



Emergency Department  
Student Orientation Packet

# General Information

## ***Dress Code***

- You may dress in either business professional attire or scrubs
- No T-shirts, jeans, or open toe shoes
- A short white coat with name tag must be worn when seeing patients

## ***Shifts***

- There are two (2) shifts each day
  - o 8am to 5pm
  - o 5pm to 2am
- Students are not scheduled on the major holidays
- Students are expected to follow the shifts as noted above, **NO EXCEPTIONS**
- For more information, see the “schedule overview” section

## ***Seeing Patients***

- All students are expected to see patients on their rotation (H&P, A&P, and follow each patient through to their disposition)
- All notes are done on our Electronic Medical Records system (WellSoft). A user name and password will be set up for you on your first day
- Initially, all students will present their patients to the ED attending
- As you gain experience, you may be allowed to review non-acute patients with the ED Physician Assistant

## ***Conduct***

- While we strive to create an environment that is both educational and enjoyable, you are still expected to conduct yourself in a kind and professional manner
- Any issues in regards to conduct will be held in an individual, case by case basis
- We will hold you to your institutions “Code of Conduct”

***At least 1 week prior to your shift, please contact either Kenneth Szwak, PA-C or Deanna Reineck, PA-C at 856-757-3803 to secure your spot on the schedule, get your parking code and answer any questions prior to arrival.***

# Directions

## **From Route 130 Southbound:**

From Pennsauken area, proceed on 130 South(look for PUB restaurant on right). Continue on Route 130 South (golf driving range on right) and turn right onto Route 561 North (immediately after "Radio Shack" and "Dunkin' Donuts"); look for blue "hospital" sign. This will place you directly onto Haddon Avenue. Continue going straight through four lights; Lourdes will be on your right and visitor's parking is to the left.

## **From 130 Northbound**

Proceed past Collingswood Circle (now an intersection with the Collingswood Diner on your left and used car dealership on right); make right at sign that reads "Camden via Haddon Avenue"; follow Haddon Avenue signs and blue "hospital" signs to Lourdes.

## **From Ben Franklin Bridge**

Follow Route 30 (Admiral Wilson Boulevard) to Route 130 southbound; follow directions from 130 Southbound.

## **From Walt Whitman Bridge**

Follow directions for Route 130 Northbound.

## **From Route 30 Westbound (White Horse Pike)**

Proceed to Collingswood Circle (now an intersection); follow directions for Route 130 Northbound.

## **From Interstate 295 Northbound**

Follow 295 North until it merges with Rt. 42. Proceed to exit for for Route 130 North, Collingswood. Follow directions for Route 130 Northbound.

## **From Interstate 295 Southbound**

Exit Route 70 and proceed West; when Route 70 ends, follow directions for Route 130 Southbound.

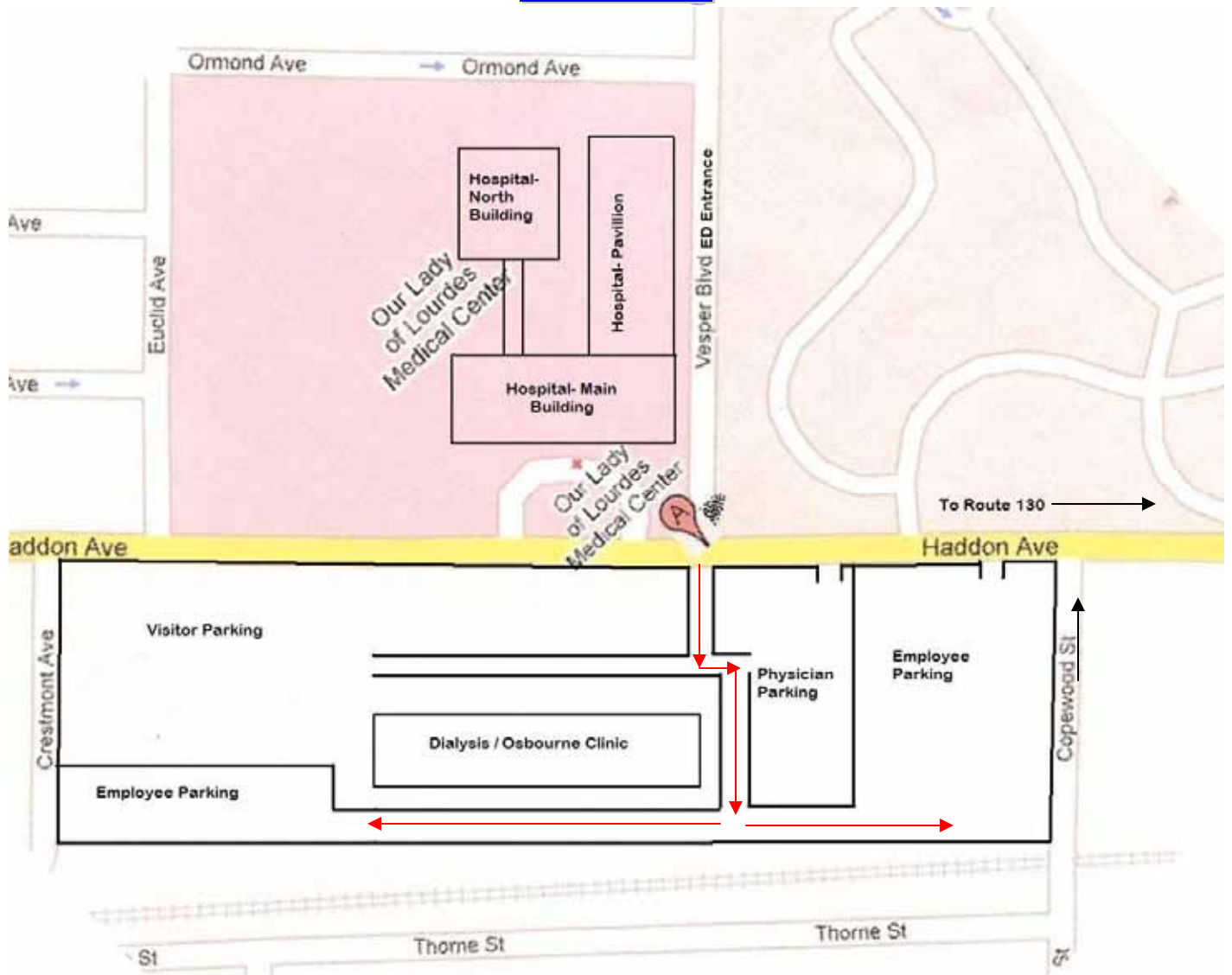
## **From Lindenwold High Speed Line**

Exit Ferry Avenue; 10 minute walk to Lourdes; cabs and Bus #403 available.

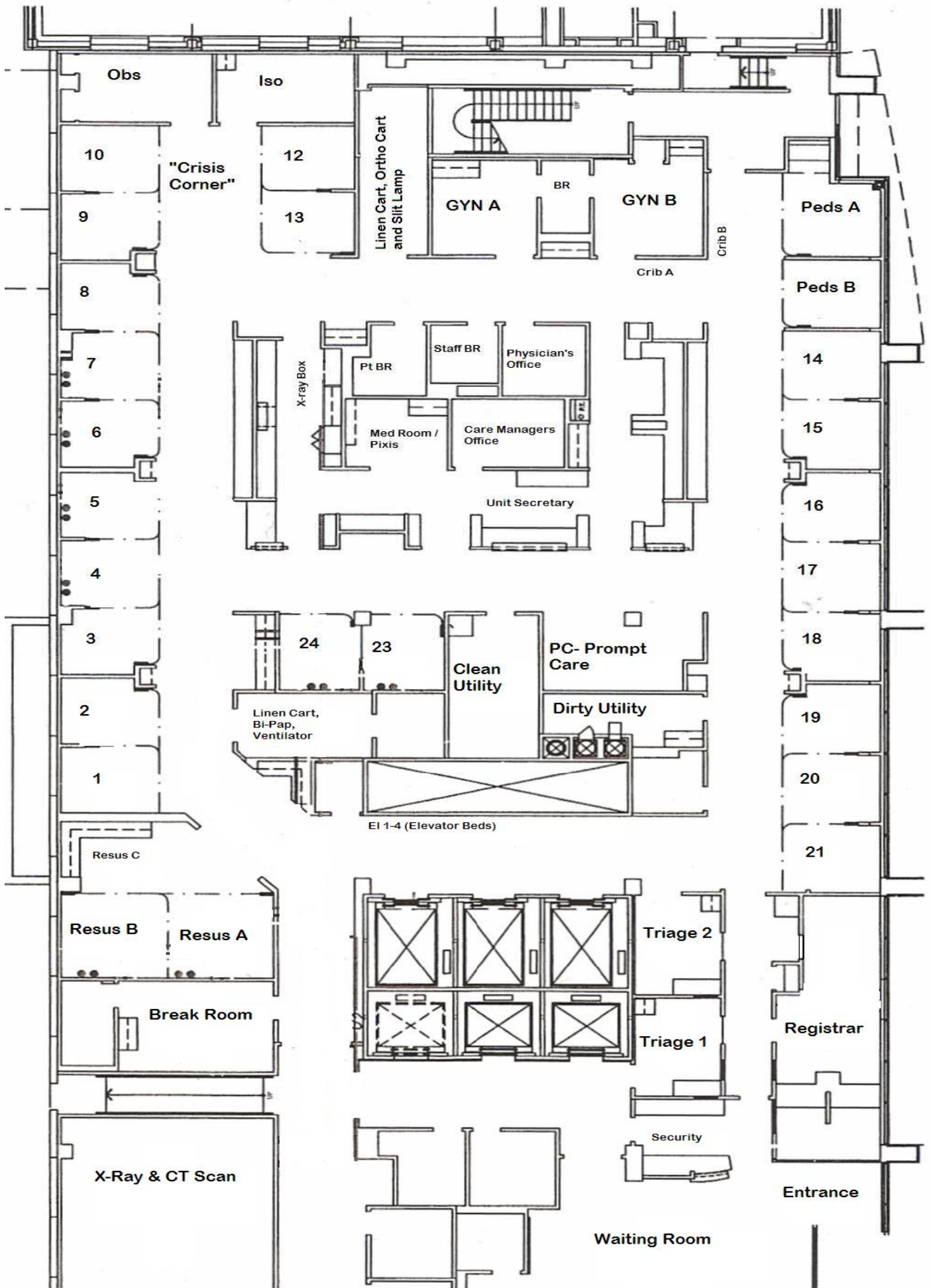
## **From Interstate 676**

Exit onto Atlantic Avenue; go east on Atlantic Avenue to the end and make a right onto Haddon Avenue. Lourdes is four blocks ahead on the left.

# Parking



1. At the corner of Haddon Ave and Vesper Blvd is a traffic light (Marked "A"). Make a left into the parking lot.
2. Make a quick left then a quick right and follow the road back to the Employee Parking Lot.
3. Before entering, stop at the key pad and enter code **#0523** (To be obtained from the ED Physician Assistant)
4. The entrance to the Emergency Department is on Vesper Blvd.
5. If you are leaving at night or feel you need an escort, ask security at the desk and they will drive you to your car.
6. When exiting, you may leave the same way you entered or leave via the exit near Copewood Street.
7. On your first day, please bring enough money (\$4.00) in case you have to park in the Visitor Lot.

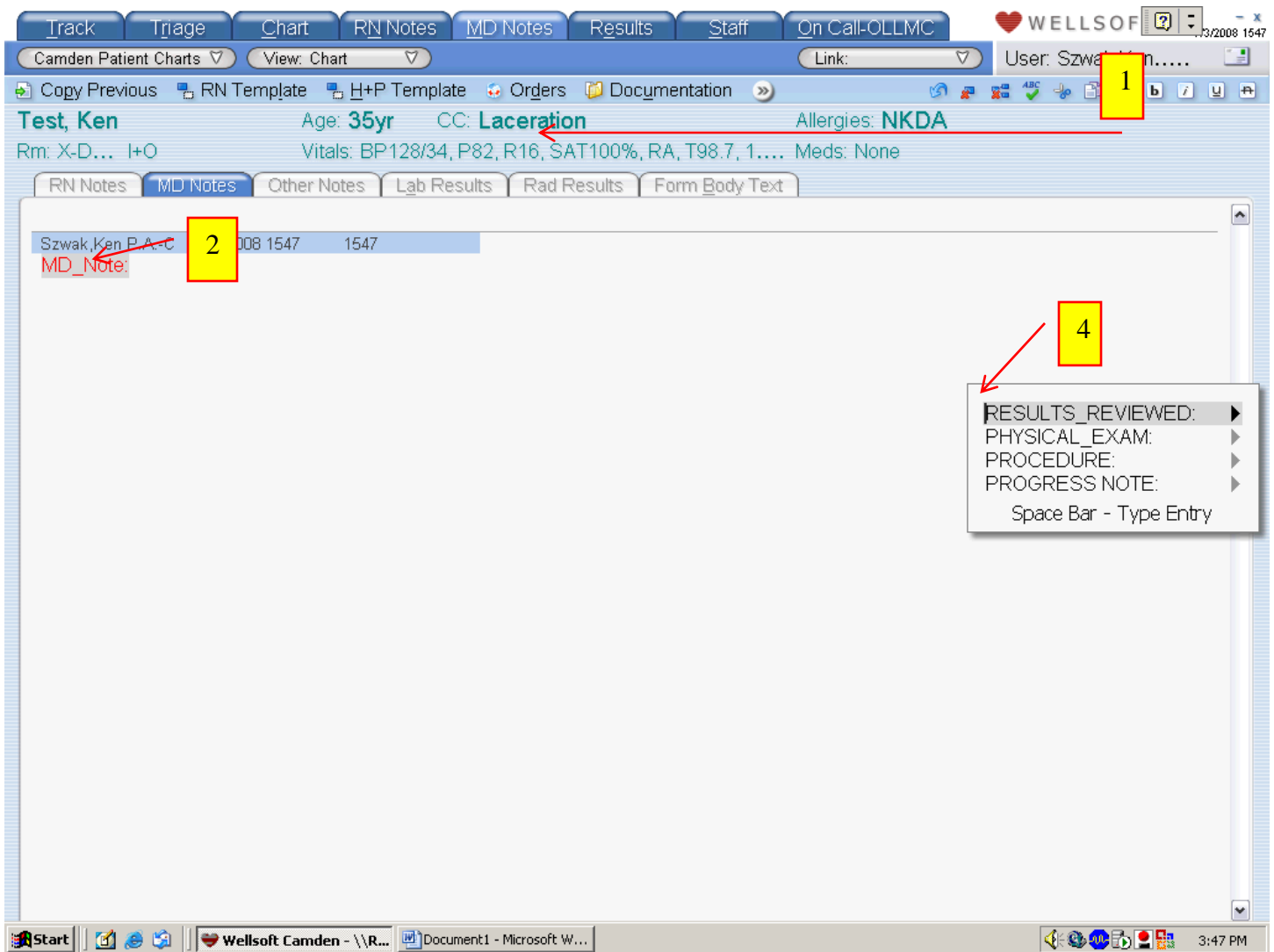


# WellSoft- Emergency Medical Records System

## Tracking Screen

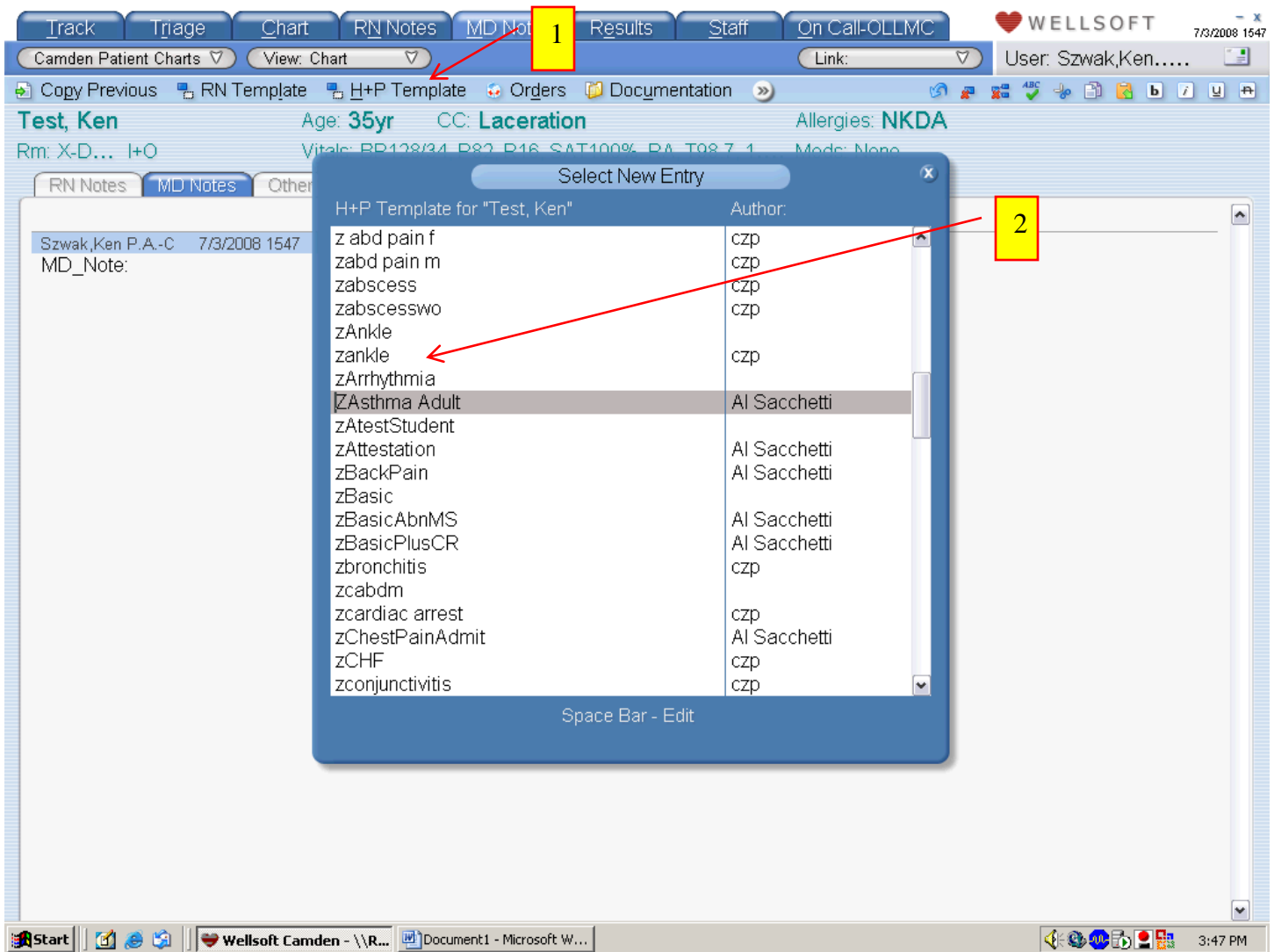
1. The tracking screen is the main screen in Wellsoft that gives an overview of all ED patients. It can be accessed by clicking the “Track” tab in the upper left hand corner
2. The “Rm” column shows where in the department the patient is:
  - a. Names at the top w/ “Edm” and highlighted orange are patients on their way to the ED
  - b. Names with a bed assignment are in the ED waiting to be evaluated
  - c. Names with “Wrm” are in the waiting room waiting for a bed or to be triaged
  - d. Names with “X-Dsch” are discharged patients and no longer in the ED
3. The “Status” column is color coded and shows where the patient is in their visit (Triage, awaiting evaluation, results pending, awaiting CT scan, etc.)

4. The “MD/ED” and “Res/PA/Intern” is for signing up to see a patient. Generally, if both columns are blank for a patient, no one has seen them yet. The “Res/PA/Intern” is also where students sign up for patients. All PA’s, residents, interns, and students must have a doctor signed up with them.
  
5. The columns to the right give the status of pending labs
  - a. Yellow indicates the order is submitted by not started
  - b. Light/dark brown indicates the order is in progress
  - c. Green indicates the results are done
  - d. Red indicates a critical lab value
  
6. The “Results” tab will take you to a screen to view completed labs or radiologist readings
  
7. The “MD Note” tab will take you to a screen to document your History and Physical



### MD Note Tab

1. The “MD Note” page will have a summary of the patient you are seeing including the name, age, chief complaint, allergies, vital signs, and current medications.
2. A header will appear with your name and time/date stamp where your note will begin. A new header with the current time/date stamp will appear every time you access this page. **NOTE: this will only occur if you are logged into the system.**
3. Right clicking anywhere on this screen will bring up dialogue box with:
  - a. Results Reviewed- Allows you to drop in templates for readings of EKG’s, x-rays, CT scans, etc.
  - b. Physical Exam- Allows you to add physical exam systems if not already on the template you use
  - c. Procedure- Allows you to add templates for procedures performed (i.e. suturing)
  - d. Progress Note- Allows you to add templates for reporting patient progress



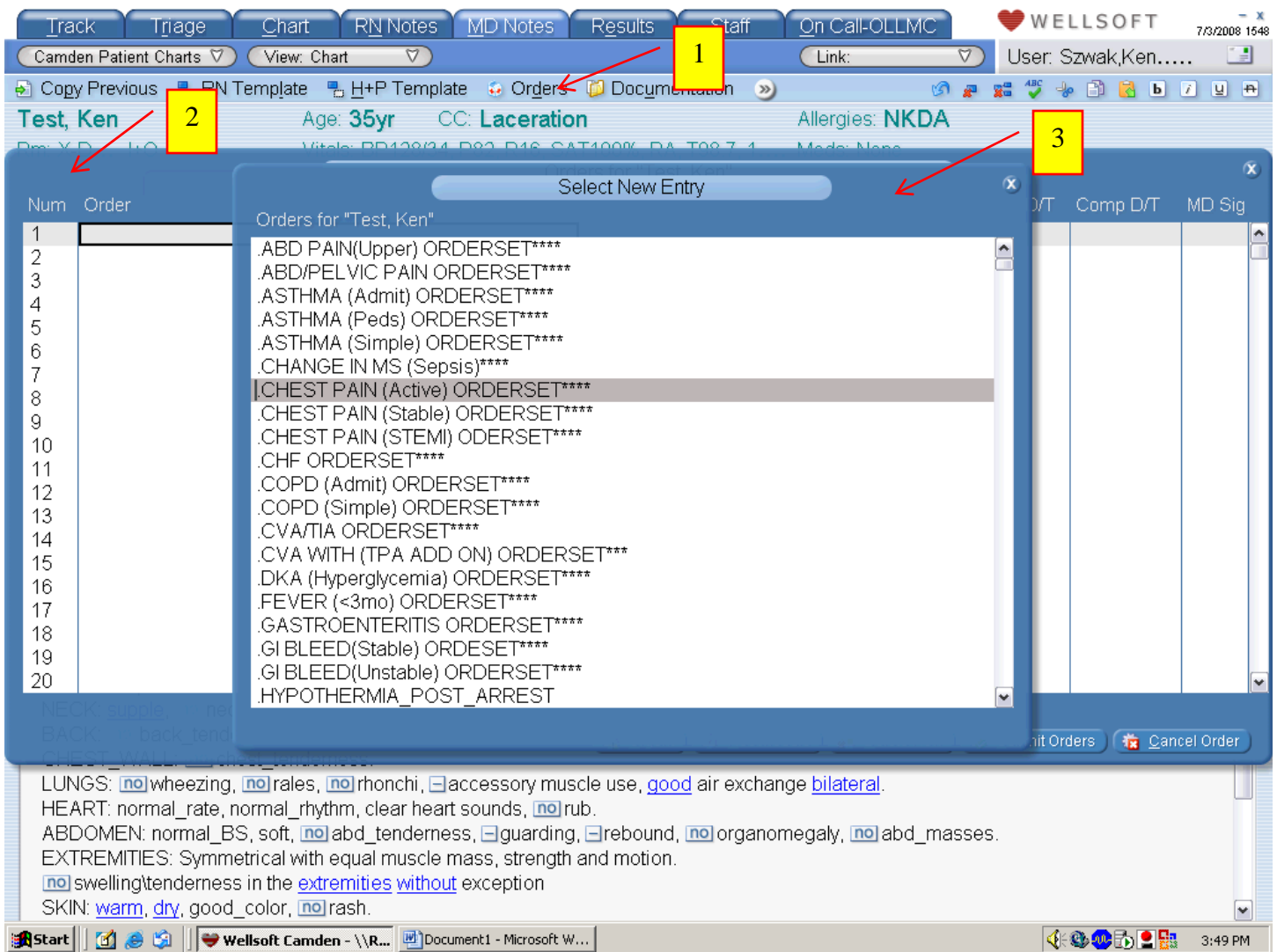
### Adding the H&P Template

1. After you have interviewed your patient, click on “H&P Template” to bring up a list box of different templates based on the patient’s presenting complaint or suspected diagnosis
2. Our ED has customized templates that begin with the letter “z” (i.e. zAsthma Adult). These are the only templates to be used
  - a. If you have a complaint or condition that does not fall into one of these categories, you may choose either “zBasic” or “zSimple” depending on how complex the presentation is.

The screenshot shows the Wellsoft Camden patient chart interface. The patient is 'Test, Ken', 35 years old, with a chief complaint of 'Laceration'. The note is dated 7/3/2008 15:46. The HPI section is highlighted, and a list of chief complaints is shown. A red arrow points to the 'HPI:' label, and another red arrow points to the list of chief complaints. Two yellow boxes, labeled '1' and '2', highlight the 'HPI:' label and the list of chief complaints, respectively. The list of chief complaints includes: Fall - Approx 10 feet, injuring LLE (-)LOC, (-)neck tenderness; Fever - Onset 2hrs ago. Caregiver states fever at home. (-)decrea; Flank Pain - Onset 2hrs ago. Pain in the left flank, and is non-radi; Flu-Like Symptoms - Onset 2hrs ago. No fever, no cough, no ra; Foreign-body (skin) - Occured 2hrs ago. FB is a piece of glass.; G-Tube\J-Tube - J-Tube in place. (-)dislodged, (-)clogged. Insertic; Genital (female) Complaint - Onset 2hrs ago. States no fever at f; Genital (male) Complaint - Onset 2hrs ago. States no fever at hor; GI Bleeding - Onset 2hrs ago. (+)bleeding described as bright re; Head Injury (minor) - Occured 2hrs ago. (-)LOC, (-)behavioral cha; Headache - Onset 2hrs ago. no\_fever. (-)migraines before (-)naus; Ingestion (medication) - Occured 2hrs ago. Injected meds, withou; Inhalation Injury - Occured 2hrs ago. Exposure to smoke. (-)dysphea; Insect Bite/sting (local) - Occured 2hrs ago. Bitten/stung by a bee; Laceration (extremity) - Occured 2hrs ago. Laceration of the extre; Laceration (scalp) - Occured 2hrs ago. Laceration of the left scalp; Laceration - Occured 2hrs ago. Laceration of the body area by a; Limp - Onset 2hrs ago. Activity at onset - playing. Full weight be; Lump - Noticed 2days ago on body area. States no\_fever at hor; Medication Refill - Patient requesting refills of prescriptions for mec.

## Adding the HPI

1. Some templates will not have an HPI. In this case, you may click on "HPI" in the template which will open a list box of chief complaints.
2. Select the chief complaint that best fits your patient. If you still cannot find one, you may type your own in the HPI section.
3. Once you have selected your H&P template, go through and make any changes to reflect what you found on your history and exam.
  - a. Many items will bring up a list box to choose your findings from.
  - b. At any time, you may hit the space bar and free type your findings



### Adding Order Sets

1. Before presenting to the Attending, you may select the orders you feel are needed. You will not be able to submit them to be done. To do this, first click on "Orders".
2. This will open up a blank box to start selecting orders.
3. For patients that will require multiple tests, we have created order sets based on the complaint/condition. Simply type a period and then the name of the set (ex .Kidney Stone) and hit enter. This will drop all the blood work, IV fluids, medications, and imaging studies typically used for evaluating kidney stones.
4. You will then need to present the patient to the attending and your provisional orders. Once the attending reviews them, makes changes (if any), they will then submit them to be done.

WELLSOFT 7/3/2008 15:49  
 Camden Patient Charts View: Chart Link: User: Szwak, Ken.....

Copy Previous RN Template H+P Template Orders Documentation

Test, Ken Age: 35yr CC: Laceration Allergies: NKDA

Orders for "Test, Ken"

Num	Order	To Perform	Plac	Sched D/T	In Prog D/T	Almost D/T	Comp D/T	MD Sig
1	TD INJ 0.5 ML IM (TETANUS_TOXOID)							
2	WP - IRRIGATE affected_area WITH 250mL NS							
3	DRESSING (BACITRACIN) STERILE TO AFFECTED_...							
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								

Urgent Reschedule Delete Row Submit Orders Cancel Order

LUNGS:  wheezing,  rales,  rhonchi,  accessory muscle use,  good air exchange  bilateral.  
 HEART: normal\_rate, normal\_rhythm, clear heart sounds,  rub.  
 ABDOMEN: normal\_BS, soft,  abd\_tenderness,  guarding,  rebound,  organomegaly,  abd\_masses.  
 EXTREMITIES: Symmetrical with equal muscle mass, strength and motion.  
 swelling/tenderness in the  extremities  without exception  
 SKIN:  warm,  dry, good\_color,  rash.

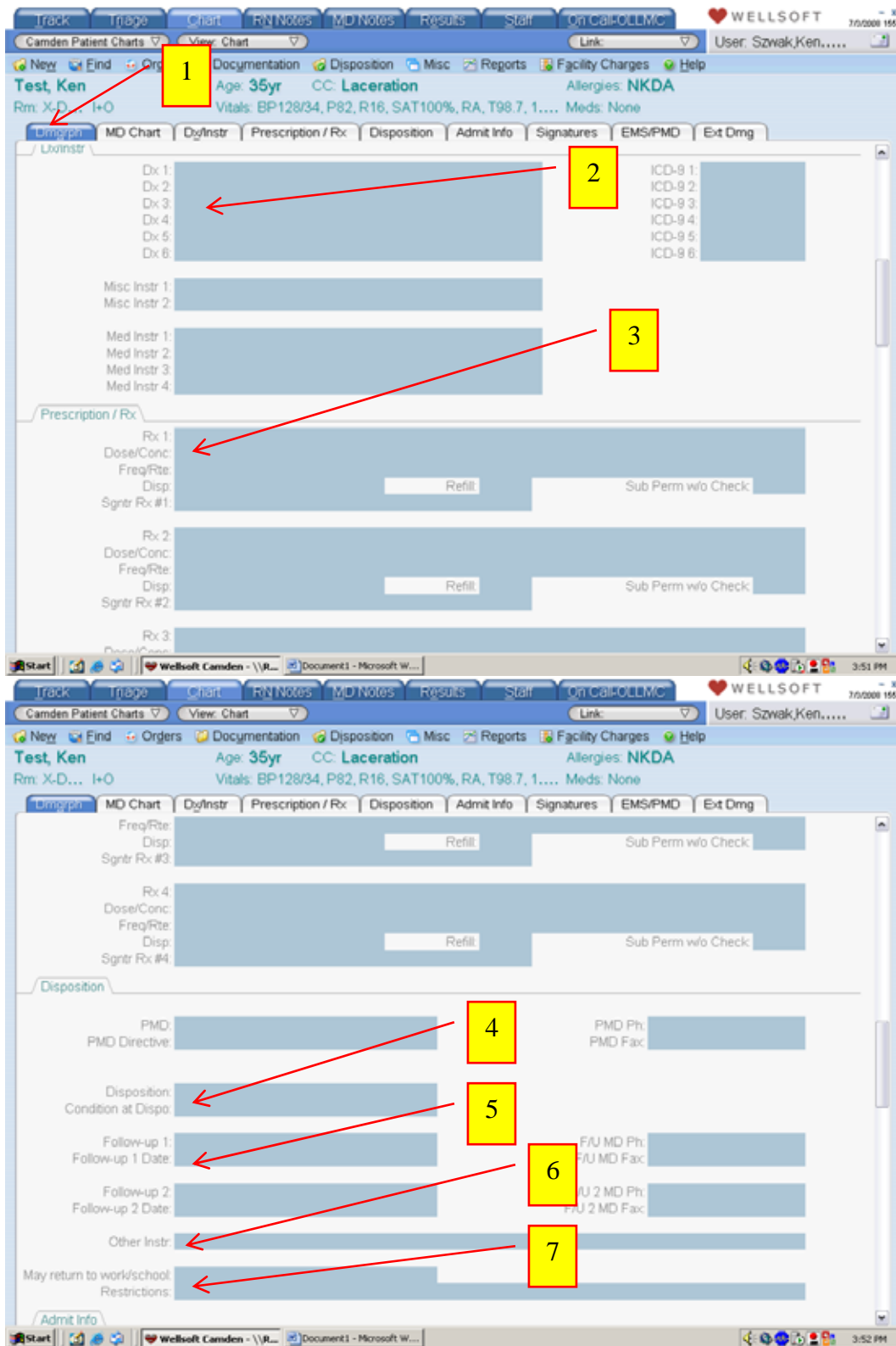
Process all new orders

Start Wellsoft Camden - \\R... Document1 - Microsoft W... 3:50 PM

### Adding Individual Orders

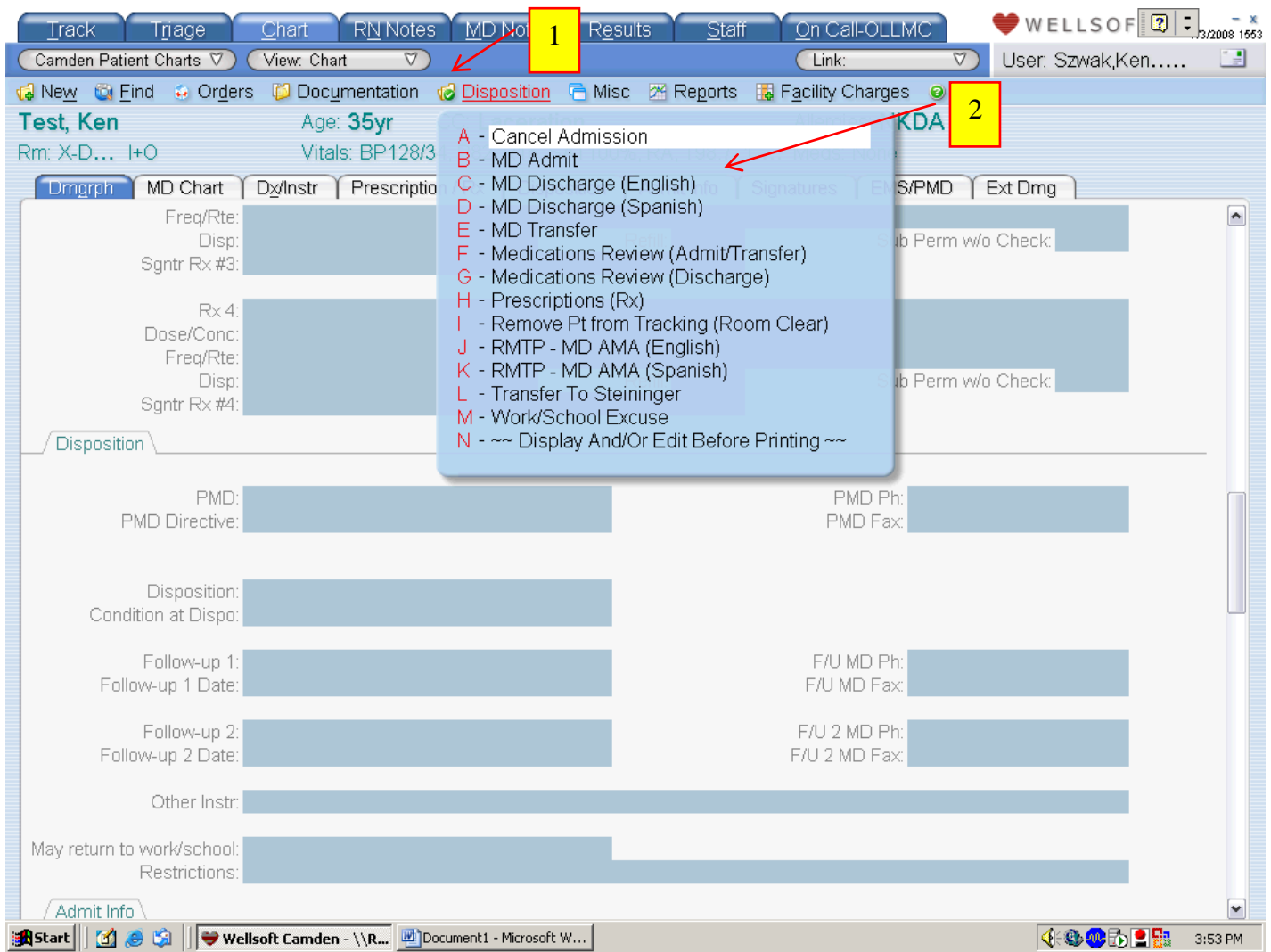
If you have a simple patient that only needs minimal done or an orderset does not exist for you patient, you may order tests individually.

To do this, simple start typing the name of the test (i.e. CBC) while you are on the blank order screen and hit enter. This will drop the test into the box. You can do this for each line in the box.



### Before Disposition

1. Before admitting or discharging a patient, click on the “Dmgrph” tab and complete the following:
  2. Diagnosis
  3. Prescriptions (if any)
  4. Disposition and condition at dispo
  5. Follow up instructions
  6. Other instructions (if any)
  7. Work/school note (if needed)



### **Making a Disposition**

1. Click on “Disposition”
2. This will open up a drop down box, choose on of the following:
  - a. MD Admit- To admit the patient to the hospital
    - a. This will further prompt you to choose select the physician accepting the patient and type of floor
  - b. MD Discharge (English)- Discharge patient with English instructions
  - c. MD Discharge (Spanish)- Discharge patient with English and Spanish instructions
  - d. MD Transfer- When transferring to another hospital
  - e. RMTP- MD AMA (English or Spanish)- Discharging patient Against Medical Advise
  - f. Transfer to Steinger- Transferring a patient to the crisis department after medical clearance

## Schedule Overview

# **Student Schedule July 2008**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 D	2 A	3 B	4 C	5 D
6 A	7 B	8 C	9 D	10 A	11 B	12 C
13 D	14 A	15 B	16 C	17 D	18 A	19 B
20 C	21 D	22 A	23 B	24 C	25 D	26 A
27 B	28 C	29 D	30 A	31 B		
A	B	C	D	A		

<i>Medical Students</i>		<i>PA Students</i>	
A	B	C	D

1. Students should call ahead about 1 week ahead of time to be assigned a spot to the student schedule
2. A schedule (like the example above) is displayed in the physicians office for reference
3. The schedule follows a simple 4 shift rotation that gives the student 2 days on (1 day, 1 evening), 2 days off, and then repeats
4. Day shift is from 8am to 5pm, evening shift from 5pm to 2am. Students are expected to follow this schedule. There will be no customized schedules
5. Occasionally, we have 5 students rotating at one time. In that event, the schedule will have a 5 shift rotation using 3 shifts per day (day, evening, night)
6. Students are not expected to be here on the major holidays (New Years Eve and Day, Easter, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, Christmas Eve and Day). If your Religion has any mandatory holidays, please give us advanced notice