

ASC Workflow & Creating High Incident Tickets in Service Now

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ASC Workflow for Patient Access

For patients that are scheduled for ASC, ensure that there are no previous open encounters for the patient before trying to reschedule and admit. Creating new/multiple encounters creates downstream effects, ultimately resulting in disrupting patient care.

To see if a patient has any open encounters, navigate to patient station either by searching for your patient on the **TPR (Today's Patients Report)** or by using the **Patient Station** button located on the Hyperspace toolbar.

Today's Patients Report - Temporary Report

Refresh Settings | Apts Itinerary **Patient Station** + Add Patient Expected Pts

Search patients

12/20/2022 | Yesterday **Today** Tomorrow

Name	MRN	DOB	Gender	SSN4	Total Wait	F

Epic | **Patient Station** Find Patients | Mark Patients For Merge Transcribe Order

Once in **Patient Station**, you will be able to view all the encounters the patient has/had.

Patient Station

Last refreshed: 12/20/2022 4:03:35 PM

Legend Refresh Filter New Reservation New Preadmission New Admission New Hospital Output One Click New L&D Assessment New ED Arrival Make Appt Appts Review Auth/C

Some encounters may be hidden based on the applied filters.

Encounter	Hospital Account	Episode	Order	Encounter	Status	Date	Time	Location	Provider	Pt Cls	Reason	Account	CSN	Contact #
Appointment				Appointment	Scheduled Appt	03/02/2023	1140	RHD MED GEN INT M...						
Appointment				Appointment	Scheduled Appt	02/16/2023	1300	RHD MED GASTRO						
Telemedicine				Telemedicine	Completed Appt	12/16/2022	0820	RHD MED GEN INT M...						
Office Visit				Office Visit	Completed Appt	12/01/2022	1020	RHD MED GEN INT M...						
Office Visit				Office Visit	Completed Appt	10/27/2022	1100	RHD MED GEN INT M...						
Admission				Admission	ED Discharged	10/22/2022	0033	NBR EMERGENCY						
Appointment				Appointment	Completed Appt	10/21/2022	2300	NBR CT IMAGING						
Office Visit				Office Visit	Completed Appt	10/18/2022	1430	RHD PAIN CLINIC						
Office Visit				Office Visit	Completed Appt	09/08/2022	1500	RHAM OB GENERAL						
Admission				Admission	Discharged	08/17/2022	1100	NBR ASC MAIN OR						
Surgery				Surgery	Posted	08/17/2022	0805	NBR ASC						
Appointment				Appointment	Completed Appt	08/17/2022	0745	NBR XR IMAGING						
Office Visit				Office Visit	Completed Appt	08/04/2022	1515	RHD MED GEN INT M...						
Office Visit				Office Visit	Completed Appt	07/27/2022	1330	RHD PAIN CLINIC						

You will be able to see if a patient still has an active, open encounter if you see this green icon:

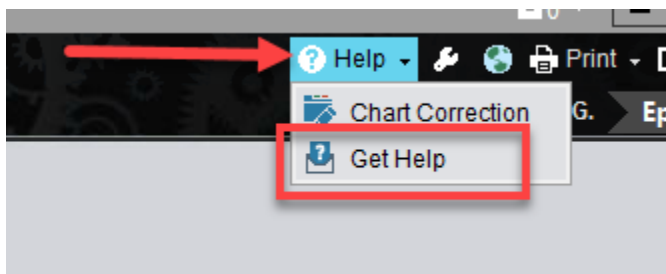


If the patient already has an open previous encounter, this means that the patient was **not** previously discharged and **will need to be in order to proceed.**

You will need to open up a **HIGH** incident ticket to resolve this immediately.

Opening a High Incident ticket

In order to open up a Service Now ticket, navigate to the upper right hand corner of the screen and click on the **Help** button and select **Get Help**.



The Service Now screen will appear with some options. Select the first option to report this issue.

ServiceNow

Report EHR Issue

Report an Epic workflow issue/problem.

If your issue requires immediate escalation please call 844-513-4357

[Report Issue](#)

Submit Enhancement Request

Submit ideas for Epic enhancements.

[Submit Idea](#)

My Tickets

Check the status of your submitted tickets and enhancements.

[View my Tickets](#)

Fill out the highlighted fields with your information. In the *Description of issue* field, explain the issue and note that this is a HIGH PRIORITY. You can also add any screenshots to assist in getting the issue resolved expeditiously.

* Logged in Epic User

* Email

* Current Hospital/Site

Work Phone

* Current Facility/Practice

Mobile Phone

* Current Department

* Issue type

* Preferred Contact Method

* Description of issue



Add attachments