ED Charge Reviewer Exploration Guide

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By completing the exercises in this Exploration Guide, you'll gain practice doing your day-to-day workflows and gain exposure to your organization's Epic content prior to go-live. This is your opportunity to practice in a safe, controlled setting, and will help to identify department-specific questions and issues that should be addressed before go-live.

User Login	Patient #1	Patient #2
EDCHARGE00	Alfalfa,Jackson	Alfalfa,Katherine
EDCHARGE01	Blueberry,Jackson	Blueberry,Katherine
EDCHARGE02	Canteloupe,Jackson	Canteloupe,Katherine
EDCHARGE03	Dragonfruit,Jackson	Dragonfruit,Katherine
EDCHARGE04	Eggplant,Jackson	Eggplant,Katherine
EDCHARGE05	Fig,Jackson	Fig,Katherine
EDCHARGE06	Garbanzo,Jackson	Garbanzo,Katherine
EDCHARGE07	Honeydew,Jackson	Honeydew,Katherine
EDCHARGE08	Icerberg,Jackson	Iceberg,Katherine
EDCHARGE09	Jackfruit,Jackson	Jackfruit,Katherine
EDCHARGE10	Kale,Jackson	Kale,Katherine
EDCHARGE11	Lychee,Jackson	Lychee,Katherine
EDCHARGE12	Mango,Jackson	Mango,Katherine
EDCHARGE13	Nectarine,Jackson	Nectarine,Katherine
EDCHARGE14	Okra,Jackson	Okra,Katherine
EDCHARGE15	Papaya,Jackson	Papaya,Katherine
EDCHARGE16	Quince,Jackson	Quince,Katherine
EDCHARGE17	Rhubarb,Jackson	Rhubarb,Katherine
EDCHARGE18	Squash,Jackson	Squash,Katherine
EDCHARGE19	Turnip,Jackson	Turnip,Katherine

Getting started

Login information: Write down the following key information to use for your exercises.

Environment	Login credentials	Department	Patient name(s)
CRE	Username: Password: train	TRN ADULT NON-PROVIDER ED	

Use the section below to mark off the workflows you complete. If you get stuck, refer to the resources on your Learning Home for additional guidance. Write down any questions or issues that come up as you work through these workflows. Include your top three questions in the Questions section below.

Reviewing Charges for a Discharged Patient

Review Charges for a Discharged Patient

- Patient: Jackson

<u>Scenario:</u>

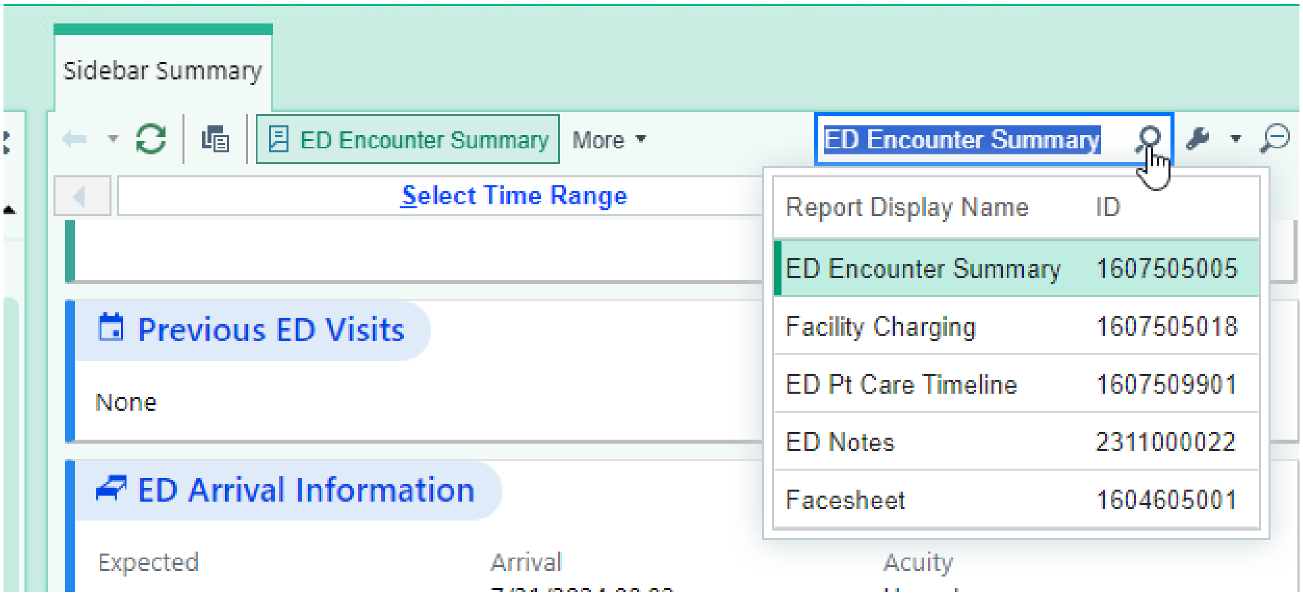
A 25-year-old male came to the ED with a hand laceration. He went through triage and was evaluated by the ED physician.

- After getting 30 stitches in his hand, the patient was discharged from the ED.
- Keep the following in mind for this exercise:
    - What are the general steps you take when first logging in and opening a workqueue?
    - What are the general steps you take when first opening a patient's chart to review charges?
    - Where do you need to look to check on all the charges?

<u>TRY IT OUT:</u>

1. Login to Epic. Upon logging in, you should first see the Workqueue List – Account.
2. Open the Account Workqueue for your department. The workqueues follow the naming structure: *ED Charging - <Department Name>. For this exercise, open the **"ED - Account Review"** workqueue.*
    a. Note: You can favorite commonly accessed workqueues by selecting the star icon next to each workqueue. Any favorited workqueues would appear when you select "Favs" from the top toolbar.
    b. In the Account Workqueue you opened for your department, you will see patients who were routed to this workqueue after leaving the ED.
3. With the patient's chart selected, click Account Activities from the top toolbar.
4. In Account Activity, search for and select the "ED Charging Start" billing indicator. Click Accept in the lower right corner.
5. In Account Workqueue, you should now see the Charge Review Status column show the "ED Charging Start" status. *You may have to click Refresh.*
6. With the patient's chart still selected, click Hospital Chart from the top toolbar. You will see Charge Capture. In Charge Capture, you should see the charges that have been filed by ED clinicians and from documentation captured during the patient's ED visit.

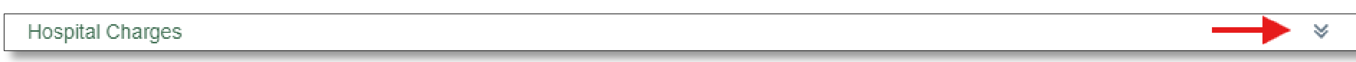
a. On the right-hand pane of the chart, you can see all of the clinical documentation from the patient's chart. Explore the reports available to you:



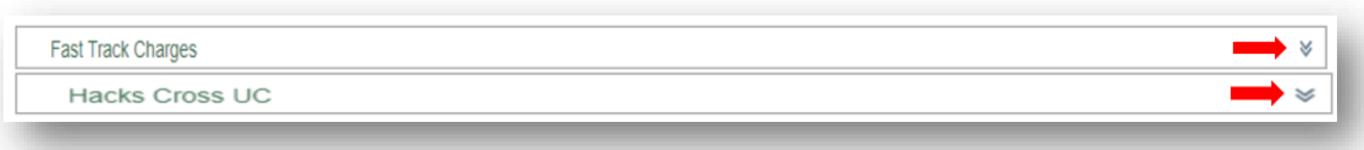
b. As you review the charges in Charge Capture, if there are charges that are missing, you can manually add a charge by searching for the charge in the "Search for new charge" search box.

   i. You can also see a preference list of charges by selecting the Add button next to this search box.

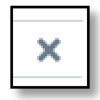
   ii. You can also expand the Hospital Charges section to see this preference list.



(**Note:** For Le Bonheur Fast Track and Hacks Cross Urgent Care you can expand the Fast Track Charges or Hacks Cross UC section to see the preference lists for those departments). **<u>You will need to be logged in to these departments to see their preference lists.</u>**

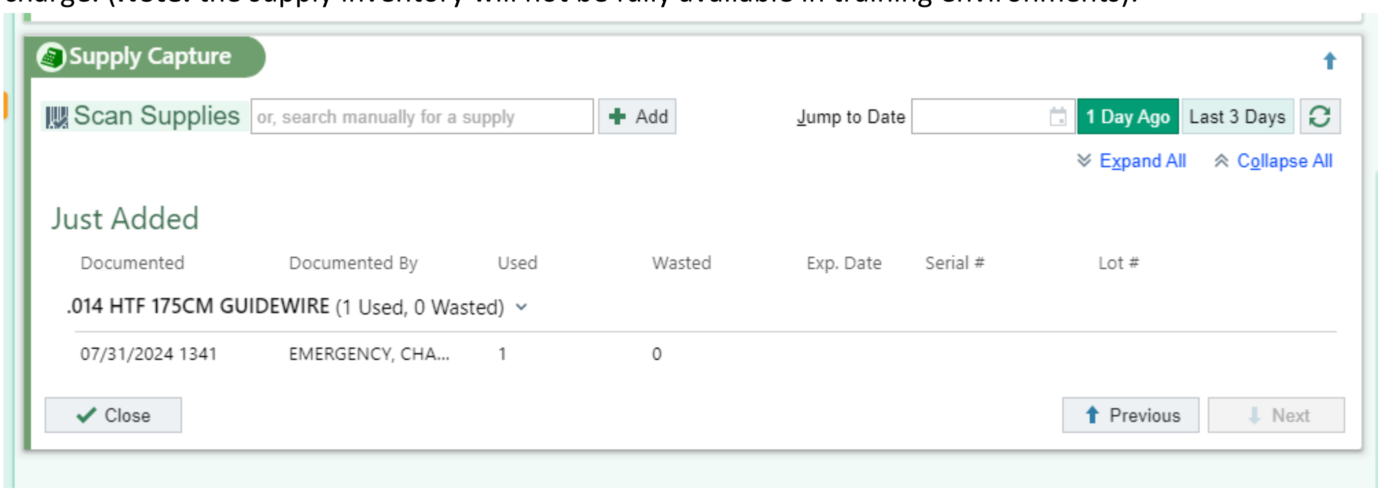


c. If you need to delete a charge that has been filed, you can do so by selecting the gray X icon next to the charge.



- The patient received a saline IV for a total of 90 minutes. Is the correct infusion charge suggested?
- Based on the documentation on this patient, do you agree with the LOS assigned to the patient?
- You notice a duplicative charge on this patient in the workqueue. What steps do you take to correct this issue?

7. You will also have access to the Supply Capture navigator section for entering any additional supply charges as needed. Nurses and Techs will be scanning the supplies as they are used, which will file charges. You will also have access to this section if the nurse or tech did not properly file a supply charge. (**Note:** the supply inventory will not be fully available in training environments).



8. When you are ready to indicate that you are done with ED charge review, you can navigate back to your department’s Account Workqueue. You can do this by closing the chart or selecting the top tab for the Account Workqueue.
9. With the patient's chart selected, open Account Activities from the top toolbar. In Account Activity, search for and select the "ED Charging Complete" billing indicator. Click Accept.
10. Now, the patient should no longer appear in the Account Workqueue list.

Addressing Missing Documentation for a Trauma Patient

Address Missing Documentation for a Trauma Patient

- Patient: Katherine

<u>Scenario:</u>

A 34-year-old female was brought to the ED via ambulance after a motor vehicle accident. She was treated by ED staff in the trauma room and then admitted to an inpatient floor for further care.

- However, it appears that her clinicians missed some essential documentation.
- Follow the prompts below to decide what should be done to address these documentation issues.

Your primary method for

<u>TRY IT OUT:</u>

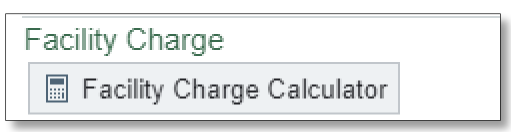
- The physician's note states that the patient had a neurological assessment that was outside of normal limits, but there is no assessment documentation on the flowsheet rows. How can you ensure this assessment drops points in the Facility Charge Calculator (FCC)?

- You notice a hospital charge on a patient but are not able to match the charge with any of the documentation you are seeing. What steps should you take to troubleshoot this charge?

- You need to contact the provider to finish documenting a component of the note.

<u>CHECK YOUR WORK:</u>

- The physician's note states that the patient had a neurological assessment that was outside of normal limits, but there is no assessment documentation on the flowsheet rows. How can you ensure this assessment drops points in the Facility Charge Calculator (FCC)?
    - You can edit the number of points contributing to the Facility Charge Calculator by selecting the Facility Charge Calculator button and editing the number of points in the Edited Points column for the specific item.



- You notice a hospital charge on a patient but are not able to match the charge with any of the documentation you are seeing. What steps should you take to troubleshoot this charge?
- You could reach out to the clinician to discuss this case further. In the Sidebar Summary, you can also review clinical documentation in the Encounter Summary Report. You can access more reports by selecting the More dropdown button. If needed, you can delete the charge if it should not be filed for this patient.
- You need to contact the provider to finish documenting a component of the note.
- You can create a query to send to the provider's In Basket. In order to do so, select the patient's account from the WQ and toggle to the "Doc Review" tab. On the right-hand pane, there is an option to create a Query. Enter a provider as a recipient and choose "Emergency Charge Query" as a type.