



# **MMEEx User Manual**

## **Emergency Department**

© ISA Healthcare Solutions



[Back](#)

## Emergency Department

All patients who present in ED during Reception Business Hours for Primary Health Care treatment should be directed to register at Reception before coming to ED.

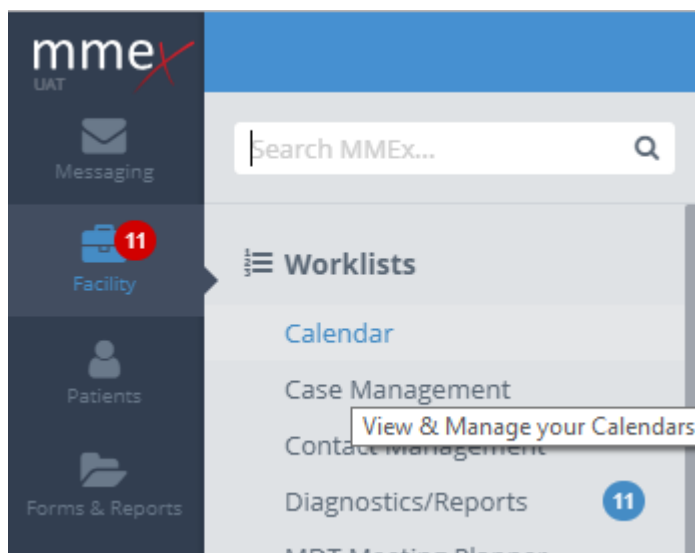
**Remember every user must use your own account; never share your account.**

When you log on to MMEx open to the ED Calendar.

### When a Triage 4 or 5 patient presents:

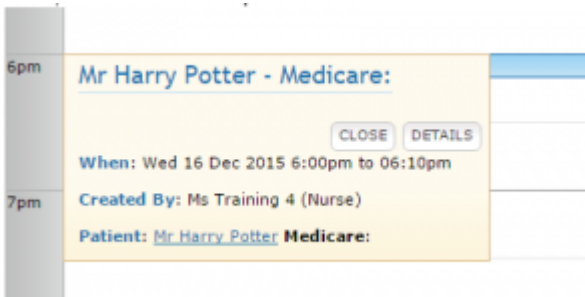
#### During business hours

1. Direct patients to Reception and the Admin Team will check Patient Personal Details and add them to the ED Appointment Calendar
2. The patient will then come down to ED if it is for nursing activities eg phlebotomy / monthly Bicillin Injection / INR / daily medications usually performed by an ED Nurse
3. Click on Calendar & select Emergency Department - your patient should be allocated to a time
4. Right mouse click & click on underlined Patient Name - will take you into the Patient Summary





1. Left click on the appointment, click on underlined patient name

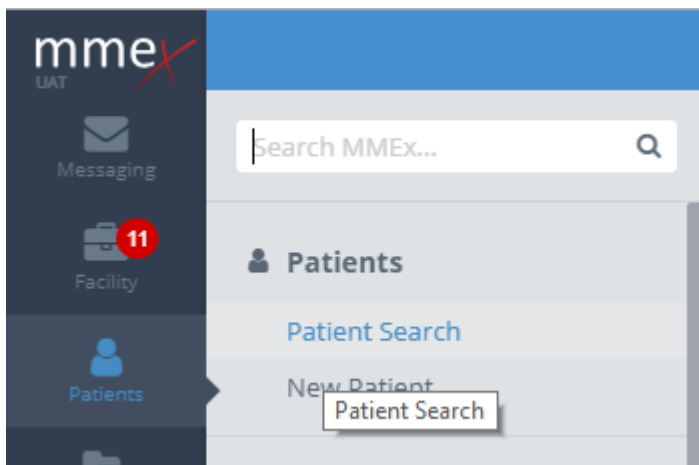


### Check the Patient Personal Details

1. If they are not in HBCIS they will not show in MMEx
2. If your patient does not display in MMEx complete a HBCIS downtime form and fax to Townsville
3. If they are in HBCIS but their personal details are incorrect create a task for Admin to update the patient information the next working day – see information on how to add a task

### Conduct a Patient Search in MMEX

1. Click on Patients from the side menu
2. Enter Patient Name & Click Search
3. Check you have the correct patient



## Patient

Search  Search Clear

Filter By: All And Any And Any

Please search for a Patient by :

- Patient Name (e.g. <First Name> <Last Name> **OR** <Last Name>, <First Name>)
- Medicare Number (*without index*)
- URN or UMRN

## Clinical Summary Page

From the **Clinical Summary Page**, you can see the Patient Demographic information

HP Potter, Harry (John), Mr




 Ms

HP

Potter, Harry (John), Mr 31

0:05 || ■ Bill Patient To Do List

---

**DOB** 16/06/1999    **Address** 15 Wall Ave, Belmont Perth, 6025

**Age** 19    **Phone** 9476 4321

**Gender** Male

**Status** **C**

**Consent**

**Problems** Hypertension with albuminuria

**Alerts** **Program Alerts:** Check for Immunizations

**Allergies** Amylobarbitone sodium, Penicillins

**Patient Tags** 1742015 Catherine, Heavy Smoker, ISA Technologies, OPI

**Last Updated** 15/12/2014

**ATSI** Aboriginal

**Pathways** [ATSI Health Check Pathway](#)

**Primary Provider** Multiple primary providers [Please Update](#)

**Medicare**

**URN** OTEAR160619991

**UMRN** OTEAR160619991

**Registered** 01/07/2010

## Completing a Consultation

1. Use the ED Triage Sheets for all patient notes
2. Complete MMEEx for all patients who present for Daily Medications, Bicillin and INR as per below
3. Once triage is complete all sheets should be put in the Triage Sheet box for Administration to collect
4. Complete EDIS for ALL Patients
5. If there is any consultation by a Doctor, they will complete notes in MMEEx
6. Any Billing will be completed in MMEEx by the Doctor

## Daily Medications

From the **Calendar Appointment**, left click to see the hyperlink to the patient record. Go to the clinical summary tab and complete a progress note with "Daily Medications" as the reason for

contact.

There is no need to complete electronic administration in MMEx.

## INR

Contact the Doctor to check the INR - they can check in MMEx whilst on the phone. Doctor confirms the dosage details and next review

Go to the **Clinical Summary** tab and complete a progress note with *INR* as the **Reason for Contact**. From **Templates** drop down menu, select *ED INR test Result*, click **Insert Template**.

Template reads:

- Patient presented for INR
- INR Result:
- Contacted Prescriber to confirm dosage and date of next review

Doctor selects *INR Doctor Confirmation* template that says:

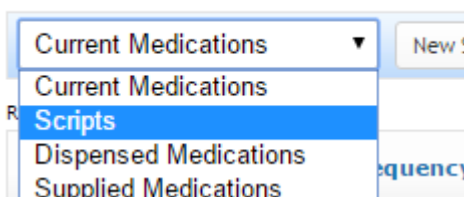
- Confirmed with ED Nurse
- Dose Post INR:
- Next INR due:

Use the Medication Chart in the INR folder for the specific patient and record accordingly

## Bicillin Injections

**Step 1 - Administration** From the **Calendar Appointment**, left click to see the hyperlink to the patient record.

Go to the **Medications** tab and select **Scripts** from the drop down menu.



Right click on the prescribed medication and choose "Administer".

Scripts

Print	Script ID	Drug	Dose
<input type="checkbox"/>	3923033	Bicillin L-A Suspension 2.3mL	2.3

- Edit
- Dispense
- Administer
- Archive
- Drug History

A pop up will open.

**Add Drug Administration Record** ✖

<b>Medication</b>	Bicillin L-A Suspension for injection 900mg / 2.3mL
<b>Route</b>	Intramuscular
<b>Dose</b>	2.3
<b>Frequency</b>	4 weekly
<b>Total Quantity Supplied</b>	0
<b>Total Quantity Administered</b>	0
<b>Balance</b>	10

**Amount**

**Person Who Administered**

**Confirmed By**   **PIN:**

**Administration Date Time**

1. Enter the **amount** to administer eg "1".
2. Add the **Confirmed By** name (nurse).

When you click on the magnifying glass the user selector window will display.

**User Selector** ✖

Region:  Category:

Full Name	Organisation	MMEx Email
Ms Carol White(JPHS)	Joyce Palmer Health Service	WhiteCar@mmex.gsmhn.com.au

Type in the user name in the search field and click search. Clicking on the name will take you back to

the administration window with the **Confirmed By** name populated.

The second checker needs to input their **PIN**.

Click **Add**.

## Step 2 - Progress Note

Go to the **Clinical Summary** tab and complete a progress note.

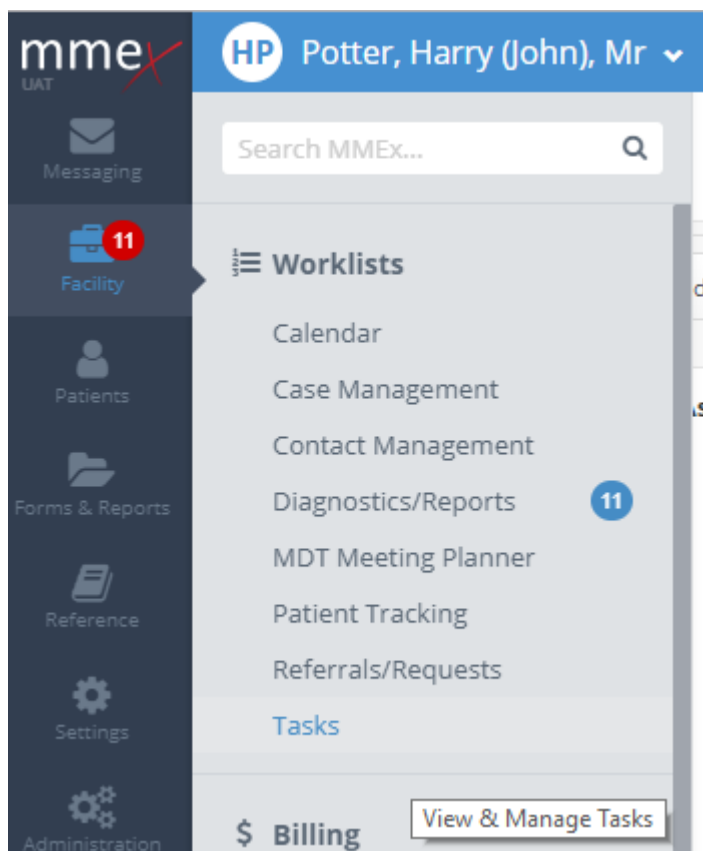
- Reason for contact should be recorded as *Bicillin*.
- Select the *Bicillin administration* template, click **Insert Template**

## End of shift

- Check calendar for list of patients who have attended the ED.
- Enter the patient and duration into EDIS for any that have not already been completed

## Adding tasks for reception to Complete in HBCIS

Click Tasks from Facility side menu item



Click on new task



## Tasks

All Statuses ▾
Show current ▾
All Importances ▾
Advanced

See All Tasks
Print
+ New Task

*Filtered By: Assigned To User Unassigned*

<input type="checkbox"/>	Task	Reason	Status	Date	Patient	Assigned To Group	Test Name	Assigned To	Assigned By	Importance	Contacted
<input type="checkbox"/>	Get Patient Consent	Referral to RHD Register	Pending	26/02/2014	Albany, Regina				Mr Phil Lloyd (ISAHCS)		0 attempts
<input type="checkbox"/>	Discuss Result	Pathology Review	Pending	29/05/2014	Fudge, Kate	Doctor			Ms Catherine Arathoon (ISAHC)	Routine	0 attempts

## 1. Complete the Task fields

- **Assigned by & Organisation fields** will default to your name and JPMS
- **Assign to** – Choose Reception – this will then display to all Reception Staff on their Task List
- **Worker** – leave unassigned so all Reception Staff can view
- **Patient** – Click on **Pick A Patient** – search and choose your patient
- Add your dates both **Date Requested** and **Date Due**
- Choose **Task** or choose Other – Add Task
- Choose **Reason** or choose Other – Add Reason
- **Comments** – free text field, type in the task you wish Reception to perform
- **Importance** – choose from the drop down list
- **Status** – Choose Pending from the drop down list – Designating the Importance as Urgent will highlight the task with Pink