RESOURCE AND PATIENT MANAGEMENT SYSTEM

IHS Emergency Department

(AMER/BEDD)

Configuration Optimization Guide for New Left Without Being Seen/Did Not Answer Functionality

AMER v3.0 Patch 11/BEDD v2.0 Patch 4
September 2019

Office of Information Technology
Division of Information Technology

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Preface

The purpose of this manual is to provide the user with guidance on configuring their emergency department (ED) settings to take advantage of the new Left Without Being Seen (LWOBS)/Did Not Answer (DNA) functionality included in AMER v3.0 Patch 11 and BEDD v2.0 Patch 4.

1.0 Introduction

This guide provides the Clinical Applications Site Coordinator instructions on implementing new functionality available in the BEDD application.

AMER v3.0 Patch 11 and BEDD v2.0 Patch 4 contain new functionality that allows sites to quickly discharge patients who have left the emergency department (ED) without being seen or who did not answer when called. In order to gain the most benefit from this new functionality, sites should tailor their AMER settings to align with their custom site definition.

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2.0   BEDD LWOBS/DNA Functionality

The BEDD v2.0 Patch 4 release contains new functionality that allows LWOBS/DNA patients to be quickly discharged from the ED. Prior to this functionality sites had to enter (possibly incorrect or inaccurate) data in the BEDD application to get past the required information checks to complete the discharge or they had to use the AMER "Cancel Visit (did not answer or left AMA)" option to discharge the patients from the ED. Once BEDD v2.0 Patch 4 is installed, users will be able to immediately start discharging such patients from BEDD. Sites can also choose to adjust their settings to further customize the BEDD to their site's specific setup. This customization involves identifying which (site defined) AMER dispositions should be allowed for LWOBS/DNA discharges. Without this customization, the application utilizes built-in logic to identify what dispositions to use.

The following sections describe the new functionality, as installed and customized to meet each site's needs.

2.1   Default Functionality

The LWOBS/DNA functionality determines what dispositions are LWOBS/DNA related by predefined logic delivered with AMER v3.0 Patch 11. Any AMER dispositions that meet the following criteria will show up in the list of dispositions available in the BEDD LWOBS/DNA discharge option:

- The disposition contains the string "LEFT WITHOUT"

- The disposition contains the string "LWOBS"

- The disposition contains the string "DNA"

- REGISTERED IN ERROR will always be included in the list

For example, if a site has the following dispositions defined:

- ADMIT

- AMA

- CLINIC

- DNA

- ELOPED

- EXPIRED

- HOME

- LEFT AFTER INSURANCE DENIAL

- LEFT WITHOUT BEING DISCHARGED

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- LEFT WITHOUT BEING SEEN

- LWOBS

- OBSERVATION

- POLICE CUSTODY

- REGISTERED IN ERROR

- TRANSFER TO ANOTHER FACILITY

The corresponding BEDD LWOBS/DNA dispositions that will display are shown in Figure 2-1. Only those dispositions are available as LWOBS/DNA dispositions.

Figure 2-1: Sample LWOBS/DNA dispositions

2.2   Site Specified LWOBS/DNA Functionality

With AMER v3.0 Patch 11, sites also have the ability to specify what dispositions should appear as LWOBS/DNA dispositions (along with REGISTERED IN ERROR which will automatically appear). This is accomplished through new settings in the AMER Facility Parameter setup option. Figure 2-2 shows how to specify which dispositions to include in the LWOBS/DNA discharge. Note that once something has been entered in this new section, the default logic described in the last section will no longer be utilized. Only dispositions appearing in this section (along with REGISTERED IN ERROR) will display.

In the following example, notice how the disposition LEFT WITHOUT BEING DISCHARGED from the last section was not entered here as a LWOBS/DNA disposition.

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```
Select Table and Parameter Setup <TEST ACCOUNT> Option: SET Facility Parameter setup


Select ER PREFERENCE LOCATION:      2016 DEMO HOSPITAL
LOCATION: 2016 DEMO HOSPITAL//
DEFAULT HOSPITAL LOCATION: ED WALK-IN//
LABEL PRINTER NAME: PER//
QUEUE LABEL: YES//
CHART PRINTER NAME: PER//
SEND .9999 CODES TO PCC: YES//
Select ER CLINIC:
DEFAULT ER CLINIC:
Select LWOBS/DNA DISPOSITIONS: DNA
Select LWOBS/DNA DISPOSITIONS: LWOBS
Select LWOBS/DNA DISPOSITIONS: LEFT WITHOUT BEING SEEN
Select LWOBS/DNA DISPOSITIONS:

Select ER PREFERENCES LOCATION:
```

Figure 2-2: Specifying LWOBS/DNA dispositions

Based on the above settings, the following dispositions will display in the LWOBS/DNA option (see Figure 2-3). Note that the LEFT WITHOUT BEING DISCHARGED disposition is not displaying even though it contains LEFT WITHOUT because the default logic has been superseded by the new parameter settings.

Figure 2-3: Site Specified LWOBS/DNA disposition display

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Acronym List

Acronym	Meaning
DNA	Did Not Answer
ED	Emergency Department
ER	Emergency Room
IHS	Indian Health Service
LWOBS	Left Without Being Seen
RPMS	Resource and Patient Management System

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Contact Information

If you have any questions or comments regarding this distribution, please contact the IHS IT Service Desk.

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