

# eCTAS Triage Errors

Web Service and Certification Integrations

Training Team



**Ontario  
Health**

# Session Logistics

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

**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:
  - Visits triaged under the incorrect patient's name
- 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 box with the number '5' and a button labeled 'Previous Visits (1)'. Below this, the main assessment area is titled 'Triage Assessment' and shows patient information for 'Patient, Fake' (Adult | 62 yr Female | Droplet/Contact Precautions). The 'Presenting complaint' section includes '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 has 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'. Below this, 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'. A button 'Add above assessment to Subjective Notes' is visible. An orange arrow points from the 'Previous Visits (1)' button in the top panel 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

# 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

# Visit triaged under incorrect patient's name



## Nurse:

1. Re-triage Patient A under correct name
2. Notify your Registration Clerk or appropriate hospital resource of the error
3. 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 

# Visit triaged under incorrect patient's name



## Registration Clerk or Other Appropriate Resource:

1. Log into eCTAS Registration View via Administration Console
2. Locate the incorrect record in Past Record Lookup
3. Apply action 'Mark As Triaged In Error'



**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 Triaged in Error

DEMO

## 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 displays the eCTAS Administration Console interface. At the top, it shows the user 'Stephanie @ IMDA Training Team Site' and the time 'Last updated: 11:20'. The main area is titled 'Registration View' and shows a list 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 the 'Actions' button for this record, asking for confirmation to mark the episode as triaged in error. The dialog box has 'OK' and 'Cancel' buttons. A yellow arrow points from the 'Actions' button in the table 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	Triaged	3 20 Jun 10:42	Actions
Sabrina, Test Adult, 6-Jan-78, Female Droplet/Contact Precautions Altered Level of Consciousness	eCTAS ID: 99165	Triaged	2 20 Jun 10:44	Actions
Paulo, Test Adult, Male Routine Practices Abdominal Pain	eCTAS ID: 99166	Triaged	1 20 Jun 10:47	Actions
Ben, Test Paeds, 10-Jan-12, Unknown Routine Practices	eCTAS ID: 99168	Pre-Triaged	20 Jun 10:48	Actions
Mike, Test Adult, 14-Feb-91, Male Routine Practices Laceration / Puncture	eCTAS ID: 99171	TOA	3 20 Jun 10:59	Actions

Integrations:

Basic

Complex

Web Service

Certification

# Mark Record as Triage in Error

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- ✓ Managing Visits Triage Under Incorrect Patient's Name


# 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/>

## Product Info

- Version: 2.34.0.0 + 2024 CTAS
- Terms of Use

## Help + Support

- [Help Guide](#)
- [eCTAS Status Page](#)

Home > System Administrator > Registration View > Registration View for Web Service and Certification

## Registration View for Web Service and Certification Hospitals

All integrations, including **Web Service** and **Certification** hospitals, contribute to triage data that is visible to other sites through [Previous Visit Flags](#) in the [eCTAS Clinical Application](#). If a nurse in your ED has incorrectly triaged a patient under the wrong patient name, this incorrect record must be pulled from your site data using the [eCTAS Registration View](#). Removing this record (a) supports data quality at your own site, and (b) prevents the incorrect record from being exposed to other sites via [Previous Visit Flags](#) in the eCTAS Clinical Application.

**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, but the incorrect patient record must be removed from your site data in order to prevent exposure to other sites via [Previous Visit Flags](#).

### Accessing the eCTAS Registration View

Though Web Service and Certification hospitals do not use the eCTAS Clinical Application, resources who are responsible for removing incorrect records (as per the scenario above) will require access to the [eCTAS Registration View](#). To access the eCTAS Registration View, resources must:

- have a ONE® ID account enrolled to the eCTAS Service by their ONE® ID LRA
- be assigned to the user role of [Registration Clerk](#) at their site by their [eCTAS Facility Role Administrator](#)

Designated resources who have met the above requirements can login to the eCTAS Registration View via the **Administration Console URL** for the Production or Conformance Environment.

### Removing Records with an Incorrect Patient Name

Designated resources at Web Service and Certification hospitals should refer to documentation on [removing records with an incorrect patient name](#) in order to remove these records from their site data.



Thank you