

# eCTAS Triage Errors

Application Basic and Complex

Training Team



**Ontario  
Health**

# Session Logistics

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**Integration(s):** Basic, Complex

**Intended Audience:**

- Nurses
- Nurse Educators/Trainers
- Registration Clerks and ED Managers
- Resources who manage records triaged in error

# Agenda

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- Overview
- How to manage:
  - Patients triaged at an incorrect location
  - Visits triaged under the incorrect patient's name
  - Clinical documentation Errors
- Resources

# Introduction

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- eCTAS Integration Types
- Previous Visits Flag in the Clinical Application

# 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

# 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. At the top, a purple header bar contains a search bar with the number '5' and a button labeled 'Previous Visits (1)'. Below this, a patient profile section for 'Patient, Fake' (Adult | 62 yr Female | Droplet/Contact Precautions) is visible. The 'Presenting complaint' section includes fields for 'Patient's Stated Complaint' (Headache, Cough) and 'Nurse Assessed Complaint'. The 'Chief CEDIS Complaint' is set to 'Chief CEDIS Complaints'. A 'Notes' section at the bottom shows tabs for 'FMS', 'Subi', 'Obi', 'Tmt/Int', 'Med Hist', 'Meds', and 'Allergies'. On the right side, a yellow panel titled 'Previous ED Visits over the last 10 days' shows '2 Visits'. The first visit is dated '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'. An orange arrow points from the 'Previous Visits (1)' button to the 'Previous ED Visits' panel.



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

## End of Section

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- ✓ eCTAS Integration Types
- ✓ Previous Visits Flag in the Clinical Application

# Mark Record as Triage in Error

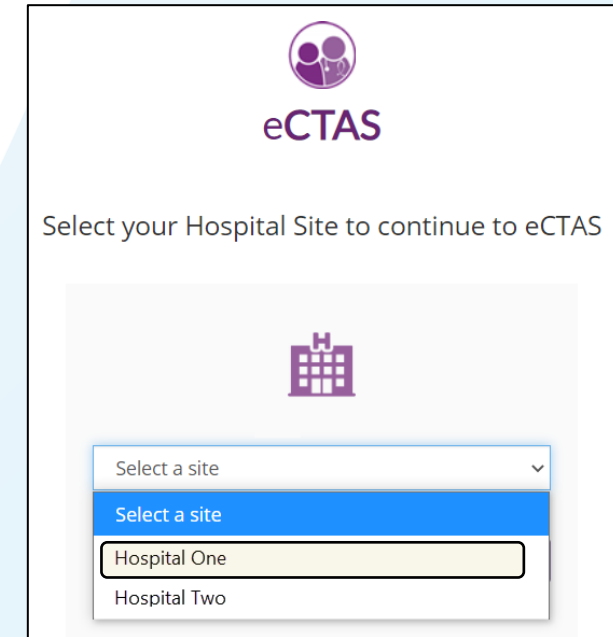
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- Selecting the Wrong Hospital Site

# Patients triaged under an incorrect location

**Scenario:** A nurse working at **Hospital One** accidentally logs into **Hospital Two** and triages a patient. This occurs because:

- A nurse has access to multiple sites in eCTAS
- The incorrect site is chosen when logging in



The screenshot shows the eCTAS login page. At the top is the eCTAS logo. Below it, the text reads "Select your Hospital Site to continue to eCTAS". A dropdown menu is open, displaying a list of sites: "Select a site" (highlighted in blue), "Hospital One", and "Hospital Two".



**Note:** This constitutes a **privacy breach** as it exposes patient information from Hospital One to nurses in Hospital Two.



# Reporting a Privacy Breach



## Nurse at Site 1:

1. TOA patient from **Site 2** with a note 'Triaged in Error'
2. Go into the **TOA queue** (Site 2) and mark the record as 'Triaged in Error'
3. Log in to **Site 1** and triage the patient
4. Notify **Site 1** Privacy Officer and eCTAS Coordinator



**Note:** Other designated resources can mark a record as triaged in error through the Administration Console.

Integrations:

Basic



Complex



Web Service

Certification

# Reporting a Privacy Breach



## eCTAS Coordinator at Site 1:

1. Submit the eCTAS [Privacy Breach Reporting Form](#) to [eCTAS@ontariohealth.ca](mailto:eCTAS@ontariohealth.ca)
2. Notify Site 2



**Important:** Do not include PHI in the form.

Integrations:

Basic



Complex



Web Service

Certification

# Reporting a Privacy Breach



## Hospital Resource at Site 2:

1. Locate the incorrect record and clean up data as needed in HIS



**Note:** If the error is found after the fact and the nurse is not available to mark record as triage in error, designated resources at Site 2 can mark a record as triaged in error through the Administration Console.

# Mark Record as Triaged in Error

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1. Click on the **Mark as Triaged in Error** button

2. A pop-up will appear where the Nurse can:
- Cancel
  - Mark as Error and Print
  - Mark as Error

**Note:** If information documented in the record needs to be transcribed into a new triage the Nurse may choose to print the record

The screenshot shows a patient triage interface. At the top, there is a 'ToA 3' indicator and a 'Total Patients: 2' indicator. Below this, there are two buttons: 'Mark as Triaged in Error' and 'Return Patient to Triage Queue'. The patient information displayed is for 'Mayes, May' with an 'Allergic Reaction' and a 'CTAS 3' rating. The triage time is 12:37 and it was initiated by Stephanie Krush. There are tabs for 'SUMMARY' and 'CARE'. Under 'SUMMARY', it shows 'Patient Stated Complaint: Allergic reaction' and 'Vital Signs: Temp 38.5°C; Pulse 90; Resp. 14; BP 108 / 56 Right'. Under 'CARE', it shows 'Transfer of Accountability: 12:38 - [No disposition notes]'.

## Mark as Triaged In Error

Mayes, May  
Adult | 50 yr Unknown  
Routine Practices  
Allergic Reaction

Verify the patient information above before making a selection.

Marking this episode as Triaged in Error will remove it from the TOA Queue. If you need a copy of the data to re-enter into a corrected triage, press **Mark as Error and Print** to print a copy or **Mark as Error** if no printout is needed.

Cancel Mark as Error and Print Mark as Error

The screenshot shows a 'View/Print Assessment Record' pop-up window. It contains a 'Patient Triage Record' form. The form includes sections for 'PATIENT INFORMATION' (Patient: Mayes, May, CTAS 3, Birthdate, Age, Gender, CEDES: Allergic Reaction, Override Reason, Triage Time: 14:29, Triage by: Stephanie Krush, Consent Revoked: NO, Arrival Mode: Walk-in), 'SELECTED MODIFIERS (HIGHEST ACUITY)' (Fever (Looks Unwell), < 3 SIRS Criteria), 'VITAL SIGNS' (Time, Temp, Pulse, Resp, BP, SPO2, Pain, GCS, Cap. Ref, POC CBGM, Initials), 'ASSESSMENT' (Nurse Assessed Complaint, Patient Stated Complaint, Allergies, Medical History, Medications, Treatment/Interventions), and 'SUBJECTIVE/OBJECTIVE ASSESSMENT' (Subjective). There are 'Print' and 'Close' buttons at the bottom right.

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**Note:** Other designated resources can mark a record as triaged in error through the Administration Console.

Integrations:

Basic



Complex



Web Service

Certification

# Mark Record as Triaged in Error

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## Administration Console:

1. Nurse TOA patient
2. Designated resource logs into **Registration View** in Administration Console
3. Selects '**Past Record Look Up**' radio button
4. Selects '**Action**' button
5. Marks record as Triaged in Error

The screenshot shows the eCTAS Administration Console interface. At the top, there's a navigation bar with the user name 'Stephanie @ IMDA Training Team Site' and a 'Sign Out' button. Below that, there's a 'Registration View' section with two radio buttons: 'Active patients' (unselected) and 'Past Record Lookup' (selected). The main area displays a table of patient records. The record for 'Mike, Test' (Adult, 14-Feb-91, Male, Routine Practices, Laceration / Puncture) is highlighted in green. A dialog box titled 'Mark As Triaged In Error' is open over this record, asking for confirmation to mark the episode as triaged in error. The dialog has 'OK' and 'Cancel' buttons. A yellow arrow points from the 'Actions' button in the table row to the dialog box.

eCTAS Patient	Patient iden	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	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



# Patients triaged under an incorrect location

- A Nurse must only access eCTAS and triage patients using their current location
- After login, the nurse will be presented with a dropdown list of all the hospitals they can access



**Important:** To confirm you selected the correct site once you log in, check your profile at the top right of the eCTAS screen. The site is shown after the @ sign.

Nurse, One @ Hospital One



Sign Out

Integrations:

Basic



Complex



Web Service

Certification

# Mark Record as Triage in Error

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- ✓ Selecting the Wrong Hospital Site

# Mark Record as Triaged in Error

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- Managing Visits Triaged Under Incorrect Patient's Name

# Visit triaged under incorrect patient's name

**Scenario:** A nurse triages **Patient A** under **Patient B's** name.

Both patients are under the nurse's care so there is **no** privacy breach.

## Removing this Record:

- Supports data quality at your own site
- Prevents the incorrect record from being exposed to other sites via Previous Visit Flags in the eCTAS Clinical Application

Integrations:	Basic	✓	Complex	✓	Web Service	Certification
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# Visit triaged under incorrect patient's name



## Nurse:

1. TOA the incorrect Patient B with a note 'Triaged under incorrect patient'
2. Go into the **TOA queue** (Patient B) and mark the record as 'Triaged in Error'
3. Re-triage Patient A under correct name
4. Receive Patient B as per normal process



**Note:** If not marked as "Triaged in Error" the incorrect triage information for Patient B is displayed in the Previous Visit flag for the next 10 days.

Integrations:

Basic



Complex



Web Service

Certification

# Mark Record as Triage in Error

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- ✓ Managing Visits Triage Under Incorrect Patient's Name

# Managing Clinical Documentation Errors

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- Medical History, Medications and Allergies
- Vital Signs or Triage Notes

# Managing Clinical Documentation Errors

**Scenario:** A Triage Nurse entered an incorrect allergy in a patient's triage assessment.

## For Application Basic Only:

- Notify applicable hospital resources of the error
- Fix error on printout

## For Application Complex Only:

- Notify applicable hospital resources of the error
- Fix error on printout
- Manually correct your HIS.



**Important:** Hospitals must establish clear processes for correcting clinical documentation errors.



**Important:** If the clinical documentation error involves a potential privacy breach, or a patient triaged under incorrect identifiers, refer to the processes for reporting privacy breaches, and reporting a visit triaged under incorrect patient on the eCTAS Online Help.



# Managing Clinical Documentation Errors

**Scenario:** Vital signs or triage notes are missed or require correction.

## For Application Basic and Complex:

- Notify applicable hospital resources of the error
- Use the Reassessment feature in eCTAS to capture new or corrected information



# Managing Clinical Documentation Errors

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- ✓ Medical History, Medications and Allergies
- ✓ Vital Signs or Triage Notes

# Resources



# eCTAS Online Help

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Access by:

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



## Reporting Privacy Breaches

### For Application Basic and Complex

**Scenario:** A nurse at **Site A** accidentally logs into **Site B** and triages a patient. This exposes patient information from Site A to the wrong site (Site B) resulting in a privacy breach.

1. Immediately apply a [Transfer of Accountability \(TOA\)](#) to the patient from Site B with the TOA note "Triaged in error"
2. Log in to the correct site (Site A) and triage the patient
3. Notify your Privacy Officer and eCTAS Coordinator immediately and follow hospital privacy policies. Hospitals should also notify the other site (Site B).
4. Your eCTAS Coordinator must complete and submit the [eCTAS Privacy Breach Reporting Form](#) to [eCTAS@ontariohealth.ca](mailto:eCTAS@ontariohealth.ca) and call the eCTAS Service Desk (**1-866-681-9846**) to report the breach
  - During business hours explain the purpose of the call is to report a privacy breach
  - After business hours leave a message with your contact details and explain your call is regarding a privacy breach

 **Important:** Do not include PHI in the [eCTAS Privacy Breach Reporting Form](#), or in your email or voice messages.

5. Resources at Site B should login to the **eCTAS Registration View**, locate the incorrect record in **Past Record Lookup**, and apply the action '**Mark as Triaged in Error**'. Resources can refer to [eCTAS Registration View](#) documentation for detailed instructions on how to locate and indicate records as triaged in error.



Thank you