OBJECTIVE:
To outline the process of Ambulatory Patient Access Services Emergency Services Registration during a registration system downtime. To establish a standardized process for assigning MRNs, EMRNs, and a four-digit downtime suffix to patients who present for services during an IDX system downtime. To establish consistent practices and workflow priorities for downtime recovery to ensure accurate assignment and entry of visit registrations. To outline the method of communication to downstream areas.

It is the policy of APAS that the following procedures are adhered to during a system downtime in order to maintain the function of the department and organization, ensure un-compromised patient care, and allow for a speedy and accurate recovery once the IDX system is complete.

SCOPE:
This policy applies to all Ambulatory Patient Access Services staff involved in the registration of patients in the Emergency Department.

PROCEDURES:
1. **Downtime Notification**
   a. When an IDX system downtime occurs, Information Services will contact key department members through a focal point paging system.
   b. Information Services will notify Emergency Services Registration via phone.

2. **Determining the Downtime Suffix**
   All downtime suffixes will be stored in a binder in the Emergency Department (ED) Discharge area. The ED Discharge employee will be responsible for determining the downtime suffix to be used and communicating it to the appropriate areas (see below).
   a. The designee will verify that the system is down by contacting the Help Desk at 1-7500.
   b. The designee will retrieve the downtime suffix and document the date in the downtime suffix binder.
   c. The designee will communicate the downtime suffix to the IS Help Desk at 1-7500.
   d. The designee will communicate the downtime suffix to the IS Platform at 1-7047.
   e. The designee will communicate the downtime suffix to Bed Management at 1-2267.
   f. The designee will notify a member of management.
   g. Only one downtime suffix will be provided per day (midnight to 11:59pm).
      i. A new number will be assigned at midnight if downtime crosses over into a new day.
3. Registering Patients During an IDX Downtime
   a. The manual registration form should be completed in its entirety to include
demographic, guarantor, next of kin, emergency contact, and insurance information.
b. Using the information from the manual registration form, APAS will determine if a
medical record number exists for the patient, or if a new MRN must be assigned (see
Determining if a Medical Record Number Exists below).
   i. Once the patient’s MRN and downtime suffix are determined, they should
be written on the manual registration form or place a manual label on the
form.
c. Manual labels will be created using Microsoft Word or Forms on Demand (See
Attachment 1).
d. A copy (front and back) of the patient’s insurance card(s) and picture ID will be made
(if available), labeled, and stapled to the manual registration form.
e. The ED Desk Operations Specialist will add a patient encounter into the Cerner
application via the GHS HS ED QUICK REGISTRATION icon located on the
Registration Tracking shell via FirstNet:
   i. Once into Cerner you can search by the following methods;
   ii. To add a new Encounter during downtime, click the ADD ENCOUNTER
bottom right corner
   iii. Organization field is next two options
   a. Client Name- type MCG (MCG Hospital and Clinics, adult side) or
   C (Children’s Medical Center) and click the Ellipsis to find the
correct entity.
   b. Facility Name- SAME AS THE ABOVE
   c. Click “Ok”
   iv. Registration Screen, fields will populate automatically if the patient is a
returned visit.
   v. NOTE: If patient is new, more fields will be required.
   vi. Enter the Financial number which is equivalent to the IDX account# (0075010494502) on the adult entity.
   vii. For the children’s entity you will need to key the following:
   1. MRN= EMRN in IDX (001030000)
   2. Community MRN = MRN in IDX (002040200)
   3. Financial Number
   viii. Enter the Registration Date and time
   ix. Attending physician: Attending physician of the day.
   x. click ok
f. In the event the Cerner application is not available, a label will be placed on an ED
Patient Log and once the log contains 5 patients, it will be sent via Order Comm.
   i. If OrderComm is unavailable, the log should be faxed Pharmay (1-3827),
      Blood Bank (1-2731) and Radiology (1-3746).
   ii. Once the log is sent a new one will be started, and this process will continue
until the system is recovered.
4. Registering Patients During a Firstnet/Cerner Downtime: SEE ATTACHMENT 2
   a. In the event the Cerner application is not available, patient registrations will be entered in IDX and a short form will be completed in Firstnet:
      i. Single click the Cernr FirstNet Downtime Application ICON located under the applications tab in Citrix.
      ii. The grease board will appear with all existing patients in the emergency department.
      iii. To add a new patient or pre-arrival, click on the Add button at the bottom of the screen.
          1. Required fields are in yellow with the exception of date of birth which should be completed also.
             a. Arrival date and time will be automatic, but must match IDX arrival type.
             b. Location of Patient is a drop down box.
             c. Patient name: Lastname, FirstName middle initial (MOUSE, MICKEY A).
             d. Date of Birth: 01/01/1990
             e. Sex: F or M
             f. Enter Chief complaint: headache, coughing, etc.

5. Determining if an MRN Exists
   a. In the event that only the IDX system is down and Health Quest (HOST) is still accessible, APAS will search for an existing medical record number using the CPI Inquiry function in Health Quest.
      i. Open Health Quest (HOST) by clicking on the Web2HOST icon from the Web Application Portal.
      ii. Enter the log on and password and hit <ENTER>.
      iii. From the Application Selection screen, type 1 to indicate the Health Quest System and hit <ENTER>.
      iv. Place an X to the left of PTMG (Patient Management) and hit <ENTER>.
      v. Place an X to the left of CPII (CPI Inquiry) and hit <ENTER>.
      vi. <TAB> until the cursor is on the Social Security Number field.
          1. Enter the patient’s SSN (without dashes) and hit <ENTER>.
             a. If a possible match is found, select the patient by entering the two-digit number to the left of the patient’s name in the Select Line Number field and hit <ENTER> to view the patient’s demographic information.
                i. If a CPI Number match is found, this number is the equivalent of the MRN in the IDX system, and it will be used for the patient’s visit along with the downtime suffix to create the patient’s account number.
ii. Determine the EMRN by searching for the patient’s HPI in Health Quest using the HPI Inquiry (HPII) function. Enter the CPI and hit <ENTER>.
   b. If no patient matches are found, search for the patient by name and date of birth.
      i. <TAB> to the Last Name field. Enter the patient’s last name.
      ii. <TAB> to the First Name field. Enter the patient’s first name (or initial to broaden the search).
      iii. <TAB> to the Birthdate field and enter the patient’s date of birth in the format indicated (MM DD YYYY).
      iv. Once all patient information is entered, hit <ENTER> to search for an existing CPI Number.
         1. If a CPI Number match is found, this number is the equivalent of the MRN in the IDX system, and it will be used for the patient’s visit along with the downtime suffix to create the patient’s account number.
         2. Determine the EMRN by searching for the patient’s HPI in Health Quest using the HPI Inquiry (HPII) function. Enter the CPI and hit <ENTER>.

   3. If a CPI Number is not found, a manual number will be assigned from the downtime binder.
      a. The downtime binder, located in ED Discharge, contains manual numbers to be used for first-time patients. When using a manual number, the log should be filled out completely with the patient’s name, sex, date of birth, and visit suffix.
      b. This number will be assigned as the patient’s MRN and EMRN.

vii. To exit Health Quest, hold down the <ALT> key and hit F4 three (3) times.
viii. On the Command Line of the Application Selection screen, type “Logoff” and hit <ENTER>.
ix. When returned to the Log On screen, close the window by clicking on the X in the top right-hand corner of the screen.
x. You will be warned, “Emulation Session is Underway! Disconnect?” Click Yes to complete exiting from the system.
b. In the event that both IDX and Health Quest are down, APAS will search for a possible existing CPI number (MRN) from the Master Patient Index CD-Rom located in the downtime binder.
   i. Insert the Patient Master Index CD-Rom into the D: drive of the computer.
   ii. Click on the Start menu on the bottom left-hand corner of the screen.
   iii. From the Program menu, select CVDSetup, then cdvplus.
   iv. Click on File at the top of the screen and select Open.
   v. From the box that appears, click on MCG - - CPI LISTING and click Open.
   vi. When the Patient Index opens, click on Find at the top of the screen and select Search, or simply click on the icon at the top of the screen with the binoculars to initiate a search.
      1. Click on Index Search to select a search method.
      2. Click on the title of the SSN column. An asterisk will appear at the beginning and end of the name of the column title to indicate the search will be conducted from that column.
   3. Enter the patient’s SSN and hit <ENTER>.
      a. If a possible match is found, it will show at the top of the list.
         i. You can double-click on the row to go directly to the page that the patient is listed on, and it will be highlighted in pink.
      b. If a possible match is not found, click on Index Search and search by name.
         i. Type the patient’s last name, then first name, separated by a comma and a space (Ex: Smith, John) and hit <ENTER>.
   vii. Determine if a positive match has been found by verifying the rest of the identifying information listed in the index.
      1. If a CPI Number match is found, this number is the equivalent of the MRN in the IDX system, and it will be written on the manual registration form and used when creating the downtime labels.
         a. It will be used for the patient’s visit along with the downtime suffix to create the patient’s account number.
      2. The HPI Number is the equivalent of the EMRN in the IDX system, and it will be written on the manual registration form and used when creating the downtime labels.
      3. If a CPI Number is not found, a manual number will be assigned from the downtime binder.
         a. The downtime binder, located in ED Discharge, contains manual numbers to be used for first-time patients. When using a manual number, the log should be filled out completely with the patient’s name, sex, date of birth, and visit suffix.
         b. Numbers are assigned in order, from left to right in the binder.
c. This number will be assigned as the patient’s MRN and EMRN.

6. Recovering the System After a Downtime
   a. Order of Operations
      i. Once the IDX system is restored, APAS will be responsible for entering the manual registrations that occurred in Emergency Department during downtime.
      ii. High priority patients would be those that resulted in a bedded admission.
         1. Bed Management will contact ED Registration to indicate which patients were admitted and need to be entered first.
      iii. Once all admitted patients have been entered, all treat and release ED patients will be entered into IDX in the order that they arrived.

7. Entering a Manual Registration into IDX
   a. If the patient already had an existing MRN that was used during the downtime,
      i. Search for the patient by their existing MRN and register the patient in IDX through the normal admit function (XA).
      ii. Complete the registration per the current registration policy, using the manual registration form to update patient demographic information until the admission screen.
      iii. On the admission screen, enter the appropriate arrival date and time. The cursor will then default to the Visit Number field. Leave this field blank and click on the Account Number field. Enter the patient’s MRN plus the 4-digit suffix (do not enter the dash between the MRN and suffix), as assigned by APAS (Be sure to include leading and trailing zeros). (Ex: 0012345671234).
      iv. Click on the Visit Number field and enter “G” to generate a visit number.
      v. <TAB> and complete the rest of the registration per the current registration policy using the demographic and insurance information from the manual registration form.
   b. If the patient was issued a downtime MRN during the downtime,
      i. Register the patient as a new patient, entering the name, sex, date of birth, and social security number on the patient demographic screen.
      ii. After pressing <TAB>, IDX will search for an existing MRN match based on the name, sex, date of birth, and social security number entered. If a match is found and determined to be the same person, the patient will still need to be registered under the new MRN that was assigned during downtime because all of the patient’s charges and orders have been placed on the downtime MRN. Make a note of the previously existing MRN in IDX.
      iii. <TAB> to the MRN field and manually enter the assigned MRN.
      iv. <TAB> to the EMRN field and manually enter the same number as the MRN.
v. Complete the registration per the current registration policy, using the manual registration form to update patient demographic information until the admission screen.

vi. On the admission screen, enter the appropriate arrival date and time. The cursor will then default to the Visit Number field. Leave this field blank and click on the Account Number field. Enter the patient’s MRN plus the 4-digit suffix (do not enter the dash between the MRN and suffix), as assigned by APAS (Be sure to include leading and trailing zeros). (Ex: 0012345671234).

vii. Click on the Visit Number field and enter “G” to generate a visit number.

viii. 

<TAB> and complete the rest of the registration per the current registration policy using the demographic and insurance information from the manual registration form.

Attachment 1

Guidelines for Printing Manual Labels

1. Double-click on the Downtime Label Template from the computer’s desktop.

2. From the Tools menu in the horizontal toolbar, select Envelopes and Labels.
3. Use the template as a guide to enter in the specific information for the desired patient.
   a. The patient’s name should be entered exactly as it appears in Health Quest or the CD-Rom.
   b. The Acct # is the patient’s MRN + the 4-digit downtime suffix.
   c. The date below the Acct # should be the date of service.
   d. The number in bold at the bottom should be the patient’s EMRN.
4. Once all of the patient information has been entered, click on New Document to populate a template.
5. From the File menu, select Print.
6. Enter the number of pages of labels you want to print. You will need Avery 5160 or 8160 white mailing labels (DO NOT USE THE STANDARD REGISTER LABELS).
   a. Load labels, FACE UP, in the manual feed tray.
      i. Be sure to use the manual feed tray. Placing a large stack of labels in the bottom tray causes the labels to come off, wrap around the internal rollers, and jam the printer.
      ii. Click OK.
7. Close the window and DO NOT save the changes to the template.
Guidelines for Enter patients in Firstnet Downtime Applications

1. FN DT App ICON – under applications tab in Citrix: 1. Click on the icon once

   ![FirstNet Downtime App]

This window is what will come up the first time a new target database is being created.

2. Grease Board of all current patients in the Emergency Department.

   ![Grease Board with patients]

*NOTE* The following patients will not be on this tracking shell: PPA, ADA, APA and pre arrivals

To add a new patient or pre-arrival, click on the Add button at the bottom of the screen above. Note the required fields in yellow with the exception of date of birth which should be completed also.
Enter the location, patient name, DOB, sex and chief complaint and save.

Enter the location of the patient and the drop down box can be utilized.

Approved
Vice President of Ambulatory Care Services
MCG Health, Inc.