Alerts and problems

Care Delivery

Quick reference guide

What is an Alert?

Note: Only Infection Control team members are allowed to add or remove Infection Control Alerts.

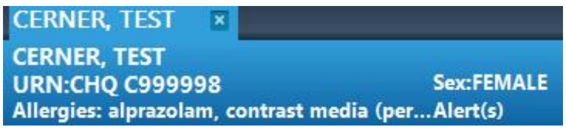
Alerts are notifications that may affect subsequent medical decisions on any current or future encounter for the patient. Alerts notifications are contained within the Problem list. Alerts and Problems are added to a patient's medical record as they are not specific to an individual encounter.

Alerts and Problems can be added to a patient medical record by:

- Clicking on Alerts and Problems in the patient menu.
- Clicking on the Alerts and Problems words in the widget on the patient's Summary page.
- Automatically, as a result of what is documented in the patient's risk assessment.

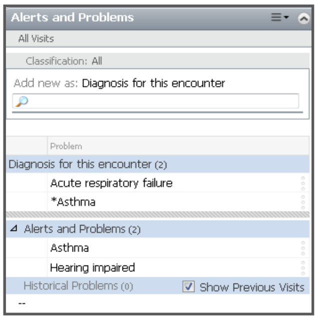
Viewing existing alerts

If an alert exists for a patient then the word Alert(s) will display on the Patient Banner Bar.



Viewing alerts from the Summary Page

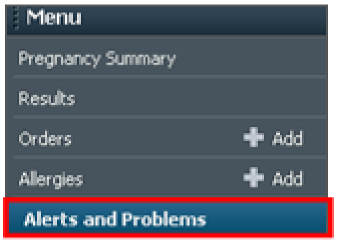
All active alerts documented for the patient can be viewed on the Summary Page or from the Alerts and Problems page. To view further information about the alert hover the mouse over the alert.



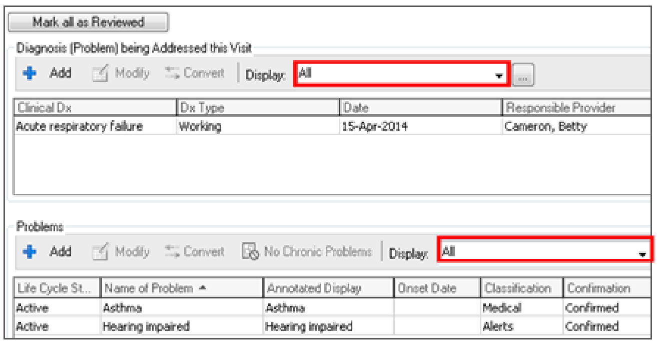
Viewing alerts from the Alerts and Problems component of PowerChart

With the patient's medical record open:

1. Select Alerts and Problems from the menu on the left hand side of the screen.



The Alerts and Problems component of PowerChart will open displaying the patient's alerts.



The alerts displayed will depend on the display filter set i.e. filter by active, inactive or all.

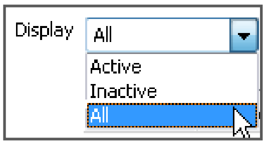
- Active shows only active diagnoses/alerts/problems.
- Inactive shows only inactive diagnoses/alerts/problems.

- All shows all diagnoses/alerts/problems that are Active, Inactive, Cancelled and Resolved.

To change the filter:

2. Select the display dropdown menu from the top of the screen.

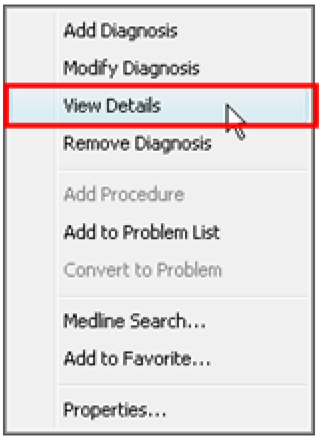
3. Select the filter to apply.



Viewing an alert / problem the history

In the Alerts and Problems tab:

1. Right click on the alert/problem – a menu will display.
2. Select View Details.



The History window will open.

3. Select Cancel to exit from the History window.

The Alerts and Problems component of PowerChart will display.

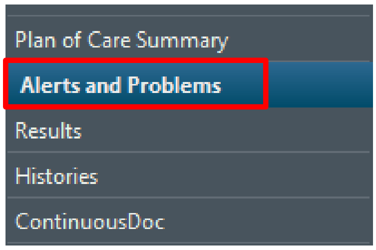
Adding a new alert / problem

Alerts and problems can be added to a patient's record relating to a specific encounter or they can be added as historical problems.

A clinician can add, modify, review or remove an alert/problem at any time through the patient journey.

To add an alert / problem:

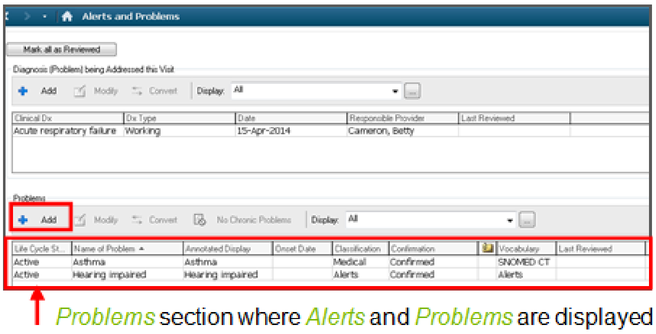
Select Alerts and Problems from the patient Menu.



The Alerts and Problems profile page will display.

The top section of the profile page contains all diagnoses for the patient's current encounter.

The lower section of the profile page will display all existing alerts and problems that have been added to the patient's medical record.

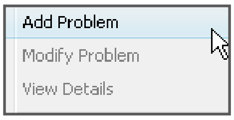


Problems section where *Alerts* and *Problems* are displayed

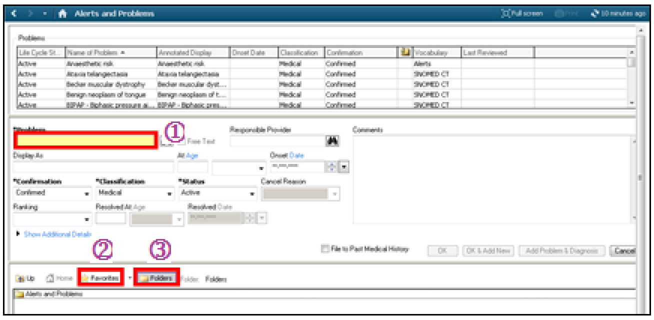
1. Click the Add Add icon in the Problems section of the screen.

OR

1. Right click in the blank space in the Alerts and Problems display field.
2. Select Add Problem from the drop down menu.



The profile page will update to display the Add Problem screen where a search can be conducted for an alert and appropriate details about the alert can be added.



Searching for an alert / problem

An alert / problem can be selected from:

1. The Problem search field: use this method if the problem name or code is known.
2. Folders containing pre-defined code sets.
3. User defined favourite's folders.

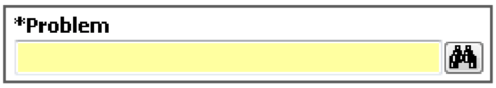
   Refer to the appropriate quick reference guide for instructions on how to set up favourite alerts folders.

Note: Where possible use the pre-defined code sets from the folders (refer to the instructions below) as these fields are reportable.

Using the Problem search field

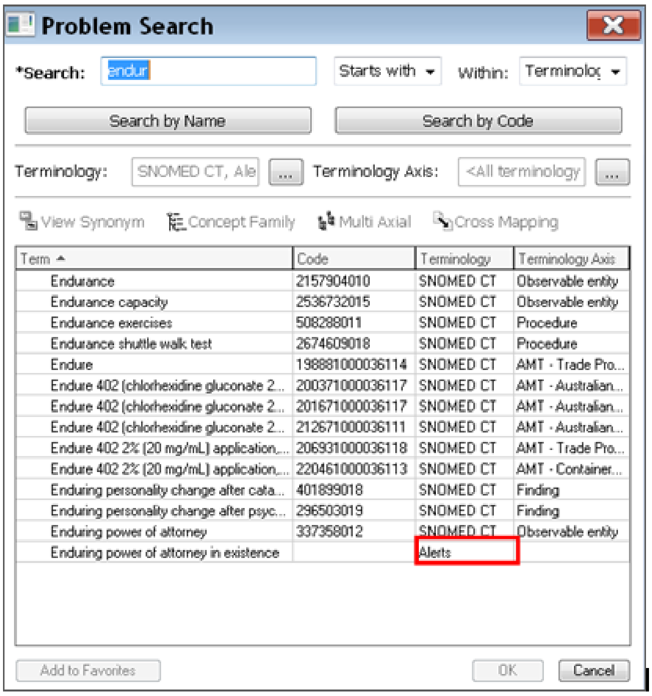
To search for an alert using the Problem search field:

1. Enter the name or code of an alert into the Problem field if known.



2. Select the Search button to evoke a search.

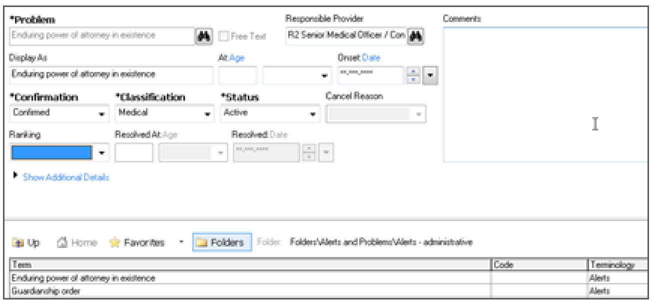
   The Problem Search window will open.



3. Double click on the required alert.

Note: When adding an alert by searching, ensure that the selected alert displays Alerts in the Terminology column. This will trigger the alert being displayed in the banner bar.

The selected alert or problem will now be added.



4. Complete any mandatory fields.

Note: Fields that are bold with an * asterisk are required fields that may already contain a defaulted view. Review these fields and complete as appropriate.

5. Enter additional details if required. When details are complete, the alert can be added to the patient's record
6. Select one of the following:
   a. OK button will apply changes and return to the Alerts and Problems profile page.
   b. OK & Add New button will apply changes and keep the window open to add another alert.
   c. Add Problem & Diagnosis button will apply changes to both the problem and diagnosis sections and return to the Alerts and Problems profile page.
   d. Cancel button will return to the Alerts and Problems profile page without applying any changes.

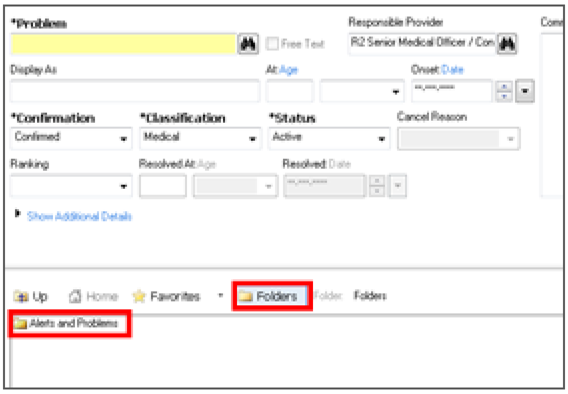
The alert will be added to the Alerts and Problems profile page and appear in the Problems section of the screen. The Terminology column will display Alert.

Life Cycle St...	Name of Problem	Annotated Display	Onset Date	Classification	Confirmation		Vocabulary
Active	Accident due to fall fro...	Accident due to fa...		Medical	Confirmed		SNOMED CT
Active	Asthma	Asthma		Medical	Confirmed		SNOMED CT
Active	Enduring power of atto...	Enduring power o...		Medical	Confirmed		Alerts
Active	Hearing impaired	Hearing impaired		Alerts	Confirmed		Alerts

Using the pre-defined code-set folders

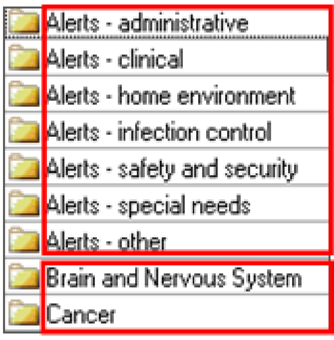
To add an alert / problem from the folders on the Alerts and Problems profile page:

1. Click the Add icon in the Problems section of the screen.
2. Click on the Folders button.



3. Click on the Alerts and Problems folder.

The Alerts and Problems folder will expand to display a catalogue view of all pre-defined alerts and problems folders. The Alerts folders appear at the top of this list are titled as such.



Alerts folders

The rest of the folders are Problems folders

4. Click on the required alerts folder (the selected folder will expand to display a list of related alerts/problems).
5. Click on the required alert (the selected alert/problem will now be added).
6. Complete steps 4-6 in the previous section.

   The new Alert has been added to the patient medical record and will appear in the Problems section of the Alerts and Problems profile page.

Alerts will also appear in the banner bar as *Alert* notification.

Modifying an alert or problem

Note: It is vital that this list is well managed. This includes reviewing, modifying and updating problems and alerts to display as cancelled, resolved or inactive when relevant.

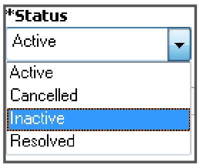
With the chart open at the Alerts and Problems component:

1. Select the alert/problem that is to be modified.
2. Select Modify from the toolbar .
3. Modify the necessary fields.
4. Select OK.

Resolving and cancelling alerts and problems

With the chart open at the Alerts and Problems component:

1. Select the alert/problem that is to be modified.
2. Select Modify from the toolbar .
3. Select a new status for the problem/ alert.



When cancelling an alert or problem a reason for the cancellation must be indicated.

4. Select the reason that the alert/problem has been cancelled from the drop down menu.
5. Make a comment explaining why the alert/problem status has been updated.
6. Select OK.

The status of the alert / problem has now been updated. Alerts/problems which have been resolved or cancelled will remain in the record as inactive. They will appear in the record with a ~~strikethrough~~.