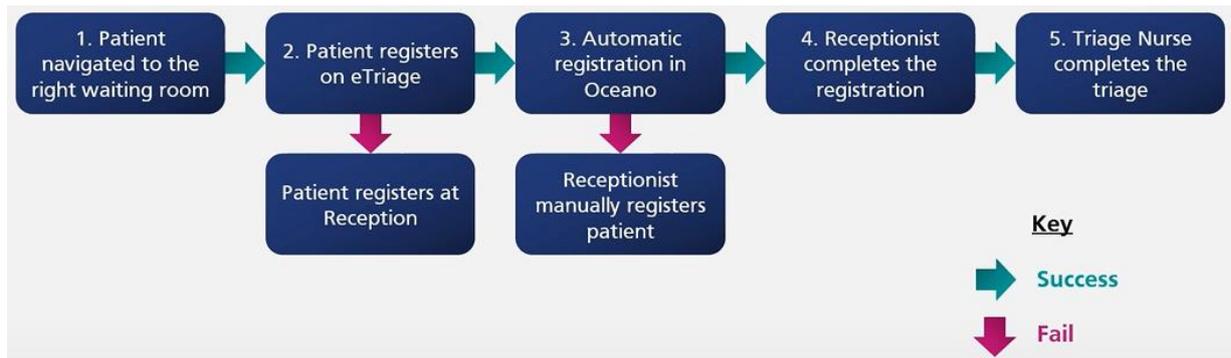


eTriage Guide for Reception Staff

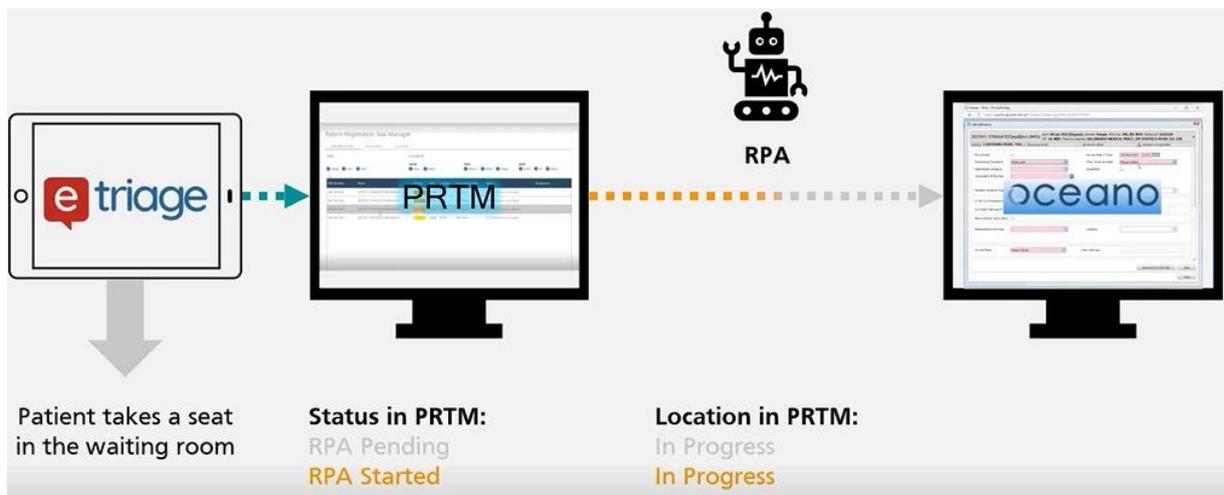
The Patient Journey

The patient Journey is outlined below. As many patients as possible should be encouraged to check in via the eTriage Kiosks. If this is not a suitable option, the patient will check in at Reception and receptionists will follow the usual process for registering/ booking in a patient.



Automatic Registration in Oceano (Robotic Process Automation)

Once the patient has registered via eTriage and taken a seat in the waiting area, they will be automatically registered in Oceano. The information entered into the iPad will be transferred into PRTM (Patient Registration Task Manager) where the RPA (Robotic Process Automation) will transfer the information into Oceano.



If you select the 'In Progress' tab on the PRTM dashboard, you will see the patient pending until the RPA starts.

Patient Registration Task Manager

REQUIRES ACTION | IN PROGRESS | COMPLETED

Site: QEHB GHH BHH

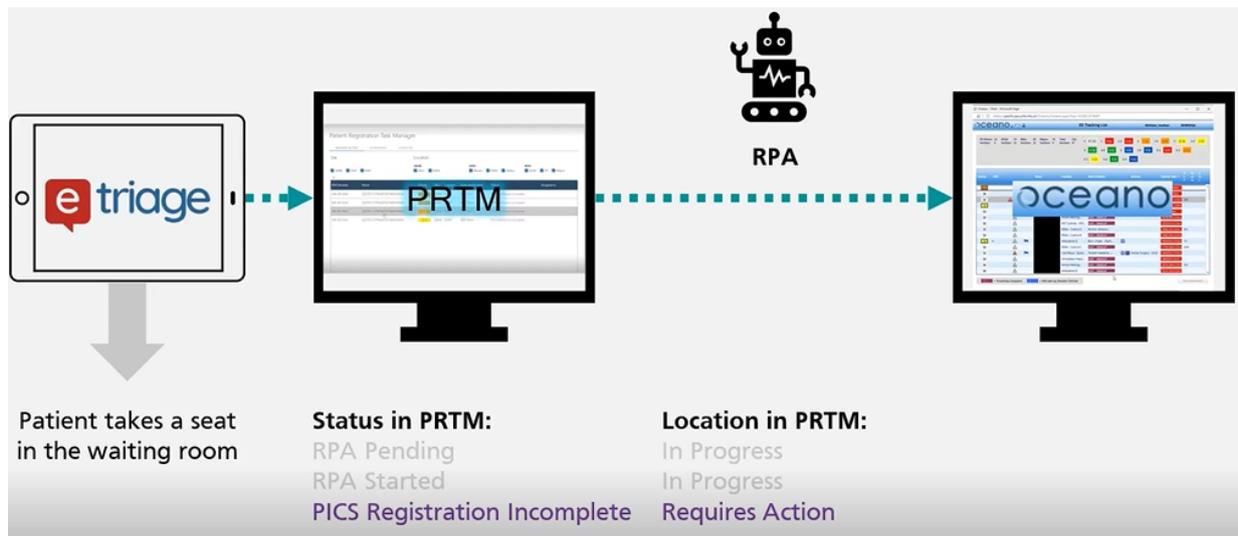
Location: Main EDAA

GHH: Minors EDAA Majors

BHH: EDAA AP Majors

NHS Number	Name	Priority	Site	Location	Since arrival (min)	Status
946 395 8541	ZZZTEST. ETRIAGETEST9463958541	E-2	QEHB	Main	00h 06min	In Progress Pending

Once complete, you will see the status change and the patient will appear in the 'Requires Action' tab.



Completing PICS Registration

Patients that have been successfully registered into Oceano by the RPA will appear in the 'Requires Action' tab on the PRTM dashboard with the status 'PICS Attendance Incomplete'. It is important to register the patient in **PICS** so the Triage Nurse can access the patient's clinical information for triage.

NHS Patient Registration

Patient Registration Task Manager

REQUIRES ACTION | IN PROGRESS | COMPLETED

Site: QEHB GHH BHH

Location: Main EDAA

GHH: Minors EDAA Majors

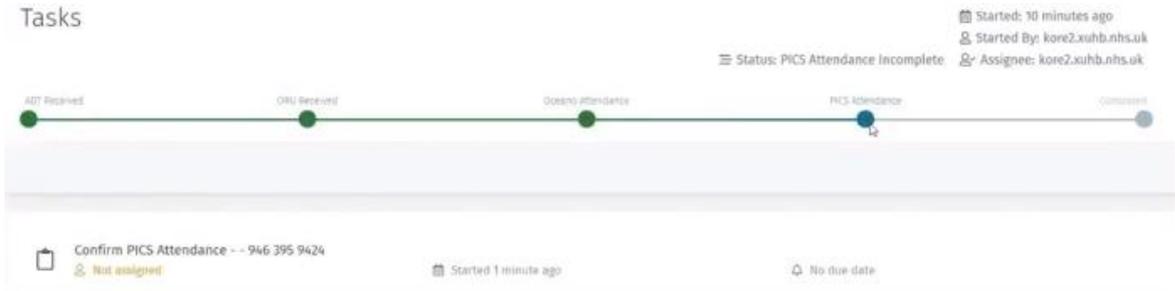
BHH: EDAA AP Majors

NHS Number	Name	Priority	Site	Location	Since arrival (min)	Status	Assigned to
946 395 9173	ZZZTEST. ETRIAGETEST9463959173	E-1	QEHB	EDAA	24h 08min	Failed	
946 395 8274	ZZZTEST. ETRIAGETEST9463958274	E-1	QEHB	EDAA	24h 11min	PICS Attendance Incomplete	
946 395 9270	ZZZTEST. ETRIAGETEST9463959270	E-1	QEHB	EDAA	24h 10min	PICS Attendance Incomplete	
946 395 9319	ZZZTEST. ETRIAGETEST9463959319	E-1	QEHB	EDAA	24h 09min	PICS Attendance Incomplete	
946 395 9335	ZZZTEST. ETRIAGETEST9463959335	E-1	QEHB	EDAA	24h 09min	PICS Attendance Incomplete	
946 395 3475	ZZZTEST. ETRIAGETEST9463959475	E-1	QEHB	EDAA	24h 07min	PICS Attendance Incomplete	

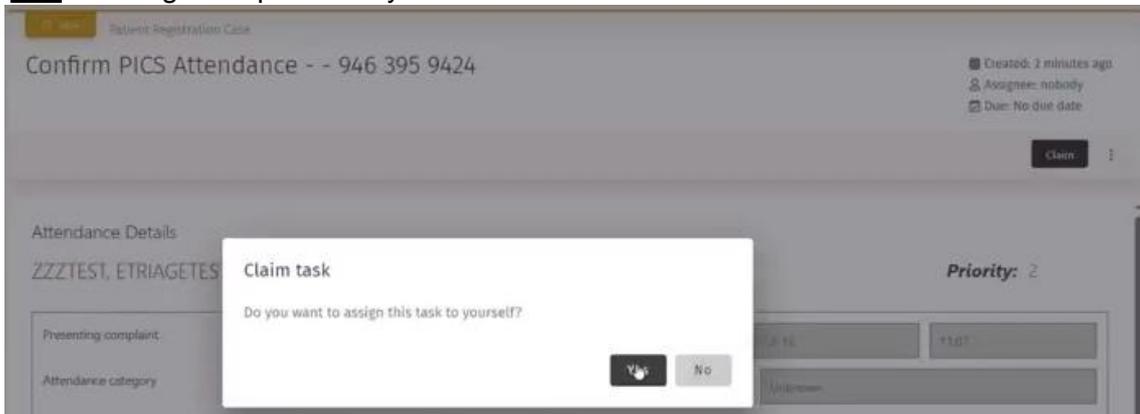
Steps to complete this process:

1. Select an unassigned patient in PRTM that has a status of 'PICS Attendance Incomplete' (work from the top of the list down)

2. Select 'Confirm PICS Attendance'



3. Claim the patient by selecting 'Claim' in the top right-hand corner of the screen and 'Yes' to assign this patient to you



4. Copy & paste the patient NHS Number from the top of the screen in PRTM to PICS ensuring the details match (using the hospital number search field you may need to remove spaces from NHS Number)



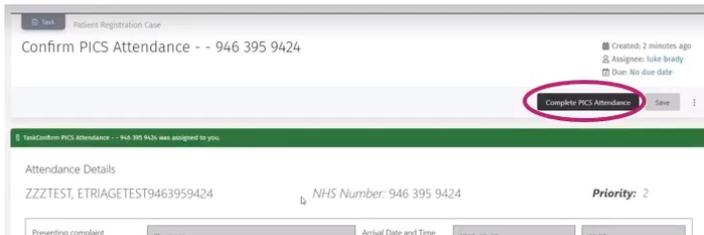
5. Complete the PICS attendance form by selecting:
→ The correct Episode Consultant for that day
→ 'Emergency Department' as the Episode Specialty
→ The correct Admission Site
→ The correct Admission Location

- Next, check the patient's next of kin information by selecting 'ETriage Summary' under 'Assessments' in PICS

Attendance	Flowsheets/Results	Drugs	Assessments	Miscellaneous
Demographics	Biochem	Drug Round	Height/weight	Procedures
Admit	Drugs	Prescription	Observations	Alert List
Finish	Blood Gases	Drug Chart	Assessments	Requests
COVID 19 screening	Misc Results	At Home Drugs	ETriage Summary	Forms
U18 Safeguarding				

- This will bring up the patient's clinical summary from eTriage. If the patient entered Emergency Contact details, they would appear at the bottom of this form. Go into Oceano and check the details and update if necessary, using the information from eTriage

- Go back to PRTM and select 'Complete PICS Attendance' this will automatically move the patient from the 'Requires Action' tab to the 'Completed' tab in PRTM updating the status to 'Complete'



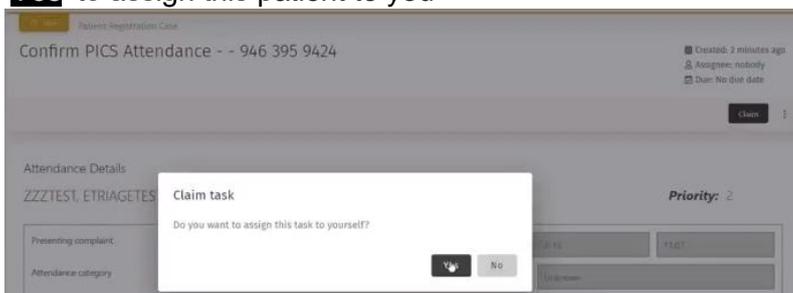
Automatic Registration in Oceano Failure

If the RPA fails, a patient is in the waiting room, but they have not been successfully registered in Oceano. This should be a rare event, however if this occurs you will see the patient status as **Failed** in the 'Requires Action' tab on the PRTM dashboard.

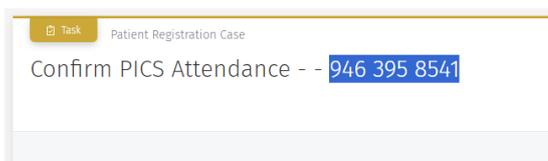
NHS Number	Name	Priority	Site	Location	Since arrival (min)	Status	Assigned to
946 395 8983	ZZZTEST, ETRIAGETEST9463958983	E-2	QEHB	Main	21h 28min	Failed	
946 395 8991	ZZZTEST, ETRIAGETEST9463958991	E-2	QEHB	Main	21h 27min	Failed	
946 395 8304	ZZZTEST, ETRIAGETEST9463958304	E-2	QEHB	EDAA	506h 38min	PICS Attendance Incomplete	
946 395 8320	ZZZTEST, ETRIAGETEST9463958320	E-2	QEHB	EDAA	506h 27min	PICS Attendance Incomplete	

Steps to manage this process:

9. Select the patient in PRTM that has a status of **Failed**
10. Claim the patient by selecting **Claim** in the top right-hand corner of the screen and **Yes** to assign this patient to you



11. In **Oceano**, select 'New Attendance' and copy & paste the patient NHS Number from the top of the screen in PRTM to Oceano ensuring the details match (you may need to remove spaces)



12. Complete the attendance form in Oceano with the information provided by the patient displayed in PRTM, ensuring to select:

- 'ETRIAGE, Ed (Dr)' for consultant of the day
- 'eTriage - Not Applicable' for Incident Location Type
- The right waiting room for where the patient currently is

Consultant of the Day: ETRIAGE, Ed (Dr)

Incident Location Type: eTriage - Not Applicable

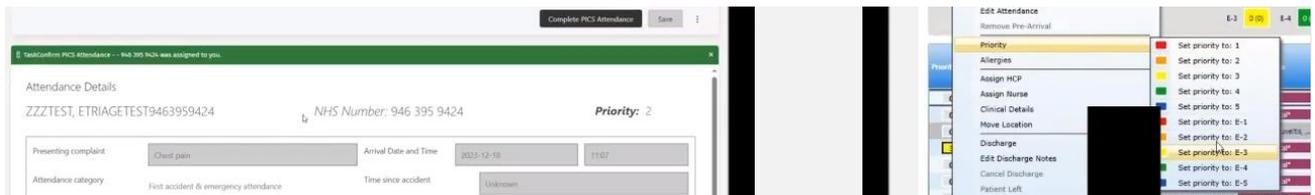
Is NHS 111 Prebooked Appointment?

Is Violent Admission?

Record Mental Health Status

Department/Unit Area: EDAA, EDAA - Waiting For Triage

13. Right click on the priority score in Oceano and update with the priority score displayed in PRTM ensuring to select the number with an 'E' in front (below PRTM shows **Priority: 2** so 'Set priority to: **E-2**' needs to be selected in Oceano)



The Triage Nurse will decide the correct priority score for the patient after they have been seen and will select a number without the 'E-' so the accuracy of eTriage can be monitored closely.

14. Complete the PICS registration outlined on Page 3-4

Useful Tips & Information

- ★ When a patient is claimed in PRTM the receptionist's name will appear in the assigned column. This will avoid anybody else claiming that patient
- ★ To un-claim a patient, click on the patient and in the top right-hand corner hover over the receptionist's name and click the 'x' that appears. This will unassign the receptionist and the patient will drop back to its original place in the list for somebody else to claim

- ★ Use the Navigation Pane in PRTM to view patients that are assigned to you and patients that have been completed (Staff should always check the 'For me' tab before leaving/finishing)

