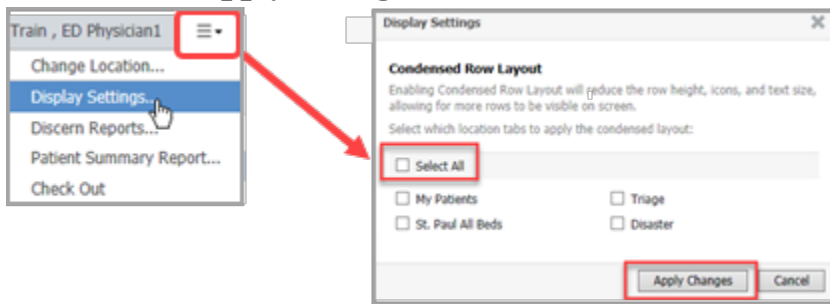


LaunchPoint FAQs for Providers

Set Up

How do I view more patients on my screen?

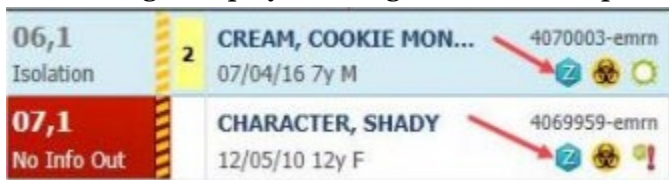
For a condensed view, click the hamburger menu drop-down and select **Display Settings**. Click **Select All** and then click **Apply Changes**.



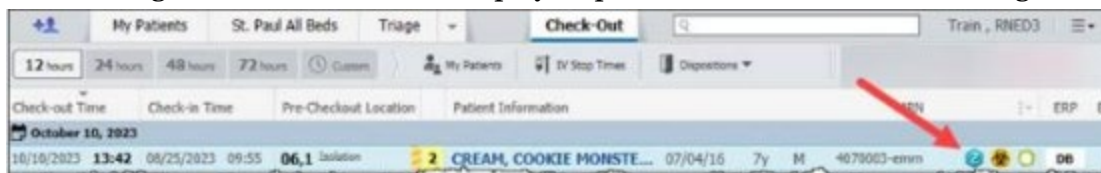
LaunchPoint Tracking Board

Did the Registration Event icon change?

Yes. The key icon is no longer used. The new registration icon  will display when registration is needed and will no longer display once registration is complete.

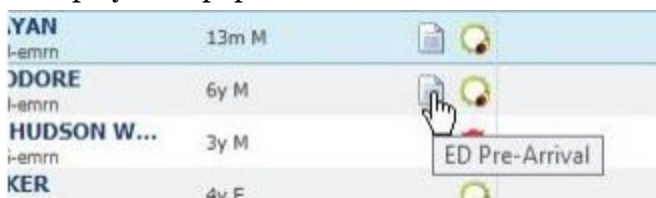


The new registration icon will also display on patients in the checkout tab if registration is not complete.



How do you see that a pre-arrival form was completed?

It displays as a paper icon near the name.



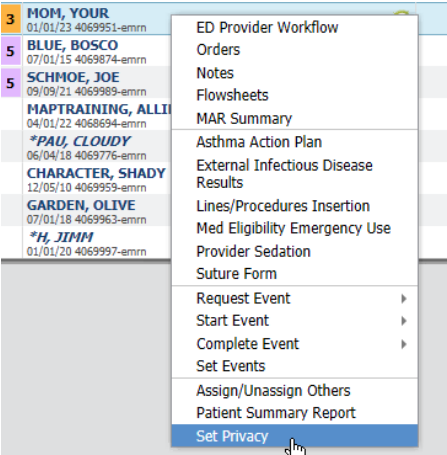
How do I know if a patient has a different birth sex than what is displayed?

A blue information icon  displays if the Admin Sex and Birth Sex do not match.



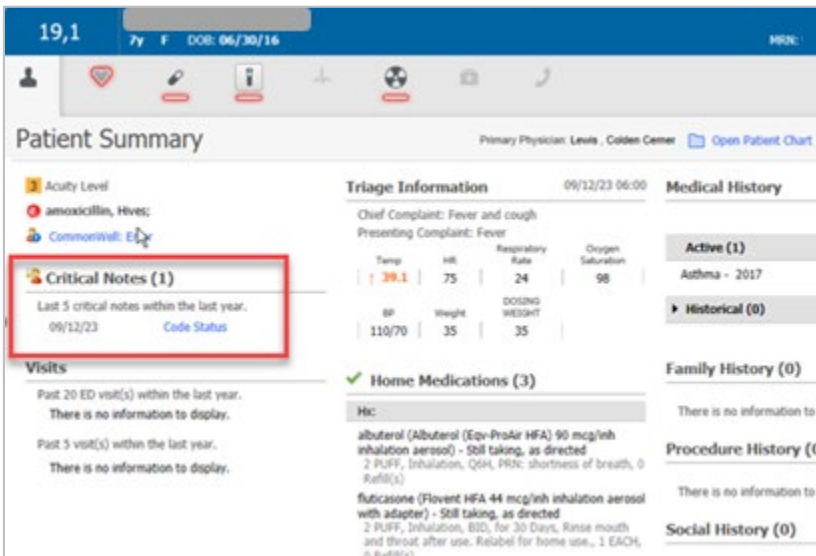
How do I prevent the patient's name from being displayed for privacy reasons?

Right-click next to the patient's name and select **Set Privacy**. The name will display as #####.



Where can I view DNR information?

DNR information is located in **Critical Notes**.

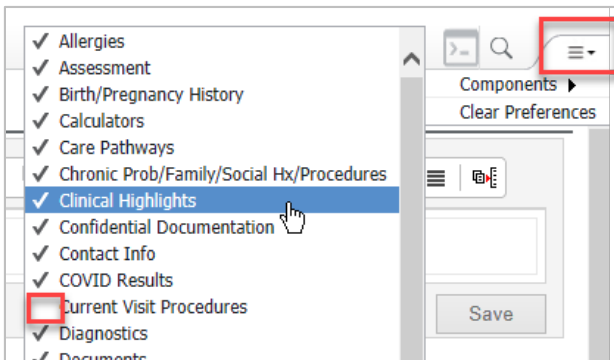


Charting Information (M pages)

How do I add or remove components from my ED Provider Workflow page?

To add components, click the hamburger menu drop-down and click **Components**. Click to check components that are unchecked.

To remove a component, click a checked component to uncheck.



How do I document a Dx as Confidential?

Problem List: This Visit Diagnoses and Chronic Problems

Confidential will display in the Classification column

Set **Classification** to **All**.

To mark a Problem/Dx confidential, select **Modify**, and set the ***Classification** field to Confidential, Ok

Priority	Problem Name	Code	Onset	Classification	Actions
1	Benign and innocent cardiac murmurs	R01.0 (ICD-10-CM)	--	Medical	<input type="checkbox"/> This Visit <input type="checkbox"/> Chronic
2	Depressed state	F32.A (ICD-10-CM)	--	Confidential	<input type="checkbox"/> This Visit <input type="checkbox"/> Chronic
3	Sexually active child	Z73.51 (ICD-10-CM)	--	Confidential	<input type="checkbox"/> This Visit <input type="checkbox"/> Chronic <input type="button" value="Resolve"/>

Note: If there is a new confidential problem that is both **Chronic** and **This Visit**, add it as Chronic first, mark confidential, then click **This Visit** and mark confidential. Prioritize all non-confidential problems first, followed by any confidential problems.

When a patient has a documented chronic problem, can it be used for a diagnosis?

Yes, under **Actions**, select **This Visit**. The problem is now both a **Chronic** and a **This Visit** problem(s).

The screenshot shows the 'Problem List/Dx' window. At the top, 'Classification' is set to 'All' and 'Add as' is set to 'This Visit'. Below is a table with columns: Priority, Problem Name, Code, Onset, Classific..., and Actions. One row is highlighted for 'Asthma' with code '345.909 (ICD-10-CM)'. In the 'Actions' column, the 'This Visit' checkbox is checked, and the 'Chronic' checkbox is also checked. A 'Resolve' button is visible to the right. A tooltip for 'Patient/Family Reported' is shown over the 'Patient/Family...' link in the 'Classific...' column.

Note: In this example, Asthma was on the patient’s past medical history and **This Visit** was selected to designate it as today's diagnosis as well.

If the past medical problem is designated as **Patient/Family Reported** as in the example below, change the classification to a **Medical** or **Confidential** problem. Otherwise, it will not satisfy the requirement to remove the red asterisk on the Discharge page. To change the Classification, do the following:

1. Select the problem, then click **Modify**.

This screenshot shows the 'Problem List/Dx' window with the 'Asthma' problem selected. The 'Modify' button in the top right corner is highlighted with a red box. The 'Add as' dropdown is set to 'This Visit'.

2. Click the **Classification** drop-down and select **Medical** or **Confidential**. Click **OK**.

The screenshot shows the 'Modify Problem' dialog box for 'Asthma'. The 'Classification' dropdown menu is open, showing options: Patient/Family Reported, Alert Problems, Confidential, Equipment, Medical (highlighted with a red box), Nursing, Nutrition, Patient/Family Reported, and Procedures. Other fields include 'Problem' (Asthma), 'Responsible Provider' (Youngen, Kris), 'Status' (Active), and 'Status date' (10/02/2023). 'OK' and 'Cancel' buttons are at the bottom right.

Discharge Process

How do I change a red asterisk to a green checkmark on the Order Profile?

Ensure you have entered either an Admit Order or a Discharge Patient Order.

How do I change a red asterisk to a green checkmark on Home Medications?

Click **Discharge** and complete the Discharge Med Rec.

How do I change a red asterisk to a green checkmark on Problem List/Dx?

Enter a **This Visit diagnosis** as well as at least one **Chronic Problem**.

OR

Select **No Chronic Problems**.

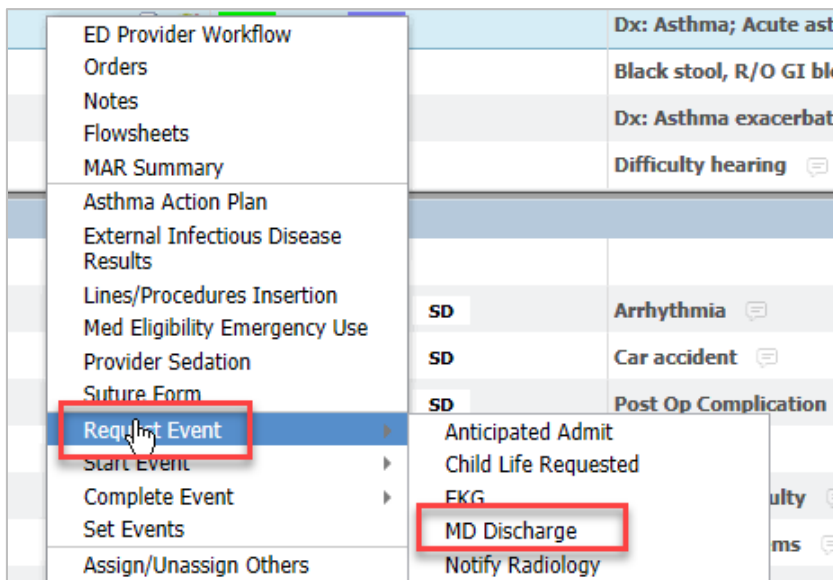
How do I write a work/school note?

Select **Work/School Release** and use the dot phrases .edworkschoolparent or .edworkschoolpatient.

Note: The dot phrases for the work/school note both begin with .edworkschool. You need to use the dot phrase in the note template that opens.

How do I initiate an MD Discharge on a patient from LaunchPoint?

Right-click next to the patient's name, go to **Request Event**, and select **MD Discharge**.



Billing

What if I cannot find the charge I need?

Use the **Unlisted Service- ED** charge and enter the details in **Order Comments**.

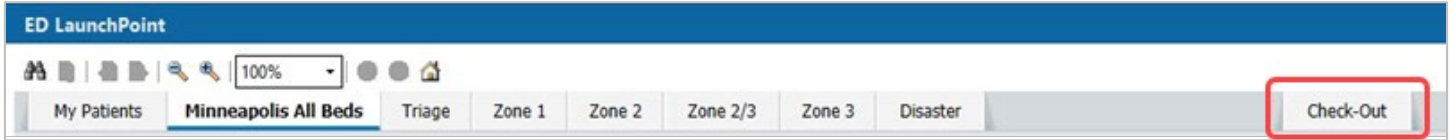
How do I bill for Deep Sedation?

The times entered into the provider sedation form flow to coding, and they will code for it. You do not need to enter a specific code for deep sedation if you have used the Provider Sedation PowerForm.

End of Shift

Where can I find a list of patients that have been discharged?

Patients that have been discharged can be found in the Check-Out tab.



How do I know if I billed everyone?

After completing all your documentation, go to **Provider Summary Charges** and run the report (enter date range, in the Practice Group field, select **My Charges and Documents**, and click **Submit**).

Any notes on charts without billing will display. Any of your patients with billing but no note will also display.

Either a note or a charge needs to be completed for the patient to display on this report.

Note: We no longer need to NOT bill patients to view a list of previously seen patients. You may want to drop your charges at the time of discharge.

How do I see all my patients?

In the old tracking board, if you did NOT bill your patients, you could go to the Profee Billing tab to view the full list of patients seen during your shift. In LaunchPoint, if you DO bill your patients as they are being seen or being discharged, a list of all your patients will display in the Provider Charges Summary at the end of your shift where you can see if your notes are complete.

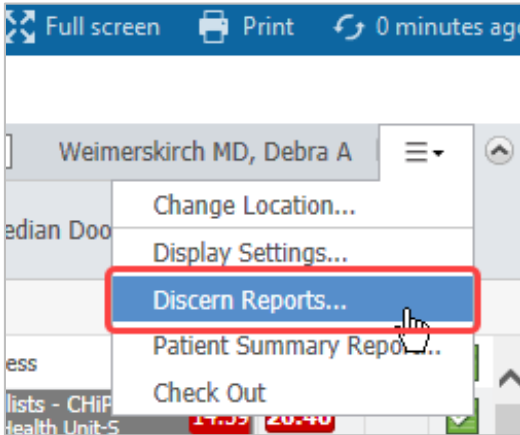
Alternatively, if you complete notes on your patients but do not bill, they will also display on the list. Once your shift is done, a report can be generated to determine which patients still need a charge OR note.

Note: A patient will not show up on this list if neither a note nor a charge is entered.

The screenshot shows the 'Provider Charges Summary' report titled 'Provider Charges and Documents'. It displays a table with columns for 'Date Of Service', 'Charges Description', and 'Documents'. The data is organized by date, with sections for 09/26/2023 and 09/27/2023. Each row represents a patient's record, including their name, the date of service, a description of the charges (e.g., 'Emergency Dept Triage Level 3'), and the date and author of the report.

Date Of Service	Charges Description	Documents
09/26/2023	Emergency Dept Triage Level 3 Date Entered: 09/26/2023 18:21 Colored For: McShane APRN-CNP, Michae F	ES Report Date: 09/26/2023 19:48 Auth: (User) Author: McShane APRN-CNP, Michae F
09/26/2023	Emergency Dept Triage Level 3 Date Entered: 09/26/2023 19:58 Colored For: McShane APRN-CNP, Michae F	ES Report Date: 09/26/2023 21:48 Auth: (User) Author: McShane APRN-CNP, Michae F
09/26/2023	Emergency Dept Triage Level 3 Date Entered: 09/26/2023 20:58 Colored For: McShane APRN-CNP, Michae F	ES Report Date: 09/26/2023 22:48 Auth: (User) Author: McShane APRN-CNP, Michae F
09/26/2023	Emergency Dept Triage Level 3 Date Entered: 09/26/2023 21:21 Colored For: McShane APRN-CNP, Michae F	ES Report Date: 09/26/2023 23:29 Auth: (User) Author: McShane APRN-CNP, Michae F
09/26/2023	Emergency Dept Triage Level 3 Date Entered: 09/26/2023 17:38 Colored For: McShane APRN-CNP, Michae F	ES Report Date: 09/26/2023 18:33 Auth: (User) Author: McShane APRN-CNP, Michae F
09/26/2023	Emergency Dept Triage Level 3 Date Entered: 09/26/2023 17:42 Colored For: McShane APRN-CNP, Michae F	ES Report Date: 09/26/2023 19:38 Auth: (User) Author: McShane APRN-CNP, Michae F
09/26/2023	Emergency Dept Triage Level 3 Date Entered: 09/26/2023 17:47 Colored For: McShane APRN-CNP, Michae F	ES Report Date: 09/26/2023 17:52 Auth: (User) Author: McShane APRN-CNP, Michae F
09/26/2023	Emergency Dept Triage Level 3 Date Entered: 09/26/2023 19:37 Colored For: McShane APRN-CNP, Michae F	ES Report Date: 09/26/2023 21:36 Auth: (User) Author: McShane APRN-CNP, Michae F
09/27/2023	Emergency Dept Triage Level 3 Date Entered: 09/27/2023 16:31 Colored For: McShane APRN-CNP, Michae F	ES Report Date: 09/27/2023 16:47 Auth: (User) Author: McShane APRN-CNP, Michae F
09/27/2023	Emergency Dept Triage Level 3 Date Entered: 09/27/2023 16:31 Colored For: McShane APRN-CNP, Michae F	ES Report Date: 09/27/2023 16:48 Auth: (User) Author: McShane APRN-CNP, Michae F

Discern Reports can also be used to generate a list of patients.

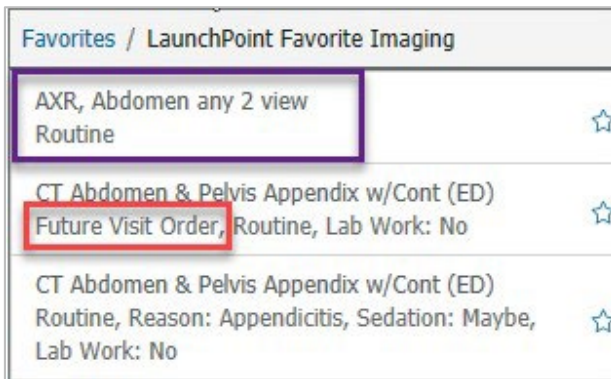


Orders

Order Favorites Reminder

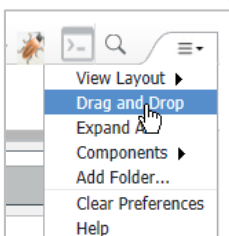
When adding orders to your LaunchPoint Favorite folders (or any favorite) ensure that you are picking the correct order sentence AND that you need it (i.e., that it is not already in department favorites).

Below is an example with an order that was already in our department favorites (purple box) and one (in red) with an incorrect order sentence. Note that there is a future order sentence. Neither a future order sentence or a QDay order sentence will trigger an event to be done in the ED. You need to pick the order sentence that would display ASAP, today, one time. Please check all your favorites!



How do I reorder the Quick Orders page?

Click the hamburger menu drop-down and select **Drag and Drop**.

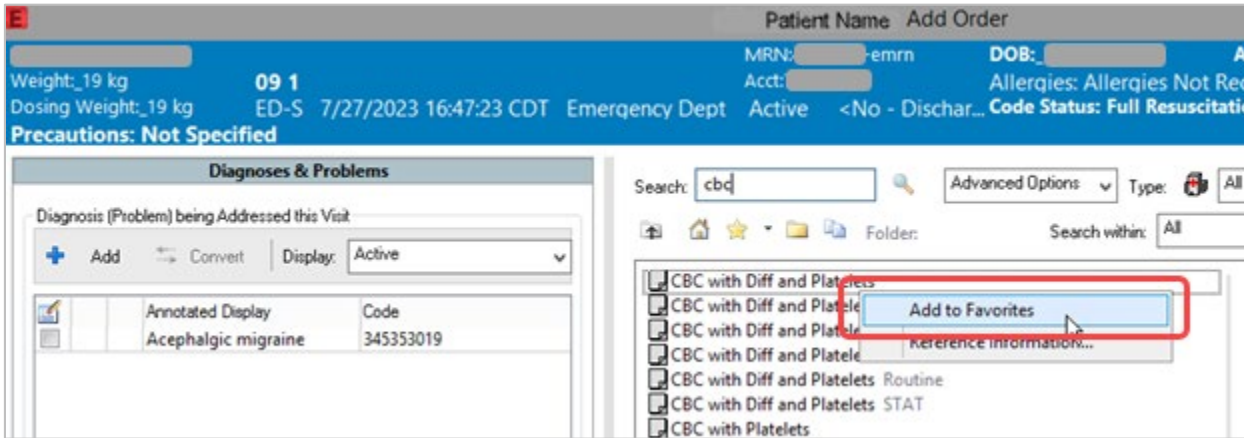


Where can I find the Trauma Labs PowerForm?

The Trauma Labs PowerForm is being added to the ED Quick Orders page. This powerform will include an order indicating that a trauma has been activated.

How do I add a favorite order to one of my folders?

In the Add Order window, search for the order and press enter to get the full list, then right-click and select **Add to Favorites**.



HUC/MD Need to Know

How do I add two providers (so you do not take your name off when the patient is assigned to the hospitalist)? This is important for the HUC to know as well so they do not REPLACE the provider when assigning the hospitalist, rather ADD them.

A name is needed for the provider to see their patients in the checkout tab.

Reminder: Do not remove your name. Instead, assign a new provider, as shown below.

