

External Transfer Tip Sheet for Providers

The University of Utah is the regional academic medical center for the intermountain west, and we accept transfer patients from many different places to our hospital for care. Often these patients are very ill and without documentation, their care upon arrival can be delayed and fragmented. This process will help our nursing and medical staff provide the best care for these patients.

Workflow:

- Outside Facility will call the Transfer Center regarding a potential Internal Medicine admission.
- Transfer Center will page Internal Medicine team.
- Doctor calls Transfer Center after page.
- Transfer center to provide MRN or CSN (if available) to Medicine physician.
- Provider accesses the patients chart through Patient Lookup. MRN or CSN will be provided by Transfer Center.

1. Click on **Patient Lookup** and enter the MRN provided by Transfer Center.

The screenshot shows the Epic Patient Lookup interface. The 'Patient Lookup' window is open, displaying a search form. The 'Name/MRN' field is highlighted with a red box, and a red arrow points to it. The form includes fields for SSN, Birth date, EPI ID, and Sex. There are also checkboxes for 'Use sounds-like' and 'My patients', and buttons for 'End Patient', 'Clear', 'Accept', and 'Cancel'. The background shows the 'My Patients' list with columns for Service, Code Status, Signed/Held, Adm Req Doc-Nursing, Room/Bed, Patient Name (MRN/Age Sex) and Opt Out, Problem, Attending Prov, Admission Status, Unackn Orders, Shift Req Dec, Med Overdu, Rx Messag, Unit Collect Labs Due, Reassess Pain, and Telemetry Monitoring?.

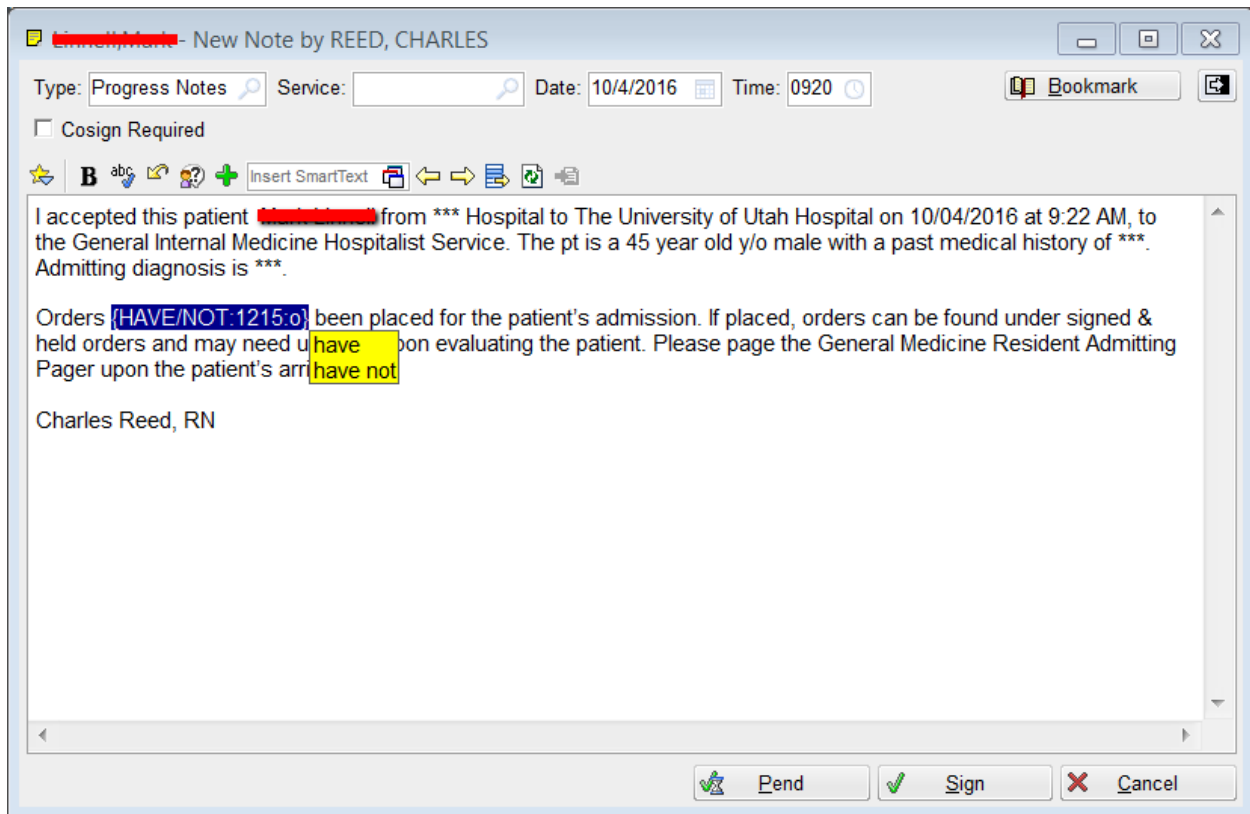
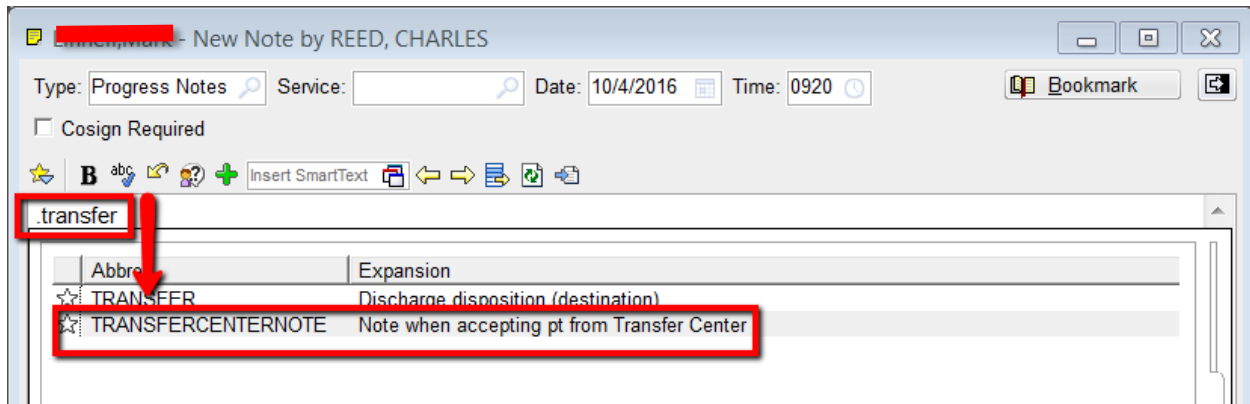
2. Double click on the Encounter that is identified by **UH TRANSFER CENTER** as the Department.

The screenshot shows the Epic Encounter list. The table has columns for Encounter, Hosp Acct, Episode, Opt Out, Status, Date, Time, Disch Date/Time, Dept, Location, Provider, Reason, CSN, Is Redirected E, and Contact #. The 'Appointment' column is highlighted with a red box, and the 'UH TRANSFER CENTER' in the 'Dept' column is also highlighted with a red box.

3. Or, you can search access the patient's chart by the CSN, by typing "CSN.xxxxxxxx".

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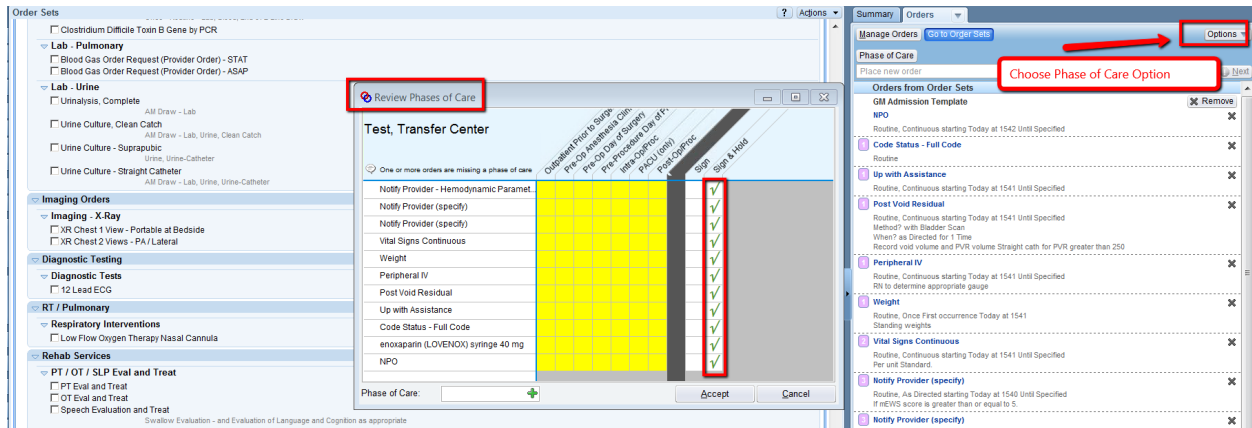
Once you are in the patient's record, create a Progress Note. Use the **DOT PHRASE** **“.TRANSFERCENTERNOTE”**



Optional: Place an admitting order set, sign and hold all orders for the RN to release once the patient arrives.

Before signing the order set, you must mark the orders **Sign and Held**.

1. Click Options, and choose Sign and Held from the drop down menu.
2. Mark all orders Sign and Held at once by clicking on the Sign and Held header.
3. Accept and then Sign your orders.



If the Transfer Center does not have the MRN or CSN at the time of the Doctor-to-Doctor call, then follow your existing process. You do not need to create a Note, nor place Order Set.

(ACCESSED ONLINE) [HTTPS://UOFUHEALTH.UTAH.EDU/ACCELERATE/EXPLORE/PLAYLISTS/SAFETY/SYSTEMS-APPROACH-TO-ERROR.PHP](https://uofuhealth.utah.edu/accelerate/explore/playlists/safety/systems-approach-to-error.php)