

# ED PATIENT DISCHARGE INFORMATION

Evolution: 2000 to 2024


VICTORIA EMERGENCY DEPARTMENTS'

## PATIENT HEALTH INFORMATION PROJECT

by Dr Hilary Drake, Dr Fred Voon, Dr Gina Gill, and Dr Ali Yakhshi-Tafti

This project aims to improve the ED discharge process through supporting patients' access to evidence-based resources specific to their condition.

The project includes three material components:

- 1 Mobile landing page directing patients to three resources: Emergency Care BC, Pathways, and HealthLinkBC.
  - 2 Prescription-style pads & small cards with a QR code linking to the landing page to be provided to patients upon discharge.
  - 3 Posters in the ED waiting rooms with the QR code.
- 
- A square QR code with a white background and black border, located to the right of the list items. A curved arrow points from the text of item 2 towards the QR code.

Thanks to the South Island Facilities Engagement Initiative for their support

# VERSIONS

01

Paper  
Brochures &  
Handouts

02

Early websites  
Search engines

03

Integration  
Curation  
QR Codes?



alamy

Image ID: 2AK73JW  
www.alamy.com



PHILIPS

PHILIPS

ED

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# Victoria Emergency Physicians Association

- MAIN
- MRP/Disposition Issues**
- Trauma
- Protocols & Guidelines
- Discharge & Followup Info
- CME / Teaching
- Filing cabinet



## Mission

This site is to provide key info in an easily accessible way to members of VEPA.

It is not aimed at members of the public.

Please send suggestions to Fred or fill out this [anonymous form](#)

## Key Numbers

**Switchboards / ER**  
 RJH 370-8000  
 (ER 8032 / Fax 8554)

VGH 727-4212  
 (ER 4105 / Fax 4506)

## MRP/Disposition Issues

### Internal VEPA Documents



#### When do I notify the MRP?

- [VEPA MRP Policy](#) - When to notify

#### Problems finding an MRP?

- [MRP Void Procedure](#) - A suggested sequence

### VIHA Documents

- [VIHA MRP Policy](#) (Oct '08)
- [Trauma MRP Policy](#)



# Discharge & Followup Info

## ED Patient D/C Info

### GENERAL SITES

- [VIHADDC Info](#) (alphabetical listing)\*
- [Vancouver Coastal](#) (searchable "emergency", multilingual)
  
- [Family Doctor AAFP](#)
- [UpToDate Patients](#)
- [www.patient.co.uk](#) (UK based, multilingual)
- 
- [Pediatrics](#) (Can.Ped.Society)

### SPECIFIC TOPICS

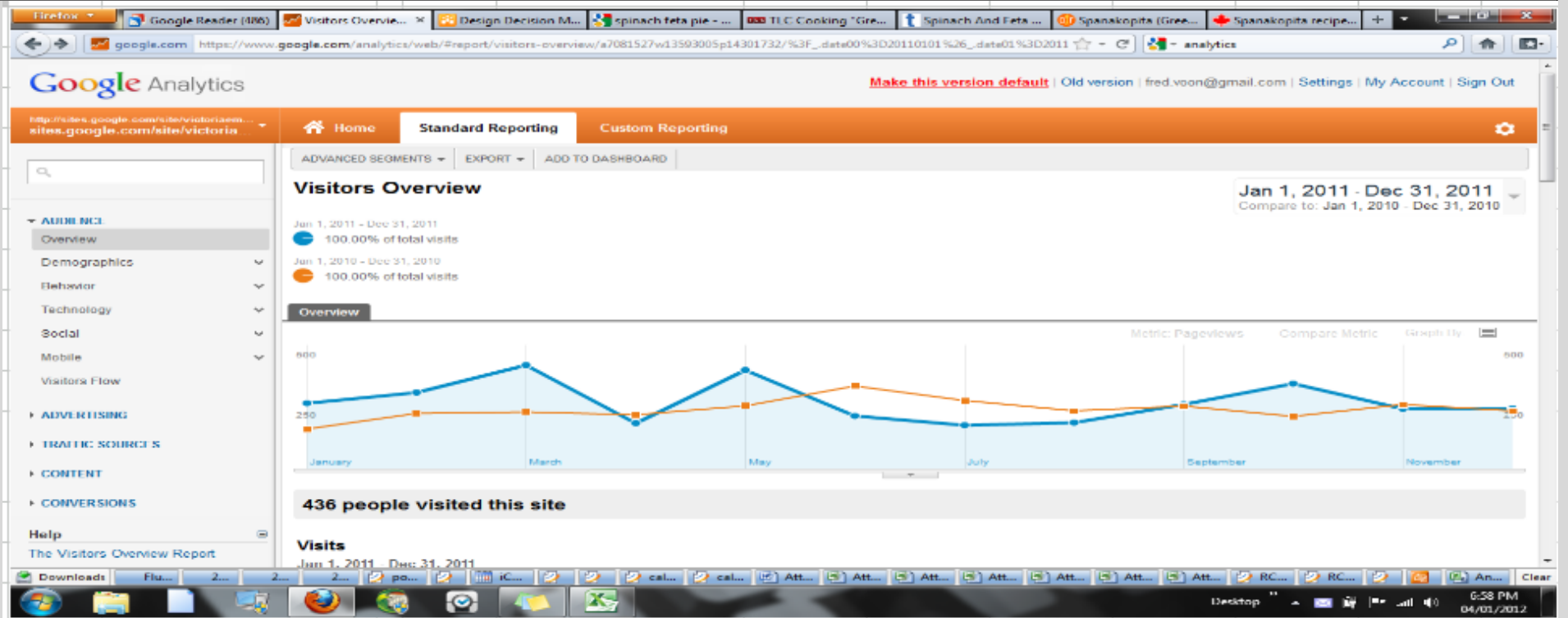
- **Mental Health and Addictions**
  - ADULT [Resources](#) and phone numbers
  - PEDS



<https://sites.google.com/view/victoriaemerg/discharge-followup-info>



# STATS



Jan 1, 2011 - Dec 31, 2011		Jan 1, 2010 - Dec 31, 2010	
Month Pageviews		Month Pageviews	
11	249	11	240
10	248	10	266
9	353	9	217
8	266	8	260
7	191	7	240
6	180	6	283
5	219	5	343
4	409	4	261

vepa.ca  
Visitors Overview  
Breakdown by month  
2011 in Blue  
2010 in Orange

ED LaunchPoint

100%  
My Patients RJH All Beds RJH Triage/WR RJH Area A01-09 RJH Area A10-25 RJH Subacute RJH Amb RJH PES Look Up  
My Patients Unassigned Empty Beds Waiting Room Critical No Dispo  
My Patients Current: 0 Last Hour: 0 Today: 0 Department WR: 4 Prearrivals: 2 Current: 90 Last Hour: 14 Today: 110  
Median Door to Doctor: -- Median Door to Doctor: 1 hrs 27 min

Room	LOS	Patient Information	MRN	ERP	MLP	RN	Patient Details	Heart	Test	Alert	Info
PA							for PES				
ECG,A	03:01	2					Palpitations needs bed 1	Heart	Test	Alert	Info
ECG,A	02:55	2					Chest pain needs bed 2	Heart	Test	Alert	Info
ECG,A	05:03	3					Shortness of breath	Heart	Test	Alert	Info
ECG,A	02:38	3					Palpitations; Hypertension needs bed 3	Heart	Test	Alert	Info
ECG,A	00:44	3					Palpitations	Heart	Test	Alert	Info
ECG,A Isolation	01:58	4					Infection needs bed 4	Heart	Test	Alert	Info
EDOC1,A		Available									





- Intranet Home
- Emergency Services
- Discharge Instructions**
- ED assist
- Trauma
- Quality Council
- Standards and Roles
- Surveys
- Skills Program Education
- Links
- Policies and Guidelines
- ACLS & BLS Course Information

### Emergency Services

All Sites Search...

Employee Services

Clinical Resources

Our Organization

Directories

Policies & Procedures

Education

Lunchroom

Intranet Home > Departments > Emergency Services

BROWSE



## Discharge Instructions

These Emergency discharge instructions are designed to provide self-care information on a variety of diseases, conditions, and injuries. All instructions are physician-reviewed and reflect the most up-to-date, evidence-based information. This information is provided to supplement the care provided by ER physicians and nurses. Thank you to Fraser Health Authority for their assistance in the development of many of these pamphlets. All pamphlets are in English, translations in Chinese, Korean and Punjabi will be posted once completed.

TO OPEN A DOCUMENT, CLICK THE ICON  OR THE FILE NAME IN THE LIST BELOW. You can also search using the box below.

Search this site

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**PLAN:**

- **Ibuprofen** 400 mg up to 4 times a day for pain/inflammation
- **INCREASE** oral antibiotics to **double dose for 24 hours** or until starting to see improvement. Total duration of antibiotics could be reduced to 5 days if much better, so as to not need a new Rx.
- Consider return to UPCC / ER for daily IV antibiotics if worsening, fever, or looks sick.
- Telehealth followup with myself if needed. Card given.

Last Saved: 03 MAY 2024 19:26

Save

Patient Education

+ v Selected Visit ↻

Quick Suggestions

Favorites Custom More Options...

All This Visit Problems

Suggestions based on all This Visit Problems

1:Cellulitis

Cellulitis : Pediatric(Canadian English) ★

Cellulitis(Canadian English) ☆

Education Language: Canadian English



Done

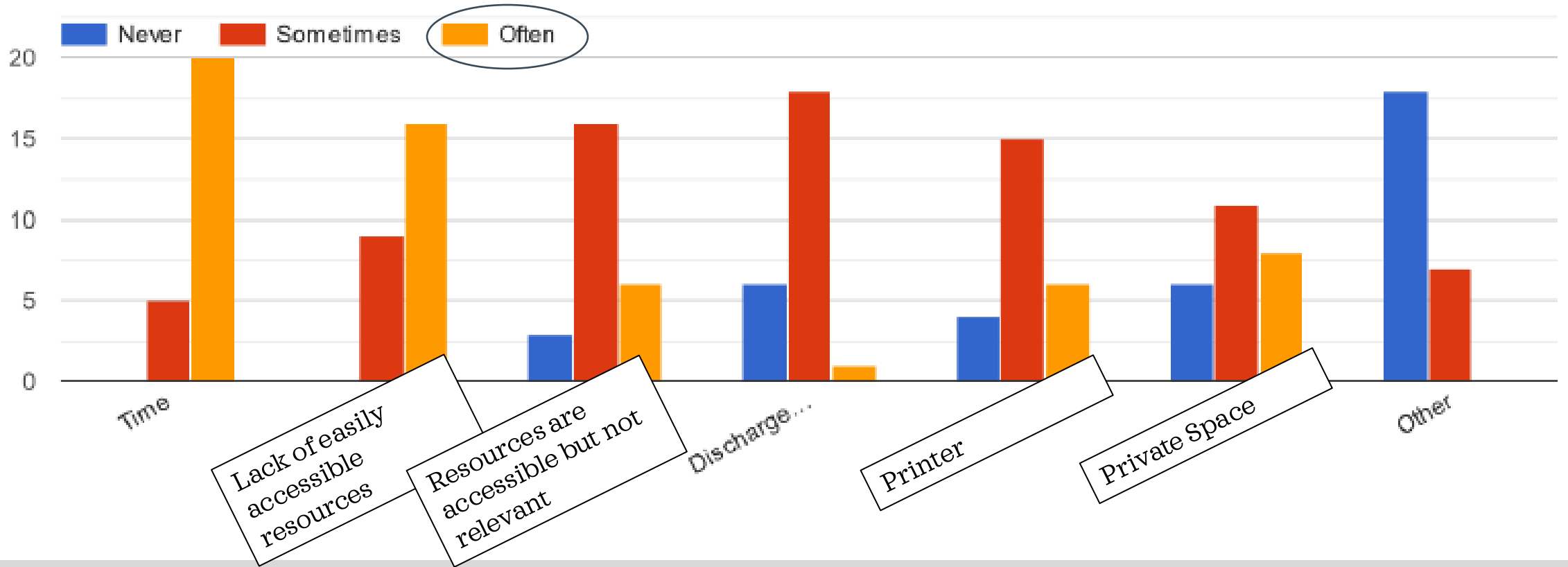
Added Education

Education Name	Language	Actions
Education (1)		
Cellulitis : Pediatric(Canadian English)	Canadian English	Modify Print Remove ★
Medication Leaflets (0)		
No Added Medication Leaflets		

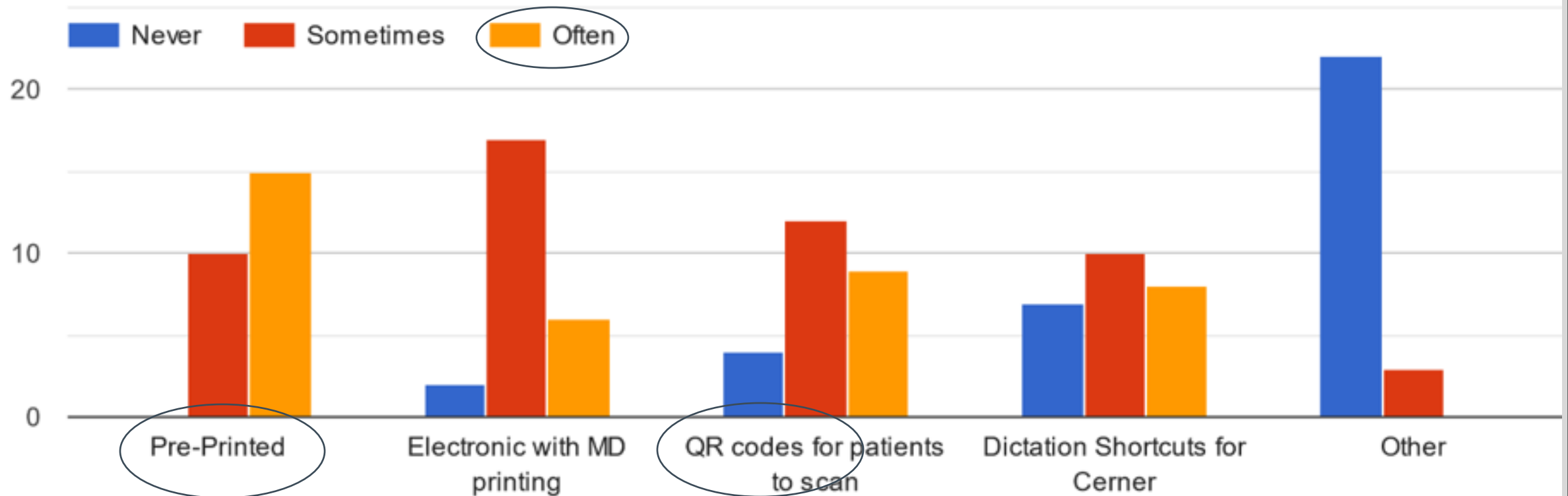
Print All Education and Leaflets

Re-examination

# What do you perceive as a BARRIER to providing patient with discharge resources?



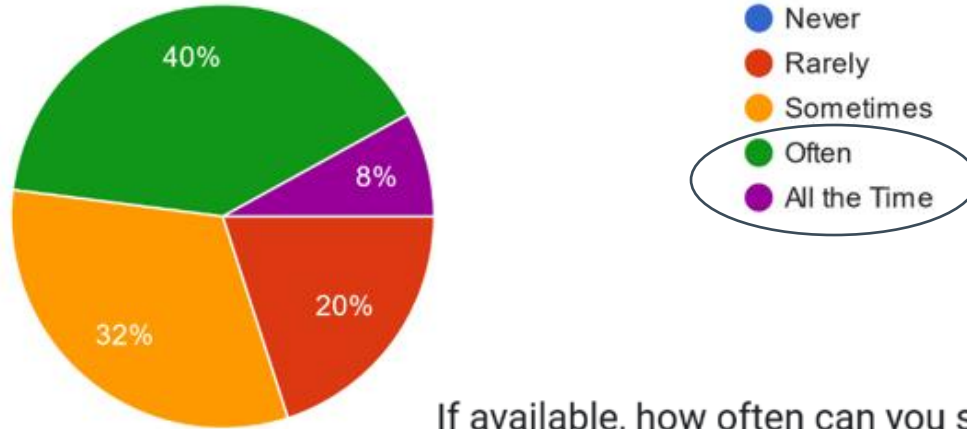
What FORMAT of patient discharge resource would you most likely USE if available? (Please rank all as Never, Sometimes, Often)





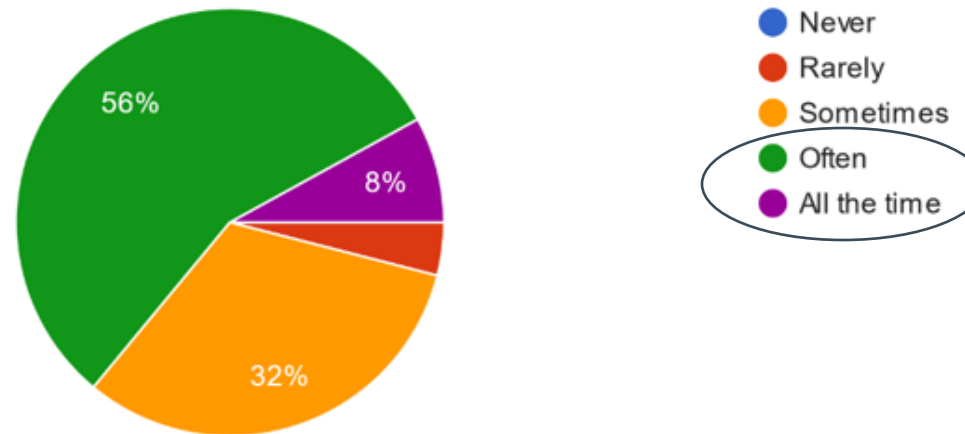
If time allowed, how often do you find yourself wanting to provide MORE INFORMATION to patients on discharge?

25 responses



If available, how often can you see yourself providing your ideal resource upon patient discharge

25 responses



# victoria-southisland.pathwaysbc.ca/ci/7883

VICTORIA EMERGENCY DEPARTMENTS'

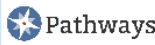
## RESOURCES FOR PATIENT EDUCATION


A collection of helpful websites to help you better understand your illness or injury.



Or visit: <https://victoria-southisland.pathwaysbc.ca/ci/7883>


- 1 Open your phone's camera
- 2 Focus camera on QR code
- 3 Tap the notification to open the link
- 4 Follow links to resources


 

VICTORIA EMERGENCY DEPARTMENTS' 

Doctor: \_\_\_\_\_

Diagnoses: \_\_\_\_\_

 PATIENT DISCHARGE EDUCATION GUIDE




Notes: \_\_\_\_\_

How to use the QR code to access educational resources:  
1. Open your phone's camera.  
2. Focus camera on QR code  
3. Tap the notification to open the link.

Or visit: <https://victoria-southisland.pathwaysbc.ca/ci/7883>

Victoria Emergency Departments'

## PATIENT EDUCATION GUIDE



SCAN ME

Resources to help you learn more about your condition and next steps following discharge.



Doctor: \_\_\_\_\_

Diagnosis: \_\_\_\_\_

How to use the QR code:

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2. Focus camera on QR code
3. Tap notification to open

Or visit: <https://victoria-southisland.pathwaysbc.ca/ci/7883>

## Island Health Area Users' Page Views on 'Patient Info' Items

Jan 2024 - May 2024

• Data is subject to Google Analytics retention policy, which limits availability to a maximum of 14 months. Please keep any results you may need in the future, as the data used to generate this report may be expunged without further notice.

### Configure Report

**Date Range**

Start Month: Jan 2024

End Month: May 2024

**Entity Type**

- Programs/Services
- Clinician Tools
- Patient Info

**Users' Geographic Area**

Island Health Area

Generate Report

Victoria Emergency Department Patient Information	Emergency Medicine	133	0	133
---------------------------------------------------	--------------------	-----	---	-----

'Page Views' are defined as views of the page at the url that is linked to on user-facing tables (i.e. specialization pages). Depending on the format of the resource, this may be an external page or a page on Pathways ('/content\_items/<id>'). Views by admins are excluded.


## Improving Patient Discharge Overview: Tips and tricks to fill out Patient Discharge Rx

VICTORIA EMERGENCY DEPARTMENTS


FACILITY ENGAGEMENT  
SOUTH ISLAND FACILITY ENGAGEMENT INITIATIVE SOCIETY

Doctor: Your name here

Diagnoses: e.g. UTI, concussion, fever, back pain

**Rx**  1. Can write multiple diagnoses  
2. Includes care for symptoms (fever, pain, etc.)

PATIENT DISCHARGE EDUCATION GUIDE



Notes: e.g. to see Plastic surgery follow-up cast clinic, look for CHEO constipation handout

How to use the QR code to access educational resources:  
1. Open your phone's camera.  
2. Focus camera on QR code.  
3. Tap the notification to open the link.

 Consider handing out more than one sheet if multiple caregivers


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FACILITY ENGAGEMENT  
SOUTH ISLAND FACILITY ENGAGEMENT INITIATIVE SOCIETY

# Missteps

- PDF landing page
- Not Android-friendly
- Include actual site web address?
- Bit.ly?
- Static vs Dynamic QR
- Link.ly?

YOU'VE BEEN DISCHARGED - NOW WHAT?

## RESOURCES FOR PATIENT EDUCATION

To assist you upon discharge, search for your or your loved one's condition or question on one of these evidence based websites.

**For example: "concussion"; "urinary tract infection"; "high blood pressure"; "opioids"; "wound care".**


Click the headings to go to the sites

### EMERGENCY CARE BC

Contains a large collection of Patient Information Sheets that have been chosen by Emergency Physicians across the province.

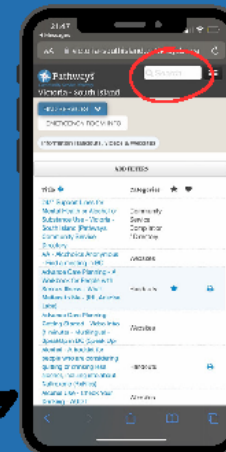
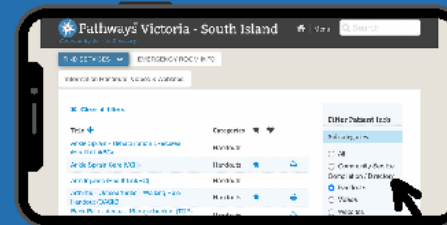
### PATHWAYS

We have curated some of our most common conditions and local resources in one place.



## PATHWAYS

We have curated some of our most common conditions and local resources in one place.



### TIPS:

- Use the options under "filter patient info" to filter all results by information type, topic, and language - turn your phone sideways for best results.
- You can also use the search bar to search for your condition - best with your phone upright.
- A [video tutorial](#) on how to use the site is available.

## HEALTHLINKBC

Their "Illness & Conditions" section has a large listing of useful and updated health information.



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