

Medical Clinic Workflow Outline – Opening Day

This is a high level overview of the different roles and how they interact in the clinic. This document will change over time.

Most patients will be referred to the clinic from the emergency room, but this will expand over time (Scope team, community referrals, occupational health, etc.). These other pathways are being explored and built now.

The guiding principle is that the issue should be treatable in a clinic visit. The visit should also divert patients from the emergency room and/or improve patient safety.

You have access to all the regular orders, testing, and referrals available in the regular ER.

Provider in the ED/Referring Provider

- Identify patients suitable for a clinic visit (see chart below for example).
- Refer patients to the clinic – Use the electronic referral order (see below). Our clerical staff will only see the communication order if the patient is currently in the ER. If you are referring a patient who is not currently in the ER then you will need to call a clerk to book the appointment (we are working on a better solution)
- If you need to speak to the clinic the extension is 6123

Consults

▶ Allied Health

▶ MD Referral

▴ Internal Clinic Referrals

Refer to GIMRAC Non Urgent

Refer to GIMRAC 24 hour Urgent ED Referral, **MUST consult Internal Medicine prior to placing this order**

Pacemaker Single Chamber Interrogation

Refer to Fracture Clinic

Refer to Endoscopy

Refer to Neurology Clinic

Refer to Outpatient Psychiatry

Clerk Communication Order **WRHN ONLY** Please give pt STZ appt time please.

Problem	Comments
Next-day US/VQ scan	If high risk for needing surgery then consider keeping at midtown.
Wound Check/Suture check	Make sure in your order you specify when they should be seen. This should be for patients who would have presented to the ER otherwise
Repeat Antibiotics/treatment	Book an appt for when next dose is due
Non-emergent procedures (i.e paracentesis)	Be sure to indicate why you are referring to ensure the equipment is available. Should be procedures not requiring sedation
Follow-up imaging, ie. X-ray discrepancies, outpatient MRI	If they are not currently in department, you need to call a clerk to book them in after placing the order
Follow-up lab work/needing repeat lab work	If they are not currently in the department, you need to call a clerk to book them in after placing the order.
Cellulitis/Abscess RA	
Return for services available at Queens	Social work, OT/PT, CCAC. Make sure the question is focused
Return for Nasal Packing removal or similar	Make sure you request the appointment for the day the packing is to be removed

Physician in Clinic

- Assess and treat patients in clinic
- Complete radiology discrepancies for both sites – book patients into clinic when appropriate. Remember you need to communicate with clerical about this.
- If you are not busy, you may direct patients from the ED to the clinic.
- If you identify a patient who needs to be transferred to the main department (too sick for the clinic), then you may transfer them to the main department. This requires a handover to the acting resus doctor at the time of the transfer.
- If, at the end of your shift, there is still a patient in the clinic awaiting treatment or imaging, then this patient will be transferred to the main department, and a handover will be completed with the 1500 doctor.
- Billing is the same as when in regular ER

Clerical in ED

- Book patient into the clinic using the shared spreadsheet
- All next day US for the following conditions (DVT, renal colic, soft tissue/extremity) should be booked into clinic
- Provide patient with information regarding the appointment time and location using the standard handout/card

Clerical in Clinic

- Register patients
- Complete referrals to specialists resulting for clinic visits
- Help ensure correct flow in clinic
- Contact patients registered for clinic as needed

Nurse in ED

- Remind physicians of clinic at discharge if you feel appropriate

Nurse in Clinic

- Triage patients arriving to clinic
- Help ensure correct flow in clinic
- Provide nursing tasks for patients in clinic