Script Census Requirements 2017071
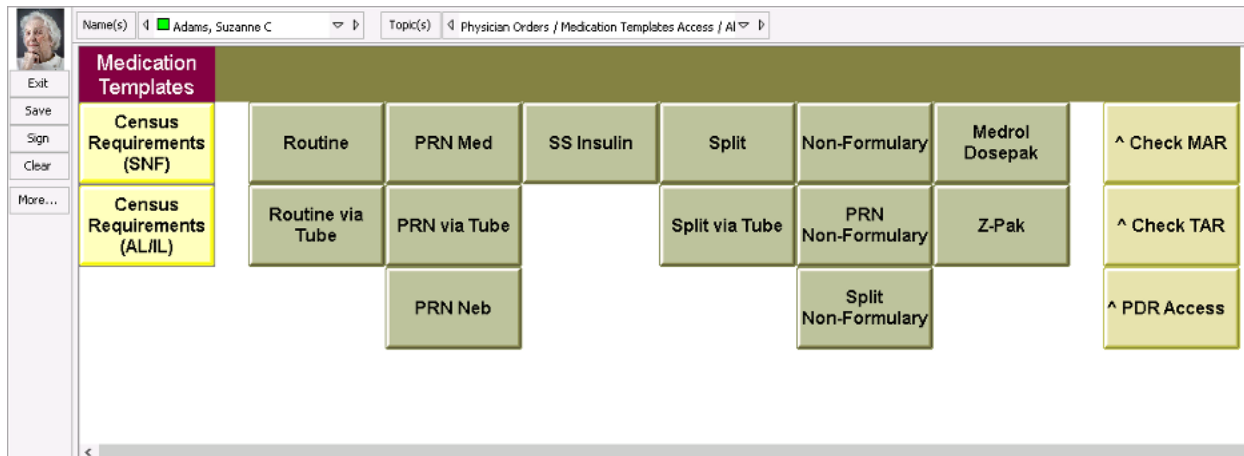
Census Messages

Census Requirements

Census data is information pharmacy requires when creating an account for a client. This includes name, birthdate, SSN, gender, location, allergies, diagnoses, pharmacy, and primary care provider. With the Script interface this information is sent to pharmacy electronically – there is no longer a need to fax it!

The Census Requirements Include:

1. **Admission Date** - The Script message needs to pull an admission date. This is usually set to pull from the face sheet/status topic, or an admission note topic in nurse charting
2. **Allergies** – The client must have at least one allergy entry. Each allergy must be documented in its own separate entry, and include the Allergy description, Reaction and Severity/Type. If the client has no drug allergies, an entry indicating "No Known Allergies" chosen from Medi-Span should be documented.
3. **Diagnoses** – Each client must have at least one Diagnosis entry. The entry should include the description, ICD10 code and effective date.
4. **Pharmacy** – Each client must have the interface pharmacy documented in their record.
5. **Provider** – Each client must have a provider listed in their record that was chosen from the documenting screen. It cannot be a provider that is typed in. All the appropriate values need to be setup under that provider's name for the Script message to be validated.
6. **Location** – Each client must have a room or location documented in their record. ECS will send the last room documented in the census message.
7. **Demographics** – In order for a Script message to be valid, the client's first name, last name, birthdate, SSN and sex must be listed in demographics.

American Data realizes nursing staff are not typically the ones entering admitting information into ECS. We also realize there are times when nursing staff may need to do this because admitting staff is not on site. Because this information is important for pharmacy to have prior to dispensing medications, American Data created a workflow to address this. Nursing staff see a 'Census Requirements' button on the Medication Templates Access Screen. There may be multiple census buttons listed, depending on how many sites/services there are. This button highlights yellow when nursing must enter census information into ECS.
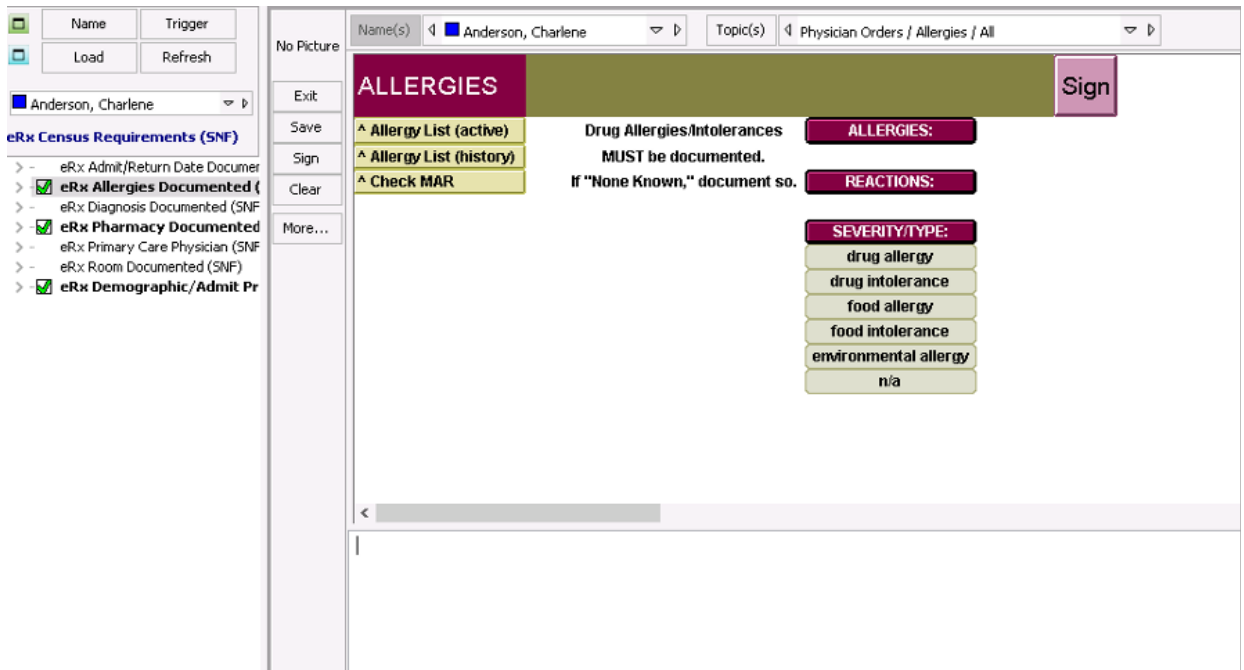
Census Requirements NOT Met

When the nurse selects the Census Requirements button, ECS reviews the chart and informs the user what is missing. The triggers with a green checkmark require documentation. This information must be documented in order to send the admission message to pharmacy and move on to writing medication orders. The nurse works through the green triggers to complete the required documentation.

The first green trigger will load the appropriate documenting screen, such as the allergies trigger above. Once the allergies have been saved, if the user clicks refresh the green checkmark will go away. If there are other green checkmarks, choose the next one, and click the Load button. That will load the documenting screen that requires documentation. In the example above, the next trigger that needs to be addressed is the Pharmacy.

Once the other triggers have been addressed the user will complete the eRx Demographic/Admit Procedure Complete trigger. That trigger should be last in the list. First the user will complete the Demographic Check by clicking on Demographic Check Complete. When this word is selected, the demographics screen appears. The nurse verifies the resident's name, birthdate, social security number, and sex have been entered. If any of these fields are blank the nurse should enter them prior to sending the Census Message.
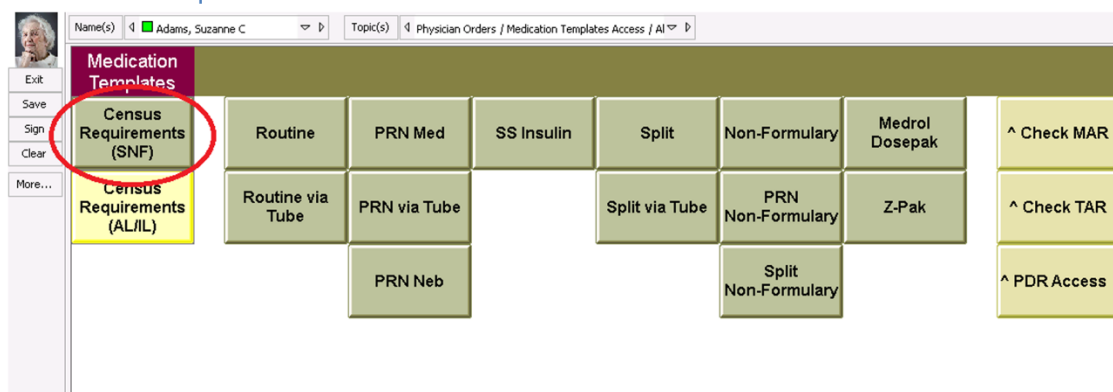
Lastly the user will click the Admit Procedure Complete word. A calendar will pop up to select a date. Upon saving this word, ECS sends the Census Admit message to pharmacy. If there is a problem with the message the nurse is alerted that the message is not sent.

Once the census requirements have been met, the Access Screen button changes to the default color. The nurse can now enter the Medications screen to enter orders.

Census Requirements Met

Census Messages

After fulfilling the census requirements, the admission message gets sent to the pharmacy. This creates the record at the pharmacy in preparation for the medication orders to be sent. Aside from the admission message, there are also several other types of census messages that can be sent to the pharmacy. These messages are generated when specific charting is done throughout ECS.

Change – Update Patient Information

Change messages are sent to the pharmacy to indicate changes to important information related to the client. Change messages are typically sent if a new room number, physician, allergy, diagnosis or other demographic information has been documented.

Discharge

Discharge messages are sent to the pharmacy to indicate that the client has left the facility. Depending on what is charted by a facility, the discharge can indicate if the client has expired, or if they anticipate their return.

Leave of Absence

LOA messages can be sent to indicate that a client has left the facility temporarily. There are messages to indicate a hospital or therapeutic leave of absence. The Return from LOA message can be sent to indicate the client has returned to the facility.

Transfer a Patient

Transfer messages can be sent to indicate a client has been transferred to another facility.

Cancel Messages

In some cases, a census message may be sent and either the event doesn't end up happening, or the effective date of the event was documented incorrectly. For example, a user documents that a client is discharging today, but they don't leave until tomorrow. Upon documenting the discharge date, the discharge message automatically gets sent to the pharmacy with that discharge date. A cancel discharge messages can be sent to update the pharmacy. Cancel buttons can be setup for admission, discharge, transfer, and LOA.

Common Census Warnings

When a census message gets generated, users may receive warnings when the census message can't be sent to the pharmacy. It's important to fix the problem right away, because if one census message fails, it's likely all census messages will fail. This will result in the pharmacy missing important information about the client.

SSN and Gender

If the client is missing the SSN or Gender from their demographics, a user may see one or both of the following warning messages. To fix this issue, go into that client's demographics and make sure both are filled in.
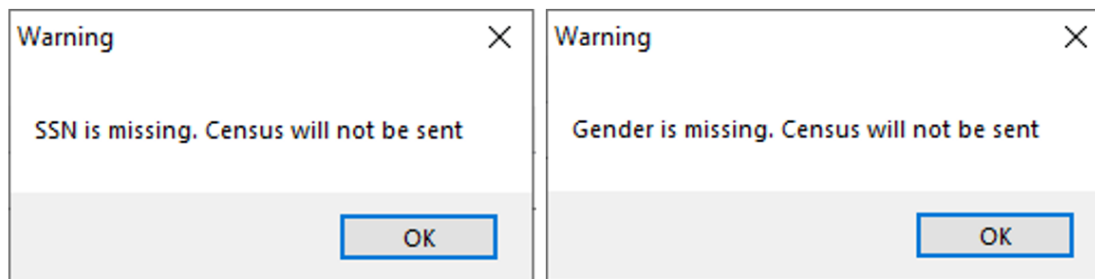
Room

If the client is missing unit or room information, the following messages may appear. This could mean a few things. First, it could mean the room is missing from the client's chart, and if that is the case documenting the room should fulfill this requirement. If the room is documented, and users are still getting one or both messages below, then it's likely related to the values assigned to each room word. A user with rights to Setup Topics/Words should look at the values of the individual room that client is in, to make sure that the unit and room are listed in the correct spot.
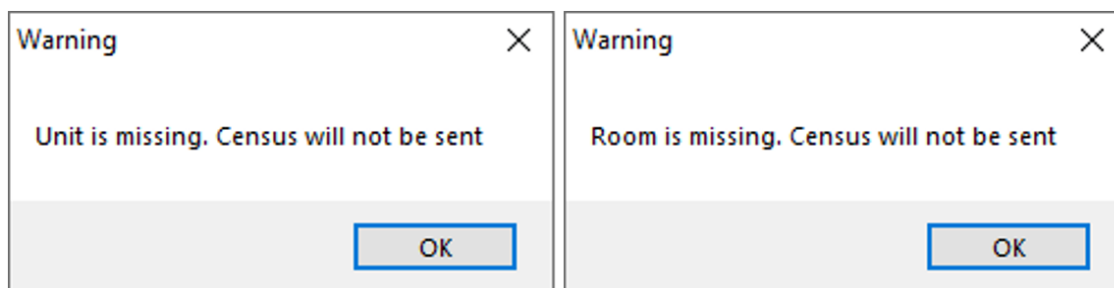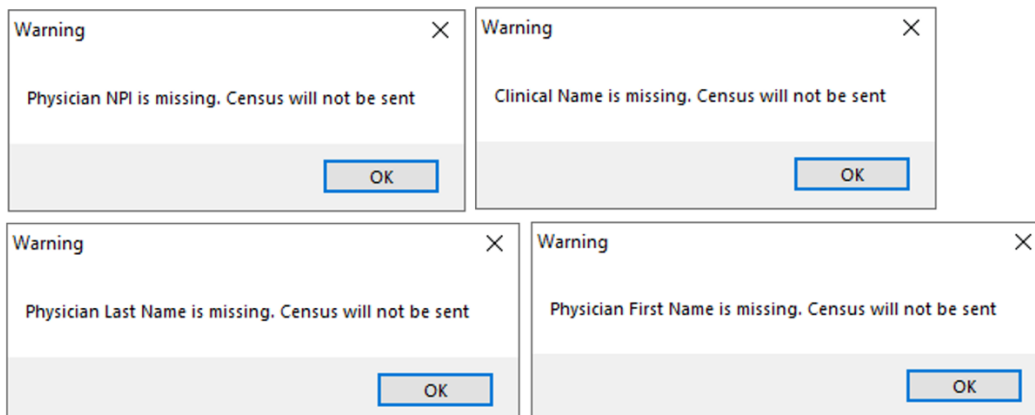
Pharmacy

If the client is missing pharmacy information, the following message may appear. Just like the room and unit messages, this could mean a few things. First, it could mean that the client does not have a pharmacy documented in their record. If that is the case, documenting the pharmacy should fulfill this requirement. If the pharmacy is documented, and users are still getting the messages below, it's likely related to values. Values such as Name, Address, Phone and NCPDP are listed in the values for the interface pharmacy. If the pharmacy documented in that client's record is missing values, this message will appear. The values for that pharamacy should be fixed in order to send the census message.

Warning   ✕

Pharmacy is missing. Census will not be sent

[OK]
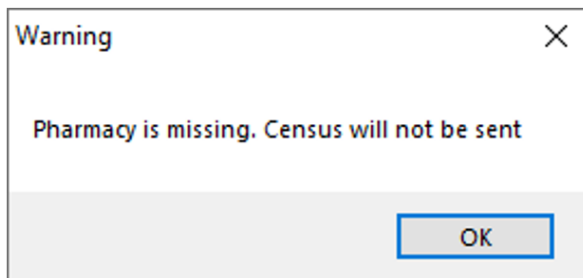
Physician

If the client is missing physician information, the following messages may appear. Just like pharmacy, there are several places to look for troubleshooting. First, this warning could mean that the client does not have a physician documented in their record. If that is the case, documenting the physician should fulfill this requirement. If the physician is documented, and users are still getting the messages below, it's likely related to values. Values such as First Name, Last Name, Clinic, and NPI are listed in the values for each provider. If the physician documented in that client's record is missing any of these values, one or more of these messages will appear. The values for that provider should be fixed in order to send the census message.

Warning   ✕

Physician NPI is missing. Census will not be sent

[OK]

Warning   ✕

Clinical Name is missing. Census will not be sent

[OK]

Warning   ✕

Physician Last Name is missing. Census will not be sent

[OK]

Warning   ✕

Physician First Name is missing. Census will not be sent

[OK]

Allergies

If a user is getting a warning about the allergies missing, check the chart to make sure the client has at least one drug allergy charted in their record. Each allergy should be charted in its own entry with the Reaction and Severity/Type. If the client does not have any known drug allergies, there should be an entry documented using the Medi-Span option for No Known Drug Allergies.
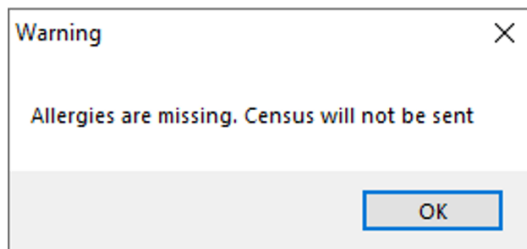
Diagnoses

If a user is getting a warning about diagnosis missing, there could be a few reasons. First check to make sure there is at least one admitting, primary or secondary diagnosis documented in their record. If there is at least one of those, then likely there is something wrong with one of the diagnoses entries in the record. Check each entry to make sure there is a description, code and effective date. The Script message is looking at the entire entry in order to populate the message completely. If there is anything missing, or the date is in the wrong format, those are things that can cause issues with the census messages being sent. To fix this, edit the diagnosis entry so that it includes the correct information in the correct format.
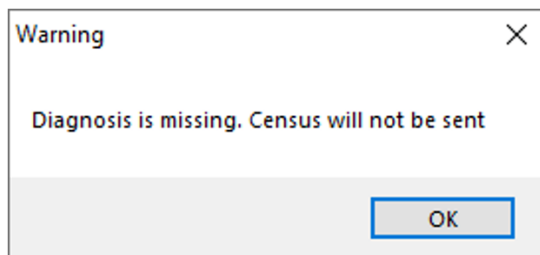
Validation Failure

If a user gets the validation failed warning message, that is a little harder to troubleshoot. In those cases, there aren't specific messages that will appear for the user. The issue is related to something being sent in the census message, so checking all the required entries and making sure the entries look complete is important. Checking over the values for things like room, physician, and pharmacy is also important. If the user gets a validation failure, the Script Service Logs could be checked to get more detailed information on why the message failed. This log is more technical in nature and may require getting in contact with American Data to troubleshoot. The logs are kept for one week, so reaching out soon after receiving the warning will be important.