

NSHA IM/IT Booking, Registration and Documentation Information for Clinical Staff (Non-Physicians) to Support Virtual Care to Patients

Virtual Facilitated Care – any contact via zoom or phone greater than 5 minutes in duration, therapeutic in nature to a patient or legal guardian on behalf of a patient.

Establish Virtual Facilitated Care Support Teams

BOOKING

(PHS/CWS) contact your existing person/area for NSHA system generated booking lists (if currently being used)

CLINICAL DOCUMENTATION Clinical Staff must pre-print blank paper form(s) prior to working remotely to document each patient contact. Each document must contain patient identifying information include Patient Name (full name), Date of Birth and Health Card Number.

REGISTRATION (MEDITECH/STAR) Clinical Staff must notify existing registration person/area of patients contacted each day. All patients contacted must be registered in a NSHA registration system and the account/encounter label applied to each clinical form used to document on the patient.

POSITIVE PATIENT IDENTIFICATION must be performed during any contact with the patient. ***Verifying Patient Name (full name), Date of Birth, and Health Card Number.***

Sharing of Patient Information within Support Teams

Patient information required to be shared between Clinical Staff and Support Teams to support booking and registration of patients can **ONLY** be shared via phone or NSHA Email Accounts to ensure privacy of NSHA patient information. Remote printing is restricted, printing of forms and account/encounter labels is onsite only.

Request System Access

CLINICAL STAFF (Min Requirements)

Facilitated Care Zoom access
Access to NSHA Clinical Systems VPN Access or Global Protect for NSHA asset equipment
Clinical Documentation using pre-printed blank paper forms (CZ Intranet for One Content documentation/EFR for Meditech documentation)

VIRTUAL CARE SUPPORT TEAM (Min Requirements)

Booking of Patients (NSHA Booking Systems CWS (NZ, EZ, WZ) or PHS (CZ)) if required
Registration NSHA Registration Systems (Meditech NZ, EZ, WZ) or STAR (CZ))

Submit requests for Zoom, VPN/Global Protect, access or changes/additions to access for NSHA systems listed above will be submitted on provided spreadsheet(s) to Clinical Directors.

NSHA support for systems can be obtained by submitting an online ticket through IT Self Service or contacting the IT Helpdesk supporting your zone.

**The above process is supported during COVID-19 Pandemic and will be reassessed upon removal of pandemic status*