

eCTAS Registration View Training Application Basic, Application Complex

Training Team



**Ontario
Health**

Session Logistics



Intended Audience

- Registration Clerks and ED Managers
- Hospital educators involved in training Registration Clerks
- Other resources required to access or print records for their site, or manage records triaged in error



Integration(s): Application Basic, Application Complex

This session is being recorded



Press  to mute. Press  to unmute.

Agenda

- Overview
- Learning Objectives
 1. Logging In and Navigation
 2. Active Patients Screen
 3. Past Record Lookup
- Resources

Overview

- Integration Relevance
- Capabilities & Responsibilities
- Visibility of Previous Visits
- Access / Who & How

eCTAS Integration Types

Application Basic

- Completes all stages of triage in the eCTAS application
- No communication with the HIS / EDIS

Application Complex

- Triage using both eCTAS and the HIS
- Information is shared via HL7 messages

Web Service Integration

- Patient data is entered into the HIS / EDIS
- eCTAS receives and stores the triage data from the HIS / EDIS and returns a CTAS score

Certification Integration

- Hospitals build the decision support algorithm directly into their HIS / EDIS
- This is certified to ensure alignment with provincial system

eCTAS Registration View

Relevant for all integrations

- Supports registration activities, data quality and mitigates privacy breaches
- Used by Registration Clerks and designated Nurses (e.g., Charge Nurse)

Features	Use Scenarios
Access patient records	<ul style="list-style-type: none">• View or print patient records• Monitor active patients, verify next patient to register (Basic and Complex, only)



Important: All eCTAS hospitals contribute to patient information that can be viewed during future triage visits to a Basic or Complex hospital. Preventing incorrect data from being exposed to other sites is the responsibility of all eCTAS hospitals. Previous Visits can be seen by nurses via the Triage Assessment screen in the Clinical Application at Basic and Complex hospitals even if **past triage assessments occurred at another eCTAS facility**

Previous Visits Flag in the Clinical Application





- Data is contributed by **all eCTAS hospitals**, including Web Service and Certification
- Patient presents at a Basic or Complex hospital, recent assessments are visible when the 5 patient identifiers match ED visits at **any** eCTAS site within past 10 days
- Records triaged in error, must be appropriately identified to suppress the [Previous Visit Flags](#) and to...
 - Maintain data quality at your own site
 - Prevent incorrect patient information from being exposed to other sites

The screenshot displays a clinical application interface for a patient named 'Patient, Fake'. The main window shows a 'Triage Assessment' section with fields for 'Presenting complaint', 'Patient's Stated Complaint', 'Nurse Assessed Complaint', and 'Chief CEDIS Complaint'. A 'Notes' section is also visible. A yellow arrow points from a 'Previous Visits (1)' button in a smaller window above to the 'Previous ED Visits over the last 10 days' panel in the main window. This panel shows '2 Visits' and lists a visit on '08-Dec-2023 15:34 @ CCO2' with a 'Chief CEDIS Complaint: Depression / Suicidal / Deliberate Self Harm'. The 'Patient Stated Complaint' is 'Fever, Cough' and the 'Subjective Assessment' includes 'Appearance, Speech, Thought Content (hallucination/delusion), Flight Risk: Unwashed hair, flat affect, states feeling hopeless Changes to Medication/use of drugs/alcohol: No Suicide/Homicide plan/behavior : No'. There is a button to 'Add above assessment to Subjective Notes'.



Note: Five Patient Identifiers are Patient's First Name, Last Name, Health Card Number, Gender and Date of Birth

eCTAS Environments and Applications

Environments	Application	URL	Purpose
Production (LIVE SYSTEM)	Clinical Application 	https://ectas.ccohealth.ca/	<ul style="list-style-type: none"> Used by triage nurses to triage real patients (Basic and Complex) Access clinical application Contains real patient data
	Administration Console 	https://ectas-admin.ccohealth.ca/	<ul style="list-style-type: none"> Used by resources to access features such as: Site Role Management, Registration View, Site Level Extracts, HL7 Viewer Contains real patient data
Conformance (TRAINING & CONFORMANCE TESTING)	Clinical Application 	https://confectas-spa.ccohealth.ca/	<ul style="list-style-type: none"> Used to train nurses on the clinical application using fake patient data only Used for conformance testing using fake patient data only Should never contain real patient data
	Administration Console 	https://confectas-admin.ccohealth.ca/	<ul style="list-style-type: none"> Used to train resources on how to use features (i.e. Site Role Management, Registration View, Site Level Extracts, HL7 Viewer) using fake patient data only Used for conformance testing using fake patient data only Should never contain real patient data



Note: This table and the eCTAS Environment URLs can be found in the [Online Help](#)

Gaining access to Registration View

ONE® ID
LRA

1. Your hospital's **Local Registration Authority (LRA)** creates and/or updates user's ONE® ID account (i.e., enrolls them to the eCTAS service)

End-User

2. **End-User** completes ONE® ID related activities (if applicable)
3. Logs into the Administration Console for both environments (Production & Conformance) and acknowledges the End User License Agreement (EULA). **Note:** your eCTAS FRA's name will appear when you sign the EULA.

eCTAS FRA

4. Your eCTAS **Facility Role Administrator (FRA)** assigns the site and role of '**Registration Clerk**' for appropriate site(s).



Note: Depending on the size of your hospital, your hospital's LRA and FRA might be the same person

End of Section

- ✓ Integration Relevance
- ✓ Capabilities & Responsibilities
- ✓ Visibility of Previous Visits
- ✓ Access / Who & How


Logging In and Navigation

- Log into Administration Console
- Access Registration View feature
- Navigation


Logging into the Administration Console

DEMO

Log into the Administration Console for the applicable environment

• Production (Live) 
<https://ectas-admin.ccohealth.ca>

or

• Conformance (Training) 
<https://confectas-admin.ccohealth.ca>

Enter your ONE® ID Login ID and Password



If prompted, select a site



Select eCTAS Registration View



Note: Google Chrome is the supported internet browser for eCTAS.

Navigation



Select a different site

Select a different feature

- Username and Site
- Links
- Sign Out button

eCTAS CONFORMANCE Administration Console

Krush, Stephanie @ IMDA Training Team Site [Notification] [Help] [Menu] Sign Out

Registration View

Active patients
 Past Record Lookup

Last updated: 11:05

Toggle between screens

- Active patients
- Past Record Lookups

- Refresh button
- The Last updated time

eCTAS Patient ▲	Patient identifiers	CTAS ▲	Triage time ▲	Priority	Status ▼	Care Loc./Instr.	
Alice, Test Adult, 8-Jun-44, Female Routine Practices <i>Headache</i>	eCTAS ID: 99159	5	20 Jun 10:39				
Clara, Test Adult, Female Routine Practices <i>Sting</i>	eCTAS ID: 99160	4	20 Jun 10:42				
Daniel, Test Paeds, 19-Apr-19, Male Droplet/Contact Precautions <i>Fever</i>	eCTAS ID: 99163	3	20 Jun 10:44		Triaged		
Sabrina, Test Adult, 6-Jan-78, Female Droplet/Contact Precautions <i>Altered Level of Consciousness</i>	eCTAS ID: 99165	2	20 Jun 10:46		Triaged		
Paulo, Test Adult, Male Routine Practices <i>Abdominal Pain</i>	eCTAS ID: 99166	1	20 Jun 10:48		Triaged		
Ben, Test Paeds, 10-Jan-12, Unknown Routine Practices	eCTAS ID: 99168		Pending		Pre-Triaged		

End of Section

- ✓ Log into Administration Console
- ✓ Access Registration View feature
- ✓ Navigation

Active Patients

- Screen features
- Sort/Filter
- Print

Active Patient Screen

Reflects patients currently on Pretriaged and Triaged Patients Queues.

- Displays by default when the Registration View is open
- Used by **Basic** and **Complex** hospitals to view patients currently in their ED
- Active Patients screen is used:
 1. For continuous monitoring
 2. To verify the next patient to register
 3. To print triage records for current patients in their ED



Note: More information can be found in the [System Administrator section of eCTAS Online Help](#).

Active Patients



eCTAS CONFORMANCE Administration Console

Registration View Active patients Past Record Lookup

Last updated: 11:05

Sort Triage Time (ascending/descending)
Red arrow = sort applied

Filter Status
Red funnel = filter applied

Sort patents alphabetically

Print button

eCTAS Patient ▲	Patient identifiers	CTAS ▲	Triage time ▲	Priority	Status ▼	Care Loc./Instr.	
Alice, Test Adult, 8-Jun-44, Female Routine Practices <i>Headache</i>	eCTAS ID: 99159	5	20 Jun 10:39		Triaged		
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Note: Active Patient Screen is only applicable to Application Complex and Application Basic.

End of Section

- ✓ Active Patient Screen features
- ✓ Sort/Filter
- ✓ Print

Past Record Lookup

- Screen features
- Print/Mark as Triaged in Error
- Error Examples
- Best Practices

Past Record Lookup

Allows you to locate and apply actions to past patients.

- Use the radio button to switch from **Active Patients** to **Past Record Lookup**
- **Basic** and **Complex** facilities will see all patients who have appeared on your site's Pretriaged, Triaged or TOA queues within the last 2 hours
- **All integrations** will use the Past Record Lookup screen to:
 1. Locate specific patients for verification
 2. Print patient triage records
 3. Indicate a record has been triaged in error



Note: More information can be found in the [System Administrator section of eCTAS Online Help](#).

Past Record Lookup

eCTAS CONFORMANCE Administration Console

Registration View Active patients Past Record Lookup

Start date/time: 06/20/2024 08:59

Show episodes for: 12 hours

Last updated: 11:20

eCTAS Patient	Patient identifiers	Calendar	Priority	Start time	Care Loc./Instr.	Actions
Alice, Test Adult, 8-Jun-44, Female Routine Practices Headache	eCTAS ID: 99159	26 27 28 29 30 1 2				Actions
Clara, Test Adult, Female Routine Practices Sting	eCTAS ID: 99160	10 11 12 13 14 15 16		Triaged		Actions
Daniel, Test Paeds, 19-Apr-19, Male Droplet/Contact Precautions Fever	eCTAS ID: 99163	17 18 19 20 21 22 23		Triaged		Actions
Sabrina, Test Adult, 6-Jan-78, Female Droplet/Contact Precautions Altered Level of Con...		31 1 2 3 4 5 6		Triaged		Actions
Paulo, Test Adult, Male Routine Practices Abdominal Pain	eCTAS ID: 99166	08 : 47				Actions
Ben, Test Paeds, 10-Jan-12, Unknown Routine Practices						
Mike, Test Adult, 14-Feb-91, Male Routine Practices Laceration / Puncture	eCTAS ID: 99171	3 20 Jun 10:59		TOA		Actions

Select a lookup start date

Select a duration

Refresh the Past Lookup screen



Click to see 24-hour clock

- Select a start time
- Clock goes back to calendar
- X to close

- Click the **Actions** button to:
- Print Triage Report
 - Mark as Triaged in Error

Past Record Look Up: Mark as Triaged in Error



eCTAS CONFORMANCE Administration Console

Registration View Active patients Past Record Lookup

ephanie @ IMDA Training Team Site Sign Out

12 hours Last updated: 11:20

eCTAS Patient	Patient iden	Status	Care Loc./Instr.	Actions	
Alice, Test Adult, 8-Jun-44, Female Routine Practices Headache	eCTAS ID: 9	Triaged		Actions	
Clara, Test Adult, Female Routine Practices Sting	eCTAS ID: 9	Triaged		Actions	
Daniel, Test Paeds, 19-Apr-19, Male Droplet/Contact Precautions Fever	eCTAS ID: 99163	3	20 Jun 10:42	Triaged	Actions
Sabrina, Test Adult, 6-Jan-78, Female Droplet/Contact Precautions Altered Level of Consciousness	eCTAS ID: 99165	2	20 Jun 10:44	Triaged	Actions
Paulo, Test Adult, Male Routine Practices Abdominal Pain	eCTAS ID: 99166	1	20 Jun 10:47	Triaged	Actions
Ben, Test Paeds, 10-Jan-12, Unknown Routine Practices	eCTAS ID: 99168		20 Jun 10:48	Pre-Triaged	
Mike, Test Adult, 14-Feb-91, Male Routine Practices Laceration / Puncture	eCTAS ID: 99171	3	20 Jun 10:59	TOA	Actions

Mark As Triaged In Error

Mike, Test
Adult, 14-Feb-91, Male
Routine Practices
Laceration / Puncture

Confirm request to mark this episode as triaged in error?

OK Cancel

Exercise: Incorrect Patient Name



Scenario:

Nurse John triages **Patient A's** assessment into **Patient B's** record. Both patients are under John's care.



Question:

Is this a privacy breach?

NO



Note: For Web Service and Certification hospitals, patient records are automatically TOA'd.

Exercise: Privacy



Scenario:

A nurse at **Site A** accidentally logs into **Site B** and triages a patient. This exposes information about the patient being assessed at Site A to the wrong site (Site B).



Question:

Is this a privacy breach? **YES**

Exercise: Clinical Documentation Error



Scenario:

A nurse enters incorrect allergy details in a patient's triage assessment, or Vital Signs or triage notes are missed or need to be corrected.




Question:

Are these errors corrected in the Registration View?

NO

Best Practices

- Ensure applicable resources at your hospital are assigned to the role of **Registration Clerk** for each applicable **Site**
- Have a **backup** Registration Clerk
- Use the **refresh button**  if visits are missing from Active Patients or Past Record Lookup lists
- Choose the appropriate **lookup period** for optimal data display in Past Record Lookup
- The Registration View for your Production (Live) Environment contains Personal Health Information (**PHI**). Follow your hospital's policies
- Use the **Conformance environment** for training and practicing with FAKE patient information and...
- **Always sign out when not in use**

End of Section

- ✓ Past Record Lookup Screen features
- ✓ Print/Mark as Triaged in Error
- ✓ Error Examples
- ✓ Best Practices

Resources




eCTAS Online Help

DEMO

Access by:

- Clicking on the question mark icon  from within eCTAS, or
- URL: <https://help.accesstocare.on.ca/helpfiles/eCTASOnlineHelp/>

eCTAS  PRODUCTION Administration Console

Krush, Stephanie @ IMDA Training Team Site



Sign Out

[eCTAS Registration View](#)

[HL7 Message Viewer](#)

[Site Role Management](#)

[Site Level Extracts](#)

eCTAS OnLineHelp

-Search-

Home > System Administrator > Registration View > Past Record Lookup

Past Record Lookup

Past Record Lookup allows Registration Clerks to locate and apply [actions](#) to past patients from their site's eCTAS Clinical Application queues.

- Use the radio button in the navigation bar to switch from **Active Patients** to **Past Record Lookup**
- By default, the Past Record Lookup list is set to display all patients who have appeared on your site's Pretriaged Patients, Triage Patients or TOA queues within the last two hours
- Use the **Start date/time** field, and the **Show episodes for** drop down list to adjust the lookup period
- An **Advanced Search** option provides easy access to specific past patient records by eCTAS ID or ED Visit Number
- The maximum lookup period is 2 years from the current date

To specify a lookup period enter a **start date and time** manually or click the **calendar icon** to select one

Select a duration in the **Show episodes for** drop down list

Click **refresh** to apply the lookup period

eCTAS Administration Console

user1, Ectas @ Etobicoke General Hospital Sign Out

Registration View

Active patients
Past Record Lookup

Start date/time 08/12/2019 09:00

Show episodes for 2 hours

Last updated: 15:10

Questions?



We are happy to answer your questions



Thank you