

Entering a Clinical CARE Alert

Quick Reference Guide


This **Quick Reference Guide (QRG)** outlines the steps for entering a **CARE Alert** using the **Health Issues Manager** in the **Electronic Patient Record (EPR)** following completion of the Violence Prevention Program (VPP) screening.

Note: The **CARE Alert** health issue must only be entered by clinicians after the VPP screening has been completed.

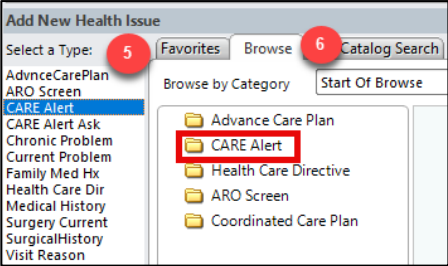
Registration staff may enter **CARE Alert ASK** if a patient displays aggressive behavior, indicating that clinical staff must complete a VPP screening.

Entering a CARE Alert

A. Entering a CARE Alert After Completing the Paper VPP Screening

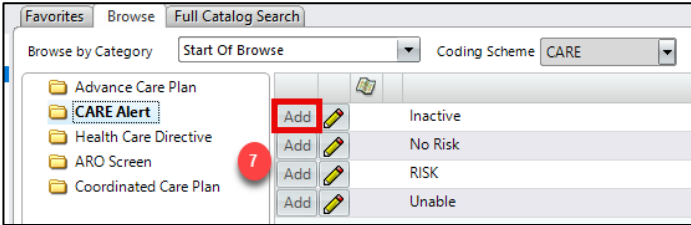
1. Log into **Clinical EPR** or **EDIS**
2. Find and select the correct patient
3. Click on the **Health Issue Manager** icon ()
4. Review existing Health Issues:
 - Ensure there is only one active CARE Alert.
 - If two active CARE Alerts exist, proceed to *Section D – Resolving Multiple CARE Alerts*.
 - If not, continue below.

5. Go to the **Add New Health Issue** panel → **Select a Type** and select **CARE Alert**



6. Click on the **Browse** tab and select the category **CARE Alert**



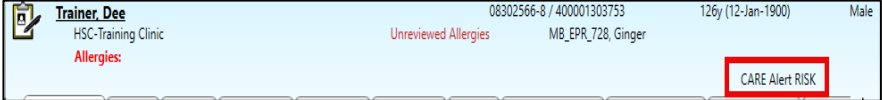
7. Click the **Add** button next to the appropriate health issue:



- If the criteria for risk is met, choose **RISK**

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	<p>Note: When you add CARE Alert RISK, an Alert Detail window opens with the message “Activating CARE Alert RISK. Do you want to proceed?” Click Proceed.</p> <ul style="list-style-type: none"> If there is no evidence of risk and no past history of a CARE Alert RISK, choose No Risk <p> Note: Click “Clear All Filters” to view discontinued Health Issues.</p> <ul style="list-style-type: none"> If the patient is not at risk, but has a previous CARE Alert of either RISK or Inactive, choose Inactive If you cannot assess the patient (is unresponsive) choose Unable <p> Important Note: If an existing CARE Alert of RISK or Inactive exists and the patient is now unable to be assessed, the alert will need to be updated to Unable.</p> <p>Certain status changes will trigger an alert. For example, you cannot change a CARE Alert No Risk to Inactive.</p> <p>8. Click the Close button</p> <p>Note: If the Clinical Circumstances Sheet is used and printed in the patient chart, manually update the CARE Alert section when logging RISK or changing RISK to Inactive.</p> <p>9. Once added, the CARE Alert will appear in the patient header.</p> 
<p>B. Updating a CARE Alert</p>	<ol style="list-style-type: none"> Reassess the patient using the VPP Screening Tool: <ul style="list-style-type: none"> Required for patients with an active with a CARE Alert Risk Or as per regional or site standards In the Health Issue Manager window: <ul style="list-style-type: none"> Go to Add New Health Issue → Select a Type → CARE Alert Click on the Browse tab Click Add button beside the updated assessment result

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	<p>Note: When you change a CARE Alert, a message appears “The Health Issue type does not allow multiples. Do you wish to replace Risk with this Health Issue?” Click OK.</p>
<p>C. Reviewing Current CARE Alert Details</p>	<ol style="list-style-type: none"> 1. Click on the Health Issue Manager icon 2. Review the details for the current CARE Alert <ul style="list-style-type: none"> • Discontinued CARE Alerts will display as Resolved, and deleted CARE Alerts will display as Cancelled, consistent with the status for other Health Issues in the EPR. <p>Note: The Description field may indicate ‘Created by MLM’. This is an automated system entry and can be disregarded.</p>
<p>D. Resolving Multiple Active CARE Alerts in Health Issues</p>	<ol style="list-style-type: none"> 1. Patient record merges may result in more than one active CARE Alert. If two active CARE Alerts exist: <ol style="list-style-type: none"> a. Combination of No Risk and Inactive OR No Risk and Risk: <ul style="list-style-type: none"> ○ Discontinue the No RISK alert. ○ In the retained alert’s description field, enter: “Patient merge fix.” b. Other multiple alerts: <ul style="list-style-type: none"> ○ Discontinue the outdated or duplicate alert. ○ Retain the most current and clinically safe CARE Alert.