



OUR NEW WEBSITE HAS BEEN LAUNCHED!!!
 Visit www.trendcare.com.au



FREQUENTLY ASKED QUESTIONS

Could you please outline how the required acuity hours are derived when a part special is marked on a patient in Inpatient Shift screen?

When a patient is specialised for a "whole shift" i.e. 8 hours or more, their required hours will be equivalent to the number of specialised hours selected. So, if a patient has been assigned 10 hours specialising, then regardless of other selections made in the categorisation screen, their required hours for the shift will be 10:00.

Where Part-shift specialising is used, the calculation of required hours is slightly different. Basically, they get the 2, 4 or 6 hours of specialising, plus a pro rata proportion of the required hours that they would have received if part-shift specialising was not selected. E.g.: Based on the categorisation (without specialising), a patient is assigned 1:55. If this same patient was then given 2 hours specialising, they would get 3:26 which is 2 hours for the special and 75% of the category timing as it would be without the special. The logic is that the patient is specialised for 25% of the shift, but still requires the appropriate care for the remaining 75% of the shift.

Once the date of discharge has been entered into the Patient Details screen, would it be possible to change the date of discharge? If yes, how can this be done? I have clicked on the 'Change Patient Identifiers' but doesn't help.

If the discharge date is going to be earlier than the previous set discharge date, you need only to go to the new discharge date and flag the patient for discharge. This will remove the previous discharge date. However, it is the patients who stay longer that are valuable to track. Therefore to change a discharge date to a later shift you

need to navigate to the current discharge shift where you will see the discharge flag on the patient, highlight the patient and click on the 'Cancel discharge'. This will give you the opportunity to choose a reason for the cancelled discharge and to set a new date. You can add specific and relevant reasons for cancelling discharges in Maintain//General//Discharge Analysis Reasons – Cancelled. This can be helpful to maximise discharge analysis reporting.

HANDY HINTS

SENDING A PATIENT TRANSACTION LOG

To retrieve a Patient Transaction log - From the TrendCare LaunchPad select **Audits**, then **Check Patient Transaction Logs**, enter the patients number (Ur, IC, MRN, NHI or Pat ID. depending in what country you're in), click **View All Non Categorized Transactions**, then Save All Transactions to your desktop or a location that you can easily retrieve the document. Should we require All Categorized Transactions we will advise you of this. This will give you the option to save the logs as a .txt file which is our preferred format. This text file can then be attached to an email and sent to us for investigation.

SENDING A ROSTER TRANSACTION LOG

To retrieve a Roster Transaction log - From the TrendCare LaunchPad select **Audits**, then **Check Imports / Get Roster Transaction Logs**. From **Type of Import** drop down, select **Get Roster**. Select **Ward**, select **shift date**, click **View Transactions**. From the listed transactions, select the required **Get Roster**, click **Show Details**, click **Save**. Transactions should save in a TXT format, which is our preferred format. TXT file can then be attached to an email and sent to us for investigation.

HANDY HINT – PATIENT HANDOVER SHEET 12

Displays Patient's Legal Status

Particularly useful for Mental Health Wards, this hand-over sheet enables patient's legal status to be clearly shown on the daily handover sheet. Don't forget to enter an abbreviation in Maintain Legal Status for full definition otherwise this feature will not be enabled.

TREND CARE COORDINATOR WORKSHOPS

TrendCare Coordinator Workshops are held approximately annually in Australia, New Zealand and Singapore. These workshops facilitate networking between TrendCare Coordinators and focus on system administration, common support issues and new development directions and requests.

This workshop is recommended for all TrendCare Coordinators to attend annually.

Where in the world is TC?



Congratulating all the staff and patients at

GREENSLOPE PRIVATE HOSPITAL

Brisbane's Newest Private Maternity Service opened March 2013.

Photo supplied by GPH - Brisbane