# EpicEdge Tips & Tricks

## Patient Dismissal and Violence Flags
## Dissmissing a Patient

**Why?**

- When the patient's environment is deemed unsafe for the clinician and the situation cannot be resolved, or the level of acuity is too high for care at home.
- The patient should not be admitted or readmitted.

! Note: VP & Director must approve Do Not Admit/Readmit, patient dismissal status. Managers will enter the status and update as needed.

## 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** per the following guidelines:

Clinical Study – NA for TMCAH

Code of Conduct Issue – Likely Most used for TMCAH

- Verbally/physically aggressive toward staff
- Threatening verbally, digitally (email/text), physically
- Personal space violation – inappropriate physical boundaries during care or during visit (touching, reaching, verbal requests)
- Repetitive non-compliance with TMCAH policies governing "during a visit" (pet, weapons, visitors)

Confidential – NA for TMCAH

Frequent No Show- Minimal use; home visit – patient not home at scheduled visit time (repetitive)

Problem Patient – **do not use** at TMCAH – use Code of Conduct Issue instead.

Transfer of Care – not safe for home care, requested

**New Dismissal**

Dismissal Level
Department

Department
TMCAH SCHEDULING

Reason
|

| Title | Number |
| --- | --- |
| Clinical Study | 2 |
| Code of Conduct Issue | 6 |
| Confidential | 3 |
| Frequent No Show | 4 |
| Problem Patient | 1 |
| Transfer of Care | 5 |

Accept     Cancel

- Enter the **start date** and any **relevant notes**.
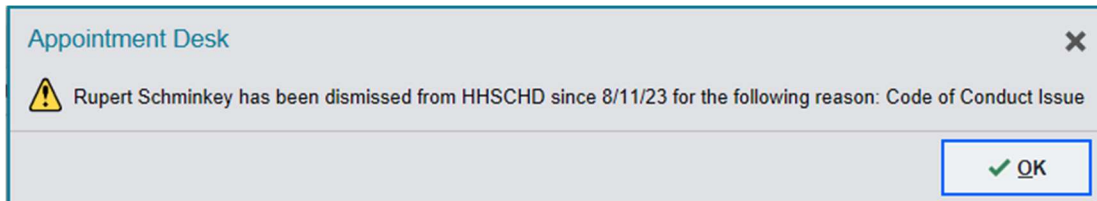3. Click **Accept**.



The user will be prompted to save the changes. If there are appointments already scheduled, a popup will appear with an option to cancel currently scheduled appointments.

**Scheduled Appointments Found** ✕

This patient has existing appointments that these dismissals apply to. Would you like to cancel them?
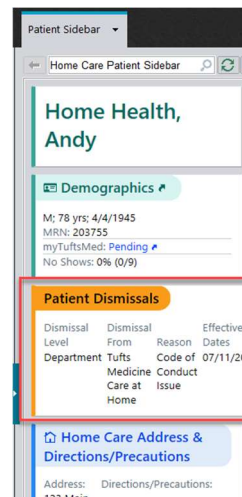
✓ Yes    ✕ No

# 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:

**Appointment Desk** ✕

⚠ Rupert Schminkey has been dismissed from HHSCHD since 8/11/23 for the following reason: Code of Conduct Issue

✓ OK

# For Schedulers:

There will also be a warning in the sidebar.

Patient Sidebar ▾

← Home Care Patient Sidebar

**Home Health, Andy**

📇 **Demographics** ↗

M; 78 yrs; 4/4/1945
MRN: 203755
myTuftsMed: Pending ↗
No Shows: 0% (0/9)

**Patient Dismissals**

| Dismissal Level | Dismissal From | Reason | Effective Dates |
|---|---|---|---|
| Department | Tufts Medicine Care at Home | Code of Conduct Issue | 07/11/202... |

🏠 **Home Care Address & Directions/Precautions**

Address:   Directions/Precautions:
123 Main

# 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.

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 🔄 Refresh | ▾ Filter ▾ | ✏ Edit | 🔎 Defer | 👥 Assign ▾ | ▾ Show Mine | 📄 Notes | ✏ Edit w/ Related Rfls | 🗓 Sched St |  📌 Upd Preauth | 📋 Assign 📂 Chart | 📌 Patient Station | ➡ Intake | 📧 In Basket Msg | 📞 New Ca |

Active (Total: 2)   Deferred (Total: 0)

| 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 |

Recommend moving this column to the left for visibility.

If a referral comes in via a mode that is not in a WQ, by telephone for example, Intake/Liaisons would need to check the patient in Chart review to see if a dismissal exists. The dismissal in the storyboard looks like this:



# Removing a Dismissal

A decision to remove a dismissal must have approval at the VP and Director level at TMCAH.

If the decision is made to allow the patient to be admitted to TMCAH after a dismissal:
- 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 clinician's 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 when they try to schedule a dismissed patient in any available timeslot:
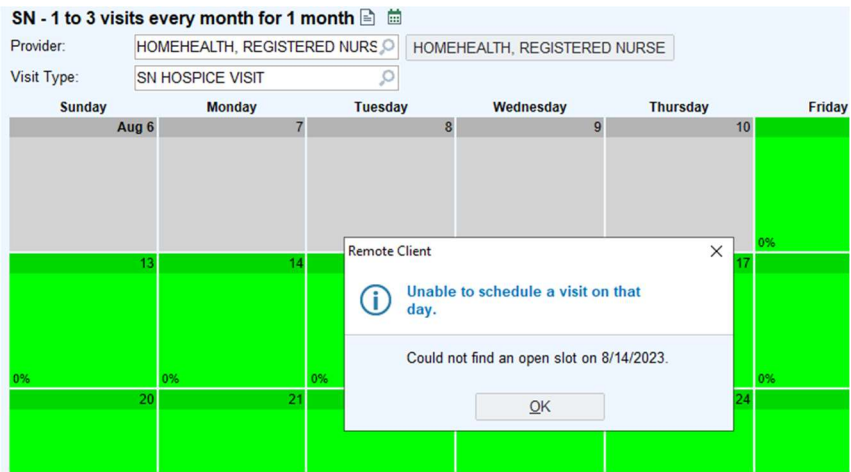
If an attempt is made to schedule a dismissed patient from the Schedule Task, the appointment color, medium blue, will indicate that a scheduling request was made, but clinicians will not be able to open up the encounter to document. The appointment notes will show the dismissal information.
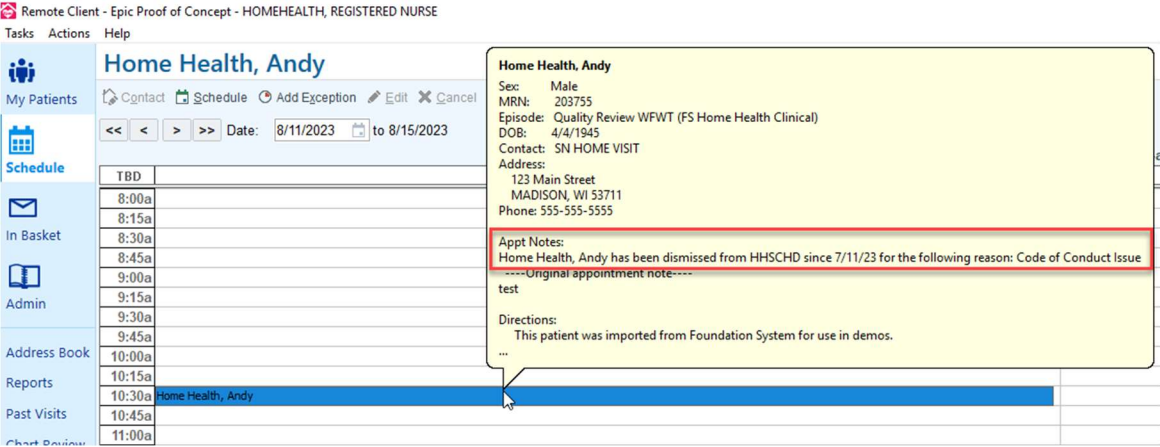


# Violence Flags

In addition to our department-level patient dismissal, there is a system-wide FYI flag for violent patients. The Violence Flag can be used in conjunction with the Dismissal. If we are dismissing a patient for violence, the recommendation would be to also add the FYI flag, which is more visible across the Tufts system.

Types of violence include verbal threats, physical violence, and unsecured weapons in the home.

**Violence Flags are added in Hyperspace**

In either Home Health or Hospice Intake, click the Patient FYI button on the toolbar.
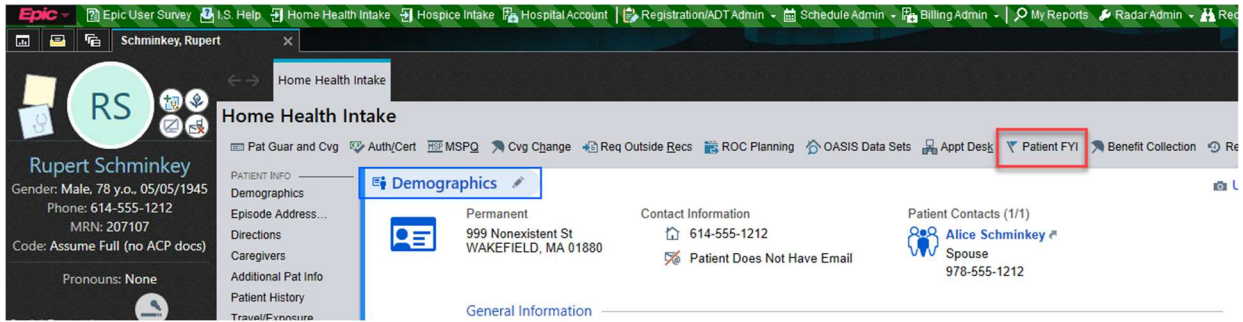
Next, select a flag type of "Violent" and add details and a summary if desired. These are both optional but can offer context. Summary will show in a hover bubble for the Storyboard flag, so it's more visible. Click Accept to activate the FYI flag.

Like the patient Dismissal, Clinical managers will add a Violence flag after discussion with a Clinical Director and VP approval.
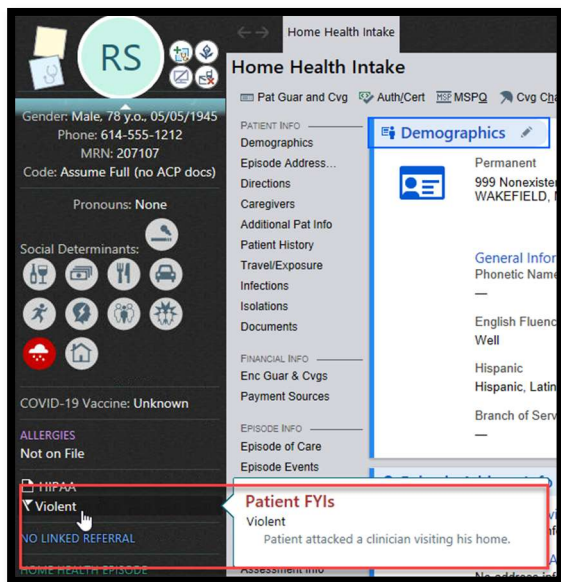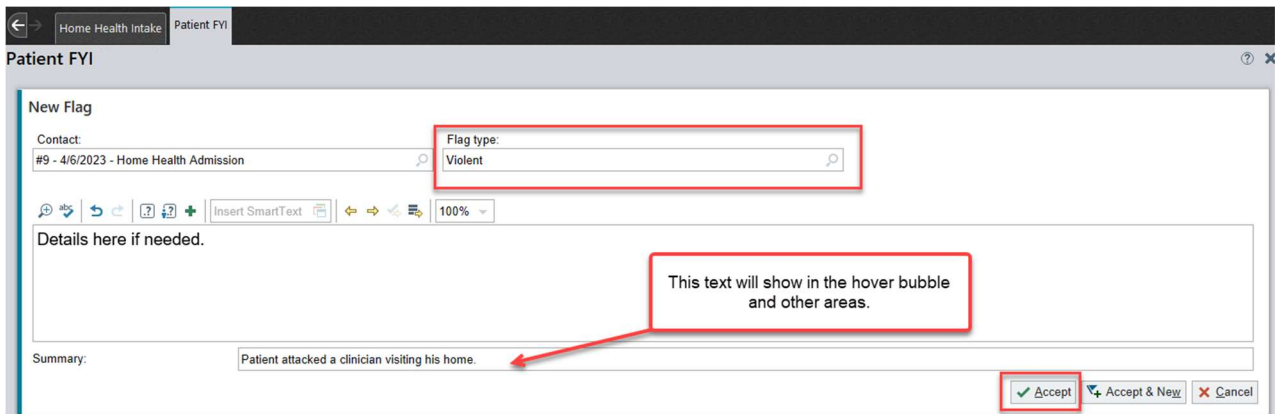




In Hyperspace, Violence Flag information will be visible on Storyboards and other clinical and registration workspaces.

My Patients

Schedule

In Basket

Admin

Address Book
Reports
Past Visits
Chart Review
Flowsheets

Contact
Medications
Allergies
DME

Care Plan
Plan of Care
Orders

+ Add    ⟳ Sync    Sync Options ▾

All Patients ▾

Not synchronized

Current C... | Patient FYIs | Infection | Episode T... | Code Status | Team Assi... | PCP | Primary... | Last Sync
N/A | FYIs pre... | Negative | CNS - M... | Assume... | CNSLO... | Woos... | | 6 Hours Ago

🔻 Overdue Alerts    ⟳ Sync Patient    ✕ Remove Patient    ⓘ Update Directions    📄 Add Specialty Comments    ✕ Travel Screening

⌂ Home Care Address &

**Remote Client**

**Patient FYI Flags display in Remote Client in the My Patients tab.**

⊕ Violent Patient FYI Flag is present.

🕑 ✅ Travel Screening

| Question | Response |
| --- | --- |
| Have you been in contact with someone who was sick? | No / Unsure |
| Do you have any of the following new or worsening symptoms? | None of these |
| In the last 10 days, have you been in contact with someone who was confirmed or suspected to have Coronavirus/COVID-19? | No / Unsure |
| Have you had a COVID-19 viral test in the last 10 days? | No |
| Have you traveled internationally or domestically in the last month? | No |

🕑 Travel History