

# MLH Patient Flow Guide

Use this interactive guide to review the steps taken during common patient flow workflows.

To get started:

1. Click the link below.
2. Select where your patient is moving from.
3. Select where your patient is moving to.
4. When finished reviewing the workflow, click 'Return to Start' to return to Step 2.

Get Started!

## Patient is moving from...

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[Surgical Departments](#)

[Unit \(IP or L&D Room\)](#)

[HOD](#)

[Radiology](#)

[Interventional Radiology](#)

[Cath/EP Lab](#)

[GI/Endoscopy](#)

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## **Patient is moving from the Emergency Department to...**

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## **Patient is moving from Surgical Departments to...**

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## **Patient is moving from Unit (IP Room or L&D Room) to...**

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## **Patient is moving from an HOD to...**

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## **Patient is moving from Radiology to...**

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## **Patient is moving from Interventional Radiology to...**

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## **Patient is moving from GI/Endoscopy to...**

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## **Patient is moving from Exempt Unit to...**

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## **Patient is moving from Ambulatory Clinic to...**

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## **Patient is moving from Outside Hospital (Direct Admit) to...**

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## **Patient is moving from the Other Hospital (Within Organization) to...**

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[Emergency Department](#)

[ED to Another Hospital ED \(Within Organization\)](#)

[ED to Another Hospital IP \(Within Organization\)](#)

[IP to Another Hospital IP \(Within Organization\)](#)

[IP to Another Hospital OR \(for a case\) and Back \(Within Organization\)](#)

[IP to Another Hospital Radiology Unit/Cath Lab for an Appointment and Back \(Within Organization\)](#)

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ED to Surgery Department	
	Affected Departments
ED	all MLH EDs
Surgery Departments	all MLH ORs
Who	Does What
If Trauma/Patient Bypasses ED	
OR Nurse	Creates a case using the Trauma button. Schedules the case from the Case Depot.
OR Staff	Assign the patient to a Pre-Op bay, which will automatically mark the In Pre-Op case tracking event and admit the patient
If Non-Emergent/Patient in the ED	
ED Physician	Places Consult to General Surgery order and contacts OR surgeon
OR Surgeon	Assesses patient in the ED and then places a case request order, which auto-creates a new case
OR Scheduler	Schedules the surgery from the Case Depot
ED Nurse/Clerk	Requests Transport via the Patient Transport button and indicates which department the patient is moving to
ED Nurse	Places the patient in the Off the Floor care area upon the patient's physical departure
Transporter	Completes Transport request
Periop Nurse	Case tracks the patient into the OR departments, which automatically transfers the patient into one of the surgery departments

ED to Unit (Inpatient Room)	
	Affected Departments
ED	all MLH EDs
Units	all MH Inpatient departments
Who	Does What

<b>ED Physician</b>	Places Admit to Inpatient order, assign provider team and completes Admission Med Rec
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>ED Nurse</b>	Marks patient as Ready to Move once they are clinically and logistically ready to be moved
<b>ED Nurse</b>	When the patient's assigned bed is ready and the patient is marked as Ready to Move, the ED Nurse will place a patient transport request to move the patient to their assigned bed.
<b>ED Nurse</b>	Places the patient in the Off the Floor care area upon the patient's physical departure
<b>Transporter</b>	Completes Transport request and ADT Transfer event auto-completes
<b>If Transport is not in scope</b>	
<b>IP Nurse/Clerk</b>	Completes transfer in Unit Manager by dragging the patient to the bed upon patient arrival
<b>ED to Observation</b>	
	Same as ED to IP, except step 2 uses Initiate Observation Status order instead of Admit to Inpatient order

<b>ED to L&amp;D Department</b>	
	<b>Affected Departments</b>
<b>ED</b>	all MLH EDs
<b>L&amp;D Department</b>	all MLH L&Ds
<b>Who</b>	<b>Does What</b>
<b>If Patient Is in ED Waiting Room (Do <u>not</u> room patient in ED)</b>	
<b>Triage Nurse</b>	Calls L&D to inform them of an incoming patient and assigns "Send to L&D" disposition in the Triage Navigator <b>(Do not room the patient and do not move the patient to Off the Floor)</b>
<b>L&amp;D Nurse/Clerk</b>	Arrives patient in the L&D from the L&D Manager/Grease Board using encounter started in the ED by using the Arrival button
<b>If Patient has Been Roomed in the ED</b>	

<b>ED Physician</b>	Contacts Obstetrician and places ED send to L&D for triage order
<b>ED Nurse/Clerk</b>	Requests Transport via the Patient Transport button and indicates which department the patient is moving to
<b>ED Nurse</b>	Places the patient in the Off the Floor care area upon the patient's physical departure
<b>Transporter</b>	Completes Transport request
<b>L&amp;D Nurse/Clerk</b>	Arrives patient in the L&D from the L&D Manager/Grease Board using encounter started in the ED by using the Arrival button

ED to HOD	
	Affected Departments
<b>ED</b>	all MLH EDs
<b>Hospital Outpatient Departments</b>	all MLH HODs
<b>Who</b>	<b>Does What</b>
<b>If the Patient Is Expected to Return</b>	
<b>ED Nurse</b>	Places the patient in an Off the Floor care area upon patient's physical departure
<b>ED Nurse</b>	Rooms the patient back in the ED when the patient returns

ED to Non-Invasive Cardiology	
	Affected Departments
<b>ED</b>	all MLH EDs
<b>Non-Invasive Cardiology</b>	all MLH Cardiology Clinics
<b>Who</b>	<b>Does What</b>
<b>ED Nurse</b>	Places the patient in an Off the Floor care area upon patient's physical departure



<b>Cardiology Physician</b>	Places an order for the performed Cardiology procedure (or has the ED physician place it)
<b>Cardiology Tech</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue
<b>Cardiology Tech</b>	Checks in appointment when patient arrives

ED to Radiology	
	Affected Departments
<b>ED</b>	all MLH EDs
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
Who	Does What
If the Patient Will Not Return	
<b>ED Nurse/Radiology Tech</b>	Transports patient to the radiology department If the ED staff transports the patient, communicate with radiology prior to moving the patient
<b>Radiology Tech</b>	Checks in the patient upon arrival
<b>ED Nurse</b>	If appropriate, complete patient admission process (See ED to IP)
If the Patient Is Expected to Return	
<b>ED Nurse/Radiology Tech</b>	Transports patient to the radiology department If ED staff transports the patient, communicate with radiology prior to moving the patient
<b>Radiology Tech</b>	Checks in the patient upon arrival
<b>ED Nurse/Radiology Tech</b>	Patient is transported back to their ED bed

ED to Interventional Radiology	
	Affected Departments
<b>ED</b>	all MLH EDs

<b>Interventional Radiology</b>	all MLH Interventional Radiology departments
<b>Who</b>	<b>Does What</b>
<b>ED Nurse</b>	Places the patient in an Off the Floor care area upon patient's physical departure
<b>ED Physician or Specialist</b>	Places an order for the performed IR procedure (or has the IP physician place it)
<b>IR Staff</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue
<b>IR Staff</b>	Checks in appointment when patient arrives

ED to Cath/EP Lab	
	Affected Departments
<b>ED</b>	all MLH EDs
<b>Cath/EP Lab</b>	all MLH Cath Labs
<b>Who</b>	<b>Does What</b>
<b>If STEMI/Patient Bypasses ED</b>	
<b>Cath Lab Nurse</b>	Creates a case using the STEMI button. Schedules the case from the Case Depot.
<b>Cath Lab Nurse</b>	Clicks "In Room". Patient gets transferred from the ED department to the Cath Lab.
<b>If Non-Emergent/Patient in the ED</b>	
<b>ED Physician</b>	Places consult order and contacts cardiologist
<b>Cardiologist</b>	Assesses patient in the ED and then places a case request order to generate the case
<b>Cath Lab Scheduler</b>	Schedules the Cath Procedure from the Case Depot
<b>Cath Lab Nurse</b>	Selects In Room Case Tracking events from the Status Board to transfer the patient to the Cath Lab department

ED to GI/Endoscopy	
	Affected Departments
ED	all MLH EDs
GI/Endoscopy	all MLH Endoscopy departments
Who	Does What
ED Nurse	Places the patient in an Off the Floor care area upon patient's physical departure
GI Physician	Places an order for the performed GI procedure (or has the IP physician place it)
GI Staff	Schedules the procedure from the Snapboard Schedule Orders Workqueue
GI Staff	Checks in appointment when patient arrives

ED to Exempt Unit	
	Affected Departments
ED	all MLH EDs
Exempt Unit	North Behavioral Health
Who	Does What
If the Patient Is New to Exempt Unit	
ED Physician	Places transfer to another facility order
Transfer Center Staff	Processes request, accepts patient, creates encounter, and requests bed
Bed Planner	Assigns Unit/Room from Unassigned tab of Bed Planning
ED Nurse	Discharges the patient
Exempt Nurse/Clerk	Completes the new admission from the Unit Manager
If the Patient Is Returning from a Leave of Absence	
ED Nurse	Discharges the patient from the ED when the patient is ready to transfer back
Exempt Nurse/Clerk	Drags the patient from the Patients on Leave of Absence care area of the Unit Manager into their bed once the patient physically arrives back to the Behavioral Health Unit.

ED to ED	
	Affected Departments
ED	all MLH EDs
Who	Does What
If the Patient Is Moving Between Olive Branch/LeBonheur and the Other MLH Hospitals	
ED Physician	Set Disposition to "Transfer to Another Facility"
ED Nurse	Discharges patient from sending ED upon physical departure
ED Nurse or ED Reg	Arrives patient in receiving ED
If the Patient Is Moving Between University, Germantown, North, and South	
Sending ED Provider	Places ADT20 and indicates which ED the patient should move to.
IOC	Processes request.
Sending ED RN	Clicks transfer button from their toolbar once the patient's destination is confirmed. Clicks "Continue" on the popup asking whether to use an existing transfer. Clicks "Transfer" on the bottom of the screen. Once the nurse completes this workflow, this puts the patient on the receiving ED's incoming patients care area.
Receiving ED	Drags patient to their room/bed from the incoming patients care area when they arrive.

ED to Other Hospital (Within Organization)	
	Affected Departments
ED	all MLH EDs
Facilities	all MLH hospitals
Who	Does What
If the Patient Is Moving Between Olive Branch/LeBonheur and the Other MLH Hospitals	
ED Physician	Places the Transfer Center request order.

WTH ED to WTH B3 Peds Unit	
	Affected Departments
<b>ED</b>	West Tennessee Health ED
<b>Facilities</b>	MLH B3 Pediatrics Unit
Who	Does What
<b>If the Patient is moving to the WTENN B3 Peds Unit from the WTH ED</b>	
<b>WTH ED Physician</b>	Places order to initiate transfer to Le Bonheur WTH Floor Unit (ADT40)
<b>MLH Unit Clerk</b>	Confirms Pre-Admission is in MLH Epic System for Patient
<b>WTH ED Nurse</b>	Discharges the Patient from the WTH Emergency Department
<b>WTH Transfer Center</b>	WTH Transfer Center to call LeB Transfer Center to initiate move.
<b>MLH Unit Clerk</b>	After receiving a call from LeB Transfer Center, admit Patient to the LB WTH B3 Peds Unit and assigns them a room and bed based on call information.
<b>MLH Unit Clerk -&gt; WTH ED Nurse</b>	MLH Unit Clerk to let WTH ED Nurse know which Room/Bed the patient will be arriving to.
<b>WTH ED Nurse</b>	Enters a Transport request on patient's new WTH Encounter with a start location of their ED Bed, and an End Location of the MLH Unit Bed.
<b>MLH Unit Clerk</b>	Completes admission in Unit Manager by dragging the patient to the bed upon patient arrival

Surgical Department to Surgical Department	
	Affected Department
OR	all MLH ORs
Who	Does What
Periop Nurse	Within the surgical department, updates patient location to the specific beds/surgical bays in the department

Surgical Department to Unit (Inpatient Room)	
	Affected Department
OR	all MLH ORs
Units	all MLH Inpatient departments
Who	Does What
If The Patient Is Moving To Previous Inpatient Bed	
PACU Nurse	Requests transport for the patient's transfer to their inpatient bed
Transporter	Completes Transport request and ADT Transfer event auto-completes
If The Patient Is Changing Level of Care	
Surgeon or Nurse	Places a post-procedure level of care change order using the Post-Op to Floor Navigator, which auto-creates a bed request and releases held bed on previous inpatient unit if patient is changing level of care
Sending or Receiving Physician	Completes Transfer Med Rec
Bed Planner	Assigns Unit/Room from Unassigned tab of Bed Planning
PACU Nurse	Selects Recovery Care Complete Case Tracking event from the Status Board to automatically mark patient as Ready to Move. Once the patient is assigned to a clean and ready bed, a transport request will automatically be generated.
Transporter	Completes Transport request and ADT Transfer event auto-completes
If The Patient Is Coming from a Planned Surgical Admission	

Surgeon	Places an admission order using the Pre-op Order Set
Sending or Receiving Physician	Completes Admission Med Rec
Bed Planner	Assigns Unit/Room from Unassigned tab of Bed Planning (bed request automatically created in advance)
PACU Nurse	Selects Recovery Care Complete Case Tracking event from the Status Board to automatically mark patient as Ready to Move. Once the patient is assigned to a clean and ready bed, a transport request will automatically be generated.
Transporter	Completes Transport request and ADT Transfer event auto-completes
<b>If The Patient Is Coming from an Unplanned Surgical Admission</b>	
Surgeon	Places an admission order using the Post-Op to Floor Navigator, which auto-creates a bed request
Sending or Receiving Physician	Completes Admission Med Rec
Bed Planner	Assigns Unit/Room from Unassigned tab of Bed Planning
PACU Nurse	Selects Recovery Care Complete Case Tracking event from the Status Board to automatically mark patient as Ready to Move. Once the patient is assigned to a clean and ready bed, a transport request will automatically be generated.
Transporter	Completes Transport request and ADT Transfer event auto-completes
<b>If Not Moved Via Transport (Transport Out of Scope)</b>	
IP Nurse/Clerk	Completes transfer in Unit Manager by dragging the patient to the bed upon patient arrival

Surgical Department to L&D	
	Affected Department
OR	all MLH ORs
L&D Department	all MLH L&D departments
Who	Does What

<b>Recovery RN/ OR MD</b>	Calls L&D to inform them of the incoming patient
<b>IP Nurse/Clerk</b>	Completes transfer to the new bed with the Arrival button on the L&D Manager upon patient arrival

Surgical Department to HOD	
	Affected Departments
<b>OR</b>	all MLH ORs
<b>Hospital Outpatient Departments</b>	all MLH HODs
<b>Who</b>	<b>Does What</b>
<b>Before Appointment</b>	
<b>Clinic Staff</b>	Requests transport from Department Appointments Report
<b>Transporter</b>	Completes Transport request and patient location is automatically updated
<b>Clinic Staff</b>	Schedules and checks in appointment
<b>Without An Appointment</b>	
<b>Clinic Staff</b>	Schedules and checks in appointment
<b>If Not Moved Via Transport (Transport Out of Scope)</b>	
<b>Clinic Staff</b>	Schedules and checks in appointment, which automatically updates the patient's location

Surgical Department to Radiology	
	Affected Departments
<b>OR</b>	all MLH ORs
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
<b>Who</b>	<b>Does What</b>



Before Appointment	
Radiology Tech	Requests transport from Department Appointments Report
Transporter	Completes Transport request and patient location is automatically updated
Radiology Tech	Schedules and checks in appointment
Without An Appointment	
Radiology Tech	Schedules and checks in appointment
If Not Moved Via Transport (Transport Out of Scope)	
Radiology Tech	Schedules and checks in appointment, which automatically updates the patient's location

Surgical Department to Interventional Radiology	
	Affected Departments
OR	all MLH ORs
Interventional Radiology	all MLH Interventional Radiology departments
Who	Does What
IR Staff	Notifies the Surgeon for a consult
Surgeon	Places case request order, which auto-creates a new case
OR Scheduler	Schedules case request from the Case Depot
Pre-Op Nurse	Marks the In Room case tracking event to auto-transfer the patient to Main Interventional Radiology

Surgical Department to Cath/EP Lab	
	Affected Departments
OR	all MLH ORs
Cath/EP Lab	all MLH Cath Labs
Who	Does What

<b>Cath/EP Lab Staff</b>	Notifies the Surgeon for a consult
<b>Surgeon</b>	Places case request order, which auto-creates a new case
<b>OR Scheduler</b>	Schedules case request from the Case Depot
<b>Pre-Op Nurse</b>	Marks the In Room case tracking event to auto-transfer the patient to the Cath Lab

Surgical Department to Exempt Unit	
	Affected Department
<b>OR</b>	all MLH ORs
<b>Exempt Unit</b>	North Behavioral Health
<b>Who</b>	<b>Does What</b>
<b>If The Patient Is New To Exempt Unit</b>	
<b>Surgeon</b>	Places transfer to another facility order
<b>Transfer Center Staff</b>	Processes request, accepts patient, creates encounter, and requests bed
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>PACU Nurse</b>	Discharges the patient when the patient is ready to transfer
<b>Exempt Nurse/Clerk</b>	Completes the new admission from the Unit Manager
<b>If The Patient Is Returning From A Leave Of Absence</b>	
<b>Surgeon</b>	Places a discharge order for the current admission
<b>PACU Nurse</b>	Discharges the patient when the patient is ready to transfer back
<b>Exempt Nurse/Clerk</b>	Drags the patient from the Patients on Leave of Absence care area of the Unit Manager into their bed

## Surgical Department to Other Hospital (Within Organization)

	Affected Departments
<b>OR</b>	all MLH ORs
<b>Facilities</b>	all MLH hospitals
Who	Does What
<b>Surgeon</b>	Places the Transfer Center request order.
<b>Transfer Center</b>	Processes request, accepts patient, and creates destination encounter (assigning bed if applicable)
<b>Surgeon</b>	Places Discharge Order with a Disposition of "Transfer to Another Facility"
<b>OR Nurse</b>	Discharges patient upon physical departure
<b>Receiving Hospital Staff</b>	Admits/arrives patient to destination hospital encounter

Unit (IP Room or L&D Room) to Surgical Department	
	Affected Departments
<b>Units</b>	all MLH inpatient departments
<b>OR</b>	all MLH Main ORs
<b>Who</b>	<b>Does What</b>
<b>Floor To Pre-Op</b>	
<b>Pre-Op Nurse</b>	Assign the patient to a Pre-Op bay, which will automatically mark the In Pre-Op case tracking event and transfer the patient while holding the patient's inpatient bed
<b>Floor To OR</b>	
<b>Intra-Op Nurse</b>	Indicates patient is in room using the In Room case tracking event, which automatically transfers the patient while holding the patient's inpatient bed
<b>Non-OR Recovery</b>	
<b>Unit Staff</b>	Calls the PACU to tell them a patient is coming
<b>PACU Nurse</b>	Creates a Non-OR Recovery appointment from the toolbar and marks the patient In PACU, which will automatically transfer the patient to the periop department
<b>If the Patient is Moving to Another Hospital and Returning (University, Germantown, North, and South)</b>	
<b>Physician</b>	Places procedure order.
<b>OR Performing Surgery</b>	Schedules patient's case
<b>Inpatient Unit</b>	Calls IOC to inform them that a patient needs to have surgery at another hospital.
<b>IOC</b>	Clicks "new request," attaches patient, and processes request using Procedure and Return transfer type.
<b>OR Performing Surgery</b>	Case tracks patient In Room, performs surgery, case tracks patient In Recovery.
<b>Inpatient Unit</b>	Marks patient in their bed once they arrive back.

<b>IOC</b>	Assigns new bed to patient (if needed). Completes Transfer Center request when patient back on their unit.
<b>Receiving unit</b>	Reconciles meds/orders when the patient arrives.

Unit (IP Room or L&D Room) to Unit (IP Room)	
	Affected Departments
<b>Units</b>	all MLH inpatient departments
<b>Who</b>	Does What
<b>Between Different Units</b>	
<b>Attending Physician</b>	Places transfer order
<b>Sending or Receiving Physician</b>	Completes transfer Med Rec
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>Sending Unit Nurse/Clerk</b>	Marks patient as Ready to Move, request Transport request.
<b>Transporter</b>	Completes Transport request and ADT Transfer event auto-completes
<b>Within Same Unit (Intra-unit Transfer)</b>	
<b>IP Nurse/Clerk</b>	Completes transfer in Unit Manager by dragging the patient to the bed upon patient arrival
<b>If Not Moved Via Transport (Transport not in Scope)</b>	
<b>Receiving Unit Nurse/Clerk</b>	Completes transfer in Unit Manager by dragging the patient to the bed upon patient arrival

Unit (IP Room or L&D Room) to L&D	
	Affected Departments
<b>Units</b>	all MLH inpatient departments

<b>L&amp;D Department</b>	all MLH L&D departments
<b>Who</b>	<b>Does What</b>
<b>Attending Physician</b>	Places transfer order
<b>Sending or Receiving Physician</b>	Completes transfer Med Rec
<b>Sending Unit Nurse/Clerk</b>	Requests transport to the L&D Department
<b>Transporter</b>	Completes transport request. This does <b>not</b> complete the transfer
<b>L&amp;D Nurse/Clerk</b>	Uses the Arrival button from the L&D Manager/Greaseboard to complete the transfer once the patient arrives Optionally, refers to the Unit Manager to track incoming transfers prior to arrival
<b>Within Same Unit (Intra-unit Transfer)</b>	
<b>L&amp;D Nurse/Clerk</b>	Completes transfer in L&D Manager by dragging the patient to the bed upon patient arrival

Unit (IP Room or L&D Room) to HOD	
	<b>Affected Departments</b>
<b>Unit</b>	all MLH Inpatient departments
<b>Hospital Outpatient Departments</b>	all MLH HODs
<b>Who</b>	<b>Does What</b>
<b>Before Appointment</b>	
<b>Clinic Staff</b>	Requests transport from Department Appointments Report
<b>Transporter</b>	Completes Transport request and patient location is automatically updated
<b>Clinic Staff</b>	Schedules and checks in the appointment

Without An Appointment	
IP Nurse/Clerk	Updates patient location with right click from Unit Manager
If Not Moved Via Transport (Transport not in Scope)	
Clinic Staff	Schedules and checks in the appointment, which automatically updates the patient's location on the Unit Manager

Unit (IP Room or L&D Room) to Non-Invasive Cardiology	
	Affected Departments
Unit	all MLH Inpatient departments
Non-Invasive Cardiology	all MLH Cardiology Clinics
Who	Does What
Before Appointment	
Cardiology Tech	Requests transport from Department Appointments Report
Transporter	Completes Transport request and patient location is automatically updated
Cardiology Tech	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue and checks the patient in
Without An Appointment	
IP Nurse/Clerk	Updates patient location with right click from Unit Manager
If Not Moved Via Transport (Transport not in Scope)	
Cardiology Tech	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue and checks the patient in, which automatically updates the patient's location on the Unit Manager

Unit (IP Room or L&D Room) to Radiology	
	Affected Departments

<b>Units</b>	all MLH Inpatient departments
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
<b>Who</b>	<b>Does What</b>
<b>Before Appointment</b>	
<b>Radiology Tech</b>	Requests transport from the Tech's schedule order worklist
<b>Transporter</b>	Completes Transport request and patient location is automatically updated
<b>Radiology Tech</b>	Checks in the patient upon arrival
<b>If Not Moved Via Transport (Transport not in Scope)</b>	
<b>Radiology Tech</b>	Checks in the patient upon arrival, which automatically updates the patient's location on the Unit Manager
<b>If the Patient is Moving to Another Hospital and Returning (University, Germantown, North, and South)</b>	
<b>Physician</b>	Places procedure order.
<b>Department Performing Surgery</b>	Schedules patient's appointment.
	Calls IOC to inform them that a patient needs to get a procedure done at another hospital.
<b>IOC</b>	Clicks "new request," attaches patient, and processes request using Procedure and Return transfer type.
<b>Department Performing Surgery</b>	Checks patient in, completes procedure, checks patient out.
<b>Inpatient Unit</b>	Marks patient in their bed once they arrive back.
<b>IOC</b>	Assigns new bed to patient (if needed). Completes Transfer Center request when patient is back on their unit.
<b>Receiving unit</b>	Reconciles meds/orders when the patient arrives.



Unit (IP Room or L&D Room) to Interventional Radiology	
	Affected Departments
Units	all MLH Inpatient departments
Interventional Radiology	all MLH Interventional Radiology departments
Who	Does What
IR Physician	Places an order for the performed IR procedure (or has the IP physician place it)
IR Staff	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue
Transporter	Completes Transport request and patient location is automatically updated
IR Staff	Checks in appointment when patient arrives
If Not Moved Via Transport (Transport not in Scope)	
IR Staff	Checks in the patient upon arrival, which automatically updates the patient's location on the Unit Manager
If the Patient is Moving to Another Hospital and Returning (University, Germantown, North, and South)	
Physician	Places procedure order.
Department Performing Surgery	Schedules patient's appointment.
	Calls IOC to inform them that a patient needs to get a procedure done at another hospital.
IOC	Clicks "new request," attaches patient, and processes request using Procedure and Return transfer type.
Department Performing Surgery	Checks patient in, completes procedure, checks patient out.
Inpatient Unit	Marks patient in their bed once they arrive back.

<b>IOC</b>	Assigns new bed to patient (if needed). Completes Transfer Center request when patient is back on their unit.
<b>Receiving unit</b>	Reconciles meds/orders when the patient arrives.

Unit (IP Room or L&D Room) to Cath/EP Lab	
	Affected Departments
<b>Units</b>	all MLH Inpatient departments
<b>Cath/EP Lab</b>	all MLH Cath Labs
<b>Who</b>	<b>Does What</b>
<b>Cath Lab Pre/Recovery Nurse</b>	Selects pre-procedure Case Tracking events from the Status Board to transfer the patient to the Cath Lab department and their inpatient bed is automatically held
<b>Cath Lab Nurse/Clerk</b>	Selects in-room Case Tracking event from the Status Board
<b>Cath Lab Nurse</b>	Selects Post-Procedure Case Tracking event from the Status Board
<b>If the Patient is Moving to Another Hospital and Returning (University, Germantown, North, and South)</b>	
<b>Physician</b>	Places procedure order.
<b>Department Performing Surgery</b>	Schedules patient's appointment.
	Calls IOC to inform them that a patient needs to get a procedure done at another hospital.
<b>IOC</b>	Clicks "new request," attaches patient, and processes request using Procedure and Return transfer type.
<b>Department Performing Surgery</b>	Checks patient in, completes procedure, checks patient out.
<b>Inpatient Unit</b>	Marks patient in their bed once they arrive back.

<b>IOC</b>	Assigns new bed to patient (if needed). Completes Transfer Center request when patient is back on their unit.
<b>Receiving unit</b>	Reconciles meds/orders when the patient arrives.

Unit (IP Room or L&D Room) to GI/Endoscopy	
	Affected Departments
<b>Units</b>	all MLH Inpatient departments
<b>GI/Endoscopy</b>	all MLH Endoscopy departments
<b>Who</b>	<b>Does What</b>
<b>GI Physician</b>	Places an order for the performed GI procedure (or has the IP physician place it)
<b>GI Staff</b>	Schedules the procedure from the Snapboard Schedule Orders Workqueue
<b>IP Nurse/Clerk</b>	Requests Transport to GI lab
<b>Transporter</b>	Completes Transport request and patient location is automatically updated
<b>GI Staff</b>	Checks in the patient upon arrival
<b>If Not Moved Via Transport (Transport not in Scope)</b>	
<b>GI Staff</b>	Checks in the patient upon arrival, which automatically updates the patient's location on the Unit Manager

Unit (IP Room or L&D Room) to Behavioral Health	
	Affected Departments
<b>Units</b>	all MLH Inpatient departments
<b>Exempt Unit</b>	North Behavioral Health
<b>Who</b>	<b>Does What</b>
<b>If The Patient Is New To Exempt Unit</b>	
<b>IP Physician</b>	Places discharge order
<b>BH Staff</b>	Processes admission, assigns Unit/Room when admitting patient
<b>IP Nurse/Clerk</b>	Discharges the patient

<b>BH Nurse/Clerk</b>	Completes the new admission from the Unit Manager
<b>If The Patient Is Returning From A Leave Of Absence</b>	
<b>IP Physician</b>	Places a discharge order for the current admission
<b>IP Nurse</b>	Discharges the patient when the patient is ready to transfer back
<b>BH Nurse/Clerk</b>	Drags the patient from the Patients on Leave of Absence care area of the Unit Manager into their bed

HOD to Surgical Department	
	Affected Departments
Hospital Outpatient Departments	all MLH HODs
OR	all MLH Main ORs
Who	Does What
For Surgical Case (HOD To Surgery)	
Clinic Staff	Notifies the Surgeon for a consult
Surgeon	Places case request order, which auto-creates a new case
OR Scheduler	Schedules case request from the Case Depot
Admitting	Admits the patient to the surgery department, then contacts OR Staff
OR Staff	Update patient location to the specific beds/surgical bays in the department
Non-OR Recovery	
Unit Staff	Calls the PACU to tell them a patient is coming
PACU Nurse	Creates a Non-OR Recovery appointment from the toolbar Mark the patient In PACU, which will transfer the patient to the periop department

HOD to Unit (Inpatient Room)	
	Affected Departments
Hospital Outpatient Departments	all MLH HODs
Units	all MLH Inpatient departments
Who	Does What
If Returning from Inpatient Appointment	
IP Nurse/Clerk	Updates patient location to "Back in Bed" in the Unit Manger (right-click)
Non-Recurring HOD Encounter	

Clinic Staff	Checks in appointment
Admitting Physician	Places Admit to Inpatient order to auto-create a bed request
Bed Planner/IOC	Assigns Unit/Room from Unassigned tab of Bed Planning
IP Nurse/Clerk	Completes admission in Unit Manager by dragging the patient to the bed upon patient arrival
<b>Recurring HOD Encounter</b>	
<i>Same as Non-Recurring, but the patient class must be updated to a non-recurring class before the admit order is placed</i>	
<b>*If bed planning is not involved in planning for some units, make sure to determine who will click the admit to IP button</b>	

HOD to L&D	
	Affected Departments
Hospital Outpatient Departments	all MLH HODs
L&D Department	all MLH L&Ds
Who	Does What
Clinic Staff	Notifies Admitting by phone
Admitting (L&D Staff)	Creates a New L&D Assessment with a status of expected if patient does not have an existing pre-admission
L&D Nurse/Clerk	Arrives the patient on the L&D Manager/Greaseboard and uses existing Pre-Admission to admit patient with patient class of Outpatient

HOD to HOD	
	Affected Departments
Hospital Outpatient Departments	all MLH HODs
Who	Does What

<b>First HOD Clinic Staff</b>	Checks out appointment and requests patient transport if needed
<b>Second HOD Clinic Staff</b>	Checks in appointment when patient arrives

HOD to Non-Invasive Cardiology	
	Affected Departments
<b>Hospital Outpatient Departments</b>	all MLH HODs
<b>Non-Invasive Cardiology</b>	all MLH Cardiology Clinics
Who	Does What
<b>HOD Clinic Staff</b>	Checks out appointment and requests patient transport if needed
<b>If Cardiology Appointment is Already Scheduled</b>	
<b>Cardiology Tech</b>	Checks in appointment when patient arrives
<b>If Cardiology Appointment is <u>NOT</u> Already Scheduled</b>	
<b>Cardiology Tech</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue and checks the patient in

HOD to Radiology	
	Affected Departments
<b>Hospital Outpatient Departments</b>	all MLH HODs
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
Who	Does What
<b>HOD Clinic Staff</b>	Checks out appointment and requests patient transport if needed
<b>Radiology Tech</b>	Checks in appointment when patient arrives

HOD to Interventional Radiology	
	Affected Departments
<b>Hospital Outpatient Departments</b>	all MLH HODs
<b>Interventional Radiology</b>	all MLH Main Interventional Radiology departments
Who	Does What
<b>HOD Clinic Staff</b>	Checks out appointment and requests patient transport if needed
<b>IR Staff</b>	Checks in appointment when patient arrives

HOD to Cath/EP Lab	
	Affected Departments
<b>Hospital Outpatient Departments</b>	all MLH HODs
<b>Cath/EP Lab</b>	all MLH Cath Labs
Who	Does What
<b>If Returning from Inpatient Appointment</b>	
<b>Cath Lab Staff</b>	Updates patient location from the Status Board using the Assign button. Pick a prep/recovery bed from the drop-down list.

HOD to Exempt Unit	
	Affected Departments
<b>Hospital Outpatient Departments</b>	all MLH HODs
<b>Exempt Unit</b>	North Behavioral Health
Who	Does What



If Returning from Inpatient Appointment	
Exempt Nurse/Clerk	Updates patient location to "Back in Bed" in the Unit Manger (right-click)
If The Patient Is New To Exempt Unit	
IR Physician	Places transfer to another facility order
Transfer Center Staff	Processes request, accepts patient, creates encounter, and requests bed
Bed Planner	Assigns Unit/Room from Unassigned tab of Bed Planning
Exempt Nurse/Clerk	Completes the new admission from the Unit Manager

HOD to ED	
Affected Departments	
Hospital Outpatient Departments	all MLH HODs
ED	all MLH EDs
Who	Does What
If the Patient is Returning to ED	
ED Nurse	Rooms the patient back in the ED when the patient returns



Radiology to Surgical Department	
	Affected Departments
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
<b>OR</b>	all MLH Main ORs
<b>Who</b>	<b>Does What</b>
<b>For Surgical Case (Radiology to Surgery)</b>	
<b>Clinic Staff</b>	Notifies the Surgeon for a consult
<b>Surgeon</b>	Places case request order, which auto-creates a new case
<b>OR Scheduler</b>	Schedules case request from the Case Depot
<b>Admitting</b>	Admits the patient to the surgery department, then contacts OR Staff
<b>OR Staff</b>	Update patient location to the specific beds/surgical bays in the department

Radiology to Unit (Inpatient Room)	
	Affected Departments
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
<b>Units</b>	all MLH Inpatient departments
<b>Who</b>	<b>Does What</b>
<b>If Returning from Inpatient Appointment</b>	
<b>Radiologist</b>	Order transport back to patient bed.
<b>IP Nurse/Clerk</b>	Ensure that patient is back in bed after transport is complete, or update patient location to Back in Bed with right click from Unit Manager
<b>If Patient is Being Admitted from Radiology</b>	
<b>Radiologist</b>	During or post-procedure, places "Admit to IP" order from post-procedure navigator (via Orders or

	Admission Orders sections), which creates a bed request
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>IP Nurse/Clerk</b>	Completes admission in Unit Manager by dragging the patient to the bed upon patient arrival
<b>*If bed planning is not involved in planning for some units, make sure to determine who will click the admit to IP button</b>	

Radiology to HOD	
	Affected Departments
<b>Hospital Outpatient Departments</b>	all MLH HODs
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
Who	Does What
<b>Radiology Tech</b>	Checks out appointment and requests patient transport if needed
<b>HOD Clinic Staff</b>	Checks in appointment when patient arrives

Radiology to Non-Invasive Cardiology	
	Affected Departments
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
<b>Non-Invasive Cardiology</b>	all MLH Cardiology Clinics
Who	Does What
<b>Radiology Tech</b>	Checks out appointment and requests patient transport if needed
<b>If Cardiology Appointment is Already Scheduled</b>	
<b>Cardiology Tech</b>	Checks in appointment when patient arrives

If Cardiology Appointment is <b>NOT</b> Already Scheduled	
<b>Cardiology Tech</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue and checks the patient in

Radiology to Radiology	
	Affected Departments
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
Who	Does What
<b>Radiology Tech</b>	Checks out appointment and requests patient transport if needed
<b>Radiology Tech</b>	Checks in appointment when patient arrives

Radiology to Interventional Radiology	
	Affected Departments
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
<b>Interventional Radiology</b>	all MLH Main Interventional Radiology departments
Who	Does What
<b>Radiology Tech</b>	Checks out appointment and requests patient transport if needed
<b>IR Staff</b>	Checks in appointment when patient arrives

Radiology to Exempt Unit	
	Affected Departments
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments

<b>Exempt Unit</b>	North Behavioral Health
<b>Who</b>	<b>Does What</b>
<b>If Returning from Inpatient Appointment</b>	
<b>Exempt Nurse/Clerk</b>	Updates patient location to Back in Bed with right click from Unit Manager
<b>If The Patient Is New To Exempt Unit</b>	
<b>Radiologist</b>	Places transfer to another facility order
<b>Transfer Center Staff</b>	Processes request, accepts patient, creates encounter, and requests bed
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>Exempt Nurse/Clerk</b>	Completes the new admission from the Unit Manager

Interventional Radiology to Surgical Department	
	Affected Departments
Interventional Radiology	all MLH Main Interventional Radiology departments
OR	all MLH Main ORs
Who	Does What
For Surgical Case (IR to Surgery)	
Procedural Staff	Notifies the Surgeon for a consult
Admitting	Upgrades IR HOV encounter to an admission; completes admission workflow and changes patient class
Procedural Staff	Places case request order, which auto-creates a new case
OR Scheduler	Schedules case request from the Case Depot
OR Staff	Marks the In Room case tracking event to auto-transfer the patient to the OR
For Prep Only	
Pre-Op Nurse	Finds the appointment on the Status Board, marks patient in a Pre-Op bay
Procedural Staff	Assign the patient to a Pre-Op bay, which will automatically mark the In Pre-Op case tracking event If the patient is an <b>inpatient</b> , this will automatically transfer the patient
For Non-OR to PACU Recovery Care Only	
Procedural Staff	If the patient had anesthesia, marks NORA to Recovery case tracking event and calls the PACU to let them know the patient is coming
PACU Nurse	Uses the status board to put the patient into a bay, auto-updates case tracking event for In Recovery If the patient is an <b>inpatient</b> , this will auto-transfer the patient to the OR department
For Hybrid Labs	
**If you have hybrid labs at your customer and the process to transfer the patient to this area is different, call this out in the matrix	

Interventional Radiology to Unit (Inpatient Room)	
	Affected Departments
<b>Interventional Radiology</b>	all MLH Main Interventional Radiology departments
<b>Units</b>	all MLH Inpatient departments
<b>Who</b>	<b>Does What</b>
<b>Unplanned Admission from IR</b>	
<b>IR Physician</b>	During or post-procedure, places "Admit to IP" order from post-procedure navigator (via Orders or Admission Orders sections), which creates a bed request
<b>IR Physician</b>	Completes admission med rec
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>IP Nurse/Clerk</b>	Completes admission in Unit Manager by dragging the patient to the bed upon patient arrival
<b>Planned Admission from IR</b>	
<b>Ordering Physician</b>	When placing the order for procedure, answers "Is the patient expected to be admitted post-procedure?" question as "Yes."
<b>IR Scheduler</b>	Schedules the procedure
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning the morning of the procedure
<b>IR Staff</b>	Checks in patient and perform procedure
<b>IP Nurse/Clerk</b>	Completes admission in Unit Manager by dragging the patient to the bed upon patient arrival

Interventional Radiology to HOD	
	Affected Departments



<b>Interventional Radiology</b>	all MLH Main Interventional Radiology departments
<b>Hospital Outpatient Departments</b>	all MLH HODs
<b>Who</b>	<b>Does What</b>
<b>IR Staff</b>	Checks out appointment and requests patient transport if needed
<b>HOD Clinic Staff</b>	Checks in appointment when patient arrives

Interventional Radiology to Non-Invasive Cardiology	
	<b>Affected Departments</b>
<b>Interventional Radiology</b>	all MLH Main Interventional Radiology departments
<b>Non-Invasive Cardiology</b>	all MLH Cardiology Clinics
<b>Who</b>	<b>Does What</b>
<b>IR Staff</b>	Checks out appointment and requests patient transport if needed
<b>If Cardiology Appointment is Already Scheduled</b>	
<b>Cardiology Tech</b>	Checks in appointment when patient arrives
<b>If Cardiology Appointment is <u>NOT</u> Already Scheduled</b>	
<b>Cardiology Tech</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue and checks the patient in

Interventional Radiology to Exempt Unit	
	<b>Affected Departments</b>
<b>Interventional Radiology</b>	all MLH Main Interventional Radiology departments

<b>Exempt Unit</b>	North Behavioral Health
<b>Who</b>	<b>Does What</b>
<b>If The Patient Is New To Exempt Unit</b>	
<b>IR Physician</b>	Places transfer to another facility order
<b>Transfer Center Staff</b>	Processes request, accepts patient, creates encounter, and requests bed
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>Exempt Nurse/Clerk</b>	Completes the new admission from the Unit Manager

Interventional Radiology to ED	
	<b>Affected Departments</b>
<b>Interventional Radiology</b>	all MLH Main Interventional Radiology departments
<b>ED</b>	all MLH EDs
<b>Who</b>	<b>Does What</b>
<b>If the Patient is Returning to ED</b>	
<b>ED Nurse</b>	Rooms the patient back in the ED when the patient returns

GI/Endoscopy to Surgical Department	
	Affected Departments
GI/Endoscopy	all MLH Main Endoscopy Unit departments
OR	all MLH Main ORs
Who	Does What
For Surgical Case (GI to Surgery)	
Procedural Staff	Notifies the Surgeon for a consult
Admitting	Upgrades GI HOV encounter to an admission; completes admission workflow and changes patient class
Procedural Staff	Places case request order, which auto-creates a new case
OR Scheduler	Schedules case request from the Case Depot
OR Staff	Marks the In Room case tracking event to auto-transfer the patient to the OR
For Prep Only	
Pre-Op Nurse	Finds the appointment on the Status Board, marks patient in a Pre-Op bay
Procedural Staff	Assign the patient to a Pre-Op bay, which will automatically mark the In Pre-Op case tracking event If the patient is an <b>inpatient</b> , this will automatically transfer the patient
For PACU Recovery Care Only	
Procedural Staff	Marks NORA to PACU case tracking event and calls the PACU to let them know the patient is coming
PACU Nurse	Uses the status board to put the patient into a bay, auto-updates case tracking event for In Recovery If the patient is an <b>inpatient</b> , this will auto-transfer the patient to the OR department

GI/Endoscopy to Unit (Inpatient Room)	
	Affected Departments

<b>GI/Endoscopy</b>	all MLH Main Endoscopy Unit departments
<b>Units</b>	all MLH Inpatient departments
<b>Who</b>	<b>Does What</b>
<b>GI Physician</b>	During or post-procedure, places "Admit to IP" order from post-procedure navigator (via Orders or Admission Orders sections), which creates a bed request
<b>GI Physician</b>	Completes admission med rec per hospital policy
<b>Admitting</b>	Completes admission workflow and pends admission
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>IP Nurse/Clerk</b>	Completes admission in Unit Manager by dragging the patient to the bed upon patient arrival

GI/Endoscopy to Exempt Unit	
	<b>Affected Departments</b>
<b>GI/Endoscopy</b>	all MLH Main Endoscopy Unit departments
<b>Exempt Unit</b>	North Behavioral Health
<b>Who</b>	<b>Does What</b>
<b>If The Patient Is New To Exempt Unit</b>	
<b>GI Physician</b>	Places transfer to another facility order
<b>Transfer Center Staff</b>	Processes request, accepts patient, creates encounter, and requests bed
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>Exempt Nurse/Clerk</b>	Completes the new admission from the Unit Manager

## GI/Endoscopy to ED

	Affected Departments
GI/Endoscopy	all MLH Main Endoscopy Unit departments
ED	all MLH EDs
Who	Does What
If the Patient is Returning to ED	
ED Nurse	Rooms the patient back in the ED when the patient returns

Cath/EP Lab to Cardiac Cath/EP Recovery Department	
	Affected Departments
Cath/EP Lab	all MLH Cath Labs
	all MLH Cath Lab Recovery departments
Who	Does What
For Procedural Case (Cath To Cath/EP Recovery)	
Clinic Staff	Notifies the Cardiologist for a consult
Cardiologist	Places case request order to create a new case
Cath Lab Scheduler	Schedules case request from the Case Depot
Cath Lab Staff	Marks the In Room case tracking event to auto-transfer the patient to the Cath Lab
Cath Lab Pre/Post Staff	Marks In Recovery case tracking event, uses the status board to put the patient into a bay, and then marks recovery care complete
Cath Lab Pre/Post Staff	Discharges Patient, which automatically marks procedural charting complete

Cath/EP Lab to Surgical Department (PACU)	
	Affected Departments
Cath/EP Lab	all MLH Cath Labs
OR	all MLH Main ORs
Who	Does What
For Procedural Case (Cath To Surgery)	
Clinic Staff	Notifies the Cardiologist for a consult
Cardiologist	Places case request order, which auto-creates a new case
Cath Lab Scheduler	Schedules case request from the Case Depot

<b>Cath Lab Staff</b>	Marks the In Room case tracking event to auto-transfer the patient to the Cath Lab
<b>Non-OR For PACU Recovery Care Only</b>	
<b>Procedural Staff</b>	Marks NORA to Recovery case tracking event and calls the PACU to let them know the patient is coming
<b>PACU Nurse</b>	Uses the status board to put the patient into a bay, auto-updates case tracking event for In Recovery This will auto-transfer the patient to the OR department
<b>For Hybrid Labs (CV/OR or CV/IR)</b>	
**If you have hybrid labs at your customer and the process to transfer the patient to this area is different, call this out in the matrix	

Cath/EP Lab to Unit (Inpatient Room)	
	Affected Departments
<b>Cath/EP Lab</b>	all MLH Cath Labs
<b>Units</b>	all MLH Inpatient departments
<b>Who</b>	<b>Does What</b>
<b>If The Patient Is Moving To Previous Inpatient Bed</b>	
<b>Cath Lab Nurse</b>	Requests transport for the patient's transfer to their inpatient bed
<b>Transporter</b>	Completes Transport request and ADT Transfer event auto-completes
<b>If The Patient is Moving to a Bed They Had Not Previously Occupied</b>	
<b>Cardiologist</b>	Places a transfer order, which auto-creates a bed request
<b>Sending or Receiving Physician</b>	Completes Transfer Med Rec
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>Cath Lab Nurse</b>	Requests transport for the patient's transfer to their inpatient bed
<b>Transporter</b>	Completes Transport request and ADT Transfer event auto-completes
<b>If The Patient Is Coming from a Planned Procedural Admission</b>	

<b>Cardiologist</b>	Places an admission order using the Pre-Procedure Order Set
<b>Sending or Receiving Physician</b>	Completes Admission Med Rec
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning (bed request automatically created in advance)
<b>Cath Lab Nurse</b>	Requests transport for the patient's transfer to the assigned inpatient bed. Patient does not go to Cardiac Cath/EP Recovery nor PACU
<b>Transporter</b>	Completes Transport request and ADT Transfer event auto-completes
<b>If The Patient Is Coming from an Unplanned Procedural Admission</b>	
<b>Cardiologist</b>	Places an admission order using the Post-Procedure Navigator, which auto-creates a bed request
<b>Sending or Receiving Physician</b>	Completes Admission Med Rec
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>Cath Lab Nurse</b>	Requests transport for the patient's transfer to the assigned inpatient bed. Patient does not go to Cardiac Cath/EP Recovery nor PACU
<b>Transporter</b>	Completes Transport request and ADT Transfer event auto-completes
<b>If Not Moved Via Transport (Transport Out of Scope)</b>	
<b>IP Nurse/Clerk</b>	Completes transfer in Unit Manager by dragging the patient to the held bed upon patient arrival

Cath/EP Lab to HOD	
	Affected Departments
<b>Cath/EP Lab</b>	all MLH Cath Labs
<b>Hospital Outpatient Departments</b>	all MLH HODs



Who	Does What
<b>Before Appointment</b>	
<b>Clinic Staff</b>	Requests transport from Department Appointments Report
<b>Transporter</b>	Completes Transport request and patient location is automatically updated
<b>Clinic Staff</b>	Schedules and checks in appointment
<b>Without An Appointment</b>	
<b>Cath Lab Staff</b>	Updates patient location from the Status Board using the Assign button. Pick a prep/recovery bed from the drop-down list.
<b>If Not Moved Via Transport (Transport Out of Scope)</b>	
<b>Clinic Staff</b>	Schedules and checks in appointment, which automatically updates the patient's location

Cath/EP Lab to Non-Invasive Cardiology	
	Affected Departments
<b>Cath/EP Lab</b>	all MLH Cath Labs
<b>Non-Invasive Cardiology</b>	all MLH Cardiology Clinics
Who	Does What
<b>Before Appointment</b>	
<b>Cath Lab Staff</b>	Requests transport from Department Appointments Report
<b>Transporter</b>	Completes Transport request and patient location is automatically updated
<b>Cardiology Tech</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report - OR- schedules the procedure from the Snapboard Schedule Orders Workqueue and checks the patient in
<b>Without An Appointment</b>	
<b>Cath Lab Staff</b>	Updates patient location from the Status Board using the Assign button. Pick a prep/recovery bed from the drop-down list.

If Not Moved Via Transport (Transport Out of Scope)	
<b>Cardiology Tech</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report - OR- schedules the procedure from the Snapboard Schedule Orders Workqueue and checks the patient in, which automatically updates the patient's location

Cath/EP Lab to Cath/EP Lab	
	Affected Departments
<b>Cath/EP Lab</b>	all MLH Cath Labs
<b>Who</b>	<b>Does What</b>
<b>Receiving Cath Lab Staff</b>	Documents the appropriate Case Tracking Event (i.e. in Pre-Procedure, In Room) to automatically transfer the patient to the Cath Lab department
<b>Receiving Cath Lab Staff</b>	Within the Cath Lab department, updates patient location to the specific bed/bay

Cath/EP Lab to Exempt Unit	
	Affected Departments
<b>Cath/EP Lab</b>	all MLH Cath Labs
<b>Exempt Unit</b>	North Behavioral Health
<b>Who</b>	<b>Does What</b>
If The Patient Is New To Exempt Unit	
<b>Attending Physician</b>	Places transfer to another facility order

<b>Transfer Center Staff</b>	Processes request, accepts patient, creates encounter, and requests bed
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>Cath Lab Staff</b>	Discharges the patient
<b>Exempt Nurse/Clerk</b>	Completes the new admission from the Unit Manager
<b>If The Patient Is Returning From A Leave Of Absence</b>	
<b>Attending Physician</b>	Places a discharge order for the current admission
<b>Cath Lab Staff</b>	Discharges the patient when the patient is ready to transfer back
<b>Exempt Nurse/Clerk</b>	Drags the patient from the Patients on Leave of Absence care area of the Unit Manager into their bed

Exempt Unit to Surgical Department	
	Affected Departments
Exempt Unit	North Behavioral Health
OR	all MLH Main ORs
Who	Does What
Patient is starting a leave of absence	
Exempt Physician	Places consult order and contacts Surgeon
Surgeon	Assesses patient and then places a case request order, which auto-generates a new case
OR Scheduler	Schedules case request from the Case Depot
Admitting	Opens Patient Station, clicks Admit to admit the patient to the surgery department (this automatically places the patient on a Leave of Absence), then contacts OR Staff
OR Staff	Update patient location to the specific beds/surgical bays in the department

Exempt Unit to Unit (Inpatient Room)	
	Affected Departments
Exempt Unit	North Behavioral Health
Units	all MLH Inpatient departments
Who	Does What
Exempt Physician	Places consult order and contacts receiving physician
Exempt Physician	Completes Discharge/Readmit Order reconciliation
Exempt Nurse/Clerk	Contact admitting via phone
Admitting	Creates a new reservation for the patient in the Exempt Unit
Exempt Nurse/Clerk	Discharges the patient
IP Nurse/Clerk	Completes the new admission from the Unit Manager

Exempt Unit to L&D (N/A for North)	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
<b>L&amp;D Department</b>	all MLH Main L&D departments
<b>Who</b>	<b>Does What</b>
<b>Exempt Physician</b>	Places consult order and contacts receiving physician
<b>Exempt Physician</b>	Completes Discharge/Readmit Order reconciliation
<b>Exempt Nurse/Clerk</b>	Contact L&D via phone
<b>Exempt Nurse/Clerk</b>	Discharges the patient
<b>L&amp;D Nurse/Clerk</b>	Arrives patient in the L&D from the L&D Manager/Grease Board by using the Arrival button

Exempt Unit to Non-Invasive Cardiology	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
<b>Non-Invasive Cardiology</b>	all MLH Cardiology HODs
<b>Who</b>	<b>Does What</b>
<b>Before Appointment</b>	
<b>Clinic Staff</b>	Requests transport from Department Appointments Report
<b>Transporter</b>	Completes Transport request and patient location is automatically updated
<b>Cardiology Tech</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue and checks the patient in
<b>Without An Appointment</b>	

<b>Exempt Nurse</b>	Updates patient location with right click from Unit Manager
<b>If Moved Via Transport</b>	
<b>Cardiology Tech</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue and checks the patient in, which automatically updates the patient's location on the Unit Manager

Exempt Unit to Radiology	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
<b>Who</b>	<b>Does What</b>
<b>Before Appointment</b>	
<b>Clinic Staff</b>	Requests transport from Department Appointments Report
<b>Transporter</b>	Completes Transport request and patient location is automatically updated
<b>Clinic Staff</b>	Schedules and checks in appointment
<b>Without An Appointment</b>	
<b>Exempt Nurse/Clerk</b>	Updates patient location with right click from Unit Manager
<b>If Moved Via Transport</b>	
<b>Transporter</b>	Schedules and checks in appointment, which automatically updates the patient's location on the Unit Manager

Exempt Unit to Interventional Radiology	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
<b>Interventional Radiology</b>	all MLH Main Interventional Radiology departments
<b>Who</b>	<b>Does What</b>

<b>Exempt Physician</b>	Places an order for the performed IR procedure
<b>IR Staff</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue
<b>IR Staff</b>	Checks in appointment when patient arrives
<b>Exempt Unit to Cath/EP Lab</b>	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
<b>Cath/EP Lab</b>	all MLH Cath Labs
<b>Who</b>	<b>Does What</b>
<b>Patient is starting a leave of absence</b>	
<b>Exempt Physician</b>	Places consult order and contacts Cardiologist
<b>Cardiologist</b>	Assesses patient and then places a case request order, which auto-generates a new case
<b>Cath Lab Scheduler</b>	Schedules case request from the Case Depot
<b>Admitting</b>	Opens Patient Station, clicks Admit to admit the patient to the cath lab (this will automatically put the patient on a Leave of Absence), then contacts cath lab staff
<b>Cath Lab Pre/Recovery Nurse</b>	Selects pre-procedure Case Tracking events from the Status Board to transfer the patient to the Cath Lab department

<b>Exempt Unit to GI/Endoscopy</b>	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
<b>GI/Endoscopy</b>	all MLH Main Endoscopy departments
<b>Who</b>	<b>Does What</b>
<b>Exempt Physician</b>	Places an order for the performed GI procedure

<b>GI Staff</b>	Schedules the procedure from the Snapboard Schedule Orders Workqueue
<b>GI Staff</b>	Checks in appointment when patient arrives

Exempt Unit to Exempt Unit	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
Who	Does What
Within Same Unit (Intra-Unit Transfer)	
<b>Exempt Nurse/Clerk</b>	Completes transfer in Unit Manager by dragging the patient to the bed upon patient arrival

Exempt Unit to ED	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
<b>ED</b>	all MLH EDs
Who	Does What
Patient is starting a leave of absence	
<b>ED Nurse/Clerk</b>	Arrives and Rooms patient to ED (this will automatically place the patient on a Leave of Absence)

Exempt Unit to Other Hospital (Within Organization) (Have for specific use cases)	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
<b>Units</b>	all MLH inpatient departments at other MLH hospitals



Who	Does What
<b>Patient is starting a leave of absence</b>	
<b>Exempt Nurse/Clerk</b>	Notifies Admitting by phone
<b>Admitting</b>	Creates pre-admission to the inpatient unit
<b>Bed Planning</b>	Assigns patient to inpatient bed
<b>Exempt Nurse/Clerk</b>	Puts patient on a Leave of Absence
<b>Exempt Nurse/Clerk</b>	Requests Transport from within LOA workflow
<b>Receiving Unit Nurse/Clerk</b>	Completes admission on Unit Manager by dragging the patient to the bed upon patient arrival
<b>Inpatient Physician</b>	Use the "restart from previous admission" tab to pull applicable orders into new admission and places the admission order

Ambulatory Clinic to Surgical Department	
	Affected Departments
Ambulatory Clinic	Northwest Clinic
OR	all MLH Main ORs
Who	Does What
Referring Provider	Places Transfer Center Request order from EpicCare Link (Directly Call OR in Future State not 24/7)
Transfer Center Staff	Processes request, accepts patient request, and creates new preadmission
OR Scheduler	Schedules case request from the Case Depot
Admitting	Admits the patient to the surgery department, then contacts OR Staff
OR Staff	Case tracks patient to the specific beds/surgical bays in the department

Ambulatory Clinic to Unit (Inpatient Room)	
	Affected Departments
Ambulatory Clinic	Northwest Clinic
Units	all MLH Inpatient departments
Who	Does What
Referring Provider	Places Transfer Center Request order (if provider has admitting privileges, place Admit to Inpatient order)
Transfer Center Staff	Processes request, accepts patient, and requests bed
Bed Planner	Assigns Unit/Room from Unassigned tab of Bed Planning
IP Nurse/Clerk	Completes admission in Unit Manager by dragging the patient to the bed upon patient arrival

## Ambulatory Clinic to L&D

	Affected Departments
<b>Ambulatory Clinic</b>	Northwest Clinic
<b>L&amp;D Department</b>	all MLH Main L&Ds
Who	Does What
<b>Outside Clinic Staff</b>	Notifies Admitting by phone
<b>Admitting Staff</b>	Creates a New L&D Assessment with a status of expected if patient does not have an existing pre-admission
<b>L&amp;D Nurse/Clerk</b>	Arrives the patient on the L&D Manager/Greaseboard and uses existing Pre-Admission to admit patient with patient class of Observation

Ambulatory Clinic to Exempt Unit	
	Affected Departments
<b>Ambulatory Clinic</b>	Northwest Clinic
<b>Exempt Unit</b>	North Behavioral Health
Who	Does What
<b>Admitting Physician</b>	Places transfer to another facility order
<b>Transfer Center Staff</b>	Processes request, accepts patient, creates encounter, and requests bed
<b>Bed Planner</b>	Assigns Unit/Room from Upcoming tab of Bed Planning Activity
<b>IP Nurse/Clerk</b>	Completes admission in Unit Manager by dragging the patient to the bed upon patient arrival

Outside Hospital to Surgical Department	
	Affected Departments
<b>OR</b>	all MLH Main ORs
Who	Does What
<b>Outside Hospital Provider</b>	Contacts the surgeon
<b>Surgeon</b>	Assesses patient and places case request order which auto-generates a new case
<b>Surgery Scheduler</b>	Schedules case request from the Case Depot
<b>Outside Hospital Staff</b>	Discharges the patient

Outside Hospital to Unit (Inpatient Room)	
	Affected Departments
<b>Units</b>	all MLH Inpatient departments
Who	Does What
<b>Referring Provider</b>	Places Transfer Center Request order from EpicCare Link
<b>Transfer Center Staff</b>	Processes request, accepts patient, and requests bed
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>IP Nurse/Clerk</b>	Completes admission in Unit Manager by dragging the patient to the bed upon patient arrival

Outside Hospital to L&D	
	Affected Departments
<b>L&amp;D Department</b>	all MLH Main L&Ds
Who	Does What
<b>Referring Provider</b>	Places Transfer Center Request order from EpicCare Link
<b>Transfer Center Staff</b>	Processes request, accepts patient, and contacts L&D

<b>L&amp;D Nurse/Clerk</b>	Arrives the patient on the L&D Manager/Greaseboard using Arrival button
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Outside Hospital to Exempt Unit	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
Who	Does What
<b>Referring Provider</b>	Places Transfer Center Request order from EpicCare Link
<b>Transfer Center Staff</b>	Processes request, accepts patient, creates encounter, and requests bed
<b>Bed Planner</b>	Assigns Unit/Room from Unassigned tab of Bed Planning
<b>Exempt Nurse/Clerk</b>	Completes the new admission from the Unit Manager

Outside Hospital to ED	
	Affected Departments
<b>ED</b>	all MLH EDs
Who	Does What
<b>Referring Provider</b>	Places Transfer Center Request order from EpicCare Link
<b>Transfer Center Staff</b>	Processes request, accepts patient, and creates new ED Expected encounter
<b>ED Staff</b>	Arrives patient from the Expected care area

Other Hospital (Within Organization) to Surgical Department	
	Affected Departments
<b>OR</b>	UN, GT, NO, and SO Main ORs
Who	Does What
<b>Attending Physician</b>	Places consult order and contacts Surgeon
<b>Surgeon</b>	Assesses patient and then places a case request order, which auto-generates a new case
<b>OR Scheduler</b>	Schedules case request from the Case Depot
<b>Attending Physician/Nurse</b>	Places an ADT20 order for patient to be transferred to other MLH Hospital's OR and contacts IOC that this patient needs to be moved.
<b>IOC</b>	Processes transfer request using ED to OR or IP to OR transfer type and proceeds to transfer patient to Surgical Department.
<b>OR Staff</b>	Update patient location once arrived to the specific beds/surgical bays in the department.

Other Hospital (Within Organization) to Unit (Inpatient Room)	
	Affected Departments
<b>Units</b>	UN, GT, NO, and South MLH Inpatient departments
Who	Does What
<b>Referring Provider</b>	Places Transfer Center Request order
<b>Transfer Center Staff</b>	Processes request, accepts patient, and requests bed
<b>Bed Planner</b>	Assigns Unit/Room from Upcoming tab of Bed Planning Activity
<b>IP Nurse/Clerk</b>	Completes admission in Unit Manager by dragging the patient to the bed upon patient arrival

Other Hospital (Within Organization) to L&D	
	Affected Departments
<b>L&amp;D Department</b>	MLH Main L&Ds
Who	Does What
<b>Other Hospital Staff</b>	Notifies Admitting by phone
<b>Other Hospital Nurse/Clerk (North BH Unit Patient)</b>	Puts patient on a Leave of Absence
<b>Admitting</b>	Admitting staff creates a New L&D Assessment with a status of expected
<b>L&amp;D Nurse/Clerk</b>	Arrives the patient in the L&D Manger/Greaseboard and uses existing Pre-Admission to admit patient with patient class of Observation

Other Hospital (Within Organization) to HOD	
	Affected Departments
<b>Hospital Outpatient Departments</b>	all MLH HODs
Who	Does What
<b>Clinic Staff</b>	Requests transport from Department Appointments Report or communicates that patient must be moved to HOD.
<b>Clinic Staff</b>	Schedules and checks in appointment, which automatically updates the patient's location on the Unit Manager

Other Hospital (Within Organization) to Non-Invasive Cardiology	
	Affected Departments
<b>Non-Invasive Cardiology</b>	all MLH Cardiology Clinics
Who	Does What

<b>Clinic Staff</b>	Requests transport from Department Appointments Report
<b>Cardiology Tech</b>	Adds on the procedure from the Tech Worklist Schedule Orders Report -OR- schedules the procedure from the Snapboard Schedule Orders Workqueue and checks the patient in

Other Hospital (Within Organization) to Radiology	
	Affected Departments
<b>Radiology Departments</b>	all MLH XR, US, MRI, CT, and NM Departments
Who	Does What
If Epic Transport Users move patients between locations	
<b>Radiology Tech</b>	Schedules appointment and requests transport from Department Appointments Report
<b>Transporter</b>	Completes transport request
<b>Radiology Tech</b>	When patient arrives, checks in appointment, which automatically updates the patient's location on the Unit Manager
If Epic Transport Users <u>Do Not</u> move patients between locations	
<b>Radiology Tech</b>	Schedules appointment and then checks in appointment once patient has arrived at the facility, which automatically updates the patient's location on the Unit Manager

Other Hospital (Within Organization) to Exempt Unit	
	Affected Departments
<b>Exempt Unit</b>	North Behavioral Health
Who	Does What



<b>Referring Provider</b>	Contacts North Behavioral Health Unit to start admission process.
<b>Transfer Center Staff</b>	Creates, processes request, accepts patient, creates encounter.
<b>Behavioral Health Staff</b>	Assigns Unit/Room within admissions process
<b>Exempt Nurse/Clerk</b>	Completes the new admission from the Unit Manager

Other Hospital (Within Organization) to ED	
	Affected Departments
<b>ED</b>	all MLH EDs
Who	Does What
<b>Referring Provider</b>	Places Transfer Center Request order from EpicCare
<b>Transfer Center Staff</b>	Processes request, accepts patient, and creates new ED Expected encounter
<b>ED Staff</b>	Arrives patient from the Expected care area

ED to another hospital ED Transfer	
	Affected Departments
Units	University, Germantown, North, and South EDs
Who	Does What
Sending ED Provider	Places ADT20 and indicates which ED the patient should move to.
IOC	Processes request.
Sending ED RN	Clicks transfer button from their toolbar once the patient's destination is confirmed. Clicks "Continue" on the popup asking whether to use an existing transfer. Clicks "Transfer" on the bottom of the screen. Once the nurse completes this workflow, this puts the patient on the receiving ED's incoming patients care area.
Receiving ED	Drags patient to their room/bed from the incoming patients care area when they arrive.

ED to another hospital IP Transfer	
	Affected Departments
Units	University, Germantown, North, and South EDs
	University, Germantown, North, and South IP Units
Who	Does What
Sending ED Provider	Places Admit to Inpatient (ADT1) order on patient and obtains cosignature from admitting provider. Also places ADT20 to create transfer center request.
Sending ED	Calls IOC to inform them that a patient needs to move to being inpatient at another hospital.
IOC	Clicks "new request," attaches patient, and processes request using Internal ED to IP transfer type. Assigns patient's bed.
Receiving unit	Drags patient to their room/bed from the incoming patients care area when they arrive.
IOC	Completes Transfer Center request when patient arrives.
Receiving unit	Reconciles meds/orders when the patient arrives.

IP to another hospital IP Transfer	
	Affected Departments
<b>Units</b>	University, Germantown, North, and South IP Units
<b>Who</b>	<b>Does What</b>
<b>Sending Unit Provider</b>	Places Transfer to another Facility (ADT20) order on patient to create transfer center request. Also places ADT7 to create bed request.
<b>Sending unit nurse or clerk</b>	Transfers patient to holding unit of receiving facility.
<b>IOC</b>	Finds request on request list and processes request using Internal IP to IP transfer type. Assigns patient's bed.
<b>Receiving unit</b>	Drags patient to their room/bed from the incoming patients care area when they arrive. Prints patient's wristband.
<b>IOC</b>	Completes Transfer Center request when patient arrives.
<b>Receiving unit</b>	Reconciles meds/orders when the patient arrives.

IP to another hospital OR (for a case) & back	
	Affected Departments
<b>Units</b>	University, Germantown, North, and South IP Units
	University, Germantown, North, and South ORs
<b>Who</b>	<b>Does What</b>
<b>Physician</b>	Places procedure order.
<b>OR Performing Surgery</b>	Schedules patient's case.
<b>Inpatient Unit</b>	Calls IOC to inform them that a patient needs to have surgery at another hospital.
<b>IOC</b>	Clicks "new request," attaches patient, and processes request using Procedure and Return transfer type.
<b>OR Performing Surgery</b>	Case tracks patient In Room, performs surgery, case tracks patient In Recovery.
<b>Inpatient Unit</b>	Marks patient in their bed once they arrive back.
<b>IOC</b>	Assigns new bed to patient (if needed). Completes Transfer Center request when patient back on their unit.
<b>Receiving unit</b>	Reconciles meds/orders when the patient arrives.

IP to another hospital Radiology unit/Cath lab (for an appointment) & back	
	Affected Departments

<b>Units</b>	University, Germantown, North, and South IP Units
	University, Germantown, North, and South ORs
<b>Who</b>	<b>Does What</b>
<b>Physician</b>	Places procedure order.
<b>Department Performing Surgery</b>	Schedules patient's appointment.
	Calls IOC to inform them that a patient needs to get a procedure done at another hospital.
<b>IOC</b>	Clicks "new request," attaches patient, and processes request using Procedure and Return transfer type.
<b>Department Performing Surgery</b>	Checks patient in, completes procedure, checks patient out.
<b>Inpatient Unit</b>	Marks patient in their bed once they arrive back.
<b>IOC</b>	Assigns new bed to patient (if needed). Completes Transfer Center request when patient is back on their unit.
<b>Receiving unit</b>	Reconciles meds/orders when the patient arrives.