**WRH Ouellette Pre-Admission Patient Passport Process (1 of 2)**



**PAC Booking Clerk / and after hours Booking Clerk Responsibilities**

1. Book Patient as usual

**2 Days Out**

1. Print out Novari face sheet and all other documents from Novari and staple together.
2. No longer need to apply Orange (Anesthesia) paper.

**Admitting Clerk Responsibilities**

**2 Days Out**

1. Staples the NOVARI PAC\_REC form to front of patient envelope over the preadmission worksheet.
2. No longer need to write OR time or date on Preadmission worksheet

**Day of PAC Visit**

1. Patient is admitted as usual and time of arrival is written on the Patient Passport and on *the top of the Novari Face Sheet.*
2. Admitting clerk gives Passport to patient and instructs patient regarding passport: Explains its value to patient care, and instructs patient to give to each provider to check off, and patient returns it to last provider or PAC clerk when completed.
3. Admitting also provides all patients having total hips and knees with Patient experience survey and explains how to fill out.
4. Admitting clerk directs patient to PAC waiting room to wait to see first provider.

**PAC Clerk Responsibilities**

**2 Days Out**

1. PAC clerk reviews orders and highlights the providers on the Passport the patient needs to see and staples it to the front of the patient envelope.
2. Highlights Nurse or Anesthesia and Outpatient or Same Day and Mark a red “A” on the front over the patient name..

**Day of PAC Visit**

1. Prepare chart as usual (stickering entering orders)
2. *Number anesthesia on Novari Face Sheet.*
3. Collect completed Passports and keep in the PAC office in an tray labeled “Completed Passports”
4. Passports will be collected weekly by SOP or Natalie

**WRH Ouellette Pre-Admission Patient Passport Process (2 of 2)**



**Health Provider Responsibilities (Lab, Pharmacy, Nurse, Anesthesia, Physio/OT))**

1. Documents Time patient in, and patient out. Note: we are colleting this data to look at wait times between providers not how long each provider takes. Time spent with patient is deemed quality value added.
2. Use the Novari Face Sheet as your worksheet and check off when you have completed your visit with the patient..
   * Lab will check off what LAB they have drawn
   * Pharmacy will put a check mark on the medication area
   * EKG and /or xray will be checked off by the nurse
   * Nurse will check off NURSE or Anesthesia area on Novari Face sheet
   * Comments, height and weight and vital signs can be written on the Novari Face Sheet.

NOTE: Novari Face Sheet is not an official part of the Chart and documentation is still required to be done on the official chart.

1. The Last provider in PAC collects or reminds the patient to turn in the completed Passport to the PAC Ward Clerk.
2. Note: If Patient needs to have an x-ray, remind them to stop in Diagnostics on their way out and collect the Passport PRIOR to patient leaving the department.