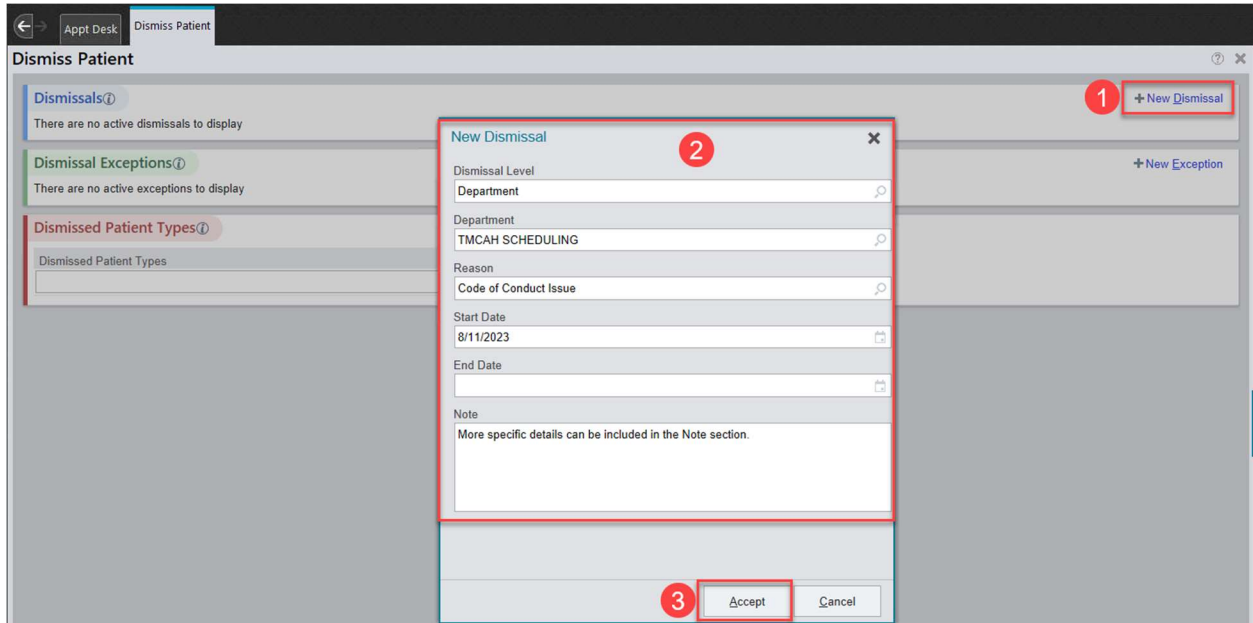
Identifying Dismissed Patients

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:
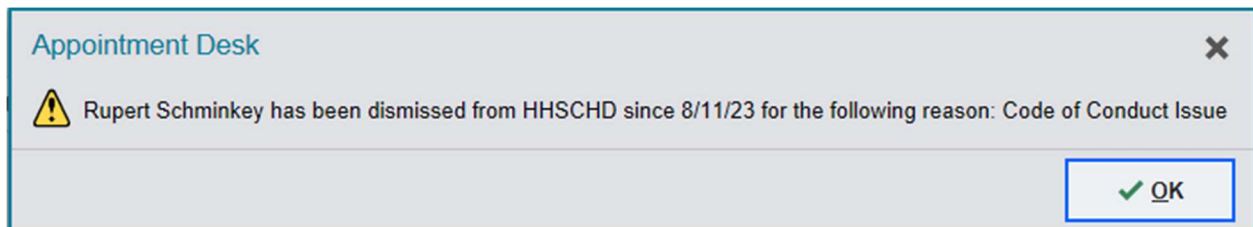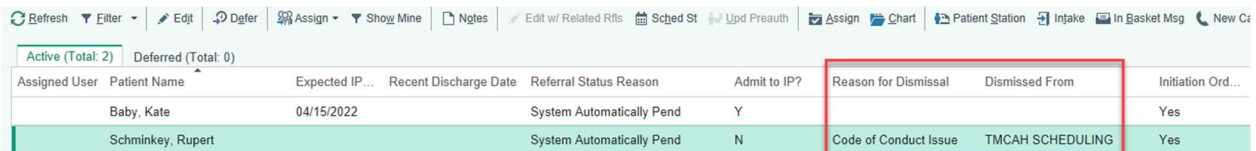

For Schedulers:

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.

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.

For Clinicians:

The goal is to prevent the dismissed patient from returning to service. However, if a dismissed patient lands on a clinicians caseload, the clinician will not be able to schedule the patient from 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:
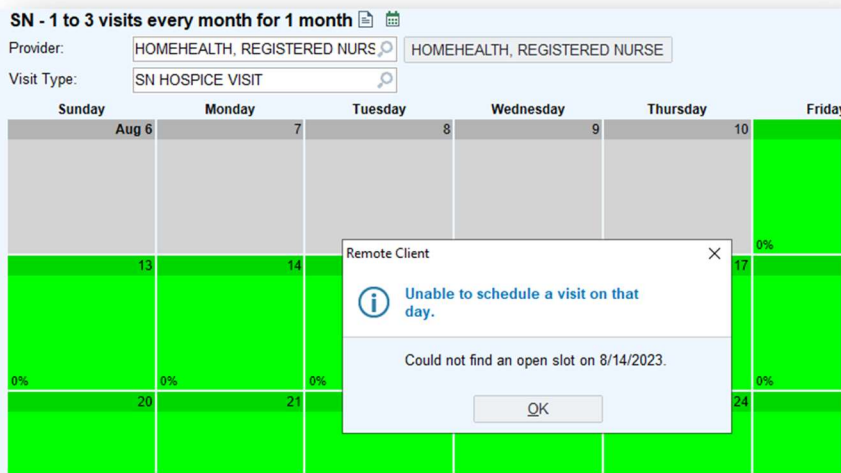
If an attempt is made to schedule a dismissed patient from the Schedule Task, the appointment color will indicate that a scheduling request was made, but clinicians will not be able to open up the encounter to document. The appointment notes will show the dismissal information.