



iQueue Clinic Staff Surgery Scheduling

Caregivers Impacted: MG & Affiliate Surg Schedulers
Implementation Date: August 16, 2023

What Is Changing

iQueue for Operating Rooms is a third-party application used by Intermountain Operating Room schedulers, as well as physician office (Medical Group and affiliated) personnel.

Scheduling Staff will see the following workflow changes in PowerChart with the implementation of iQueue:

- MG and Affiliate surgery schedulers will ensure the appropriate FIN is created for the patient
- Schedulers will ensure a PSO is included in the surgical PowerPlan for *Inpatient* and *Inpatient Only* procedures.
- The FIN creation process changes for affiliate surgery schedulers.

Why It Is Changing

iQueue will streamline the Surgical Operations scheduling process and improve visibility into Intermountain operating room schedules.

FIN Requests

PreReg FIN:

PreReg FINs are used for **same-day surgeries**, which are defined as any patient stay that is less than 23 hours in length.

PreAdmit FIN:

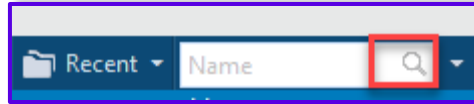
PreAdmit FINs are used for surgeries where the patient will be admitted to the hospital after their procedure and/or for Inpatient procedures. Hospital admittances are defined as any patient who is **admitted after surgery** for more than 24 hours or is designated as "Inpatient Only".

MG clinic staff can create **PreAdmit** FINs in the clinic using the same process as a PreReg FIN within the **PM conversation** tool.

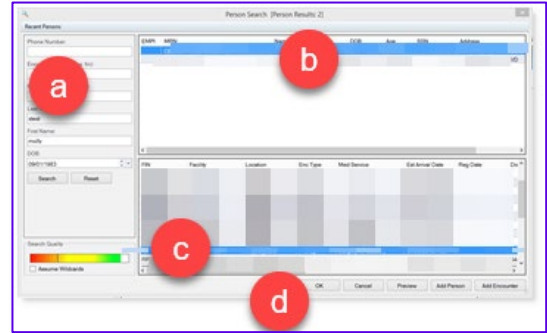
***Important!** The exception is any PreAdmit FIN for Labor & Delivery procedures. Those procedures (C-Sections and inductions) which are performed in Labor & Delivery department of the hospital are scheduled through a different process.*

Affiliate Procedure (FIN) Requests

1. Use the **patient search**

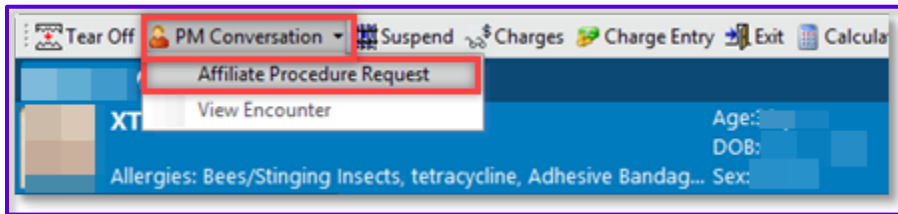


2. Select the **Correct patient and FIN:**
 - a. Use at least two patient identifiers (i.e. Name, DOB, Phone Number and/or MRN)
 - b. Select the correct patient from the **Search Results** in the *top half* of the box
 - c. Select the patient's correct **PreAdmit encounter** in the *bottom half* of the box
 - d. Click **OK**

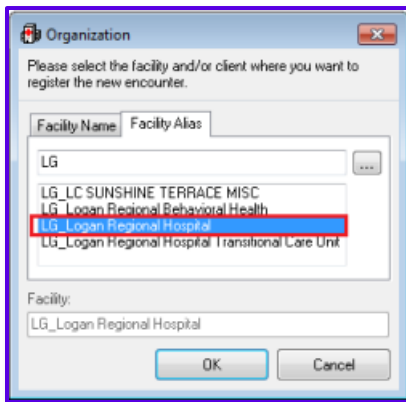


Creating a Surgical Encounter FIN (Financial Identification Number)

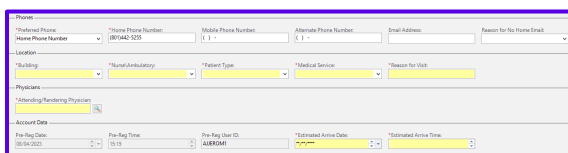
1. With the patient selected, click the **PM Conversation** (Patient Management Conversation) button in the tool bar and select the **Affiliate Procedure Request** option.



2. Click the **Facility Alias** tab and select the desired facility (e.g. LG Logan, MK McKay, CA Cassia, BR Bear River, etc.) and click **OK**

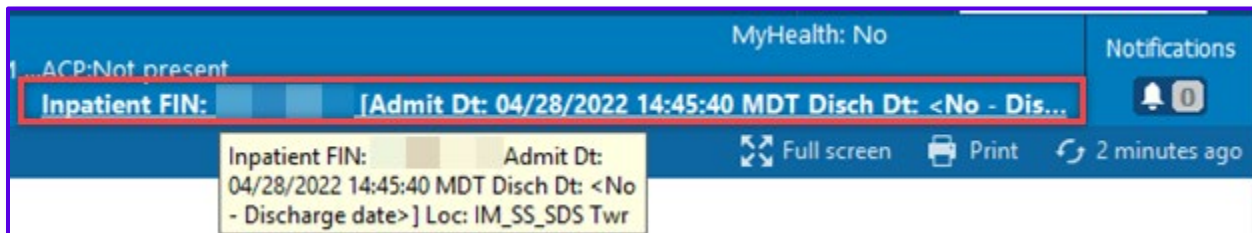


3. Complete the registration information in the yellow-highlighted fields.



4. Click **COMPLETE** in the bottom right-hand corner. A screen with the new FIN number will appear.

Note: the new FIN will be used for the surgery orders. In PowerChart, be sure to change to the new PreReg or PreAdmit FIN before adding any procedure/surgery orders. You can do this by clicking on the FIN within the patient banner.

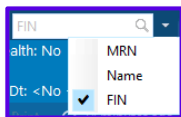


Important! Please take care to not generate duplicate FINs for a patient's surgery. Consistent generation of duplicate FINs will result in removal of iCentra access.

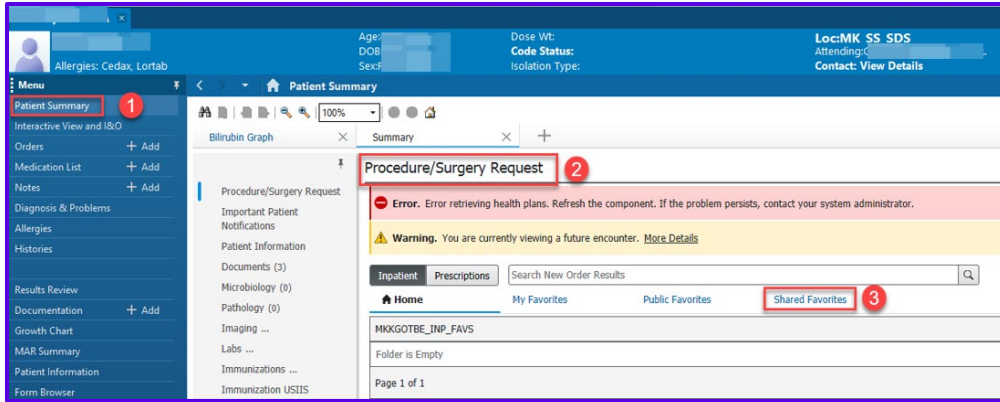
Note: If a patient does not exist in iCentra please call 801-442-8818, option 1.

Proposing Surgical PowerPlans in iCentra:

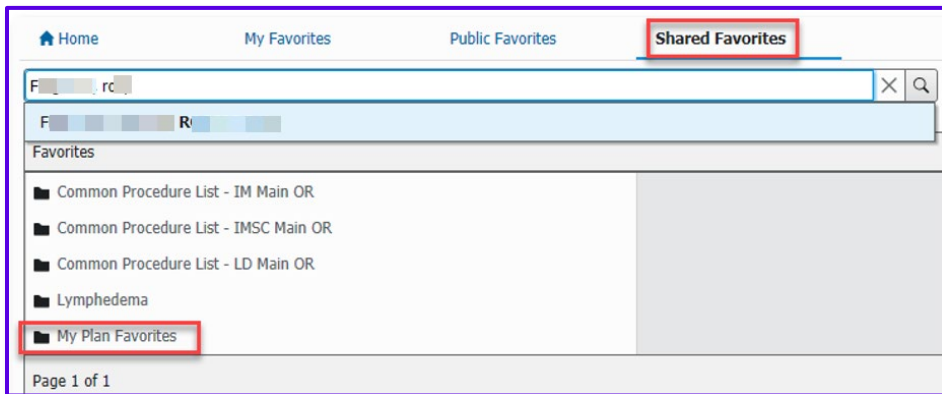
1. Once you have a FIN number, you will be able to open the patient's chart by entering the FIN number into the Search box located in the upper right corner of your screen. **You may need to click on the small drop-down arrow on the right side of the search box to change the search from "Name" to "FIN":**



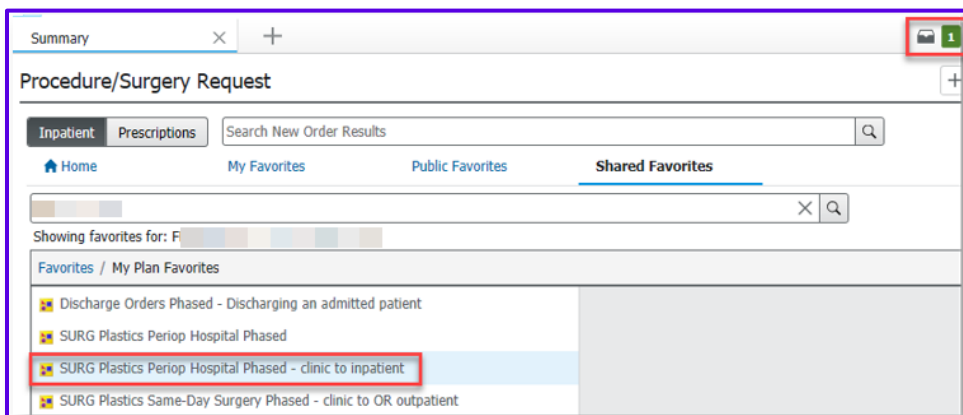
2. Please confirm the patient information in the **Patient Banner Bar** is accurate. Please confirm you are in the:
 - 1 – Patient Summary**
 - 2 – Procedure/Surgery Request** section
 - 3 – Shared Favorites** a "Provider Last Name, First Name" search box will appear immediately below. Enter the Last Name and First Name of the surgeon performing the surgery in this search box.



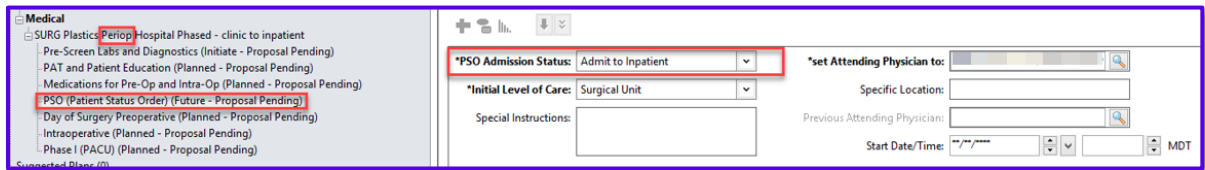
3. You should now see folders show up below the provider's name. One will be a "My Plan Favorites" folder.



4. Once you click on the surgical PowerPlan you'd like to propose to your provider it'll be listed in the green outbox to the upper left-hand corner.

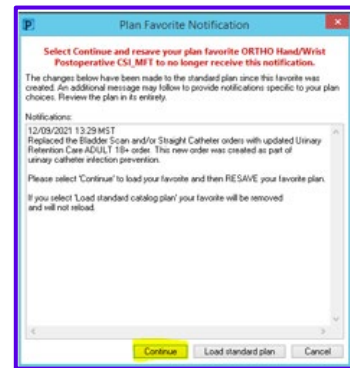


Important! For Inpatient and Inpatient Only procedures the surgical PowerPlan must have a PSO with the correct details attached listed within it. All PowerPlans with a PSO have “periop” in its title, if your provider renamed their PowerPlan and you’re unsure if the PowerPlan has a PSO it’ll be listed on the left-hand side of your order details window:



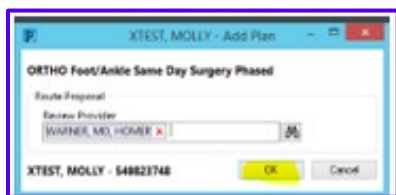
5. Click on the **green** orders box and confirm the orders you selected are there and correct, then click the **“Modify Details”** button.

If you see a “Plan Favorite Notification” pop-up box appear, make sure to select the **Continue** button at the bottom. You should let your provider know that they need to go into iCentra and update their PowerPlan and re-save it, so their PowerPlan is as up to date as possible. Once they’ve re-saved their PowerPlan, this pop-up notification will go away:

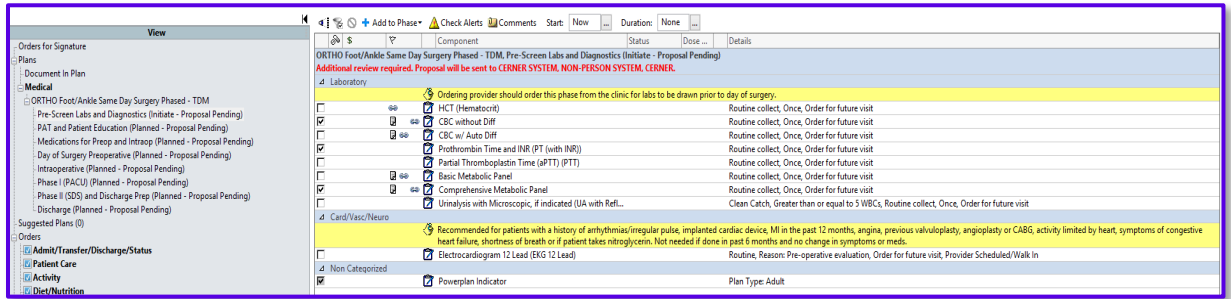


6. When the “Ordering Physician” window pops up, enter your provider’s name so the PowerPlan (order set) order will be sent directly to your provider, who will need to sign the order, preferably at least 48 hours before the surgery date. This order will be in your provider’s Inbox in their Message Center within iCentra.

One final pop-up box will appear just confirming the patient and the PowerPlan being routed to your provider, click **OK**.



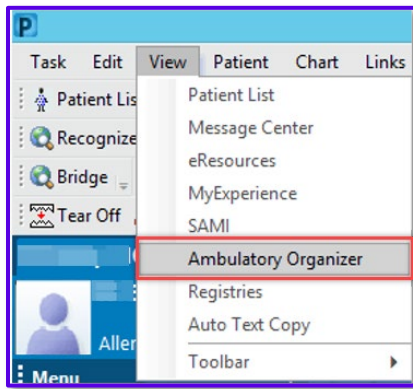
- The next screen should be colorful, often with **red, yellow, blue, and gray**; This is all the sub-sections and orders contained within the PowerPlan.



- It is best practice to leave the PowerPlan exactly as your provider saved it and not add or delete any orders. Simply click the **“Orders for Signature”** button in the lower right corner of the screen, then click **“Sign”**:



- Once the Hospital OR scheduler pulls the Procedure Order out of the queue on their end and puts the case on the OR schedule, you will be able to see it on your provider’s OR schedule, viewable in the **Ambulatory Organizer**. You can find this in the tool bar at the top of your screen or in the dropdown menu under VIEW at the top of your screen. Add your provider as a resource in the Ambulatory Organizer to see his or her OR schedule if you haven’t already done so.



Contacts

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For iCentra support call x-3456 or 800-442-4566 (opt 2)