

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.



 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.

Phones	*Home Phone Number: (801)442-5255	Mobile Phone Number	Aberrate Phone Number:	Errall Address	Reason for No Home Email:
*Building:	*Narof Ambulatory:	*Pasient Types	*Medical Service:	*Reason for Visit	
Attending/Rendering Physicians					
Pre-Reg Date: 08/04/2023 (\$ +	Pre-Rag Time:	Pre-Reg User ID: AUEROM1	*Estimated Arrive Date:	*Estimated Arrive Time:	

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.

MyHealth: No					
Inpatient FIN:	[Adm	it Dt: 04/28/2022 1	4:45:40 MDT Disch Dt	: <no -="" dis<="" th=""><th></th></no>	
	Inpatient FIN:	Admit Dt:	Full screen	🖶 Print	2 minutes ago
	04/28/2022 14:45:40 - Discharge date>]	0 MDT Disch Dt: <no Loc: IM_SS_SDS Twr</no 			

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.

Allergies: Cedax, Lortab		Age: DOB Sex:F	Dose Wt: Code Status: Isolation Type:	Loc:MK SS SDS Attending: Contact: View Details
Menu ¥ Patient Summary Interactive View and I&O	Patient Summ	ary ای کا کا Summary	× +	
Orders + Add Medication List + Add Notes + Add	Frocedure/Surgery Request	Procedure/Surgery R	equest 2	
Diagnosis & Problems Allergies Histories	Important Patient Notifications Patient Information	 Error. Error retrieving he Warning. You are current 	ealth plans. Refresh the component. If the problem per ntly viewing a future encounter. <u>More Details</u>	sists, contact your system administrator.
Results Review	Documents (3) Microbiology (0) Pathology (0)	Inpatient Prescriptions	Search New Order Results My Favorites Public Favorites	Shared Favorites 3
Growth Chart MAR Summary	Imaging Labs	MKKGOTBE_INP_FAVS Folder is Empty		
Patient Information Form Browser	Immunizations Immunization USIIS	Page 1 of 1		

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

A Home	My Favorites	Public Favorites	Shared Favorites	
F rc				XQ
F	R			
Favorites				
Common Procedu	re List - IM Main OR			
Common Procedu	re List - IMSC Main OR			
Common Procedu	re List - LD Main OR			
Lymphedema				
My Plan Favorites				
Page 1 of 1				

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.**

Summary	× +			- I			
Procedure/Surgery Request +							
Inpatient Prescriptions	Search New Order Re	sults		Q			
A Home	My Favorites	Public Favorites	Shared Favorites				
				XQ			
Showing favorites for: F							
Favorites / My Plan Favorites	s						
🔀 Discharge Orders Phased	- Discharging an admitt	ed patient					
SURG Plastics Periop Hos	pital Phased						
SURG Plastics Periop Hos	pital Phased - clinic to in	patient					
SURG Plastics Same-Day	Surgery Phased - clinic t	to OR outpatient					

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:

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*PSO Admission Status:	Admit to Inpatient	*set Attending Physician to:
*Initial Level of Care:	Surgical Unit 🗸	Specific Location:
Special Instructions:		Previous Attending Physician:
		Start Date/Time: **/**** V
	+ Sh. •PSO Admission Status: •Initial Level of Care: Special Instructions:	*PSO Admission Status: Admit to Inpatient * *Initial Level of Care: Surgical Unit * Special Instructions:

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**.



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

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View	A 6 17		Davide and Davide				
- Orders for Signature	0 0 0 T	Component Status Dose	DEGRES				
Plans	UKTHUTorty/Ankle Same Lay Surgery Phased - IDM, Pre-Screen Labs and Diagnostics (Initiate - Proposal Pending)						
Document In Plan	Additional review required.	Proposal will be sent to CERNER SYSTEM, NON-PERSON SYSTEM, CERNER.					
Medical	⊿ Laboratory	~					
ORTHO Foot/Ankle Same Day Surgery Phased + TDM		Ordering provider should order this phase from the clinic for labs to be drawn prior	to day of surgery.				
Pre-Screen Labr and Disonostics (Initiate - Proposal Danding)	□ •	HCT (Hematocrit)	Routine collect, Once, Order for future visit				
PAT and Definet Education (Diseased, Despeed Desidies)	V 9 4	CBC without Diff	Routine collect, Once, Order for future visit				
PAT and Patient Education (Planned - Proposal Pending)	□ 2∞	CBC w/ Auto Diff	Routine collect, Once, Order for future visit				
Medications for Preop and Intraop (Planned - Proposal Pending)	v	Prothrombin Time and INR (PT (with INR))	Routine collect, Once, Order for future visit				
Day of Surgery Preoperative (Planned - Proposal Pending)		Partial Thromboplastin Time (aPTT) (PTT)	Routine collect. Once. Order for future visit				
Intraoperative (Planned - Proposal Pending)	Г В.	Resic Metabolic Panel	Routine collect. Once, Order for future visit				
- Phase I (PACU) (Planned - Proposal Pending)	F B C	Comerchancine Metabolic Danel	Rudias collect One Order for future with				
Phase II (SDS) and Discharge Prep (Planned - Proposal Pending)		This state with Missesserie Stationard (10 with 0-0	Clear Control of the other for multi-result of the Control of the fore and the fore and the control of the Cont				
Discharge (Planned - Proposal Pending)		Ormalysis with Microscopic, Ir indicated (DA with Ren	clean catch, dreater than or equal to 5 wascs, routine collect, order for future visit				
- Suggested Plans (0)	a Card/Vasc/Neuro	· · · · · · · · · · · · · · · · · · ·					
Orders	cardiac device; MI in the past 12 months, angina, previous valvuloplasty, angioplasty or CABG, activity limited by heart, symptoms of congestive e in past 6 months and no change in symptoms or meds.						
Admit/Transfer/Discharge/Status		Flectrocardinoram 12 Lead (FKG 12 Lead)	Routine Reason: Dre-onerative evaluation. Order for future visit. Drovider Scheduled/Walk In				
C Patient Care L Vis Categoried							
C Activity		Revember Indicator	Plan Turner Adult				
Diet/Nutrition	121	Conception indication	chercitype even				

8. 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"**:

ick "Sign":	:				Sian	Cancel
	🔆 Initiate Now 🛛 🛛 🗤	ders For Signature	Cancel		- 3-	

9. 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.

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: 🕜 Bridge	eResources					
:	MyExperience					
: 💒 Tear Off	SAMI					
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	Auto Text Copy					
: Menu	Т	oolbar		•		

Contacts

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