

EMR Practice Script and Proficiency Guide

Ward Clerks

Introduction:

This **Practise Script** and **Proficiency Guide** have been designed to support the development and consolidation of your EMR skills.

The **Practise Script** section walks you through a patient scenario and asks you to perform several activities in the EMR related to patient care and the patient's journey.

The optional **Proficiency Guide** section can be used as either an informal self-assessment tool or as part of a facilitated assessment if required.

To complete these activities, please:

1. Open the **Practise Domain** using the **Monash Health Citrix Portal**
<https://portal.monashhealth.org/vpn/index.html>

If you are accessing the **Practise Domain** from outside Monash Health you can access the **Citrix Portal** [here](#)



For additional assistance on using the **Portal** to find the **Practise Domain**, please call IT support on 95947255 and select option 1.

2. Click on **PowerChart**
3. Log into the **EMR Practise Domain** using one of the Usernames and Passwords listed below
4. Please use the **Patient Name(s)** associated with your Username as listed on the Username and Patient List Table (see below)

If the Username, Password and Patient Details are unavailable – Exit the system and ensure that the Practise Domain icon has been selected

Username and Patient List:

Username	Password	Patient Name	Ward/Location
Trainclerk02	Cerner	Use any patient from Ward List	MMC Clayton CICU C Intensive Care Unit
Trainclerk03	Cerner	Use any patient from Ward List	
Trainclerk04	Cerner	Use any patient from Ward List	
Trainclerk05	Cerner	Use any patient from Ward List	
Trainclerk06	Cerner	Use any patient from Ward List	
Trainclerk07	Cerner	Use any patient from Ward List	
Trainclerk08	Cerner	Use any patient from Ward List	
Trainclerk09	Cerner	Use any patient from Ward List	
Trainclerk10	Cerner	Use any patient from Ward List	
Trainclerk11	Cerner	Use any patient from Ward List	

Practice Script Instructions:

1. Work your way through each of the **Practice Script** activities
2. If you need additional information to work through this **Practice Script** refer the Monash Health EMR website <https://emrmonashhealth.org/> and click on **Resources** to access any of the following supporting documents
 - Quick Reference Guides (QRGs)
 - Training Videos
 - Key Workflow Videos
 - Workflow Posters

Once you are using the Monash Health Live EMR, you can also click on **eCoach** to access these resources.

3. After you have completed the Practise Script activities, you can check your skills against those listed in the **Proficiency Guide** to assess your readiness to use the EMR.

Please note:

- Multiple staff can use the same username and patient in the **Practice Domain** at the same time. If you discover that another user has already practised using your patient, you can select another patient and/or log in from the list below.
- All data entered in the **Practice Domain** is cleared/refreshed nightly at 2400-0200hr.

Practice Script

Scenario: Log into PoweChart

Activities: Search for a patient

Menu Bar – Patient Icon:

- Family name - King
- First Name – Aragorn
- Open patient's chart

Patient Context Toolbar:

- Quick Search – UR 1000277
- Search icon – UR 1000278
- Recent Patient List- Select from dropdown list

Scenario: Create an inpatient ward List

Activities: Navigate to Patient List Icon

Create an inpatient ward list, use MMC Clayton as the location, C Intensive Care Unit as the ward

Scenario: Establish Relationships
Activities: Navigate to CareCompas
Find Establish Relationships Icon an create clerk relationship with patients.
Click on Refresh button to update the view
Scenario: Patient arrives in the ward and needs an ID wristband
Activities: Print an ID wristband for the patient
Select any patient from the ward list: <ul style="list-style-type: none"> ➤ open the patient's chart ➤ Select PM Conversation Icon ➤ Click on the Print ID Band ➤ Follow the required steps
Scenario: Patient's Chart Navigation
Activities: Verify patient's personal details
Open any patient's chart and review Patient Banner Bar: <ul style="list-style-type: none"> ➤ Note patient's UR ➤ Name, D.O.B ➤ Allergies/ ADR ➤ Alerts ➤ Consultant ➤ Unit-Specialty ➤ Ward and bed ➤ Encounter type.
Scenario: Document on patient's chart that referral has been sent to an outpatient Clinic for follow-up services
Activities: Select any patient on the ward list.
Open patient's chart and via Menu: <ul style="list-style-type: none"> ➤ Select Patient Summary ➤ Discharge tab ➤ Discharge Preparation, ➤ open the Confirmed Discharge Details Powerform ➤ enter the data required ➤ Sign the Powerform.

Scenario: Dr is enquiring if patient has any appointment – for X-ray / CT / Nuclear Med or Outpatients.
Activities:
Open patient's chart and via Menu: <ul style="list-style-type: none"> ➤ Select Patient Appointment ➤ Select Query Appts Created in iPM/ Carestream Today and Future (365 Days)
Print a patient's discharge pack via the Medical Record Request.
Scenario: Print a Transfer Report Pack
Activities:
Open patient's chart <ul style="list-style-type: none"> ➤ Select Medical Record Request Icon ➤ Select Transfer Report Pack from the Template list ➤ Select Purpose from the dropdown list ➤ Complete the required field to print the document
Scenario: Print a Discharge Summary
Activities:
Open patient's chart and via Menu: <ul style="list-style-type: none"> ➤ Select Documentation ➤ Select Discharge Summary ➤ Click on Print Icon ➤ Complete the required field to print the document

Tips

iPM is the source of truth for patient demographic – Registration, ADT, Outpatient, Waiting list are still performed in iPM

It is imperative that admission & discharges are done in real time.

If a patient needs to be transferred to another site for additional medical care for example Kingston to Clayton for dialysis, then a medication chart (the printed MAR) must be printed for that patient.

The new process of discharges needs to be followed in iPM to allow two open encounters in EMR known as EMR Two Way Transfers. Home encounter is the sending ward. The Concurrent Encounter (must be less than 24HRS admission) is the second episode of care

Hybrid areas (paper and EMR): Maternity, Oncology, HITH and Mental Health will have paper forms scanned into SMR.

Proficiency Guide:

How to use the Proficiency Guide

1. Select a username, login, and patient from the Username and Patient List Table (see above)
2. For each activity's assessment, consider the following:
 - **Proficient**- You can confidently complete the activities without assistance or using any additional references. You are ready to complete these tasks in the Live EMR.
 - **Needs Assistance/References**- In order to complete the activity, you need to ask for a small amount of assistance or consult a reference. You may want to review the online material related to this subject.
 - **Unable to Complete**- Currently, you are unable to independently complete this activity and require a large amount of assistance or need a reference to walk-through the activity. A large amount of additional review is required in this area.

Proficiency Guide
Scenario: Log into PowerChart
Activities:
Conduct a patient search: <ul style="list-style-type: none"> ➤ Patient Icon ➤ Quick Search ➤ Recent Patient List ➤ Search Icon
Create an inpatient ward list
Establish a Ward Clerk relationship with ward list
Print a patient ID wristband
Complete a Confirmed Discharge Details Powerform
Print a Discharge Summary for a patient
Print a Discharge Pack
Check for patient appointment status for X-Ray, CT....

Notes:**If Required by Manager or Unit:**Facilitator Name and Designation:

Facilitator Signature: _____ Date ____/____/____