

eCTAS Train-the-Trainer – Part 1

Application Basic and Complex

Training Team



**Ontario
Health**

Session Logistics



Intended Audience

Integration(s): Basic, Complex

Resources responsible for training and supporting triage nurses on use of the eCTAS application



This session is being recorded

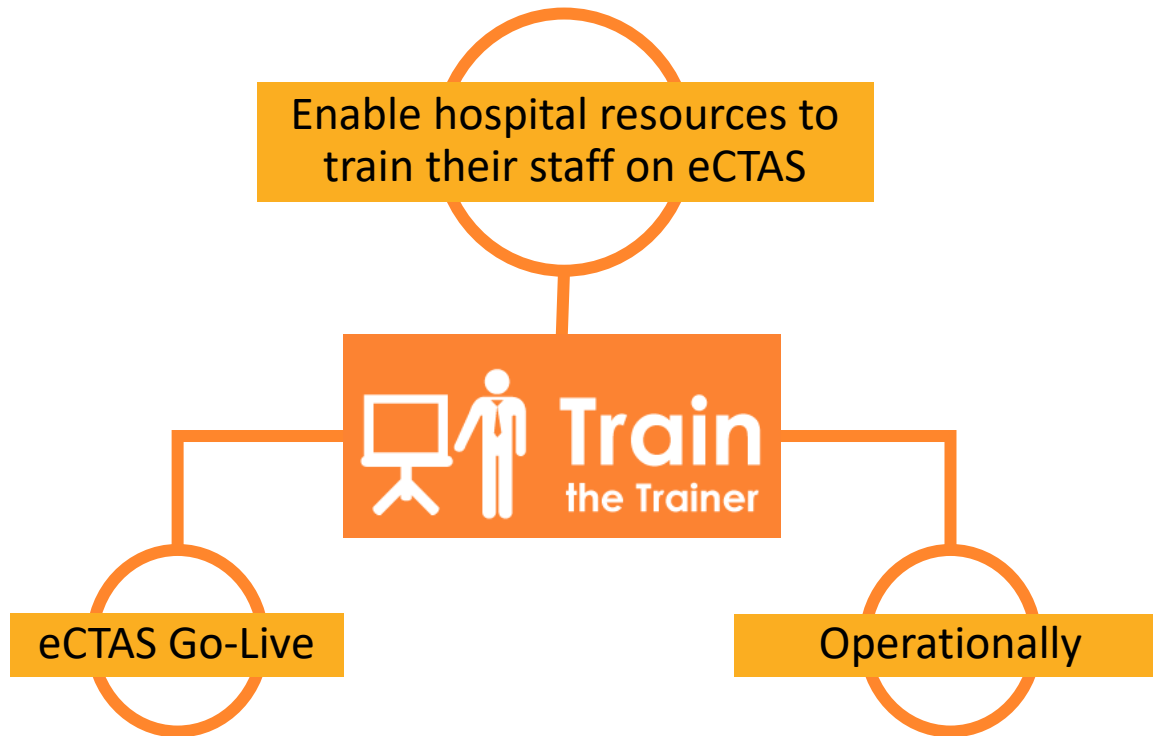


Press  to mute. Press  to unmute.

Agenda

- Learning Objectives
 1. Information for Trainers
 2. Logging in and Navigation
 3. Core Features:
 - Infection Control
 - Patient Presentation
 4. Pretriaged Patient Queue and Triage Assessments
 5. Triaged Patient Queue
- Resources
- Next steps

Train-the-Trainer (TTT) Model



- PPT - Optional resource for Trainers
- **Customize** PPT to align with your implementation
- Know which eCTAS screens/features you will or will not be using
- **Remove, modify** or **add** slides and notes as needed



Tip: Use with the [eCTAS Online Help](#) as this is the most up-to-date resource

Information for Trainers

- About eCTAS
- Unique ED Workflows
- eCTAS Access

Why eCTAS?

- Research has identified variation in how clinicians currently apply the **Canadian Triage Acuity Scale (CTAS)**
- Accurate and consistent application of CTAS is critical to patient safety



Assessing and assigning CTAS scores

- **169** Canadian Emergency Department Information System (CEDIS) Complaints
- Over **400** Modifiers
- Specific **paediatric** and **pregnancy/postpartum** modifiers



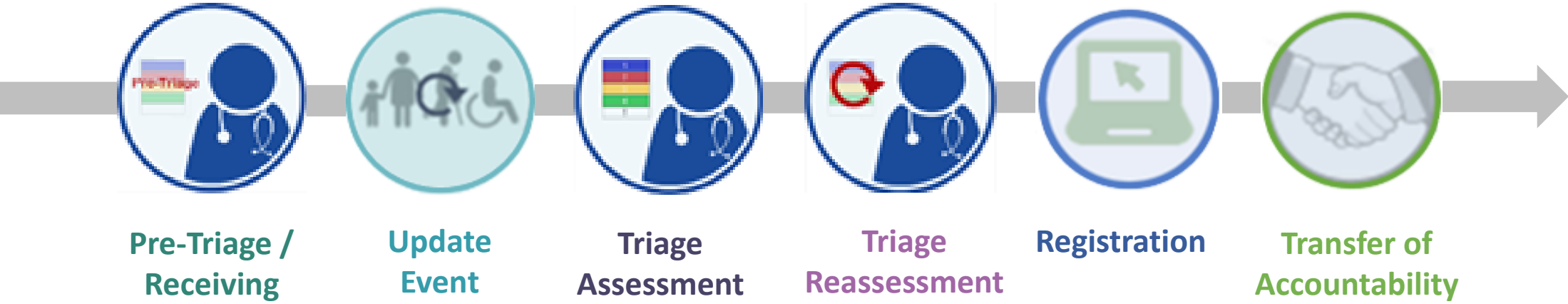
eCTAS Supports Triage Nurses

- Clinicians need a tool to support them during the triage assessment
- An online triage assessment and documentation tool
- User-friendly: designed *by* triage nurses *for* triage nurses
- Dynamic generation of CEDIS complaints and modifiers
- Dynamic generation of a CTAS score
- Improves accuracy, consistency and patient safety









Important: eCTAS is a decision support tool; intended to aid - not replace clinical judgement.

ED Workflows & Processes



































































Workflow: Application Basic

Workflow Steps in ED:	Document in:
Pre-Triage/Receiving	
Update	
Triage Assessment	
Triage Re-Assessment	
Patient Registration, where applicable confirm	
Transfer of Accountability (TOA)	

- Complete all stages of triage in the eCTAS application
- No communication or integration with the Hospital Information System (HIS) or Emergency Department Information System (EDIS)
- eCTAS users **print** the triage record
- Continue their downstream processes in their Emergency Department

Workflow: Application Complex

Event Class	Workflow/Scenario						
	1	2	3	4	5	6	7
Pre-Triage/Receiving	 > 	 > 	 > 	 > 	 > 	 > 	 > 
Update	 < 		 < 	 > 	 > 	 > 	
Triage Assessment	 > 	 > 	 > 	 > 	 > 	 > 	
Triage Re-Assessment	 > 		 > 	 > 			
Patient Registration	 > 	 > 	 > 	 > 	 > 	 > 	
Transfer of Accountability (TOA)	 > 	 > 	 > 	 > 	 > 		



Important: Hospitals have several options for integrating eCTAS with their existing workflow(s). Ensure you are aware of the options and workflows applicable at your hospital.

eCTAS Access

eCTAS is designed to work seamlessly with ONE®ID Credentials

What is ONE®ID?

- [ONE®ID](#) is an identity and access management service
- Provides easy and secure access to digital health services including eCTAS

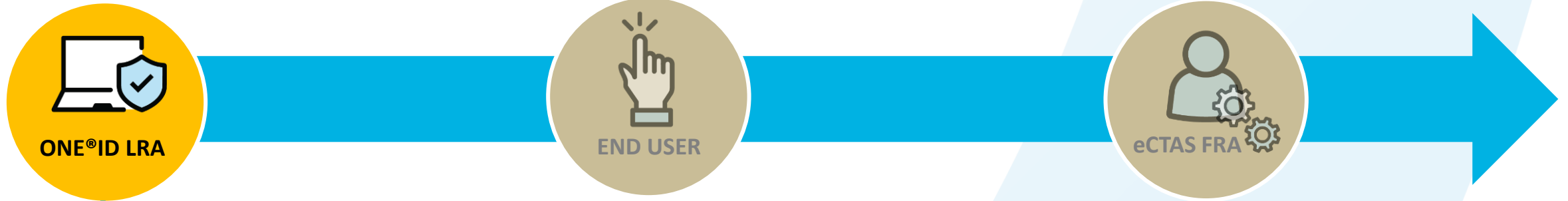
ONE®ID Accounts and Support

- ONE®ID account creation requests and enrollment to the eCTAS service are managed by your facility's **ONE®ID LRA**
- End-Users are to contact Ontario Health's **Digital Services** team directly for password/login support



Note: All eCTAS users must have an ONE®ID account to use eCTAS.

How eCTAS Users Gain Access

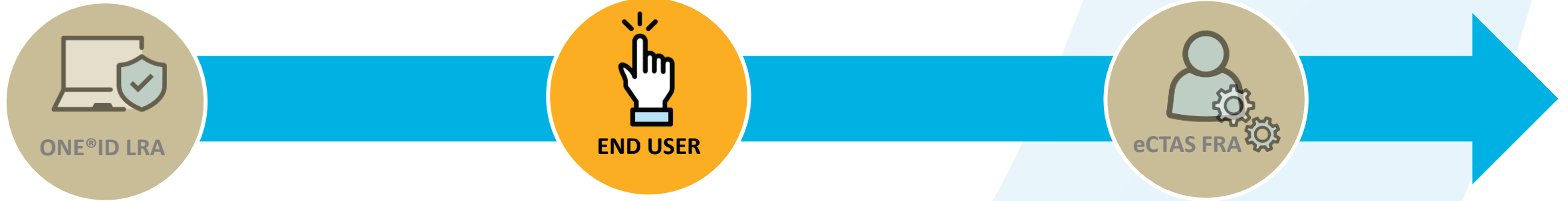


- Contact the facility ONE®ID LRA(s) to request ONE®ID account creation and/or enrollment to the eCTAS service

N **Note:** ONE®ID LRA = ONE®ID Local Registration Authority

N **Note:** eCTAS FRA = eCTAS Facility Roles Administrator

How eCTAS Users Gain Access



- Complete ONE® ID related activities (if applicable)
- Visit the URL(s) of the applicable eCTAS environment(s)
- Acknowledge the eCTAS End User License Agreement (EULA)

End User License Agreement

Clicking on the "Acknowledge" button below, you agree that:

1. You have been designated by an authorized health care provider (the "Provider") as an authorized "Permitted User" to use the eCTAS Application known as the "Application" in connection with the eCTAS Program (the "Program"). As a Permitted User, you have been assigned an "Authentication ID" to access the Application and you may use the Application in the manner and for the uses as directed by your Provider.
2. You are using the Application solely for the purpose as described above and for no other purpose.
3. Your Provider has signed a license agreement relating to the Program and the Application, which includes the Application Terms and Conditions of Use (located at [http://...]). You agree to accept and be bound by the terms and conditions of the Application Terms and Conditions of Use, and any and all policies and guidelines that may be provided by CCO from time to time. The terms and conditions of the Application Terms and Conditions of Use shall prevail.
4. You agree not to share or disclose your password to any other person.
5. You agree not to use the Application for any purpose that is prohibited by the Application Terms and Conditions of Use.
6. You acknowledge and agree that CCO owns all rights title and interests and all intellectual property in and to the Application, the Authentication IDs, accounts and any other documents, data, information, software, or materials that are used in connection with the Application, and you agree to transfer all such rights, title or ownership interests of any kind whatsoever, express or implied, to CCO.
7. CCO does not provide and there are no express or implied warranties or conditions in relation to the Application, its use, or the results of its use. CCO does not warrant that the Application will meet your or your Provider's needs or will be available for use at any particular time or will be error-free. CCO disclaims any liability for damages, including consequential, special, or punitive damages, arising out of or in connection with the use of the Application, however, due to possible resource limitations, the help desk will be available at any particular time or that any particular request will be resolved within any particular timeframe.

By clicking the "Acknowledge" button below, you agree that you have read and understand the terms of the End User License Agreement.

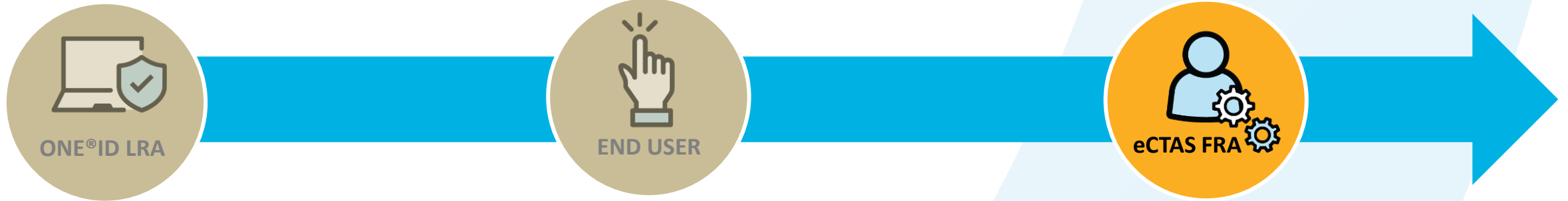
Account setup is almost complete...

In order to finalize access to the eCTAS application please contact your hospital's eCTAS Facility Role Administrator(s) listed below.

- Carol Carol (City Hospital)

If the identifier listed above is not your identifier, please contact your Facility Role Administrator for assistance.

How eCTAS Users Gain Access



- Access to requested environment(s) is pending approval
- Existing eCTAS FRA(s) will assign site(s) and role(s)



Important: Ensure ONE®ID set-up and eCTAS access are completed prior to training sessions.





Information for Trainers

- ✓ About eCTAS
- ✓ Unique ED Workflows
- ✓ eCTAS Access

Logging in and Navigation

- eCTAS Environments
- Navigating eCTAS

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](#)

Logging into the Clinical Application

DEMO

Log into the **Clinical Application** for the applicable environment

• Production (Live)

<https://ectas.ccohealth.ca>

or

• Conformance (Training)

<https://confectas-spa.ccohealth.ca/>



Enter your ONE® ID Login ID and Password

Login ID

No need to add '@oneid.on.ca'

Password

Remember me

Log in

If prompted, select a site



Select your Hospital Site to continue to eCTAS

Guidelines for Training:

- Create practice patients using FAKE information
- Clear the Patient queues when you are finished practicing or training (Select TOA)
- Always Sign Out



Note: Google Chrome and Microsoft Edge are the supported internet browsers for eCTAS.

Navigating eCTAS



User Name, Site

Patient Queues

The screenshot shows the eCTAS interface with the following elements:

- Header:** eCTAS CONFORMANCE logo, user name "Krush, Stephanie @ IMDA Training Team Site", notification bell, help icon, and "Sign Out" button.
- Queue Summary:** "Pretriaged Patients 7", "Triaged Patients 6", and "ToA 1".
- Left Sidebar:** "New Patient" button, "Pretriage Drafts 0", "Triage Drafts 0", and "Hide ToA Queue" option.
- Table:** A table of patient queues with columns for patient name, queue number, and time.
- Right Panel:** Patient summary for "Simone, Simone" with "Fever" as the complaint. It includes sections for "Patient Stated Complaint", "Subjective Assessment", and "Objective Assessment".

Patient	Queue	Time	Refresh
Draft: Jian, Jian			
Cheyanne, Cheyanne Adult, 57 yr Female Routine Practices Back Pain	3	00:20	00:09
Jackson, Jackson Paeds, 15 yr Male Droplet/Contact Precauti... Lower Extremity Injury	4	00:18	00:41
	5	00:17	01:42

- **Refresh** button
- Link to Drafts
- Show/Hide TOA Queue

- Patient's Summary
- Queue priority
- Care Instructions

- Notification Bell
- Online Help
- What's New in eCTAS



Important: Triaging a patient under the incorrect site constitutes a [privacy breach](#)

Logging in and Navigation

- ✓ eCTAS Environments
- ✓ Navigating eCTAS

New Patient

- Infection Control Screening
- Patient Presentation
- Integration and Workflow Considerations

How to Access Infection Control Screening (ICS)

Received
in eCTAS
vs. HIS

Patient received in eCTAS
→ Click on **New Patient** button to open the ICS Screening page

The screenshot displays the ICS interface with the following elements:

- Navigation Bar:** Includes a refresh icon, a 'New Patient' button (highlighted with an orange circle), a 'Pretriaged Patients' queue with 1 patient (highlighted with a blue circle), and a 'Triaged Patients' queue with 0 patients.
- Table:** A table with columns for 'Patient', 'LoS', and 'Care'. The first row shows 'Sammie, Sammie', 'Adult, Male', and '"headache, fever"' (highlighted with a blue circle).
- Buttons:** 'Continue to Infection Screening' (highlighted with an orange box) and 'Continue to Triage' (highlighted with a blue circle).
- Summary Panel:** Shows patient details for 'Sammie, Sammie', including 'CTAS' status, 'Nurse: Laura Lee', and 'Priority: [] Priority Notes'.

Patient received in your HIS
→ Select Patient from **Pretriaged Patients** queue to open the Summary
→ Click on **Continue to Infection Screening** button

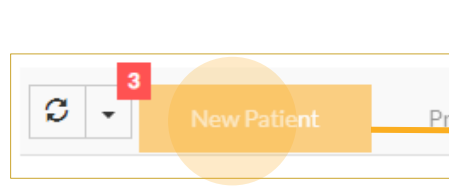


Note: The **Continue to Infection Control Screening** button via the **Pretriaged Patients** queue can also be used for patients received in eCTAS – e.g., update Travel information or Precaution measures

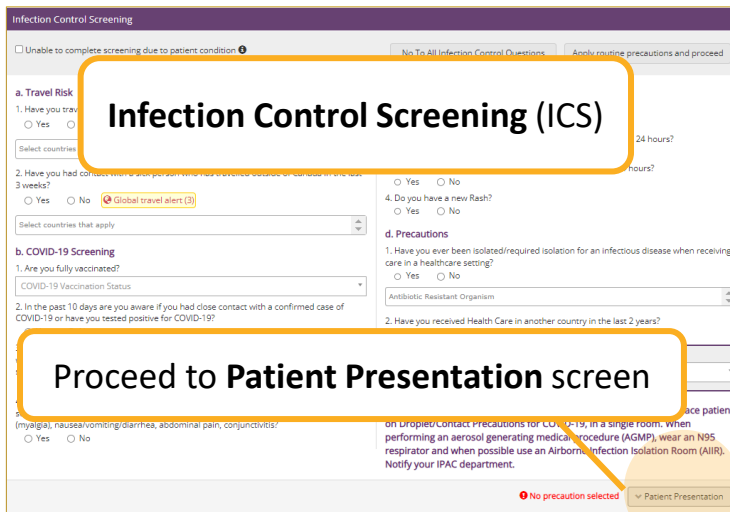
Scenario 1: Patient RECEIVED in eCTAS

(Basic or Complex Integration)

DEMO

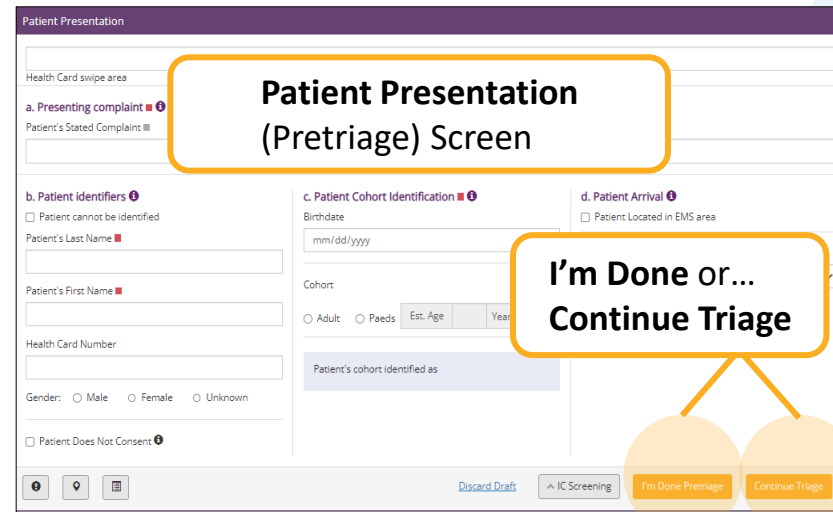


New Patient button used to access Infection Control Screening, Patient Presentation (Pretriage), and Triage Assessment screens



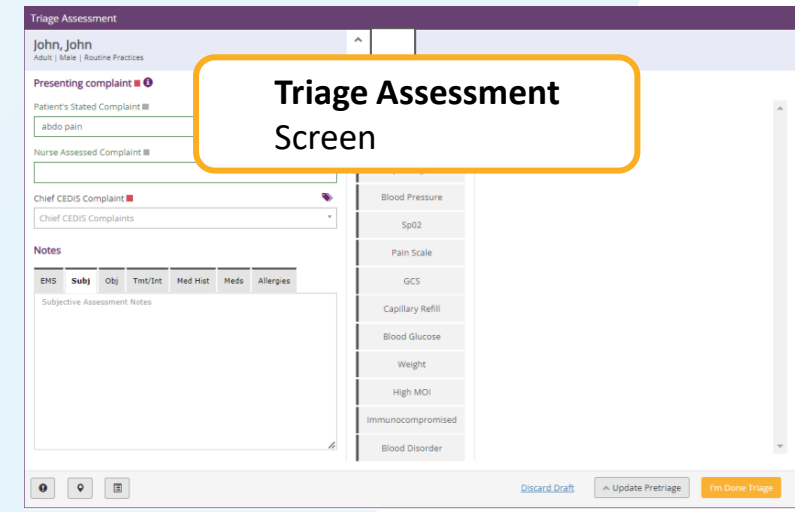
Infection Control Screening (ICS)

Proceed to Patient Presentation screen



Patient Presentation (Pretriage) Screen

I'm Done or... Continue Triage



Triage Assessment Screen

I'm Done Triage



Important: Some hospitals may receive patients in their hospital information system and may not use the ICS screen or Patient Presentation screen. Check with your eCTAS Coordinator to confirm.

Scenario 1: Patient Presentation Screen

DEMO



Mandatory fields are indicated by a red marker ■

The screenshot shows a web interface for patient presentation. At the top, there are tabs for 'New Patient', 'Pretriaged Patients 4', and 'Triaged Patients 15', along with a 'Total Patients: 19' indicator. The main section is titled 'Patient Presentation' and contains several input fields and sections:

- Health Card swipe area:** A large empty text box.
- a. Presenting complaint:** A section with two input fields: 'Patient's Stated Complaint' and 'Nurse Assessed Complaint'. Both have red square markers indicating they are mandatory.
- b. Patient identifiers:** A section with a checkbox 'Patient cannot be identified' and three input fields: 'Patient's Last Name', 'Patient's First Name', and 'Health Card Number'. The last name and first name fields have red square markers.
- c. Patient Cohort Identification:** A section with a 'Birthdate' field (format mm/dd/yyyy), a 'Cohort' section with radio buttons for 'Adult' and 'Paeds', and a dropdown for 'Est. Age' and 'Years'. Below this is a label 'Patient's cohort identified as'.
- d. Patient Arrival:** A section with a checkbox 'Patient Located in EMS area' and a dropdown menu for 'Mode of Arrival' (currently showing 'Walk-in').

At the bottom, there are several buttons: 'Discard Draft', 'IC Screening', 'I'm Done Pretriage', and 'Continue Triage'. There are also two callout boxes: 'Priority Information' pointing to the bottom left icons, and 'Options' pointing to the bottom right buttons.

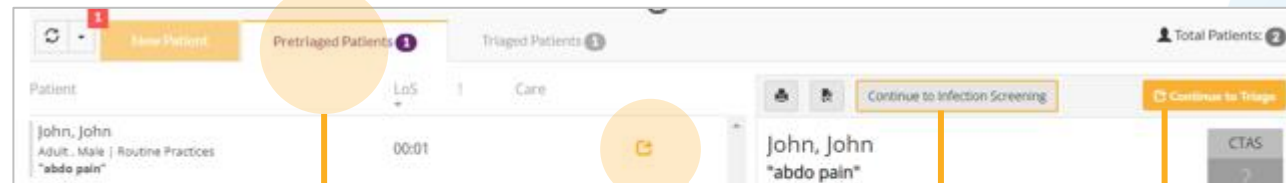
- 1 or 2 words
- Use commas
- No dashes or slashes



Important: Some hospitals may use Card Swiping to populate patient demographics. When Card Swiping is used, ensure your cursor is clicked into the **Health Card swipe area** field before swiping the card.

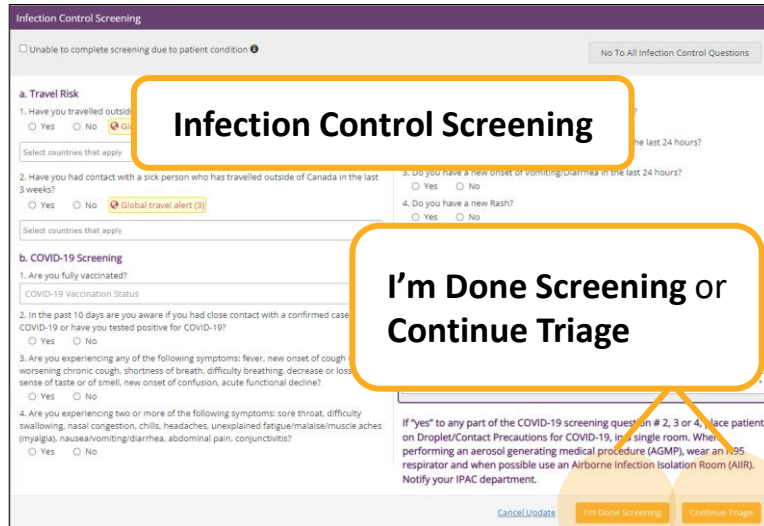
Scenario 2: Patient RECEIVED in HIS

(Complex Integrations only)



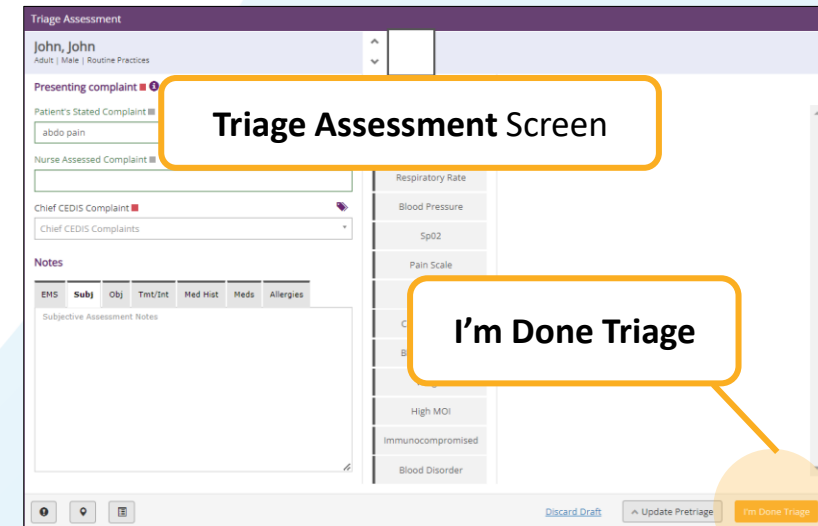
Select patient from Pretriaged Patients queue

1. Continue to Infection Screening or
2. Continue to Triage



Infection Control Screening

I'm Done Screening or Continue Triage



Triage Assessment Screen

I'm Done Triage



Important: Facilities have the option to hide the Infection Control Screen

Recap: Integration & Workflow Considerations

- Will patients be received in eCTAS via Patient Presentation screen **OR**... will they be received in your Health Information System?
- Are you using the eCTAS Infection Control Screen?
 - If not, where will you be documenting Infection Control Screening?
- Which process will you use?
 - **1-Step** process (same nurse completes all screens)?
 - **2-Step** process (one person captures Pretriage/Receiving information but... a **different nurse** selects the patient from the **Pretriaged Patients** queue to complete the Triage Assessment)?
 - Sometimes both, if required by circumstances?



Note: All Basic **and** Complex hospitals will complete triage assessments using the **eCTAS Triage Assessment screen**.



Note: All nurses will see Infection Control Alerts from PHO via the Bell Notification icon in eCTAS.

New Patient

- ✓ Infection Control Screening
- ✓ Patient Presentation
- ✓ Integration and Workflow Considerations

Break:



Pretriaged Patients Queue & Triage Assessments

- Overview
- Navigation

Pretriaged Patients Queue



LOS (Length of Stay) ! (Priority) Care Location
Care Instructions

The screenshot shows the eCTAS Pretriaged Patients Queue. The interface includes a header with navigation buttons (New Patient, Pretriaged Patients, Triage Patients) and a 'Total Patients: 12' indicator. The main table lists patients with columns for Patient Name, LoS, Priority, and Care. A 'Draft' row is highlighted in yellow. A patient, Smythe, Jamal, is highlighted in orange and labeled 'Triage in Progress (by another nurse)'. A callout points to the 'Continue to Triage' button for this patient. Another callout points to the 'Same Last Name' of D'Amico, Saira and Damico, Daniela. The right-hand panel shows details for the selected patient, including 'Triage in Progress: Smythe, Jamal', 'heat stroke', and 'Continue to Triage' button.

Patient	LoS	!	Care
Draft: [Last Name], [First Name]	00:20		
Fell, Frank Adult, 20 yr Male Routine Practices "twisted ankle"	02:47		
Davids, David in EMS Adult, 68 yr Male Routine Practices "cough, fever"	00:20	!	Main ED
Triage in Progress: Smythe, Jamal Adult, 21 yr Male Droplet/Contact Precautions "heat stroke"			
D'Amico, Saira Adult, 25 yr Female Routine Practices "fever, postpartum"	00:12		
Damico, Daniela Adult, 23 yr Female Routine Practices "General Weakness"	00:07		



Note: Click on column names to sort ascending or descending.

Triage Assessment Screen

DEMO

(Basic and Complex Integration)

eCTAS CONFORMANCE

Krush, Stephanie @ IMDA Training Team Site Sign Out

New Patient Pretriaged Patients 4 Triaged Patients 1 Total Patients: 5

Triage Assessment

York, Youla
Adult | 45 yr Female | Routine Practices

Presenting complaint

Patient's Stated Complaint
Feel, injured stomach

Nurse Assessed Complaint
Abdominal trauma

Chief CEDIS Complaint
Isolated Abdominal Trauma - Blunt

Notes

Indicate 'Suspected COVID' in Subjective Notes as appropriate.

EMS Subj Obj Tmt/Int Med Hist Meds Allergies

Subjective Assessment Notes

Vital Signs

Temperature	
Pulse	92
Resp	20
BP	102/66
SpO2	94
Pain	8/10
GCS	
Capillary Refill	
Blood Glucose	
Weight	
High MOI	
Immunocompromised	
Blood Disorder	

Modifiers

- Severe Respiratory Distress
- Shock
- Unconscious (GCS 3-9)
- Moderate Respiratory Distress
- Hemodynamic Compromise
- Altered Level of Consciousness (GCS 10-13)
- Fever, Immunocompromised
- Looks Septic (3 SIRS Criteria)
- Acute Central Severe Pain (8-10)
- Bleeding Disorder (Life or Limb Threatening Bleed)
- High Risk Mechanism of Injury
- Major Blunt Trauma In Pregnancy >20 Weeks
- Mild Respiratory Distress

- 4 sections:
1. Presenting Complaint
 2. Notes
 3. Vital Signs
 4. Modifiers

Vital Signs & Modifiers

DEMO

Vital Signs & Modifiers can impact the CTAS score

- Does your CTAS Score look right?
- Pay attention to Modifiers
- Use Modifiers to ensure your final CTAS Score accurately reflects the patient's condition

3

Vital Signs

Temp 37°C

Pulse 128

Resp 20 breaths/min

Clear I'm Done

Modifiers

- Severe Respiratory Distress
- Shock
- Altered Level of Consciousness (GCS 10-13)
- Fever, Immunocompromised
- Looks Septic (3 SIRS Criteria)
- Acute Central Severe Pain (8-10)
- Bleeding Disorder (Life or Limb Threatening Bleed)
- High Risk Mechanism of Injury
- Mild Respiratory Distress
- Pulse Rate / Pressure Abnormal (Hemodynamically Stable)

Discard Draft Update Pretriage I'm Done Triage



Important: All eCTAS Trainers and Users must attend TTT – Part 2 which includes supplementary training on Modifiers

Triage Assessment Screen: Notes Tabs

DEMO

Notes

EMS Subj Obj Tmt/Int Med Hist Meds Allergies

Subjective Assessment Notes

Priority in Queue

Care Location

Care Instructions

Free-text Notes tabs:

- **EMS, Subj, Obj**

Notes with a dropdown list and/or ability to enter free-text Notes:

- **Tmt/Int, Med Hist, Meds, Allergies**



Important: Some hospitals may not use EMS features in eCTAS.



Note: If you entered a mode of arrival other than EMS during Patient Presentation, the EMS Notes tab will appear greyed out.

Pretriaged Patients Queue & Triage Assessments

- ✓ Overview
- ✓ Navigation

Triaged Patients Queue

- Overview
- Navigation

Triaged Patients Queue & Triage Summary

DEMO

CTAS 1 Resuscitation

CTAS 2 Emergent

CTAS 3 Urgent

CTAS 4 Less-Urgent

CTAS 5 Non-urgent

The screenshot displays the eCTAS CONFORMANCE interface. At the top, it shows the user 'Krush, Stephanie @ IMDA Training Team Site' and a 'Sign Out' button. Below the header, there are tabs for 'New Patient', 'Pretriaged Patients 1', and 'Triaged Patients 6'. The main area is a patient queue table with columns for Patient, CTAS, LoS, Reassess, and Care. The queue contains several patients, with Koffman, Keri highlighted in blue. A 'Saving Assessment...' dialog box is overlaid on Koffman, Keri's row. To the right, a detailed triage summary for Koffman, Keri is shown, including 'Upper Extremity Injury', 'Triaged time: 12:16', 'Nurse: Laura Lee', and 'CTAS 4'. The summary also includes sections for 'SUMMARY', 'REASSESS', 'CARE', and 'TOA'. A 'Final CEDIS Complaint & CTAS score' callout points to the CTAS 4 score in the summary. Another callout points to a red 'A' flag next to Atcha, Avelyn in the queue, labeled 'Allergy Flag'. A third callout points to a 'Reassess' button in the queue, labeled 'Brief opportunity to return to the Triage Assessment screen to make a change'.

Patient	CTAS	LoS	Reassess	Care
Draft: Ahmed, Fahmida Adult, 41 yr Female Routine Practices General Weakness	4			
Payne, Paula in EMS Paeds, 9 yr Routine Practices Abdominal Pain	2	00:07	00:07	M...
Koffman, Keri Adult, 46 yr Female Routine Practices Upper Extremity Injury	4		Saving Assessment... Click to cancel	
Damico, Doris Adult, Female Routine Practices Abdominal Pain	5	00:34	01:25	
Koffman, Karl Adult, 58 yr Male Routine Practices Cough / Congestion				
Atcha, Avelyn A Adult, Female Chest Pain (Non-Cardiac)	5	00:05	01:56	


Final CEDIS Complaint & CTAS score

Brief opportunity to return to the Triage Assessment screen to make a change

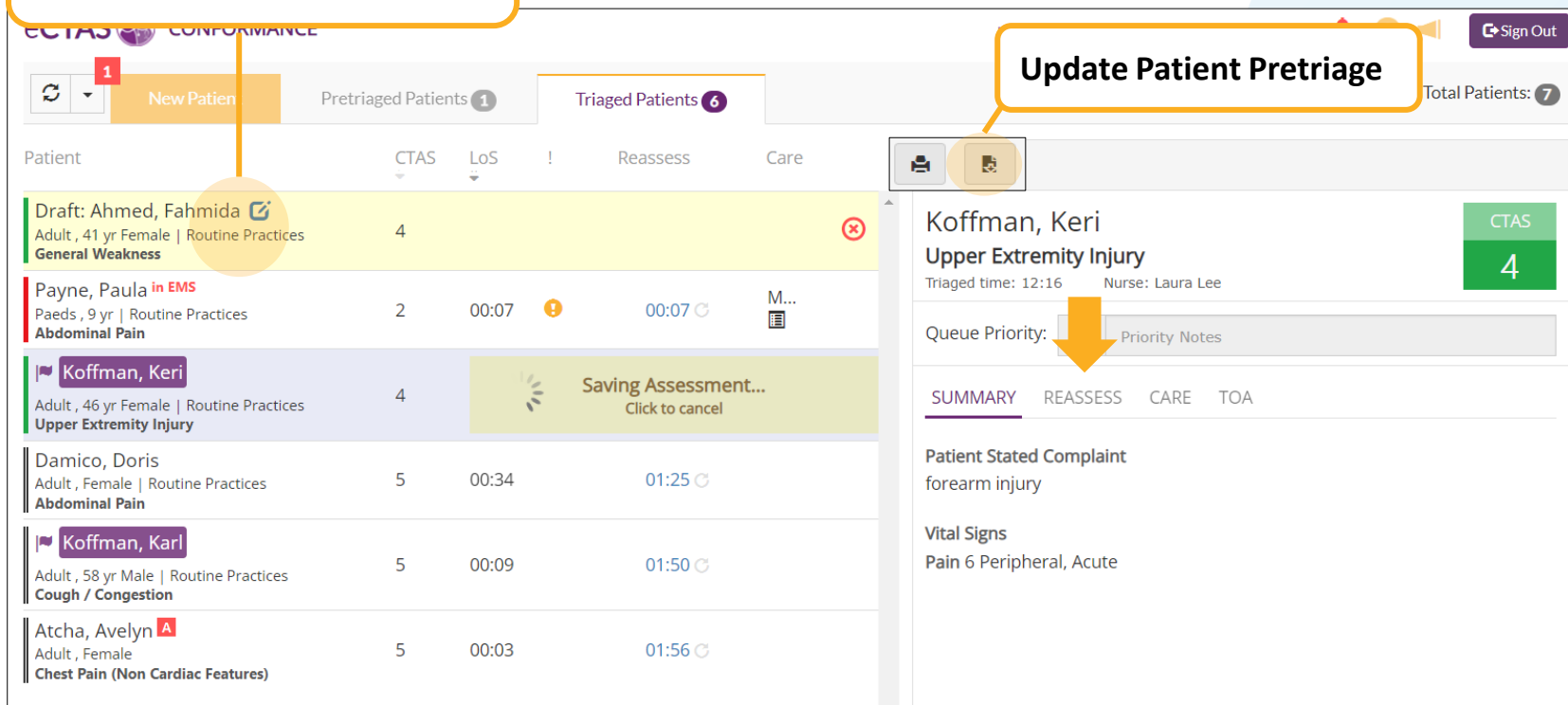
Allergy Flag

Updates & Reassessments

DEMO

Use the  icon to **Edit Drafts**

Update Patient Pretriage



The screenshot displays the EMTAS software interface. At the top, there are tabs for 'New Patient', 'Pretriaged Patients' (1), and 'Triaged Patients' (6). A 'Sign Out' button is in the top right. Below the tabs is a table of patients with columns for Patient, CTAS, LoS, Reassess, and Care. The first row is highlighted in yellow and has an edit icon. The second row is highlighted in red and has an 'in EMS' status. The third row is highlighted in purple and has a 'Saving Assessment...' overlay. The right side of the interface shows a detailed view for 'Koffman, Keri' with a CTAS score of 4. Below this, there are tabs for 'SUMMARY', 'REASSESS', 'CARE', and 'TOA'. The 'REASSESS' tab is active, showing 'Patient Stated Complaint' and 'Vital Signs'.

Patient	CTAS	LoS	Reassess	Care
Draft: Ahmed, Fahmida Adult, 41 yr Female Routine Practices General Weakness	4			
Payne, Paula in EMS Paeds, 9 yr Routine Practices Abdominal Pain	2	00:07	00:07	M...
Koffman, Keri Adult, 46 yr Female Routine Practices Upper Extremity Injury	4			
Damico, Doris Adult, Female Routine Practices Abdominal Pain	5	00:34	01:25	
Koffman, Karl Adult, 58 yr Male Routine Practices Cough / Congestion	5	00:09	01:50	
Atcha, Avelyn A Adult, Female Chest Pain (Non Cardiac Features)	5	00:03	01:56	

Koffman, Keri
Upper Extremity Injury
CTAS 4
Triaged time: 12:16 Nurse: Laura Lee
Queue Priority: [] Priority Notes
SUMMARY REASSESS CARE TOA
Patient Stated Complaint
forearm injury
Vital Signs
Pain 6 Peripheral, Acute



Important: You will not be able to change the Presenting Complaint, the CEDIS complaint or the CTAS score at this point.

Triaged Patients Queue

- ✓ Overview
- ✓ Navigation

Resources & Best Practices

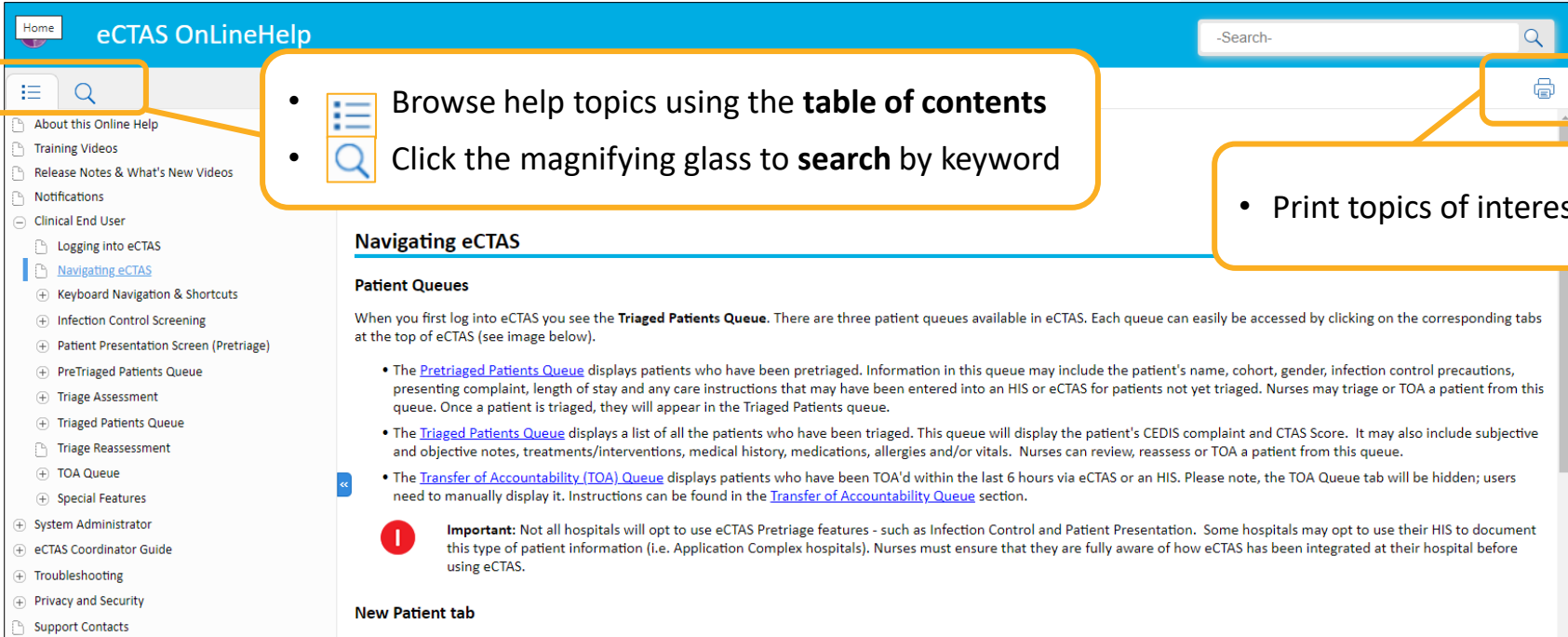
- Online Help & Support
- Training Materials
- Final Considerations

eCTAS Clinical End User Online Help

DEMO

Click on the question mark icon  from within the Clinical Application

Visit the eCTAS Online Help URL: <https://help.accesstocare.on.ca/helpfiles/eCTASOnlineHelp>



The screenshot shows the eCTAS OnLineHelp interface. On the left is a navigation menu with a search icon and a table of contents icon. The main content area displays the 'Navigating eCTAS' section, which includes a 'Patient Queues' subsection. Three callout boxes provide instructions: one points to the table of contents icon, another to the search icon, and a third to a print icon in the top right corner.

- Browse help topics using the **table of contents**
- Click the magnifying glass to **search** by keyword
- Print topics of interest

Navigating eCTAS

Patient Queues

When you first log into eCTAS you see the **Triaged Patients Queue**. There are three patient queues available in eCTAS. Each queue can easily be accessed by clicking on the corresponding tabs at the top of eCTAS (see image below).

- The [Pretriaged Patients Queue](#) displays patients who have been pretriaged. Information in this queue may include the patient's name, cohort, gender, infection control precautions, presenting complaint, length of stay and any care instructions that may have been entered into an HIS or eCTAS for patients not yet triaged. Nurses may triage or TOA a patient from this queue. Once a patient is triaged, they will appear in the Triaged Patients queue.
- The [Triaged Patients Queue](#) displays a list of all the patients who have been triaged. This queue will display the patient's CEDIS complaint and CTAS Score. It may also include subjective and objective notes, treatments/interventions, medical history, medications, allergies and/or vitals. Nurses can review, reassess or TOA a patient from this queue.
- The [Transfer of Accountability \(TOA\) Queue](#) displays patients who have been TOA'd within the last 6 hours via eCTAS or an HIS. Please note, the TOA Queue tab will be hidden; users need to manually display it. Instructions can be found in the [Transfer of Accountability Queue](#) section.

Important: Not all hospitals will opt to use eCTAS Pretriage features - such as Infection Control and Patient Presentation. Some hospitals may opt to use their HIS to document this type of patient information (i.e. Application Complex hospitals). Nurses must ensure that they are fully aware of how eCTAS has been integrated at their hospital before using eCTAS.

New Patient tab

Final Considerations for Training

- 2-3 hours is recommended
- Ensure all users can access Conformance prior to training and practicing
- Know your hospital's eCTAS Workflow/Integration
- Know how your hospital is integrating existing practices with eCTAS
- Know where your hospital is documenting clinical details that don't have a specific place in eCTAS
- Incorporate Online Help into training




Important: Trainers must have staff confirm access to the eCTAS **Production (LIVE)** by **logging in before leaving the training session** to mitigate access issues during Go-Live/before first shift in the ED.

Check access to Production Environment

Guidelines:

- Ensure you see your **name** and the **correct site**
- Sign Out when not in use
- Adhere to the EULA
- Report all Privacy Breaches

Logging In:

1. Use the **purple**  eCTAS icon on your desktop
2. Use your **ONE®ID** Login ID and Password
3. Select site, if applicable
4. Ensure **eCTAS PRODUCTION** appears when triaging REAL patients (**not** Conformance)



Important: Triaging a patient under the incorrect site constitutes a [privacy breach](#)

Resources & Best Practices

- ✓ Online Help & Support
- ✓ Training Materials
- ✓ Final Considerations

Questions



We are happy to answer your questions

Thank You



Practice Cases & Access

- Reminders
- Practice Cases
- Check LIVE access

Practice Cases





Practice Cases are provided and have been created with fictional information



Note: Sensitive themes have been used in the Practice Case Scenarios

Accessing the CONFORMANCE (Training) Environment

DEMO

1. Use the **black and white eCTAS icon**  on your desktop
Other option:
Search 'environments' in [Online Help](#) and choose the **Conformance: Clinical Application URL**
2. Enter your  **ONE ID** Login ID and Password
3. Select a site, if applicable
4. Ensure **eCTAS CONFORMANCE** appears when training or practicing (**not** Production)



Note: Google Chrome and Microsoft Edge are the supported Browser.



Important: If prompted, **NEVER** allow your computer to save your password.

Reminders and Tips for Entering Practice Cases

- Use the CONFORMANCE environment
- If patients have **not** been pre-populated, use the **New Patient** button to enter new patients
- Enter a **FAKE** patient name; use something that reflects the patient complaint – e.g., Nose, Nose
- If patients have been **pre-populated**, open the **Pretriaged Patients** queue to complete their Triage Assessment
- ALWAYS enter a **DOB for paediatric patients**
- Watch the **CTAS score**
- Review the **Modifiers list**: Select/Deselect modifiers **AFTER** applicable vitals have been entered
- **TOA** your patients when done (clears the queues for other users)
- Remember to **Sign Out**



Note: Complex hospitals who **receive patients in their HIS will never use the New Patient button in the Production (Live) environment**. Those facilities will select their patients from the Pretriaged Patients queue to complete LIVE Triage Assessments on REAL patients

Paediatric Patient

Triage Narrative	A 4-month-old male presents to triage accompanied by his parents. Parents state his sister stuck a small bead inside his nose. Patient started to cry and has had difficulty breathing since.
Patient Presentation	<ul style="list-style-type: none">• Nurse Stated Complaint: Foreign body, nose• Gender: Male• Cohort: Paeds, 4 months
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Select Foreign body, Nose• Pulse Rate: 122• Notes (Subj): Parent states that patient's 3 year old sister stuck a small bead inside patient's nose. Patient started to cry and has been "breathing funny" since.• Notes (Obj): Child has increased work of breathing, indrawing noted
Modifiers	<ul style="list-style-type: none">• Notice Vital Signs Outside the Limits of Normal is auto-selected
Change Chief CEDIS Complaint	<ul style="list-style-type: none">• Change the Chief CEDIS Complaint to: Shortness of Breath• Notice the auto-selected Modifier is maintained• Notice the types of Modifiers available change to match the new Chief CEDIS Complaint
Expected CTAS Score	3

Deselecting a Modifier

Triage Narrative	80 year old male with history of COPD presents at triage with son, speaking in clipped sentences and using accessory muscles. Patient has felt short of breath all night and has not been able to sleep. Patient has productive cough - greenish sputum, and pursed-lip breathing noted. Patient did not use his home O2 2L NP in car.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Difficulty breathing• Gender: Male• Cohort: Adult
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Shortness of Breath• Temp: 37.8• Pulse Rate: 120• Respiratory Rate: 32• Blood Pressure: 154/80• SpO2: 84• Pain: 4, Central, Acute
Modifiers	<ul style="list-style-type: none">• Notice the modifiers auto-selected and highlighted based on Vital Signs entered• Manually deselect Severe Respiratory Distress• Manually select Moderate Respiratory Distress
Expected CTAS Score	2 (due to Moderate Respiratory Distress)

Abnormal Vital Signs Trigger Modifier

Triage Narrative	52 year old female presents with increasing jaundice over the past five days. Nausea, no vomiting, no diarrhea. Slight abdominal discomfort in left upper quadrant since yesterday. History of hypothyroid - compliant with medications.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Jaundice skin for 5 days• Cohort: Adult
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Jaundice• Temp: 37.8• Pulse Rate: 121• Respiratory Rate: 18• Blood Pressure: 96/56• SpO2: 99• Pain Scale: 1, Central, Acute
Modifiers	<ul style="list-style-type: none">• Notice Hemodynamic Compromise is auto-selected due to increased Pulse Rate
Expected CTAS Score	2

Abnormal Vital Signs Trigger Modifier

Triage Narrative	A 79 year old male presents to the ED via EMS from a long-term care facility with altered mental status and increased thirst. According to EMS the patient has a history of COPD, HTN, and type 2 diabetes. On assessment he is disoriented and has dry mucous membranes.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Confusion• Cohort: Adult
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Confusion• Temp: 38• Pulse Rate: 121• Respiratory Rate: 20• Blood Pressure: 87/56• SpO2: 99 2L NP• GCS: 11• Blood Glucose: 15
Modifiers	<ul style="list-style-type: none">• Notice Modifiers that are auto-selected based on assessment• Review info icon for 'BS > 14 mmol/L, Symptomatic' modifier, based on patient complaint of increased thirst, manually select this modifier
Expected CTAS Score	2

Sepsis Modifier

Triage Narrative	78 year old male presents with daughter who is concerned about her father's health. Patient has been feeling weak and had fever off and on for two days. Has had no appetite for two days. Denies cough, vomiting/diarrhea. No issues with voiding or bowel movements. Usually well.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Fever, Chills• Nurse Assessed Complaint: UTI• Cohort: Adult
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Fever• Temp: 39.4• Pulse Rate: 109• Respiratory Rate: 26• Blood Pressure: 108/76• SpO2: 98• Pain Scale: 0• GCS: 15
Modifiers	<ul style="list-style-type: none">• Notice the modifiers auto-selected and highlighted based on Vital Signs entered• Notice Looks Septic (3 SIRS Criteria) is auto-selected
Expected CTAS Score	2

CEDIS-Specific Modifier (1)

Triage Narrative	11 year old male presents with two-day onset of headache, neck pain and stiffness, and photophobia. Parents describe high fever at home not relieved with over-the-counter medications. Patient alert and orientated on arrival. Patient vomited just prior to arrival. Patient's sister recently diagnosed with pneumonia. Vaccinations are up to date.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Headache• Nurse Assessed Complaint: Headache, Neck Pain• Cohort: Paeds
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Neck Swelling / Pain• Temp: 38.8• Pulse Rate: 115 (notice CTAS Score change and auto-selection of Modifiers)• Respiratory Rate: 20• Blood Pressure: 110/65• SpO2: 98• Pain Scale: 8, Acute• GCS: 15• Capillary Refill: >2 sec
Modifiers	<ul style="list-style-type: none">• Manually select Neck Stiffness/Meningismus +/- Fever
Expected CTAS Score	2

Pain Modifier

Triage Narrative	26 year old male was working out and lifting weights. He dead lifted 350 pounds and felt a pain in his scrotum on the right side. Unable to sit down due to the pain. Scrotum swollen and painful to touch. No past medical history.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Groin pain• Cohort: Adult• Chief CEDIS Complaint: Scrotal Pain and / or Swelling
Triage Assessment	<ul style="list-style-type: none">• Temp: 36• Pulse Rate: 88• Respiratory Rate: 20• Blood Pressure: 111/79• SpO2: 99• Pain Scale: 10, Central, Acute• GCS: 15
Modifiers	<ul style="list-style-type: none">• Notice Acute Central Severe Pain (8-10) is auto-selected
Expected CTAS Score	2

CEDIS-Specific Modifiers (2)

Triage Narrative	21 year old male presents with epistaxis, right nostril. Patient states it began after blowing his nose two hours ago. Patient reports this has happened in the past from blowing his nose. History of hay fever. Cessation of bleeding when patient applies pressure, but bleeding returns shortly after pressure removed.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Nose bleed• Cohort: Adult
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Epistaxis• Temp: 36.5• Pulse Rate: 85• Respiratory Rate: 16• Blood Pressure: 130/70• SpO2: 98• Pain Scale: 0• GCS: 15
Modifiers	<ul style="list-style-type: none">• Manually select Bleeding Controlled With Pressure
Expected CTAS Score	3

Mental Health Modifier

Triage Narrative	16 year old female presents with hands tremulous and poor eye contact; states she is feeling extremely anxious and does not want to go home. When questioned further, patient becomes tearful and states her step-Father has been exposing himself to her and last night touched her inappropriately. Mother unaware of the situation. She is the only child in the home.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Anxious• Nurse Assessed Complaint: Child Abuse• Cohort: Paeds
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Concern for Patient's Welfare• Temp: 36.4• Pulse Rate: 81• Respiratory Rate: 16• Blood Pressure: 129/65• SpO2: 98• Pain Scale: 0• GCS: 15• Capillary Refill: <2 sec
Modifiers	<ul style="list-style-type: none">• Manually select Suspected Physical or Sexual Assault
Expected CTAS Score	3

High MOI Modifier

Triage Narrative	34 year old male slipped and fell on metal spike. Spike is approx. 5 inches long and penetrated patient's mid abdomen. Patient was able to pull it out - uncertain how deep spike went. On examination, a 1 cm wound is visible with bruising to area. Bleeding controlled, saline gauze dressing applied.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Fell on spike• Nurse Assessed Complaint: Abdominal trauma• Cohort: Adult
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Isolated Abdominal Trauma – Penetrating• Temp: 36.5• Pulse Rate: 85• Respiratory Rate: 20• Blood Pressure: 128/65• SpO2: 99• Pain Scale: 7, Central, Acute (notice auto-selection of Modifier)• GCS: 15
Modifiers	<ul style="list-style-type: none">• Manually select Isolated Abdominal Trauma – Penetrating• OR check High Mechanism of Injury (High MOI) in the Vital Signs column (notice auto-selection of Modifier)
Expected CTAS Score	2

Complaint Specific Modifier

Triage Narrative	3 day old male, full term SVD (spontaneous vaginal delivery), presents with refusing to breast feed for past six hours. Sleeping at triage and roused easily with vital signs. Three wet diapers today.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Refusing to take breast for 6 hours• Cohort: Paeds (enter Birthday as 3 days old)
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Feeding Difficulties in Newborn• Temp: 37.1• Pulse Rate: 148• Respiratory Rate: 42• Blood Pressure: 58/46• SpO2: 100• Pain Scale: 0• Capillary Refill: >2 sec
Modifiers	<ul style="list-style-type: none">• Notice Neonate <= 7 days of Age is auto-selected• Manually select Refusing Oral Feeds
Expected CTAS Score	2

CEDIS Special Modifiers

Triage Narrative	21 year old intoxicated male presents after being dared to walk through fire. He has partial thickness burns to both ankles, and bottom of lower legs. He has superficial burns to this knees. No burns to feet that were covered by shoes.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Feet burned• Cohort: Adult
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Burn• Temp: 37.2• Pulse Rate: 88• Respiratory Rate: 18• Blood Pressure: 120/76• SpO2: 98• Pain Scale: 6, Peripheral, Acute
Modifiers	<ul style="list-style-type: none">• Manually select Burn 5%-25% BSA (estimated using Rule of Nines)
Expected CTAS Score	3

Complaint Specific Modifier

Triage Narrative	5 day old female, full term SVD (spontaneous vaginal delivery), presents with parents who describe a 35 second breath-holding spell 15 minutes ago. Parents state the child's colour turned deep red to bluish during that time. No airway obstruction noted by parents. Child spontaneously started to breathe again. Parents deny fever, cough or any other ill child/family at home. Sleeping at triage and roused easily with vital signs.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Breath-holding• Nurse Assessed Complaint: Apnea• Cohort: Paediatric (enter Birthday as 5 days old)
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Apneic Spells in Infants• Temp: 37.4• Pulse Rate: 140• Respiratory Rate: 40• Blood Pressure: deferred• SpO2: 98%• Pain Scale: 0• Capillary Refill: <2 seconds
Modifiers	<ul style="list-style-type: none">• Notice Neonate <= 7 days of Age is auto-selected• Manually select Recent Spell Consistent with Apnea
Expected CTAS Score	2

Postpartum Issues

Triage Narrative	26 year old female 3 days post partum, normal vaginal delivery presents with inability to void x 12 hours. Also states she is experiencing a moderate to severe headache.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: unable to void• Nurse Assessed Complaint: headache• Cohort: Adult
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Postpartum Issues• Temp: 38.1• Pulse Rate: 96• Respiratory Rate: 18• Blood Pressure: 122/82• SpO2: 98%• Pain Scale: 6, central, acute
Modifiers	<ul style="list-style-type: none">• Notice Fever (Appears Well), 1 SIRS Criterion is auto-selected• Manually select Headache +/- Edema +/- Epigastric Pain +/- Visual Disturbance +/- CVA Symptoms and/or Unable To Empty Bladder/Dysuria <72 Hrs Postpartum.• Scroll down to view all auto-selected Modifiers
Expected CTAS Score	2

Heat Related CEDIS complaint Modifiers

Triage Narrative	16 year old presents with complaint of vomiting and headache. He states he had been working for 6 hours in the sun with no shade protection today. States he has had minimal fluid intake. At triage he is pale and diaphoretic.
Patient Presentation	<ul style="list-style-type: none">• Patient's Stated Complaint: Vomiting, Headache• Nurse assessed complaint: Dehydration• Cohort: Adult
Triage Assessment	<ul style="list-style-type: none">• Chief CEDIS Complaint: Heat Related Issue• Temp: 38.4• Pulse Rate: 98• Respiratory Rate: 20• Blood Pressure:• SpO2: 98%• Pain Scale: 4, central, acute
Modifiers	<ul style="list-style-type: none">• Note: Acute Moderate Pain (4-7) is auto-selected• Manually select Moderate Dehydration
Expected CTAS Score	2

After Training & Practice Cases

- ✓ Reminders
- ✓ Practice Cases
- ✓ Ensure access to LIVE environment