



## Intermountain - iQueue for Operation Rooms Launch Day

Dear Intermountain Schedulers,

**iQueue for Operating Rooms is launching at select Intermountain Health facilities (IMC, Alta View, Riverton) August 16!**

### What is iQueue for Operating Rooms?

A web based application which will replace iCentra as the primary method of scheduling elective surgical procedures at most Intermountain Health facilities in Utah and Idaho. iQueue will be implemented at facilities in phases with the first phase going live on August 16<sup>th</sup>, 2023 and the final phases in early 2024.

### Note:

- Procedures performed outside of the OR (Endo, EP, Cath Lab, LD, etc) or in an Ambulatory Surgical Center are not part of the scope of this project and will continue with current workflows
- For Surgeries performed in any other Intermountain Health Facilities outside of IMC, Riverton, and Alta View, Schedulers will continue to submit your scheduling requests through iCentra until a later phase

### Why are we changing to iQueue?

- iQueue will provide real-time visibility into true OR availability
- Provides real-time view of the OR Calendar, your block schedule and surgeon's scheduled cases
- Provider and clinics can easily release blocks time they don't plan to use
- Clinic staff and providers can set alerts to be notified when time that is not available becomes available in the future
- Ability to view your History of transactions (both requests and releases) done within iQueue since the first time you've logged in
- iQueue will help improve accuracy of scheduled procedure lengths

### How Does iQueue Impact my Workflow?

- iQueue is used ONLY for elective cases. Urgent add-ons, or emergent cases that need to be added after 3pm the day prior to surgery will continue to be scheduled thru the OR directly
- You will no longer submit an order in iCentra to schedule the surgical procedure
- FIN creation and powerplan placement will still occur in iCentra.
- iQueue is your method to release block time that your surgeon doesn't plan to use

## How do I get access and set up my IQueue account?

- For schedulers who currently are scheduling procedures, we should have your information and you should receive an email from [or-notifications@iqueue.com](mailto:or-notifications@iqueue.com) on the week of August 14<sup>th</sup> to activate your account using the same login and password that you use to access iCentra. (check your Spam folder if you don't see an email)
  - Follow prompts in the email to set up your iQueue account
  - Once logged in, review your settings and preferences:
  - Review surgeons linked to your account
  - Add an optional phone number if you would like text notifications
  - Check what notifications you would like to receive from iQueue
- If you do not receive an email for from IQueue, type [Surgery.IQueue.com](http://Surgery.IQueue.com) into your web browser and select **Request an account**

## Who do I contact if I need help?

- Contact the Teams Command Center if you need support during launch week
- The LeanTaaS team will be onsite starting Wednesday August 16 - Friday, August 18 to provide support during Go Live. Members from both LeanTaaS and Intermountain Learning & Engagement teams will be available 7:00am - 5:00pm to help with iCentra or IQueue questions related to surgery scheduling. Both teams will be available by calling or instant messaging (IM) the Command Center. There will also be some limited ability to support in person when command center is unable to resolve questions virtually.

### IQueue Command Center

**Link:** [Click here to join command center call](#)

**Meeting ID:** 267 483 205 974 **Passcode:** kzRk2j

**Dial In:** +1 385-501-4805,,666891142# **Passcode:** 666 891 142#

- Use the Help Button at the top right of your iQueue dashboard or email [support@iqueue.com](mailto:support@iqueue.com) for additional IQueue related assistance

## Other Frequently Asked Questions

### Does my provider still need to sign the surgical order?

- No. IQueue does not require a cosignature. Since in the OR the provider is the one performing the procedure, they do not need to cosign the order.

### If I scheduled cases prior to 8/16 in iCentra, do I need to resubmit those?

- No. Those will flow automatically into IQueue once the OR scheduler has completed the scheduling process in iCentra.

### How does the Powerplan (Care orders) get placed?

- The Powerplan will still be placed in iCentra. Some clinics have MA or other clinic member propose the order at the time the procedure is scheduled and then a provider sign it later while others have the provider or APP place the plan the powerplan separately. Either workflow is acceptable as long as the powerplan is being placed with sufficient time for the PAT nurses to reference the order when calling the patients.

### Do I need to know the final order of my cases before submitting cases?

- No. Submit the cases as early as possible. You can confirm the order of your cases when the OR schedule is finalized 3 days prior to the procedure. The sooner the OR knows about the case, the better they are able to prepare for the procedure and the smoother your providers day will be on DOS.

### Do I need to complete all fields in the case form?

- While only fields indicated with a \* on the case form are required fields, it is still recommended to complete any fields that will help your team be prepared for your procedure. This information will flow to the surgical and hospital teams.

### What do I do if I can't find my patient in iCentra?

- While medical group can add new patients, Affiliated clinics will still need to call the hotline to have new patients added. Both affiliated or medical group offices however can create a FIN themselves for existing patients.

### Can I still call the FIN creation hotline?

- Yes, While creating a FIN is generally quicker than calling the hotline, if your preference is to call for help, you may continue to do so.

### Is IQueue changing my providers block?

- IQueue will not change your provider blocks. Scheduling guidelines were implemented earlier in 2023 that changed how facilities manage their blocks but IQueue only picks up how the blocks are built in iCentra.

### How do I schedule a case if IQueue is down?

- You will use the same downtime process that existed with iCentra. Any Non urgent requests can be held until IQueue is back up. Time sensitive requests can be faxed or communicated by phone to the OR schedulers at the facility.