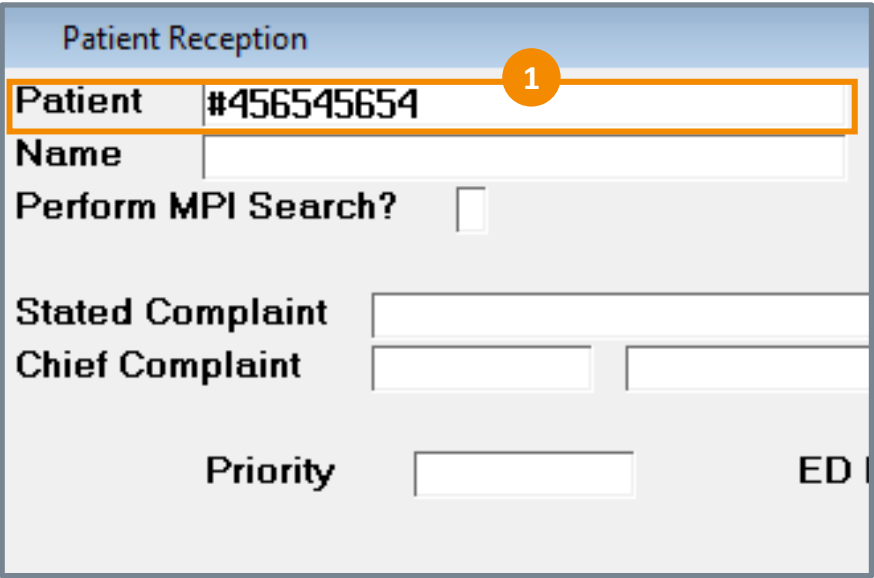


Identifying returning patients during Patient Reception is critical for:

- ✓ Accurate Medical Record selection.
- ✓ Decreasing duplicate medical record(s) for a patient.
- ✓ Allowing clinical teams to review medical history.

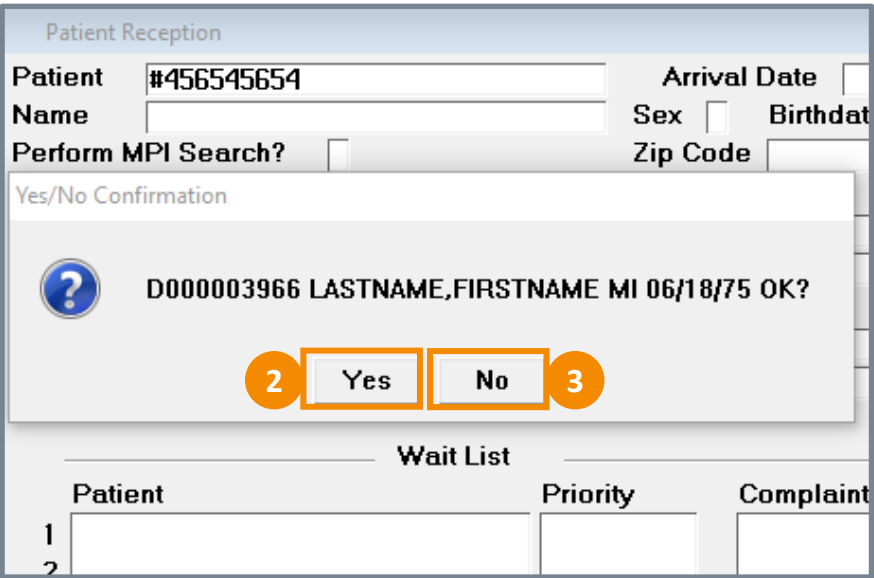
Searching by Social Security number is the preferred method for locating a patient.



The screenshot shows the 'Patient Reception' form. The 'Patient' field is highlighted with an orange border and a red circle with the number '1' next to it, indicating where to enter the Social Security number. The field contains the text '#456545654'. Other fields visible include 'Name', 'Perform MPI Search?' (checkbox), 'Stated Complaint', 'Chief Complaint', 'Priority', and 'ED'.

To search by Social Security Number:

1. In the **Patient** field type a # followed by the patients Social Security with no space.



The screenshot shows the 'Patient Reception' form with a confirmation pop-up window. The 'Patient' field contains '#456545654'. The pop-up window has a question mark icon and the text 'D000003966 LASTNAME,FIRSTNAME MI 06/18/75 OK?'. Below the text are two buttons: 'Yes' (highlighted with a red circle and the number '2') and 'No' (highlighted with a red circle and the number '3'). The background form shows fields for 'Name', 'Sex', 'Birthdate', 'Zip Code', 'Perform MPI Search?' (checkbox), 'Stated Complaint', 'Chief Complaint', 'Priority', and 'ED'. At the bottom, there is a 'Wait List' table with columns for 'Patient', 'Priority', and 'Complaint'.

If the Social Security number is recognized a pop-up window appears with the following information:

- ✓ Medical Record Number
- ✓ Patient name
- ✓ Sex
- ✓ Date of birth

Review the information in the pop-up:

2. Click **Yes** if this is the correct patient.
3. Click **No** if it is not the correct patient.

Searching by Phone Number

Patient Reception

Patient 1

Name

Perform MPI Search? ☐

Stated Complaint

Chief Complaint

Priority **ED I**

To search by patient Phone number:

1. In the **Patient** field type **T#** followed by the phone number with no spaces or formatting.

Master Patient Index Search on Phone Number

Select 3

	Unit #	Name	B'date	Sx
1	0000003966	LASTNAME, FIRSTNAME MI	06/18/75 M	
2	0000003972	LASTNAME, SPOUSE MI	07/07/77 F	

2

A list of all patients with that phone number will display.

2. Review the **Name**, **B'date**, and **Sx** of the patients listed to see if they match today's patient.
3. Type the number next to the correct patient in the **Select** field and press **Enter**.

If the patient is not listed leave the **Select** field blank and hit **Enter** to return and search again.

Patient Reception

Patient

Name

Perform MPI Search? ☐

Stated Complaint

Chief Complaint

Priority **ED I**

If a patient is selected the Medical Record has been tagged and the **Name**, **Sex**, **Birthdate**, and **Age** fields will populate.

Searching by Patient Name

Patient Reception

Patient **Name** **Perform MPI Search?** ☐

Stated Complaint

Chief Complaint

Priority **ED I**

Arrival Date **Arrival Time**

Sex **Birthdate** **Age**

Zip Code **Upd Assm**

Location **Wait List**

Room **Wait No.**

	Unit #	Name	B'Date	SX
1	D000003970	LASTNAME, FIRST MI	05/05/55	M
2	D000003966	LASTNAME, FIRSTNAME MI	06/18/75	M
3	D000003972	LASTNAME, SPOUSE MI	07/07/77	F

<End of list>

See More Data For ☐

123 TEST ST, SALT LAKE CITY, UT, 84123 PH #: 801-879-3507
 SS #: 456-54-5654 MAIDEN/OTHER NAME:
 COMMENTS:
 VISITS: 03/31/21 D00000012569 ER D.ED EDDOC
 04/21/20 D00000004008 PRE RCR D.HEALTH ADAAL1

Searching by patient name is the least accurate and causes the most duplicate Medical Records.

1. In the **Patient** field type the patients full legal name if available in this format:

- a) LASTNAME, FIRSTNAME MI
- b) Example: DOE, JOHN J

2. In the **Sex** field type the letter:

- a) M – Male
- b) F – Female
- c) U – Unknown

3. In the **Birthdate** field type the date in this format:

- a) MMDDYY
- b) MMDDYYYY – full year is only required for patients over 100

Press **Enter** to begin the patient search.

The Master Patient Index performs multiple searches to locate the patient.

4. Review the **Name**, **B'Date**, and **SX** columns to find a patient match.

- a) Arrow up and down to highlight different patients.

5. Additional demographics appear at the bottom of the page to ensure the correct patient is chosen.

- b) Arrow right to select a patient

If no patient is located continue to click **Enter** to create a new Medical Record.

Name Search and new medical record number

Patient Reception

Patient Name: Arrival Date: Arr
 Name: Sex: Birthdate:

Error

 Name Conflict: LASTNAME, FIRSTNAME MI / LASTNAME, FIRSTNAME MIDDLE

Wait List

Patient	Priority	Complaint	Status	Event
1				
2				

Choices

(U)pdate Medical Record, (C)opy Medical Record, (S)earch again:

If there is a name mismatch the system will ask what information to keep.

1. Type **O** or click **Ok**
2. Type a letter into the **Choices** pop up box:
 - a) **(U)pdate** copy's the information you have entered onto the permanent record
 - b) **(C)opy** pull's the information from the medical record and updates your entry
 - c) **(S)earch** will start the search over again

In most cases the Medical Record should have more accurate info so choose **(C)**

Master Patient Index Search

5. Last Name Only
 LASTNAME, FIRSTNAME MIDDLE 06/18/75 M

Unit #	Name	B'Date	SX MN	Last Visit

Patient not found.

Maiden/Other Name

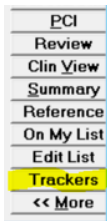
Other Family Member

If the patient is not located continue to click **Enter** until **Patient not found** displays at the bottom.

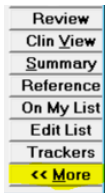
Enter past **Maiden/Other Name** and **Other Family Member** and a new medical record will be assigned to the patient.

All Call-in EMS

1. Click on the Trackers button



3. Click on the More button



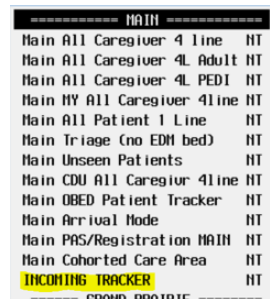
5. Verify the patients age and sex, then remove the ambulances name and replace it with the patients Social Security Number.

The security number is the Gold Standard to find the correct patient.

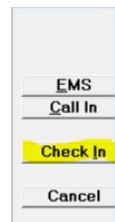
If the patient doesn't know their social then look them up by their name. Please get this from the patient's ID to make sure you do not misspell.

Then click MPI search- must be done on every patient. Make sure the patient you are choosing is the correct patient.

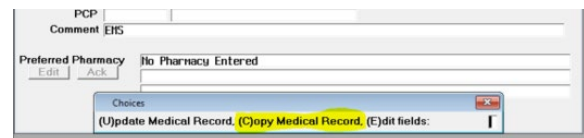
2. Go to Incoming Tracker – always check this 1st to see if an account already exists.



4. Highlight your patient and Click Check In



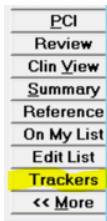
6. Choose C for Copy and finish out printing arm bands and filing



 A screenshot of the 'EMS Reception' form. It contains fields for Patient (Sacredros, 0001 - 88/F), Ambulance Company (Sacredros), Ambulance ID (0001), Call Date (10/24/23), Call Time (1048), Priority, Age (88), Sex (F), Birthdate, Zip Code, Stated Complaint (STROKE), Assessment (RECEPTION), ETA (minutes) (5), ETA Date (10/24/23), ETA Time (1053), Arrival Date (10/24/23), Arrival Time (1054), Name (Sacredros, 0001), Location (001), Room, PCP, Comment (EHS), Preferred Pharmacy (No Pharmacy Entered), and buttons for Check In, MPI Search, Upd Assmt, OK, and Cancel.

Transferred Patients/ Care Now

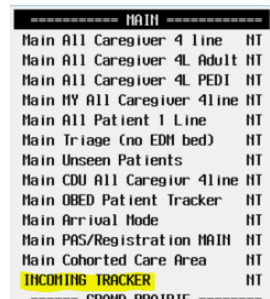
1. Click on the Trackers button



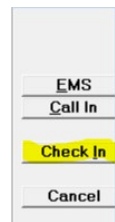
3. Click on the More button



2. Go to Incoming Tracker – always check this 1st to see if an account already exists.



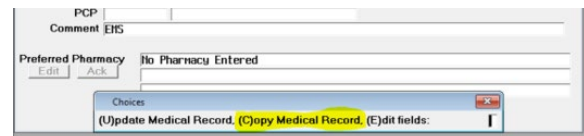
4. Highlight your patient and Click Check In



5. **Verify the patients name, DOB and sex.**
This should all be correct from the transfer centers documentation. You are verifying.

Then click MPI search- must be done on every patient. Make sure the patient you are choosing is the correct patient.

6. Choose C for Copy and finish out printing arm bands and filing



EDM.COCAR (TXDAFWO)/DPW.TEST.MIS/417/COCAR - MIDKIFF, GINGER *** TEST ***

EMS Reception

Patient: Sacredros, M001 - 80/F 100000121539 **Check In**

Ambulance Company: Sacredros **MPI Search**

Ambulance ID: M001 **Upd Assmt**

Call Date: 10/24/23 Call Time: 1046

Priority: **80** Birthdate: **F** Zip Code: **1053**

Stated Complaint: **STROKE**

Assessment: **RECEPTION**

ETA (minutes): 5 ETA Date: 10/24/23 Arrival Date: 10/24/23

ETA Time: 1053 Arrival Time: 1054

Name: **Sacredros, M001**

Location: **M001** Room: **1053**

PCP: **EDH** Comment: **EDH**

Preferred Pharmacy: **No Pharmacy Entered**

OK **Cancel**