Round 1. Clerk – ED Treatment Room

Summary of Role:
The Clerk assists the Physician and Nurse with paperwork in the Evaluation/Treatment Room.

Procedures:
- The area starts with a queue of five people waiting.
- Olga Jeffries is ready to be taken to IP Admitting when space becomes available.
- There are four ED Treatment Rooms (one Osteo-specific, one Cardio/Abdominal-specific, and two generic rooms which can accommodate either).
- When an appropriately equipped room becomes available, the patient is brought from the ED Waiting Room by a Nurse, and "Evaluation Start" is checked off on the Patient Traveler.
- The Clerk gets a chart from the nurses station (all paperwork is stored at nurses station).
- The Clerk fills out the Initial Assessment, Face Sheet, and Clerk Sections of the patient chart, using the information included in the patient folder.
- If any information is missing, record on the ED Treatment Room Variance Event Record (FM 16).
- The patient waits for the Physician, who performs an initial evaluation and requests the appropriate tests. The Physician tells the Nurse which tests to order.
- The Nurse tells the Clerk which tests to order.
- The Clerk writes up the test request forms.
- If the patient has a wrist injury, an X-ray should be requested from Radiology.
- If the patient has an abdominal complaint, then tests should be requested.
  1. Laboratory – a request form along with the blood sample is taken to the lab.
  2. Cardiopulmonary – a technician comes when summoned.
  3. Radiology – a CT scan from Radiology is taken (patient must be taken to Radiology by a Nurse).

  Note: The tests are requested by handing the correct request form to the ancillary departments.
- The Clerk is to verify patient information is filled out on each form. "Evaluation Complete" is to be checked off on the Patient Traveler.
Round 1. Laboratory

Summary of Role:
The Laboratory is where patient samples are tested. Tests are only done when ordered by a physician.

Procedures:
- You must retrieve adhesive bandages from the Supply Room before beginning your work.
- The area starts with a queue of four tests, represented by four WIP cards (CD 33) and filled test tubes.
- The Laboratory receives samples from many sources and batches them 3 at a time to process.
- The Laboratory Technician spins the spinner to determine how long the test takes. A spin of 1 = 40 seconds, 2 = 80 seconds, 3 = 240 seconds.
- Test request forms are brought to the lab from the ED Treatment Rooms. If the lab finds any errors in Lab test order form (e.g., information is missing), it must be corrected by ED staff and a Variance Event Record (FM 21) filled out.
- When you receive a lab test request form and blood vial, place the vial in queue.
- Samples are prioritized so that samples from the ED are in the next batch of samples to be tested.
- Fill out the laboratory testing log (FM 64) for each sample.
- Once the test is complete, write “Done” on the test form and put an adhesive bandage on the form.
- Return the form to the ED Nurse.
- Place filled test tube in the test tube rack.
- Every day at 10 min. on the clock, the lab receives a large number of incoming samples from an area nursing home (add 10 green Laboratory Courier Drop cards and filled test tubes to queue).
Round 2. Clerk – ED Treatment Room

Summary of Role:
The Clerk assists the Physician and Nurse with paperwork in the ED/Treatment room. You may begin to reorganize roles and work elements to better serve the patients. However, the Physician must give all medical orders and the Nurse must put the patient in the Treatment Room and bring him/her to all outside departments. NOTE: All ED treatment rooms are now generic.

- In an effort to prevent errors/maintain quality the Clerk now verifies the patient’s identity before ordering tests.
- Olga Jeffries is ready to be taken to IP/Admitting when space becomes available.
- When the patient is in the Treatment Room, he/she should have a color-coded square indicating for what he/she is waiting.

Procedures:

1. Upon completion of registration process the registration personnel place the patient chart in the ED chart rack and escort the patient to the ED Waiting Room.

2. When a room becomes available, the patient is brought from the ED Waiting Room by a Nurse.

   Note: The oldest patient chart will be in the front of the rack.

3. The Nurse settles the patient into the room making sure they are comfortable. (Once a patient occupies a Treatment Room, that room is unavailable until patient disposition.)

4. The Clerk fills out the first two sections of the Patient Chart (FM 29) using the information in the patient folder.
Round 2. Billing/Discharge

Summary of Role:
You are in charge of billing patients for services rendered. Billing/Discharge is the last service department for patients. The area starts with a queue of four people waiting.

Procedures:
1. Using information found on the *Registration Face Sheet (FM 32)* the Billing/Discharge Clerk must check the insurance status of each patient.

2. Arrange for payment using the table below:

<table>
<thead>
<tr>
<th>Insurance Co.</th>
<th>Co-Payment</th>
<th>Expenses Not Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eagle</td>
<td>$15</td>
<td>To be billed later</td>
</tr>
<tr>
<td>Mercury</td>
<td>$50</td>
<td>To be billed later</td>
</tr>
<tr>
<td>Uninsured</td>
<td>$0</td>
<td>Payment in full or payment plan</td>
</tr>
</tbody>
</table>

3. Complete the *Billing/Discharge Form (FM 13)*.

4. If there is a patient medical record in the chart folder, remove it and set aside. Give to Facilitator at the end of the round.

5. Record the patient as completed on the *Universal Day-by-Shift Report (FM 37)*.

6. Any difficulties (e.g., missing information) are noted on the *Universal Variance Event Record (FM 38)*.

7. Ring the bell to signal that a patient has completed the process.
Round 2. Radiology Technician – Radiology Department

Summary of Role:

Your role is to provide Radiology services to Time Wise Memorial. You perform two types of tests, 1) X-rays and 2) CT Scans. Tests are performed only when ordered by a physician. Improvements to your department are as follows:

- the Radiologist’s offices have been moved closer, giving clear priorities;
- a part-time Radiologist to cover the off-site clinic;
- a new colored Post-It Flag replaces the adhesive bandage used in Round 1 to visually communicate with the ED staff.

- Patients and the Radiology Test Request Form (PN 11) are brought to Radiology from ED treatment by an ED nurse. If any errors are found in Radiology test order form (e.g., missing information), the ED nurse must be brought back to correct the mistake and a Universal Variance Event Record (FM 38) filled out.

- Patients are seen in the exact order they enter the department.

- Radiology technician may flex between the two testing areas (have simultaneous tests running). Obviously, the technician cannot have two of the same test running at the same time.

Procedures:

1. Once the round begins, you must retrieve red and green Post-It Flags from the Supply Room

2. Begin working on any required tests waiting in your department. Once the cards have been processed they are set aside – not passed to any other department.

3. The Radiology Technician spins the spinner to determine whether the results are normal or abnormal (a spin of 1 or 3 is normal; 2 or 4 is abnormal).

4. The Radiology Technician records this result on the test order form and places a colored Post-It Flag on the patient door (green for X-Ray or red for CT Scan).

5. The Radiology Technician hands the test data to the Radiologist.