

# eCTAS Registration View Training

Web Service, Certification

Training Team



**Ontario  
Health**

# Session Logistics

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**Integration(s):** Web Service, Certification

## **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



**This session is being recorded**



Press  to mute. Press  to unmute.

# Agenda

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- Overview
- Learning Objectives
  1. Logging In and Navigation
  2. Past Record Lookup
- Resources

# Overview

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- Integration Relevance
- Capabilities & Responsibilities
- 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)



**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.

# eCTAS Environments and Applications

Environments	Application	URL	Purpose
<b>Production (LIVE SYSTEM)</b>	Administration Console 	<a href="https://ectas-admin.ccohealth.ca/">https://ectas-admin.ccohealth.ca/</a>	<ul style="list-style-type: none"><li>Used by Resources to access features such as: Site Role Management, <b>Registration View</b>, Site Level Extracts</li><li>Contains <b>real</b> patient data</li></ul>
<b>Conformance (TRAINING &amp; CONFORMANCE TESTING)</b>	Administration Console 	<a href="https://confectas-admin.ccohealth.ca/">https://confectas-admin.ccohealth.ca/</a>	<ul style="list-style-type: none"><li>Used to train Resources on how to use features (i.e. Site Role Management, <b>Registration View</b>, Site Level Extracts) using <b>fake</b> patient data only</li><li>Used for <b>conformance testing</b> using fake patient data only</li><li>Should <b>never</b> contain real patient data</li></ul>



**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

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- ✓ Integration Relevance
- ✓ Capabilities & Responsibilities
- ✓ Access / Who & How

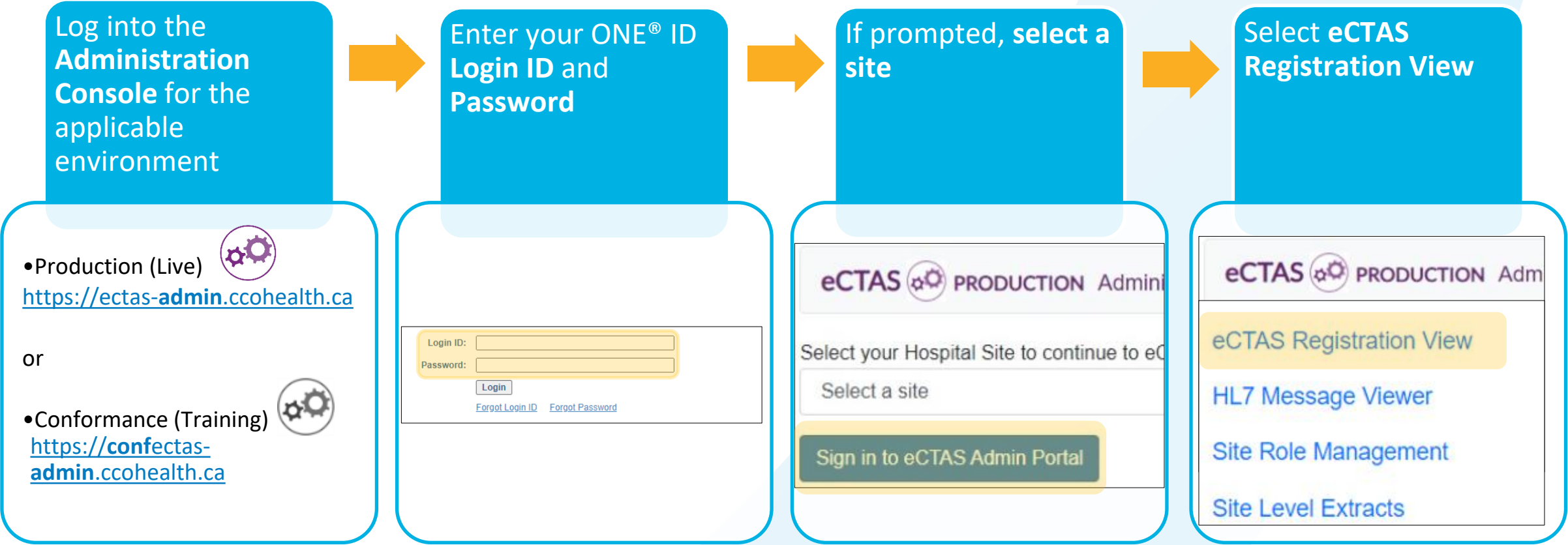
# Logging In and Navigation

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

# Logging into the Administration Console

DEMO



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

# Navigation




DEMO

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    Sign Out

Registration View  Active patients  Past Record Lookup

30  Show episodes for 2 hours   Last updated: 11:30

- Toggle between screens
- Active patients (empty)
  - Past Record Lookups

eCTAS Patient ▲	Patient identifiers	CTAS ▲	Arrival time ▲	Priority	Status ▼	Care Loc./Instr.	
<b>Alice, Test</b> Adult, 8-Jun-44, Female Routine Practices <b>Headache</b>	eCTAS ID: 99159	5	20 Jun 10:36		TOA		<b>Actions</b> ▼
<b>Clara, Test</b> Adult, Female Routine Practices <b>Sting</b>	eCTAS ID: 99160	4	20 Jun 10:39		TOA		<b>Actions</b> ▼
<b>Daniel, Test</b> Paeds, 19-Apr-19, Male Droplet/Contact Precautions <b>Fever</b>	eCTAS ID: 99163	3	20 Jun 10:42		TOA		<b>Actions</b> ▼

## End of Section

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

# Past Record Lookup

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- 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**
- Past Record Lookup allows users to:
  1. Locate specific patients for verification
  2. Print patient triage records
  3. Indicate a record has been triaged in error
  4. Indicate a patient does not consent to their triage information for current emergency visit available to other eCTAS hospitals





**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 09:30  Show episodes for 2 hours   Last updated: 11:30

eCTAS Patient ▲	Patient identifiers	Priority	Care Loc./Instr.	Actions
Alice, Test Adult, 8-Jun-44, Female Routine Practices Headache	eCTAS ID: 99159			Actions
Clara, Test Adult, Female Routine Practices Sting	eCTAS ID: 99160		TOA	Actions
Daniel, Test Paeds, 19-Apr-19, Male Droplet/Contact Precautions Fever	eCTAS ID: 99163		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

Clara, Test

- Print Triage Report
- Mark As Triaged In Error
- Patient Does Not Consent



# Past Record Look Up: Mark as Triaged in Error

DEMO

The screenshot shows the eCTAS Administration Console interface. At the top, there's a navigation bar with 'eCTAS CONFORMANCE Administration Console' and user information 'Stephanie @ IMDA Training Team Site'. Below this, there are tabs for 'Registration View', 'Active patients', and 'Past Record Lookup'. The main area contains a table of patient records. A modal dialog box titled 'Mark As Triaged In Error' is open, displaying details for 'Mike, Test' (Adult, 14-Feb-91, Male, Routine Practices, Laceration / Puncture) and asking for confirmation to mark the episode as triaged in error. The dialog has 'OK' and 'Cancel' buttons. A yellow box highlights the 'Mike, Test' row in the table, and a yellow arrow points from the dialog box to this row. The table has columns for Patient ID, Status, Care Loc./Instr., and Actions.

eCTAS Patient	Patient ID	Status	Care Loc./Instr.	Actions
Alice, Test Adult, 8-Jun-44, Female Routine Practices Headache	eCTAS ID: 99162	Triaged		Actions
Clara, Test Adult, Female Routine Practices Sting	eCTAS ID: 99163	Triaged		Actions
Daniel, Test Paeds, 19-Apr-19, Male Droplet/Contact Precautions Fever	eCTAS ID: 99163	Triaged		Actions
Sabrina, Test Adult, 6-Jan-78, Female Droplet/Contact Precautions Altered Level of Consciousness	eCTAS ID: 99165	Triaged		Actions
Paulo, Test Adult, Male Routine Practices Abdominal Pain	eCTAS ID: 99166	Triaged		Actions
Ben, Test Paeds, 10-Jan-12, Unknown Routine Practices	eCTAS ID: 99168	Pre-Triaged		Actions
Mike, Test Adult, 14-Feb-91, Male Routine Practices Laceration / Puncture	eCTAS ID: 99171	TOA		Actions

# 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**

# Exercise: Clinical Documentation Error



## Scenario:

A nurse enters incorrect allergy details in a patient's triage assessment.



## Question:

Are these errors corrected in the Registration View?

**NO**


- These kinds of errors are **not** corrected in Registration View
- Corrective action: notify applicable resources of the error and fix the error via your HIS



**Important:** Processes for correcting clinical documentation errors that occur within the **correct** patient record would be managed according to your hospital's existing policies.

# Best Practices

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- 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 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

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- ✓ 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?

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**We are happy to answer your questions**





Thank you