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 with 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			Locat	ion		
QEHB GHH	ВНН		QEHB	n 🔽 EDA/	Ą	GHH BHH ☑ Minors ☑ EDAA ☑ Majors ☑ 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.

Patient Registration PRTM Dashboard	Patient Reg	gistration Task Manage	er						
PRTM Statistics Tasks	Site	2			ocation				
	QEHB GHH	и внн		QI	EHB 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 9475	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'

Tasks			∋ Status: PICS Attendance Incomplete	箇 Started: 10 minutes ago 品 Started By: kore2.xuhb.nhs.uk 品· Assignee: kore2.xuhb.nhs.uk
AUT Received	ORU Received	Qosano Attendante	HIS Adenderor	0
Confirm PICS Atte	ndance 946 395 9424	Started 1 minute ago	Q. No flue date	

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

Attendance category		No No	Maren	
Presenting complaint	no kon want to assign runs rask to konsen i		14.12	High
Attendance Details ZZZTEST, ETRIAGETES	Claim task	-		Priority: 2
				Claim
Confirm PICS Atten	dance 946 395 9424			Created: 2 minutes ago Assignee: nobody Due: No due date
C. Mini Ration Regultration C	ine .			

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:
- $\rightarrow~$ The correct Episode Consultant for that day
- → 'Emergency Department' as the Episode Specialty
- \rightarrow The correct Admission Site
- \rightarrow The correct Admission Location

Inpatient Episode options Episode consultant Majeed, M, Dr Episode Specialty Emergency Department Admission Site GEH8 Admission date/time [D//05/2006 09:25:36 Other Options ▲ Select an existing/past episode for this patient ▲ Select an existing/past episode for this patient ▲ Open patient record without creating any form of admission	BENJAMIN ADAMS (HN0002759	9]
Episode options Episode Consultant Majeed, M, Dr Episode Specialty Emergency Department Admission Site CEHB Admission location EDAA-Main Walk (CEHB) Admission date/time DA/05/2006 09:25:36 Other Options Select an existing/past episode for this patient Select an existing/past episod	Inpatient	
	Enirode ontions	
Episode Consultant Episode Specialty Emergency Department Admission Site CEH8 Admission location EDAA - Main Walk (0EHB) Admission date/time Out/05/2006 09:25:36 Other Options Select an existing/past episode for this patient) Specient and existing/past episode for this patient) Specient and existing/past episode for this patient		Admit
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Episode Specialty Emergency Department Admission Stte QEHB CHB CHB CHMINIC (CEHIB) CHMINIC (CE	Majeed, M., Dr	- 44
Emergency Department	Episode Specialty	
Admission Site QEHB Admission location (EDAA-Main Wait (QEHB) Admission date/time [04/05/2006 09:25:36 Other Options Sector an existing/past Episode for this patient Select an existing/past Episode for this patient Sector and the output creating any form of admission	Emergency Department	- M
QEHB Admission location Admission location Admission location EDAA - Main Wait (QEHB) Admission date/time [04/05/2006 09:25:36 Admission date/time Other Options Admission date/time Select an existing/past episode for this patient Image: Select an existing/past episode for this patient	Admission Site	
Admission location EDAA - Main Wait (QEHB) Admission date/time Od/05/2006 09:25:36 Other Options Select an existing/past episode for this patient Select an existing/past episode for this patient	QEHB	- M
EDAA - Main Waik (OEHB) Admission date/time [04/05/2006 09:25:36 Other Options ♪ Select an existing/past episode for this patient ♪ Open patient record without creating any form of admission	Admission location	
Admission date/time [04/05/2006 09:25:36 Other Options ♪ Select an existing/past episode for this patient ▶ Open patient record without creating any form of admission	EDAA - Main Wait (QEHB)	- #1
04/05/2006 09:25:36 Other Options Select an existing/past episode for this patient Open patient record without creating any form of admission	Admission date/time	
Other Options Select an existing/past episode for this patient Open patient record without creating any form of admission	04/05/2006 09:25:36	
Open patient record without creating any form of admission	Other Options	isode for this patient
4 Admission directorate - Emergency Department.	Open patient record witho Admission directorate - Eme	out creating any form of admission ergency Department.

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

Prescribing Information & Communication System - A. Doctor – – × vatern Patient Print Help											
Reg. No. 9463958851 NHS No. 946 395 8851 Name ZZZTEST ETRIAGETEST946395 Problem list Age 55y Sex F Directorate ED											
Cons BOLBJ Loc MainWr Bed Pat No Pat List Pat Srch ReSPECT/TEAL Pat Handover Pat Messages Portal ICE PACS											
Confirm Patient Ide	Confirm Patient Identity Switch User Reviewed No record Dep										
Attendance Flowsheets/Results Drugs Assessments Miscellaneous											
Attendance		Flowsheets/Results		Drugs	Assessments	Miscellaneous					
Demographics	Allergies	Flowsheets/Results Biochem	General	Drugs Drug Round	Assessments Height/weight	Miscellaneous Procedures					
Demographics Admit	Allergies Problem List	Flowsheets/Results Biochem Drugs	General Immuno	Drug Round Prescription	Assessments Height/weight Observations	Miscellaneous Procedures Alert List					
Demographics Admit Finish	Allergies Problem List Transfer	Flowsheets/Results Biochem Drugs Blood Gases	General Immuno Misc Results	Drug Round Prescription Drug Chart	Assessments Height/weight Observations Assessments	Miscellaneous Procedures Alert List Requests					
Demographics Admit Finish COVID 19 screening	Allergies Problem List Transfer Noting	Flowsheets/Results Biochem Drugs Blood Gases	General Immuno Misc Results	Drugs Drug Round Prescription Drug Chart At Home Drugs	Assessments Height/weight Observations Assessments ETriage Summary	Miscellaneous Procedures Alert List Requests Forms					

7. 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 eTraige

Booking reque	st for ETRIAGETEST9463959424 ZZZTEST	(Female, Age 91) - For Action
Name	ZZZTEST, ETRIAGETEST9463959424	
Born	04-07-1932	
Gender	Female	
NHS No.	9463959424	
Home Address	4 HAYWARD ROAD THAMES DITTON SURREY DN9 IEL	
GP Practice	CAPELFIELD SURGERY	
Presenting com	plaint	
Chest pain (ECD	05 / SNOMED ID 29857009)	
Guide to Answe	rTypes	
+++ Patients iss	tue may be an emergency	
++ Patients iss	ue may be urgent	
+ Some answ	vers may need urgent attention	
1 Some answ	vers may need close attention	
Summary of Urg	ent Issues	
++ How did you i	injure your chest?	I have fallen
+ Did you injure	your chest?	Yes
How bad is yo	our chest pain?	5-6 out of 10 - The pa it's hard to ignore
We'll now ask y	ou some questions about your symptoms:	
Please descri	be your symptoms.	The patient said "Painful to breathe"
+ Did you injure	your chest?	Yes
++ How did you i	injure your chest?	I have fallers
Dia unite horizont		No.

8. 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'

onfirm PICS Attendance 946 39	5 9424	篇 Created: 2 minutes ag 岛 Assignee: luke brady ② Due: No due date
	(Complete PICS Attendance Save
Sifonfirm 2011 Mandapore 944 395 9136 was assisted to una		
acontron PICS Attendance - 146 305 9435 was assigned to you. ttendance Details		

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	Site			Ŀ	Location								
ď	Patient Registration	🗸 QEHB 🔽 GHH	BHH		Q	EHB Main 🔽	EDAA		GHH Minors	Z EDAA	Majors	BHH Z EDAA	AP Majors	
	RTM Dashboard	(213)												
	PRTM Statistics	NHS Number	Name	Priority	Site	Location	Since arrival (min)	Status			lesinned to			
Ê.	Tasks		Tume	inany	Ditte	Location	Since annua (min)	Status			asigned 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)

Patient Registration	ase
Confirm PICS Atter	dance <mark>946 395 8541</mark>

- 12. Complete the attendance form in Oceano with the information provided by the patient displayed in PRTM, ensuring to select:
- \rightarrow 'ETRIAGE, Ed (Dr)' for consultant of the day
- \rightarrow 'eTriage Not Applicable' for Incident Location Type
- \rightarrow The right waiting room for where the patient currently is

Consultant of the Day	ETRIAGE, Ed (Dr)	0.
Incident Location Type	eTriage - Not Applicable	
Is NHS 111 Prebooked Appo	intment?	
Is Violent Admission?	0	
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)

			l	Complete PICS Attendance Save	1	Edit Attendance Remove Pre-Arrival	E3 0(0) E
8 TaskConfirm PICS Attendance 948	8 395 9434 was assigned to you.				*	Priority Allergies	Set priority to: 1 Set priority to: 2
Attendance Details ZZZTEST, ETRIAGET	EST9463959424 t _e N	HS Number: 946 395 942	24	Priority: 2	Ì	Assign HCP Assign Nurse Clinical Details Move Location	Set priority to: 3 Set priority to: 4 Set priority to: 5 Set priority to: 5
Presenting complaint	Great pain	Arrival Date and Time	2023-12-18	11:07		Discharge Edit Discharge Note	es Set priority to: E-2 Set priority to: E-3 Set priority to: E-4
Attendance category	First accident & emergency attendance	Time since accident	Unknown			Cancel Discharge Patient Left	Set priority to: E-S

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 eTraige 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)

