

ED – Remove Patients ‘Stuck’ on FirstNet Tracking Board

Patient has been discharged but remains ‘stuck’ on FirstNet

1. Login to FirstNet as R4 Admin Officer – Emergency.

2. Click on  Conversation Launcher

3. Choose *Cancel Discharge* 



Cancel Discharge is only available to Administration Officers.

4. Search for patient.

5. Select the correct patient and relevant Emergency Encounter.

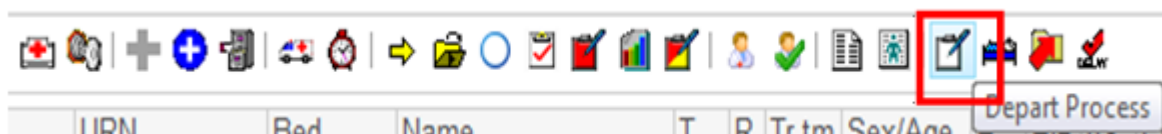
6. Note the encounter *End Date / Time* (including am or pm).

7. Click *OK*.

8. The *Cancel Discharge* screen displays - click *OK* to confirm the cancelled discharge.

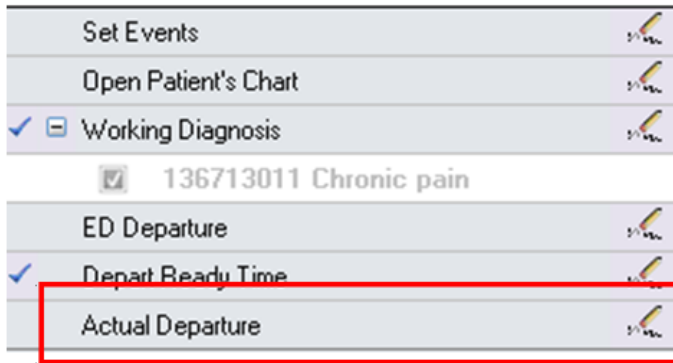
9. Close the window (x) and *Refresh*.

10. Select the correct patient on FirstNet Tracking List and click *Depart Process* icon.

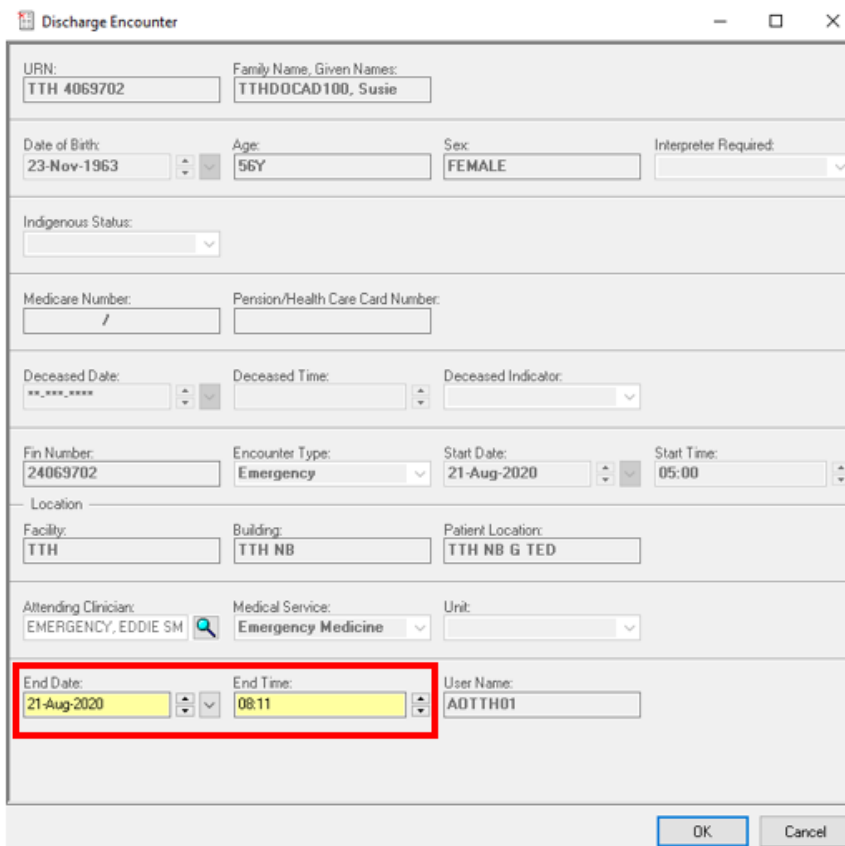


11. Click on pencil near *Actual Departure*.

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12. Update the *End Date / Time* to reflect the original discharge date and time, then *OK*.



A screenshot of the 'Discharge Encounter' form. The form contains various fields for patient information, including URN, Family Name, Date of Birth, Age, Sex, Interpreter Required, Indigenous Status, Medicare Number, Pension/Health Care Card Number, Deceased Date, Deceased Time, Deceased Indicator, Fin Number, Encounter Type, Start Date, Start Time, Location (Facility, Building, Patient Location), Attending Clinician, Medical Service, Unit, End Date, End Time, and User Name. The 'End Date' (21-Aug-2020) and 'End Time' (08:11) fields are highlighted with a red box. 'OK' and 'Cancel' buttons are at the bottom right.

Patient has transferred to ward but remains on FirstNet

13. This is likely to be a HBCIS issue.

14. Check if the patient has been transferred in HBCIS to the ward.



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15. If yes, go into the patient’s admission screen and change something (e.g. add a full stop to a field).
16. *File* the screen.
17. *Refresh* the FirstNet tracking screen.



Contact ieMR Digital Services hotline if the issue is unresolved and patient remains on FirstNet.