

## Scenario for Outpatient Triage (Nurse, Med Tech, Nurse's Aid) in Primary Care Outpatient Encounter: Part B

Patient Mrs. Aida Buffet presents at the Primary Care Outpatient Clinic for her scheduled clinic appointment with Dr. Iona Trailer MD. Patient Buffet encounters the clinic secretary Helen Bed who greets the patient and checks her 'in' (records her arrival) for the clinic appointment via the computer system. Afterwards, Patient Buffet proceeds to the lounge to await her call.

Nurse Amber Alert logs into the hospital information system to review her list of scheduled patients for the day. Within the system she acknowledges that Patient Buffet is her next appointment. Nurse Alert goes to the lounge and calls Aida Buffet's name. When Patient Buffet responds to her call, Nurse Alert introduces herself to Patient Buffet and escorts her to an exam room, instructing her to have a seat. Nurse Alert seats herself at the computer terminal and positions herself facing Patient Buffet.

Nurse Alert logs into the computer and accesses the Electronic Medical Record (EMR) of Patient Buffet. She reviews the patient's record for existing problems, progress notes, lab results, recent orders and vital signs. The nurse questions Patient Buffet about the nature of her visit. Patient Buffet states she is "here to see the Doctor Iona Trailer to follow up on her blood pressure". Nurse Alert questions Patient Buffet about known allergies, as well as any problems she may be experiencing such as headaches, blurred vision, and loss of balance. Patient Buffet reports no such problems and no known allergies. Nurse Alert records the findings electronically within the system.

Nurse Alert starts a nursing assessment. She takes Patient Buffet's vital signs (blood pressure, pulse, respirations, temperature, pain and weight). Nurse Alert assesses Patient Buffet for appropriateness of responses, speech, skin color and lesions. Nurse Alert reviews Patient Buffet's medications and the supplies that are with her, in anticipation of her needs. After completion of the nursing assessment, medication/supply review and vital signs, Nurse Alert proceeds to document all findings in the EMR.

After she exits the EMR, Nurse Alert notifies the Doctor that his patient is waiting. She also verbally communicates any of the patient's problems/issues with Doctor Trailer.

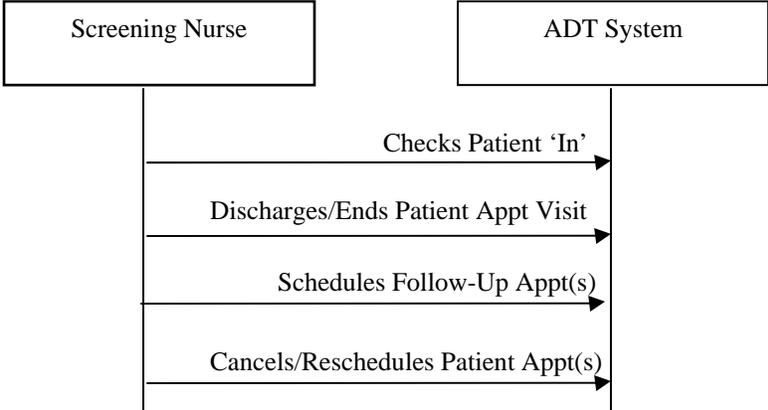
After the appointment with Doctor Trailer, Nurse Alert may do the following activities for the patient:

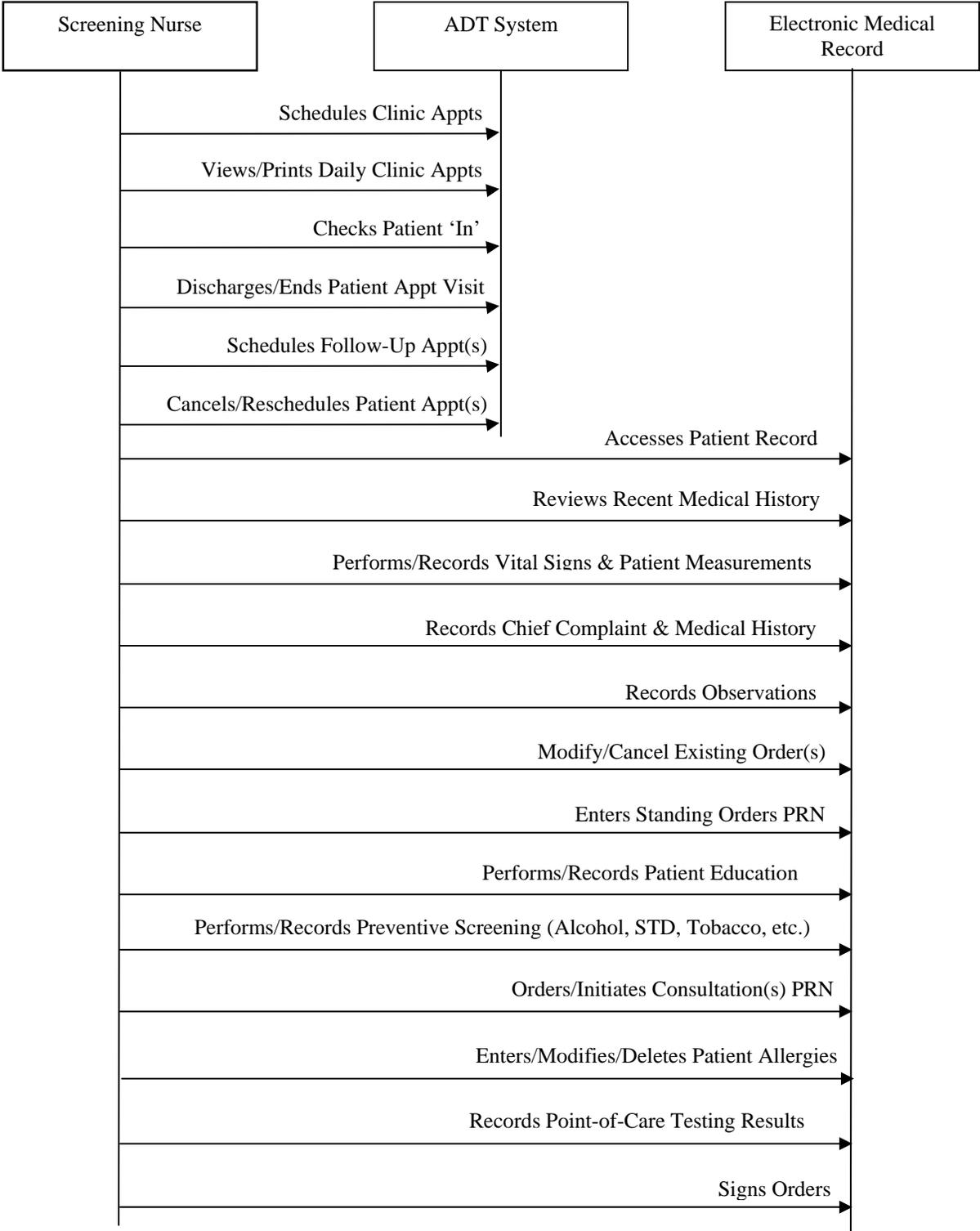
- Enter physician-directed order(s),
- Perform or process physician's order (such as to administer a skin test or immunization),
- Refer to a consultation, and
- Schedule another clinic appointment.

As part of the process of processing or screening the patient for an appointment, Nurse Alert can also:

- Check the patient 'in' to an appointment,
- Discharge/end the patient appointment visit,
- Cancel or reschedule a patient appointment,
- Act on a series of standing orders,
- Do advanced visit planning orders (which are ordered at a previous visit for the patient),
- Send the patient for a consultation, such as to a dietitian, pharmacist, family planning councilor, etc.
- Perform and document education, and
- Perform and document health factor screenings.

After the patient has seen the physician for the clinic appointment, the Clinic Secretary schedules the patient for a follow-up appointment in three months, per Doctor Trailer.





<b>Scenario</b>	<b>Actor</b>	<b>Step</b>	<b>{Operation, Object}</b>
Outpatient Triage in Primary Care Outpatient Encounter	Clinic Secretary	Checks Patient 'In'	{C, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Clinic Secretary	Discharges/Ends Patient Appointment Visit	{U, Patient Encounter}, {E, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Clinic Secretary	Schedules Follow-Up Appointment(s)	{C, Patient Encounter}, {U, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Clinic Secretary	Cancels/Reschedules Patient Appointment(s)	{U, Patient Encounter}, {D, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Schedules Clinic Appointments	{C, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Prints Daily Clinic Appointments	{R, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Checks Patient 'In'	{C, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Discharges/Ends Patient Appointment Visit	{U, Patient Encounter}, {E, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Schedules Follow-Up Appointment(s)	{C, Patient Encounter}, {U, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Cancels/Reschedules Patient Appointment(s)	{U, Patient Encounter}, {D, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Accesses Patient Record	{R, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Reviews Recent Medical History	{R, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Performs/Records Vital Signs & Patient Measurements	{C, Patient Encounter} {U, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Records Chief Complaint & Medical History	{C, Patient Encounter} {U, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Records Observations	{C, Patient Encounter} {U, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Modifies/Cancels Existing Order(s)	{C, Patient Encounter} {U, Patient Encounter} {C, Procedure} {U, Procedure}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Enters Standing Orders PRN	{C, Patient Encounter} {U, Patient Encounter} {C, Procedure} {U, Procedure}
Outpatient Triage in	Screening Nurse	Performs/Records	{C, Patient Encounter}

Primary Care Outpatient Encounter		Patient Education	{U, Patient Encounter} {C, Procedure} {U, Procedure}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Performs/Records Preventive Screening (Alcohol, STD, Tobacco)	{C, Patient Encounter} {U, Patient Encounter} {C, Procedure} {U, Procedure}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Enter Consultation(s) PRN	{C, Patient Encounter} {U, Patient Encounter} {C, Procedure} {U, Procedure}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Enters/Modifies/Deletes Patient Allergies	{C, Patient Encounter} {U, Patient Encounter}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Records Point-of Care Results	{C, Patient Encounter} {U, Patient Encounter} {C, Observation} {U, Observation}
Outpatient Triage in Primary Care Outpatient Encounter	Screening Nurse	Signs Orders	{U, Patient Encounter} {U, Procedure}