Allscripts Patient Flow™ 22.1

Bed Turnover
User Guide

Item number: PF100050J

www.allscripts.com

Published Date: June 23, 2022 for release 22.1 of Allscripts Patient Flow™
For further information about this manual or other Allscripts Healthcare, LLC products, contact Global Product Support Services, as follows:

Global Product Support Services

Allscripts Central Website: https://central.allscripts.com (Allscripts Central login is required. Contact information varies by product.)

Telephone: http://www.allscripts.com/contact-us/phone-numbers

Proprietary Notice

IMPORTANT NOTICE REGARDING GOVERNMENT USE

Table of Contents

Chapter 1

Bed Turnover module

This chapter explains information on the functional options, common features, how you can use tabs and **Filters**, and also view, send, and delete **Messages**.

Bed Turnover functional options

The Bed Turnover module has five options. Your access to each option is based on your role in the hospital so you might have access to one or multiple options.

> **Note**: **Daylight Saving Time**
> This known issue impacts countries and states that observe Daylight Saving Time. Once a year, during "Spring forward", an hour is lost after midnight. Please note that housekeepers and transporters who check into Allscripts Patient Flow™ during that time will show as logged in an hour late that day. If this is a concern, use your time and attendance system to review their actual hours worked.

Table 1: Bed Turnover options

Bed Turnover options	Descriptions
Bed Turnover Worklist	Displays details of bed-cleaning requests and the current assignment of Housekeepers to them. This page enables you to assign and release Housekeepers as well as view details, put in progress, edit, delay, complete, or cancel bed-cleaning requests.

Bed Turnover options	Descriptions
Check In/Out	Displays employees that are checked in and out and the devices assigned to them. Employee Device IDs, schedules, housekeeping zones, and the minutes they have been idle, on break, or busy are also shown. This page is used by Housekeeping Managers or Supervisors to search for and check employees in and out, put them on or off break, and so on. **Check In/Out** has an Export function that enables the exporting of data to various file formats, such as Microsoft® Excel® and Acrobat PDF.
Coverage Map	Shows the primary, secondary, and tertiary housekeeping coverage according to housekeeping zones based on the time interval selected.
Device/Employee Schedules	Depending on the configuration, displays a list of communication devices (such as pagers) or employees and the available schedules (dates, days, check-in time, zones, and so on.). Schedules can also be added, edited, or removed using this page.
Schedule Templates	Provides the capability of viewing, adding, editing, or removing schedule templates.

Common workflows

Use common workflows in Allscripts Patient Flow™ such as searching and filtering views or worklists, locating patients, or viewing patient histories.

Security timeout

For security and privacy reasons, Allscripts Patient Flow™ has a timeout functionality, which automatically logs you out of the application after a specified time of application inactivity.

If you log on to Allscripts Patient Flow™, but do not use it for a specified length of time, the panel automatically closes and the Allscripts Patient Flow™ **Please Login** panel displays. You must log on again to access the Bed Management module. Save your changes periodically because if the timeout feature logs you out, any unsaved changes are gone and cannot be recovered.

> **Note:** Specified timeouts are configured by your organization's system administrator.

Select Organization in Bed Turnover

Organization displays on **Bed Turnover Worklist**, **Check In/Out**, **Coverage Map**, and **Device/Employee Schedules**.

Clicking the arrow on the right displays a list enabling the selection of organizations. Only the organizations you have access to are displayed as available options. The data displayed on the pages listed preceding are dependent on the selected organizations displayed in this box.

A selected organization displays a check mark in its adjacent box. The page on the following page shows 2 regions (the top–level organizations) that are selected on **Bed Turnover Worklist**. Selecting a higher level organization automatically selects all organizations beneath it, for example, selecting a region automatically selects all facilities associated with the region.

> **Note:** At least 1 organization must be selected in **Organization**. The **Organization** list displays for only about 5 seconds. Click the arrow again to display the list again.

On the left of the organization boxes are white arrows pointing to the right, indicating that the list for that organization is collapsed. The **Organization** functions like a hierarchical tree structure. To drill down to lower level organizations, click the white arrow on the left of the organization, for example, AHN RGN. The arrow becomes black and points down and to the right and displays the next organizational level down, for example, the CHD facility. To show the next lower level organizations, click the white arrow on the left of that organization. The arrow becomes black and points southeast and displays the next organizational level down.

To clear an organization, for example, Z_CARDI, click the adjacent box to remove the check mark. To clear all organizations displayed on the list, click **All** at the top to remove check marks in all boxes. Now to select 1 or multiple organizations, click the adjacent box to insert a check mark, for example, Z_IMCU. The higher level organizations that the unit or pods are associated to are automatically selected as indicated by the minus symbol display in the adjacent box. A red box displays around **Organization** to indicate that changes have been made, as shown on the following page. To save the changes and display the corresponding data on the page, you must click **Update** on **Organization**. The page refreshes and displays the data for the selected organizations (and the red box no longer displays).

> **Note:** Do not click **Refresh** because it clears the selections you just entered and uses the previous selections instead.

The following table explains the buttons on **Organization**.

Table 2: Bed Turnover buttons

Button	Name	Purpose
	Collapse All	Clicking this button collapses the **Organization** list, showing only the high–level organization selected.
	Expand All	Clicking this button expands the **Organization** list, showing the low–level organizations associated to the high–level organization in the hierarchy.
	Select All	Clicking this button selects all organizations on the **Organization** list. Check marks are inserted in all boxes.
	Unselect All	Clicking this button clears all organizations on the **Organization** list. Check marks are removed from all boxes.
	Update	Clicking this button refreshes the page to show the data associated with the selected organizations.

Sort information by column heading

Device/Employee Schedules and **Check In/Out** display information in a table format with columns and rows. All columns except Actions are sortable.

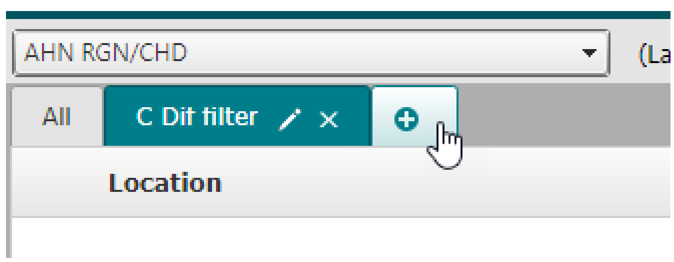
Use Tabs and Filters

The information in this section only applies to **Bed Turnover Worklist** because the other window do not use tabs for filtering information. The **All** tab displays all data pertaining to the **Bed Turnover Worklist**. You can add new tabs to filter the list by criteria you select.

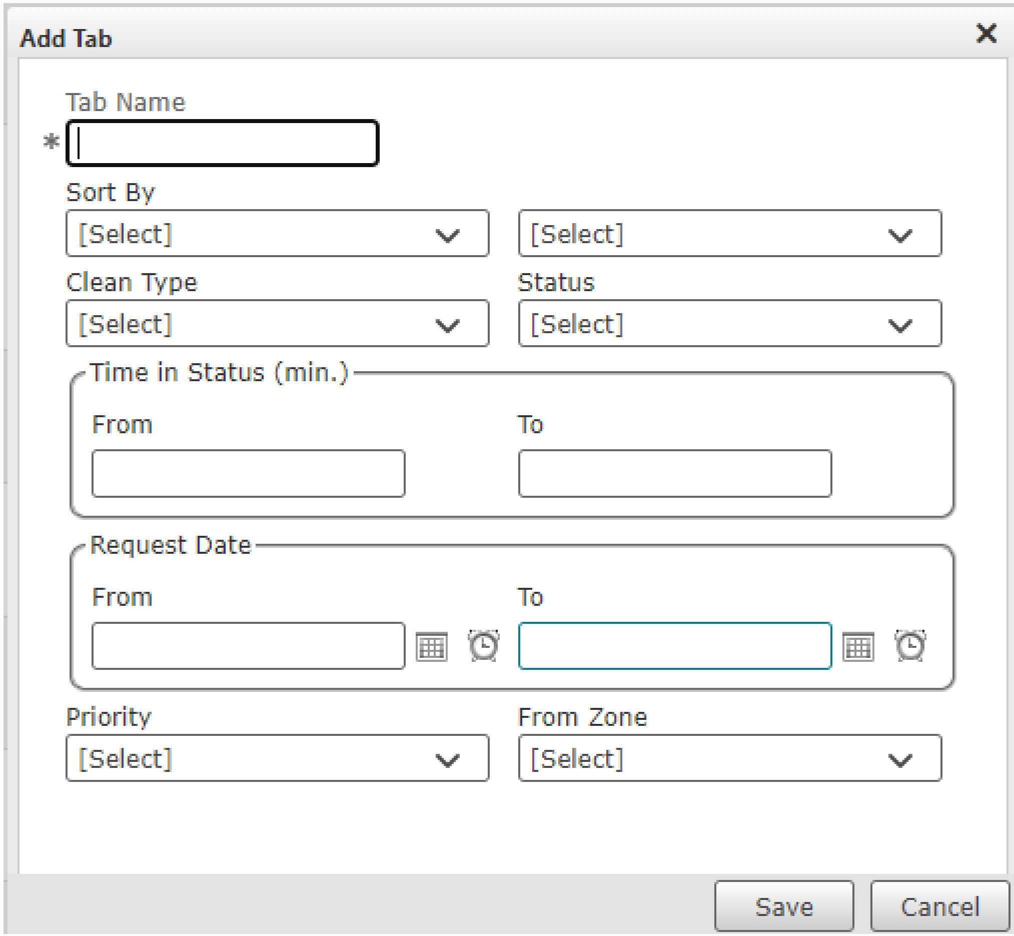
Create or edit filter tabs

Create up to nine **Filters** tabs on **Bed Turnover Worklist**.

1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.
2. Click the add filter tab to create a new filter.



3. To edit an existing filter click the pencil next to the tab name.
4. Enter or edit the filter **Tab Name**, up to 30 alphanumeric characters.



5. Select or update the filter criteria:

> **Sort By**:

— Clean Type
— Duration
— Escalation
— Location
— Status
— Zone

> Ascending or descending

> Filter by:

— **Clean Type**
— **Status**
— **Time in Status (min.)**

— **Request Date**
— **Priority**
— **From Zone**

6. Click **Save**. Current **Bed Turnover Worklist** content is filtered on the new tab.

Messages functionality

Use the **Messages** functionality to view, create and send, or delete messages within Allscripts Patient Flow™. Expand the left navigation pane to display the **Messages** options.

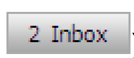
Messages does not have the same functionality as an email application, such as Microsoft® Outlook® because it is limited to people and organizations that are defined in Allscripts Patient Flow™.

Your organization's system administrator can configure **Messages** to receive applicable types of messages (for example, **Standard**, **Escalation**, and **Alert)**, and to subscribe to various messages by default. If you have the applicable permissions, click **Account Settings** and change these message settings on the **Check Out** or **Message Event Subscriptions** panels.

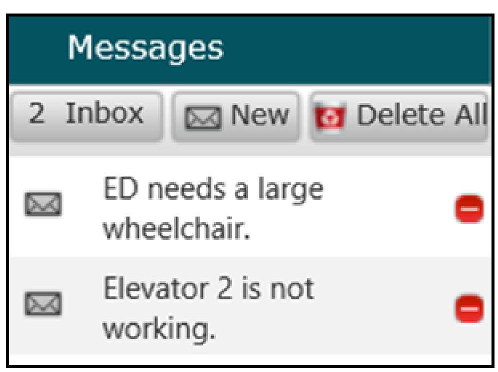
View messages

Use the **Messages** functionality to view messages that are exchanged within Allscripts Patient Flow™.

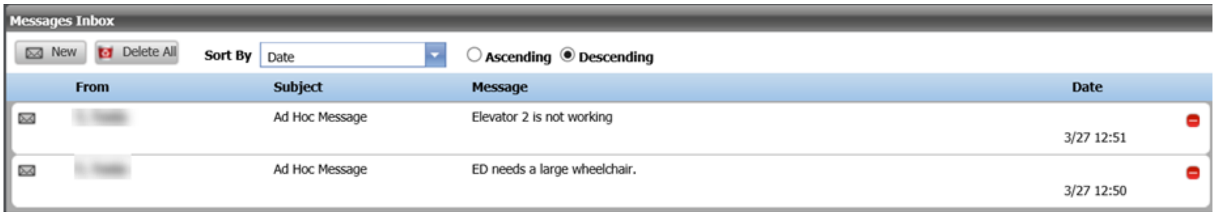
1. Click  to expand the left navigation pane and display the **Messages** options.

   The **Inbox** button (for example, 

) indicates the total number of messages received. Messages are displayed in chronological order with the most recent message first. Only the first 30 characters of a message are displayed.



2. To view the list of messages in an expanded view, click **Inbox**.



You can also create or delete messages from this expanded view.

3. To filter the list of messages,select one of the followings values from **Sort By**.

> **Date**
> **Subject**
> **Status**
> **Message**

4. To sort the list of messages, select one of the following:

> **Descending** (default)
> **Ascending**

If necessary, use the scroll bar to navigate long lists of messages.

Create and send messages

Create and send messages using the **Messages** functionality in Allscripts Patient Flow™.

1. Click  to expand the left navigation pane and display the **Messages** options.
2. From **Messages**, complete one of the following steps:

> Click 
.

> Click **Inbox** and then click 
.

3. Select a recipient name from the list.
4. (Optional) To search for a specific recipient, enter a name into the **Name** field and press **Enter**.
5. Click **Add**.
6. In **Message**, enter any text.
7. Click **Send**.

Delete messages

To delete an individual message, click the **Delete** icon on the right of the message. To delete all messages, click **Delete All**. The maximum number of days that messages are retained is set by your System Administrator. Messages are automatically deleted when they exceed this maximum threshold. To recover a deleted message, see your System Administrator.

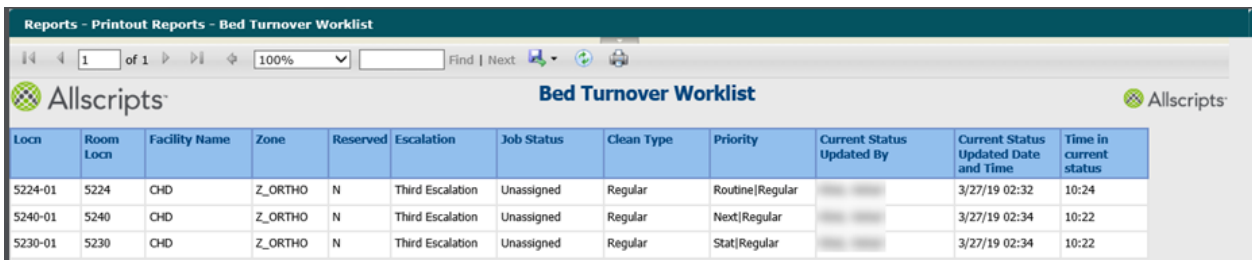
Export Information

Information on the **Bed Turnover Worklist** and **Check In/Out** can be exported as point-in-time, snapshot data by clicking **Export**.

If your system is configured to show **Device Schedules**, **Housekeeping Device List** displays when you click **Check In/Out**. If your system is configured to show Employee Schedules, then the **Housekeeping Employee List** displays when you click this button on **Check In/Out**.

When you click this button on **Bed Turnover Worklist**, **Bed Turnover Worklist** displays like a spreadsheet or a report. The information in this section uses **Bed Turnover Worklist** as an example, but the features also apply to **Check In/Out**.

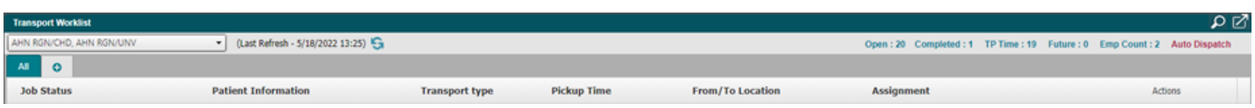
Figure 1: Bed Turnover Performance Reporting



Locn	Room Locn	Facility Name	Zone	Reserved	Escalation	Job Status	Clean Type	Priority	Current Status Updated By	Current Status Updated Date and Time	Time in current status
5224-01	5224	CHD	Z_ORTHO	N	Third Escalation	Unassigned	Regular	Routine|Regular		3/27/19 02:32	10:24
5240-01	5240	CHD	Z_ORTHO	N	Third Escalation	Unassigned	Regular	Next|Regular		3/27/19 02:34	10:22
5230-01	5230	CHD	Z_ORTHO	N	Third Escalation	Unassigned	Regular	Stat|Regular		3/27/19 02:34	10:22

An Actions Bar displays on **Bed Turnover Worklist**, where you can browse to various list pages, change the view percentage, perform a text search, select a file format for export, and print the list. Clicking the Arrow button displays **View Report** and **Report Style**, where you can select the report file format and then click the button to view the report prior to printing. The functions of the Actions Bar are described in the following sections.

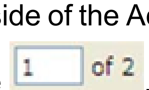
Figure 2: Bed Turnover Action Bar



Clicking the Arrow button again displays the default Actions Bar without **View Report** and **Report Style**.

Move through spreadsheet information

Functions on the Actions Bar enable you to move through the information to view specific records:

On the left side of the Actions Bar, the current page number and the total number of pages display, for example 

. To move to another page, enter the page number in the box displaying the current page number and press ENTER on your keyboard. The page displays that page of the report. Navigation arrows display on the left and right sides of the page numbers. To advance 1 page, click the single arrow pointing to the right . To advance to the end of the report, click the arrow-bar pointing to the right . Similarly, click the arrows pointing left (and) to move to previous pages in the report.

> **Note:** If there is only 1 page in the report, navigation is not needed and the navigation functions are not available. Also, the right arrows and are not available when you have reached the end of the report. The left arrows display in a grey color have reached the beginning of the report.

To scroll through the records without using the Actions Bar, you can either press the DOWN ARROW key (↓) on your keyboard for continuous scrolling or press the PAGE DOWN key to scroll 1 section of the page at a time. If there is more than 1 page of records, a Windows® scroll bar displays on the right side. You can use your mouse and either click the up () and down () arrows to scroll through records or you can click and drag the scrollbar slider to scroll through the records.

Change the View size

By default, the current report is displayed at 100% size as indicated in **View**on the Actions Bar.

You can change this viewing size by either clicking **100%** or clicking arrow and selecting the view size from the list of options. The view size of the information on the page changes accordingly.

Search for a value

Find | Next in the middle of the Actions Bar provides a Search function.

Initially, **Find | Next** displays are not available until a value is entered in blank text box. To search for a value, do the following:

1. Enter a search value in the **Find** box.
2. Click **Find** to find the value.

   If the value is found, it is highlighted and displayed on the report page. If the value is not found, a Windows® Internet Explorer® message stating, `The search text was not found` opens. Click **OK** on the message to return to the report.
3. To find the same value again, click **Next**.

   If another occurrence of the value is found, it is highlighted and displayed on the report page. If another occurrence of the value is not found, a Windows® Internet Explorer® message stating, `The entire report has been searched` opens. Click on the page to return to the report.

Export information to a report

Clicking the **Export** icon on the right displays a list of export options that can be selected to export the report data into a different format.

You can export a report to different formats, for example, an Adobe PDF® file, using **Export**. To export a report, do the following:

1. Click the **Export** icon to display a list of available format options.
2. Click to select the format for the exported report.

   File Download is displayed.
3. Click **Open** to open the file or click **Save** to save the file.

   The file is either opened or saved depending on your selection.

> **Note:** To open some formats, such as a PDF file, you must have the associated program loaded on your computer or an error message displays. See your system administrator for additional information.

Refresh information

Click **Refresh** (on the right of the **Export** icon) on the Action Bar to refresh the information displayed on the page.

Print a report

You can print the information as a report by clicking the **Print** icon on the right of the **Refresh** icon on the Action Bar. You can also print the report if you export it by using the Print function in the export application, such as an Excel file.

Page areas and terminology

This section provides information on how to navigate the areas of the application, and the functions.

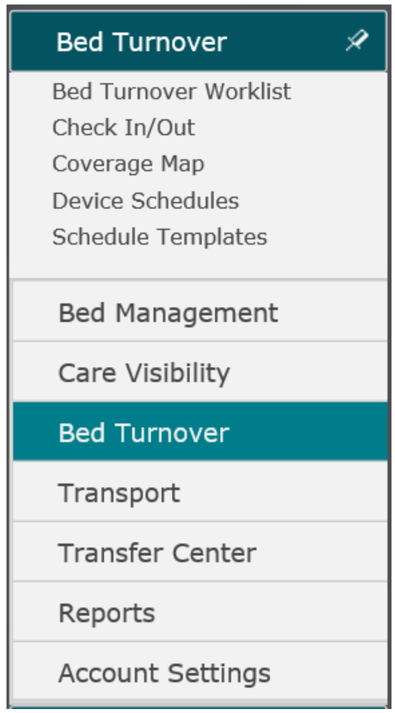
Bed Turnover left navigation pane

The left navigation pane displays buttons for Allscripts Patient Flow™ modules and functions.

The name of the module or function and its associated icon displays on the button. When you click a specific button, various options for that module or function display. For example, when you click **Bed Turnover**, the functions associated with that module display such as **Bed Turnover Worklist**.

The following figure shows the Allscripts Patient Flow™ modules. Only the modules your hospital has purchased or that you have authorization to utilize will show in the left hand navigation pane.

Figure 3: Bed Turnover in Navigation Pane



Bed Turnover Functions list

The **Bed Turnover** module has six main functions: the **Bed Turnover Worklist**, **Check In/Out**, **Coverage Map**, **Device (or Employee) Schedules**, and **Schedule Templates**.

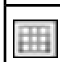
These functions display as options in the left navigation pane. If your system is configured to be device-based, then **Device Schedules** displays as an option. If your system is configured to be employee-based, then **Employee Schedules** displays as an option. Clicking an option in the left navigation pane, for example, **Bed Turnover Worklist** displays the associated window on the right side. These functions are explained in detail in later chapters of this document.

Bed Turnover common icons

An icon is an image on the Allscripts Patient Flow™ page that represents a function or an activity.

If you move your pointer over an icon, a page tip displays a brief description. For example, if you move your pointer over the Calendar icon, the page tip displays Open the calendar pop-up. Except for the Error icon, you can click an icon like a button to use the associated function. Common icons that display on several Bed Turnover module windows are explained in the following table.

Table 3: Bed Turnover icons

Icon	Name	Location	Purpose
	Drop-down Arrow	On the right of some boxes	Clicking this arrow displays a list of options for the box. For example, clicking this icon next to **Reason** on **Cancel** displays a list of reasons for the cancellation.
	Close Icon	Top right of several pages	Clicking this icon closes the page currently displayed, such as **Edit**, without saving information entered.
	Calendar Icon	On various Schedule pages	Clicking the icon opens a Calendar pop-up, allowing you to pick a date.
	Time Icon	On various Schedule pages	Clicking the icon opens a Time Picker pop-up, allowing you to pick a time at 1-hour intervals.

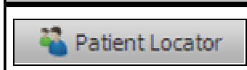
Icon	Name	Location	Purpose
	Error Icon	Data entry pages	This icon displays when data is missing from a required box after attempting to save information on a page or attempting to proceed to the next page.
	Remove or Cancel Icon	On various Schedule pages	This icon displays on the right of an available schedule on **Device/Employee Schedules** and **Schedule Templates** and a break on the **Breaks** tab on **Edit Schedule**. Clicking this icon removes the schedule, template, or break.

Common page buttons

Buttons display near the Links Bar on the **Bed Turnover** modules.

The following table provides information about the function of each button. Buttons might have a word and an icon or just an icon to indicate its function.

Table 4: Bed Turnover buttons

Button	Purpose
	This button displays precedes **Bed Turnover**, but it is used in other Allscripts Patient Flow™ modules, such as **Bed Management**. Clicking the **Patient Locator** enables you to search for a patient.

Button	Purpose
	This button displays precedes **Bed Turnover**, but it is used in other Allscripts Patient Flow™ modules, such as **Bed Management**.Clicking this button displays **Transport Request**.
 or 	**Search** displays on **Bed Turnover Worklist** and **Check In/Out** (only when you are on the **All** tab). Clicking this button displays **Search** that enables you to search for employees by name or Unit's ID on that specific window only. If an employee matching the search criteria is found, the window displays only the matching employee row. If no employees are found, **No Results** displays. If results are found, is replaced by,  which can be clicked to clear the Search filter and show all information.
	**Export** displays on the **Bed Turnover Worklist** and **Check In/Out**. Clicking this button provides the capability to export the data to a file format such as Excel or to print the data from the window.
	**Refresh** displays on **Bed Turnover Worklist** and **Check In/Out**. Clicking this button automatically refreshes the information on the window. If the Automatic Refresh option is turned on by your System Administrator, the **Bed Turnover Worklist** and **Check In/Out** automatically refresh with the latest information at specific intervals, for example, every 60 seconds. The specific time interval is set up by your System Administrator.
	This button displays on **Coverage Map**. When you make changes to the **View** section, clicking this button applies the changes and refreshes the window.

Button	Purpose
Add Schedule	This button displays on the **Device/Employee Schedules**. Clicking this button displays **Add Schedule** to create a new schedule.
	**Add Template**displays on **Schedule Templates**. Clicking this button displays**Add Template** to create a new template for a schedule.

Chapter 2

Bed Turnover Worklist

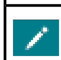
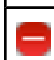
This chapter provides access information, and steps to perform different actions on **Bed Turnover Worklist**.

Information on the Bed Turnover Worklist

General Icons in Bed Turnover

General icons display in **Bed Turnover Worklist** are explained in the following table.

Table 5: General icons used in Bed Turnover Worklist

Icon	Name	Location	Purpose
	**Add Tab**	Top left of **Bed Turnover Worklist**	Clicking this icon displays **Add Tab** to create a tab to filter the worklist.
	**Delete Tab**	Top left of **Bed Turnover Worklist**	Enabled when you have added a new tab. Clicking this icon deletes the tab.
	**Edit Tab**	Top left of **Bed Turnover Worklist**	Enabled after you create a new tab. Clicking this icon opens **Edit Tab**.
	**Unassign (Release) Housekeeper**	Right of **Bed Turnover Worklist**	Clicking this icon releases the assigned Housekeeper to the bed-cleaning job.

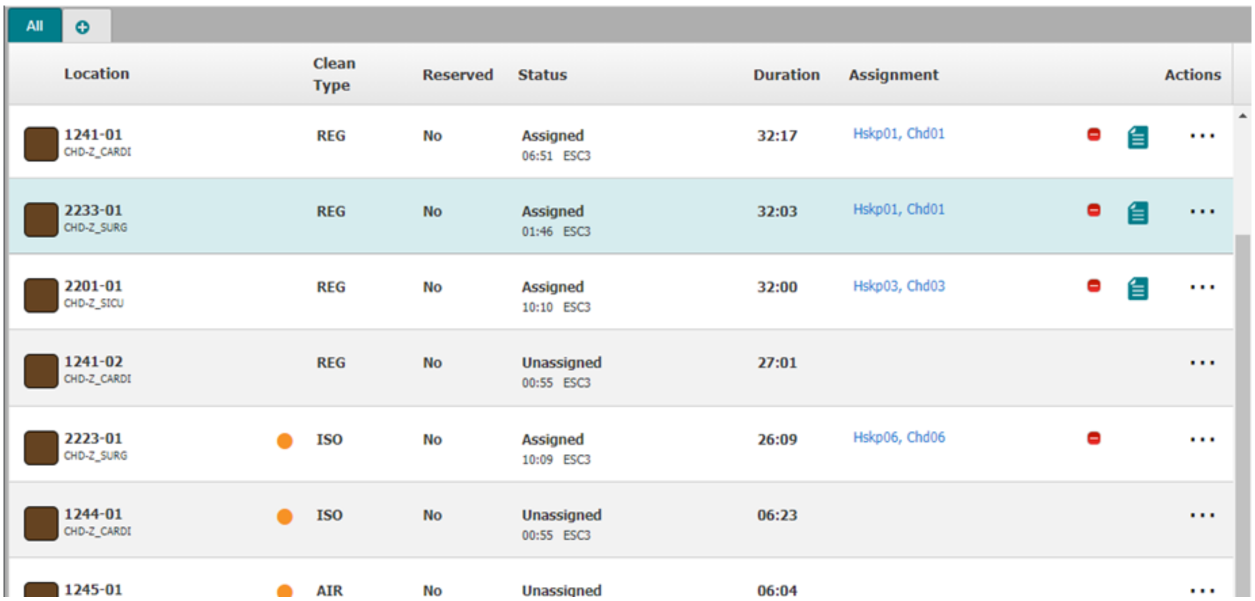
Icon	Name	Location	Purpose
...	Actions menu		The Actions menu contains the following options when they are applicable to the request: > **Edit** - make changes to the transport request > **More Suggestions** - access and select Housekeepers > **Notes** > **In Progress** - update the status of a task to In progress > **Complete** - mark a task complete > **Cancel** > **Delay** - configure a task delay > **Edit Delay** - displays when the job status is Delay. Change the delay length or reason, or end the delay.

Requests List on Bed Turnover Worklist

The Requests List displays bed-cleaning requests in a table format on **Bed Turnover Worklist**.

Each table column has a heading to indicate the type of information in that column. **Location** contains Bed Tile icons. The Bed Tile indicates the bed location and the bed-cleaning status as explained in the following section.

Figure 4: Request Information Details



Location	Clean Type	Reserved	Status	Duration	Assignment	Actions
1241-01 CHD-Z_CARDI	REG	No	Assigned 06:51 ESC3	32:17	Hskp01, Chd01	...
2233-01 CHD-Z_SURG	REG	No	Assigned 01:46 ESC3	32:03	Hskp01, Chd01	...
2201-01 CHD-Z_SICU	REG	No	Assigned 10:10 ESC3	32:00	Hskp03, Chd03	...
1241-02 CHD-Z_CARDI	REG	No	Unassigned 00:55 ESC3	27:01		...
2223-01 CHD-Z_SURG	ISO	No	Assigned 10:09 ESC3	26:09	Hskp06, Chd06	...
1244-01 CHD-Z_CARDI	ISO	No	Unassigned 00:55 ESC3	06:23		...
1245-01	AIR	No	Unassigned	06:04		...

Request Information displays the a request timer, cleaning type, housekeeping zone, and escalation (if applicable). If the Housekeeper has started a bed-cleaning job, the job's status changes to **In Progress**and the Bed Tile changes color to yellow.

Assignment displays assigned Housekeepers. Click the Housekeeper's name to displays **Employee Details** with the Jobs Completed, Check In Time, and Zone. To display more available Housekeepers for the job, click , and then**More Suggestions**. To remove a Housekeeper from a job that is not In Progress click , and enter a removal reason.

Click **Status** to display the timestamps for the job workflow states.

Bed Turnover Status (1101-01) ×

Start	State	By	Type
10:09	UNAS	Service, A	Regular
10:09	INIT	Service, A	Regular

Bed Tile and Location and Status Information

The Bed Turnover Worklist page has Bed Tile icons. These have changed in size and detail provided as of APF 21.2 release. The Bed Tile displays a bed-cleaning status color, which indicates if the bed is dirty (brown), if cleaning is in process (yellow), and so on.

Location The Bed tile displays a bed cleaning status color. This also includes the Bed-ID and the Facility/Unit of the Bed to the right of the Bed Tile.

Clean Type reflects the type of clean process associated to the Bed. While routinely a single Clean Type, this could be a ‘Concurrent Job’ which has at least 2 jobs associated that can be done separately in either order; or at the same time if that is the process used by a hospital. When ‘Concurrent Jobs’ are displayed on the worklist, there will be a separator between the jobs across the page.

Isolation is marked by an Orange isolation circle when appropriate and is located to the left of the Clean Type.

Another multiple job Clean Type is the Sequential Clean Type. This presents with the first job and an icon with S1:2 to the left of the Clean Type. Once the first job is completed, the second job appears on the worklist and will appear Yellow and be ready to either be auto-assigned or manually assigned to a housekeeper.

Reserved reflects whether or not a new patient is Reserved to this bed. Yes = Reserved while No = No patient reserved. This may help a Housekeeping supervisor determine when a bed should be manually assigned to a housekeeper.

Status Reflects the current state of the job, along with time in this state and if any escalations have been sent. Additionally, will hold a Delay reason if a job is marked for Delay of any sort.

Duration Reflects the full duration of the job from start time to current point in time.

Assignment Assignment will show suggested Housekeepers along with % from IME Terms. Once IME runs and a housekeeper is assigned by Auto-Dispatch or by the dispatcher, the column will reflect that Housekeeper only.

The above columns are all sortable in an ascending/descending order. Sorting on a column sorts all rows of the worklist.

The Column: Actions Values will change depending upon the Status of the Job. Options include Edit, More Suggestions and Notes. Notes will have an ICON that appears to the left of Actions column. Also included are the following: Cancel, Complete, Delay/Edit Delay, In Progress.

The following table provides explanations of the bed-cleaning status colors.

Table 6: Bed-cleaning status

Color		Explanation
	Green	Available
	Brown	Dirty
	Lighter Brown	Dirty, Next
	Red Brown	Dirty, Urgent Priority
	Yellow	Cleaning in Progress
	Purple	Delayed
	Black	Closed

Bed-Cleaning Request Information

The following table provides information about the bed-cleaning assignments displayed in the Request Information column (next to the Type box).

Table 7: Bed-cleaning assignment status

Status	Explanation
Assigned	The bed-cleaning job is assigned to a Housekeeper.
In Progr	The bed-cleaning job is assigned to a Housekeeper, and the cleaning is in progress.
Unassigned	The bed-cleaning job is unassigned.
Unassigned Delay	The bed-cleaning job is delayed and unassigned.
Assigned Delay	The bed-cleaning job is delayed, but is still assigned to a Housekeeper.

Status	Explanation
Delay in Progress	The bed-cleaning job is delayed and in progress.
Cleaned Delay	The bed-cleaning job is in a post complete delay period.

Type indicates the type of bed-cleaning job (as defined by your hospital). The code for the cleaning type displays in this box, for example, ISO for Isolation, REG for Regular.

Esc in the row indicates whether the bed-cleaning job is escalated. Escalations are triggered by a configurable time value (for example, 10 minutes). If no information displays in that box, then the job has not been escalated. If the job is escalated, then it could be in 1 of 3 levels of escalations (First, Second, and Third) depending on the time value set. The level is indicated in **Esc**, for example, ESC3 indicates the Third Escalation.

Clicking a row on **Bed Turnover Worklist** expands it and displays the Req box (under the Type box), which shows who took the latest action on the request and the action's date and time.

When a bed-cleaning job is completed and the bed is available, the job is removed from **Bed Turnover Worklist**.

Functions on Bed Turnover Worklist

Whenever a bed changes to a Dirty status in the **Bed Management** module, such as when Discharges, Transfers, and other patient activities occur, the Dirty bed automatically displays as a bed–cleaning job on **Bed Turnover Worklist**.

Requests for bed cleaning can also be performed manually in **Bed Management**, and these bed–cleaning jobs also display on **Bed Turnover Worklist**. Housekeepers can be assigned or unassigned to bed–cleaning jobs using this page. Bed–cleaning jobs can also be viewed, edited, delayed, put in progress, cancelled, and completed on this page.

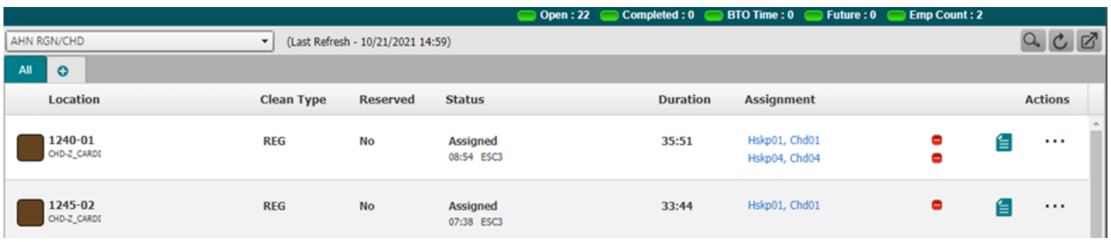
These procedures assume that the correct organizations are selected in the **Organization** selector box.

Bed Turnover Worklist - Dashboard header

The Dashboard Header shows Key Performance Indicators (KPIs) at the top of **Bed Turnover Worklist**.

The KPIs are displayed as colors (green, yellow, and red to indicate the Alert status).

Figure 5: Key Performance Indicators



The information displayed in the Dashboard Header is configurable by the Allscripts® Implementation Team (not by the Administration functions in Allscripts Patient Flow™). Also, security for each KPI is configurable (using the Admin Mode function for **Dashboards**).

> **Note:** The KPI information displays only for housekeeping zones to which you have access in Allscripts Patient Flow™.

The Dashboard Header contains various types of information as explained in the following table. The data is displayed for the selected facility.

Table 8: Dashboard Header Information

Header name	Explanation
Open (Open Jobs)	Number of open bed-cleaning jobs for the facility.
Completed (Completed Jobs)	Number of completed bed-cleaning jobs since midnight for the facility.
BTO Time (Bed Turnover Time)	Bed turnover time for all bed-cleaning jobs (open and closed) for the facility since midnight.
Future (Future Jobs)	Number of pending jobs (pending discharges and pending transfers) for the facility for the next 6 hours.
Emp Count (Checked-In Employees)	Number of checked-in employees for the facility.

View employee details

Click the assigned housekeeper's name to view **Employee Details**. If the job is not in progress you can remove the housekeeper assignment.

1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.
2. Find and click the row for the bed–cleaning job.
3. Click the housekeeper's name under **Assignment**.
4. On **Employee Details** click Remove to remove that housekeeper assignment. If the job is in progress, this button is not visible.

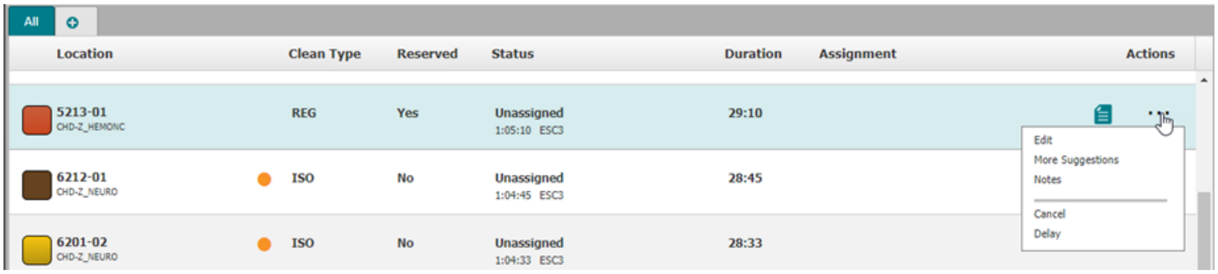
Assign housekeepers to bed–cleaning jobs

A bed–cleaning job that has not been assigned displays **Unassigned** in the **Status** column.

1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.

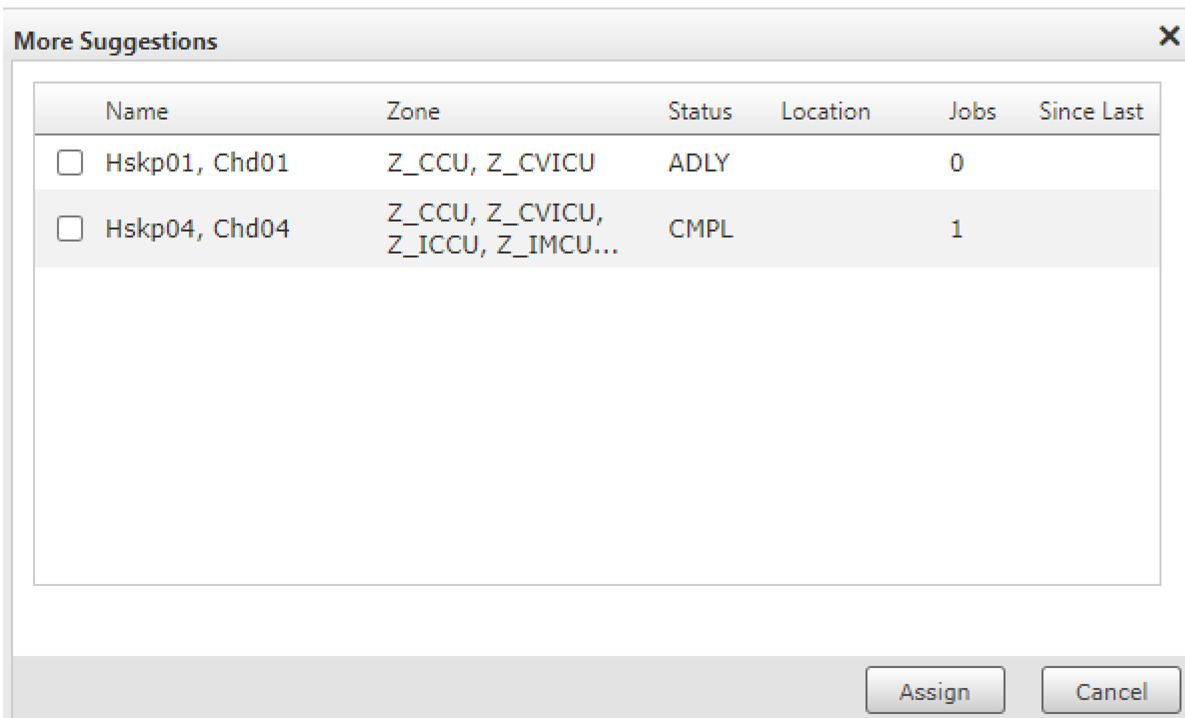
2. Find and click the row for the bed–cleaning job to assign.

Figure 6: Assign a Housekeeper to a Bed–cleaning Job



3. Click ··· under **Actions**, and then click **More Suggestions**.

Figure 7: More Suggestions



4. Select the housekeeper, and then click **Assign**.
5. When **More Suggestions** closes the housekeeper's name and display under **Assignment**.

Assign housekeepers to sequential bed-cleaning jobs

Bed-cleaning jobs that require both typical cleaning and specialized cleaning can be designated as a sequential jobs. System Administrators must set up the specialized clean types, housekeeper attributes, and associated message events and subscriptions before an organization can utilize sequential bed-cleaning jobs.

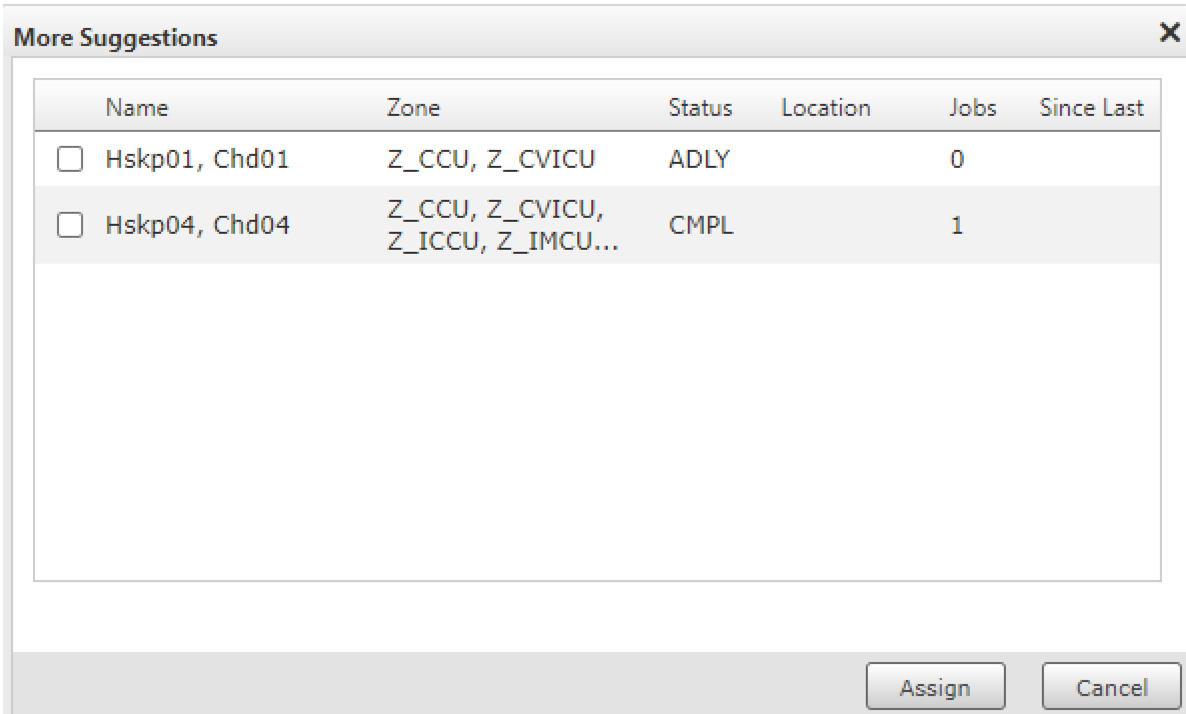
1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.
2. Find the row for the first part of the sequential bed-cleaning job to assign.

> **Note:** The Intelligent Matching Engine (IME) matches the housekeepers qualified to perform the first part of the sequential bed-cleaning job and lists them according to their rating. The **Bed Turnover Worklist** indicates that the bed cleaning job is the first part of a two-part job with **S1:2** (for example, Step 1 of 2) in the **Clean Type** column.

Figure 8: Sequential Bed-Cleaning Job, Part 1

3. Click ... under **Actions**, and then click **More Suggestions**.

Figure 9: More Suggestions



4. Select the housekeeper, and then click **Assign**.
5. Repeat the process for the second part of the cleaning job.

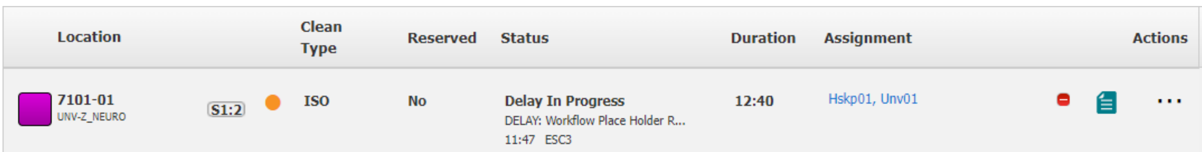
> **Note:** Both housekeepers will receive bed status messages by Mobile as each part of the sequential-cleaning job is ready to be completed.

Unassign housekeepers from bed-cleaning jobs

You can unassign or release a housekeeper assigned to a bed-cleaning job.

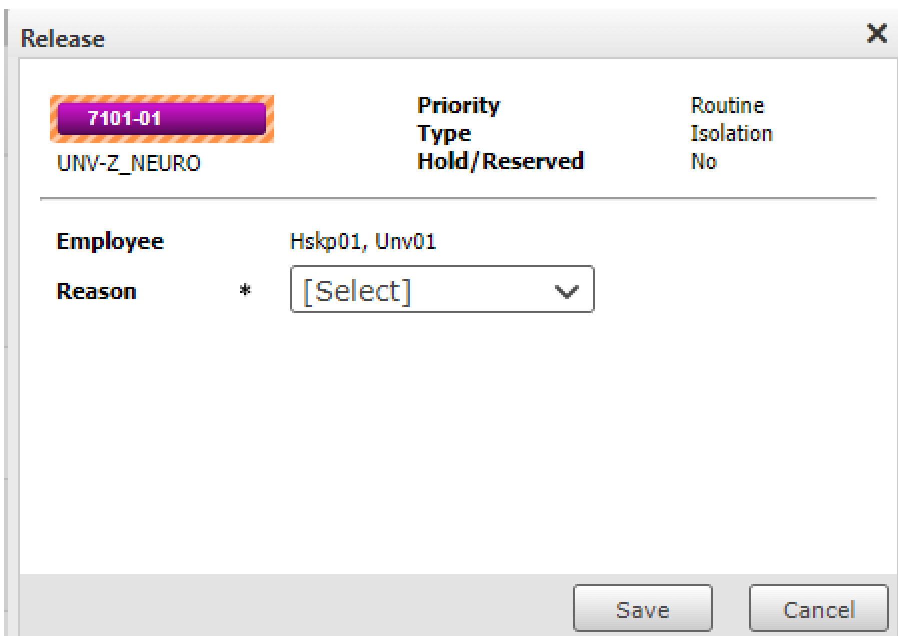
1. Find the bed-cleaning job with the assigned housekeeper. You might have to scroll down or go to another page to find the bed-cleaning job.

Figure 10: Unassign Housekeeper from Job



2. Click .

Figure 11: Release



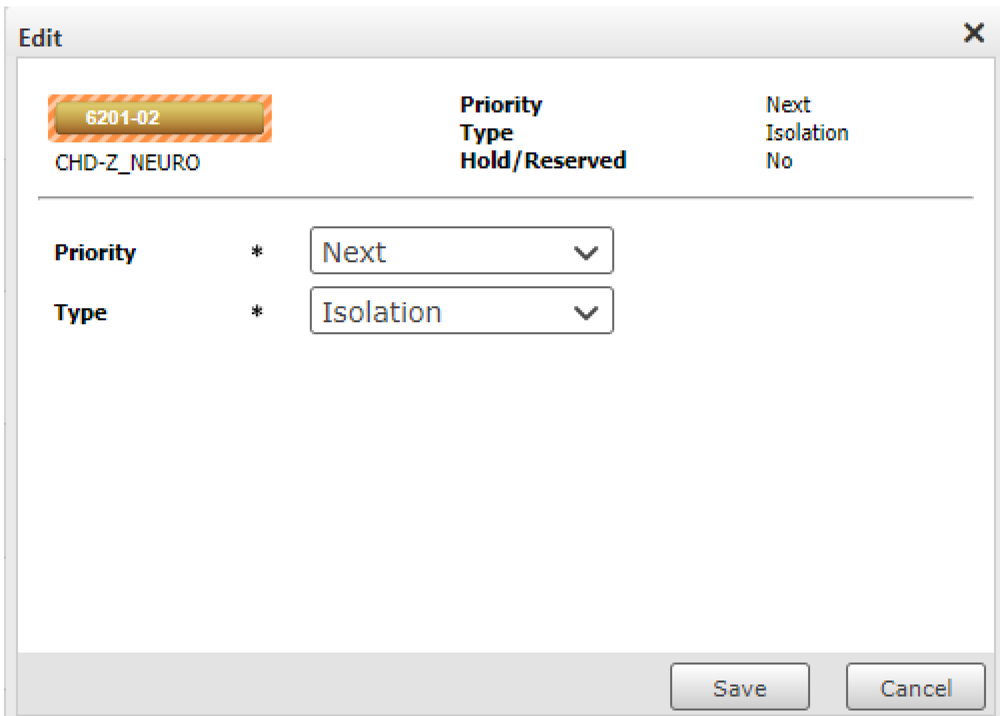
3. On **Release** select the **Reason** for releasing the housekeeper.
4. Click **Save**.

Edit bed-cleaning jobs

You can edit a bed-cleaning job if it is in an **Unassigned** status.

1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.
2. Find and click the row with the bed-cleaning job to edit.
3. Click ... under **Actions**, and then click **Edit**.

Figure 12: Edit Priority



4. Edit the **Priority** and **Type**, as applicable.
5. Click **Save**.

Place bed-cleaning jobs in Progress

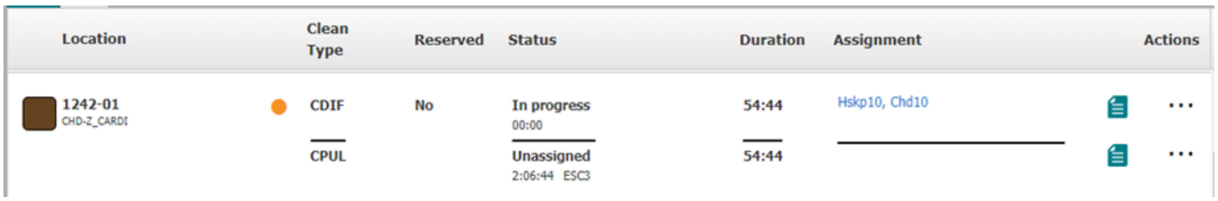
You can place a bed-cleaning job in progress if it is in an **Assigned** or **Delay** status.

1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.
2. Find and click row with the bed-cleaning job to update.

The specific row expands and is highlighted in light blue. The actions that can be taken for the bed-cleaning job display on the right.

3. Click ... under **Actions**, and then click **In Progress**.

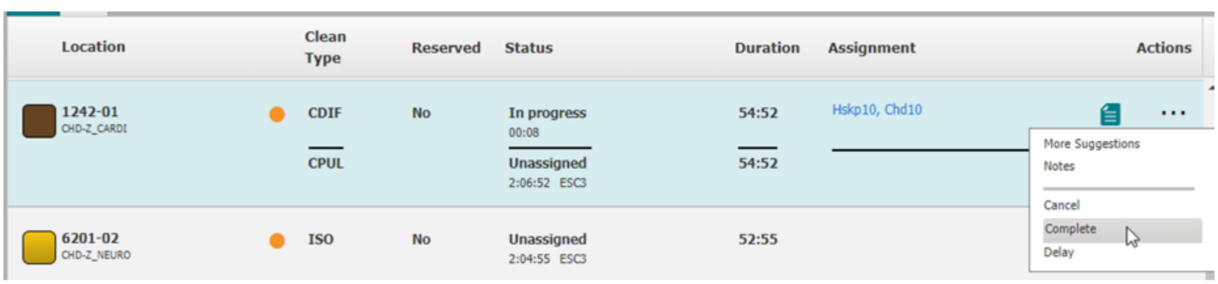
   If there are dependent jobs, such as **CDIF** and **CPUL** as shown in this example, the **In Progress** status displays for only one housekeeper and the Bed Tile color does not change to yellow. Once all dependent jobs are in progress the bed tile will change to yellow.



Complete bed-cleaning jobs

You can complete a bed-cleaning job if it is in the **In Progress** status. If there are concurrent jobs, you must complete both jobs to remove the entire row from **Bed Turnover Worklist**.

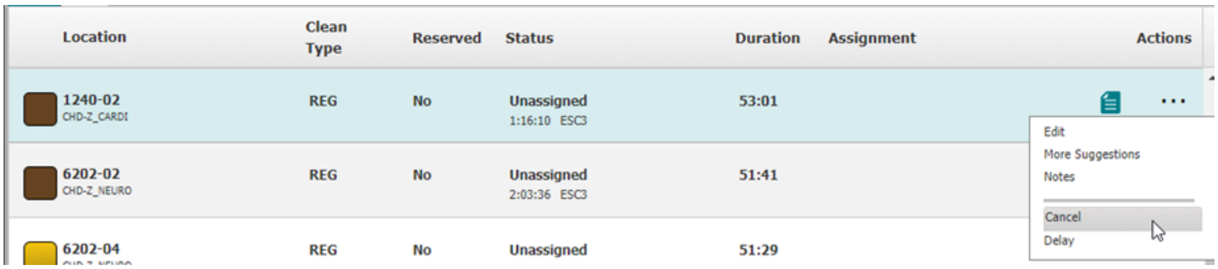
1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.
2. Find and click the row with the bed-cleaning job to update.
3. Click ... under **Actions**, and then click **Complete**. Completed jobs are removed from the worklist, when all dependent jobs are marked complete the row will be removed.



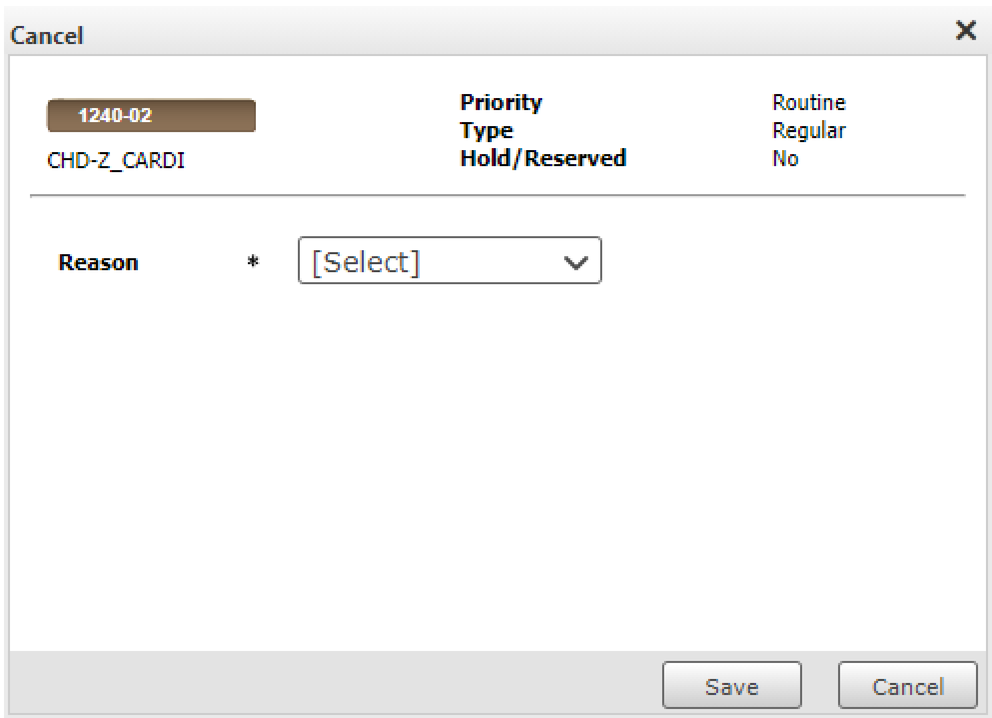
Cancel bed-cleaning jobs

You can cancel a bed-cleaning job whether it is in an **Assigned**, **Unassigned**, or **In Progress** status.

1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.
2. Find and click the row with the bed-cleaning job to cancel.



3. Click under **Actions**, and then click **Cancel**.

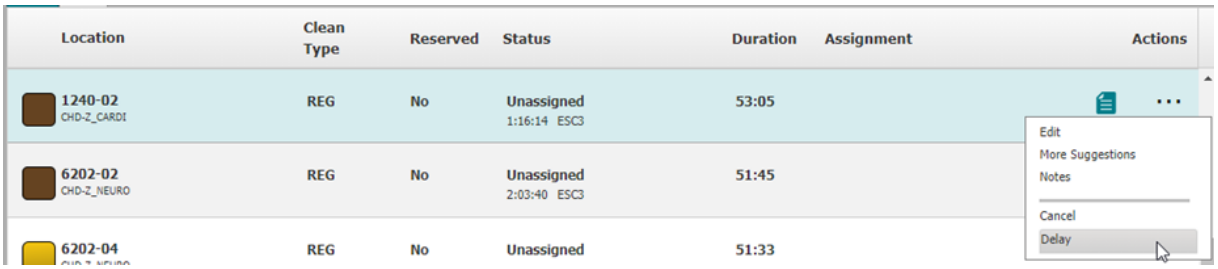


4. On **Cancel** select a **Reason**, and then click **Save**.

Delay bed-cleaning jobs

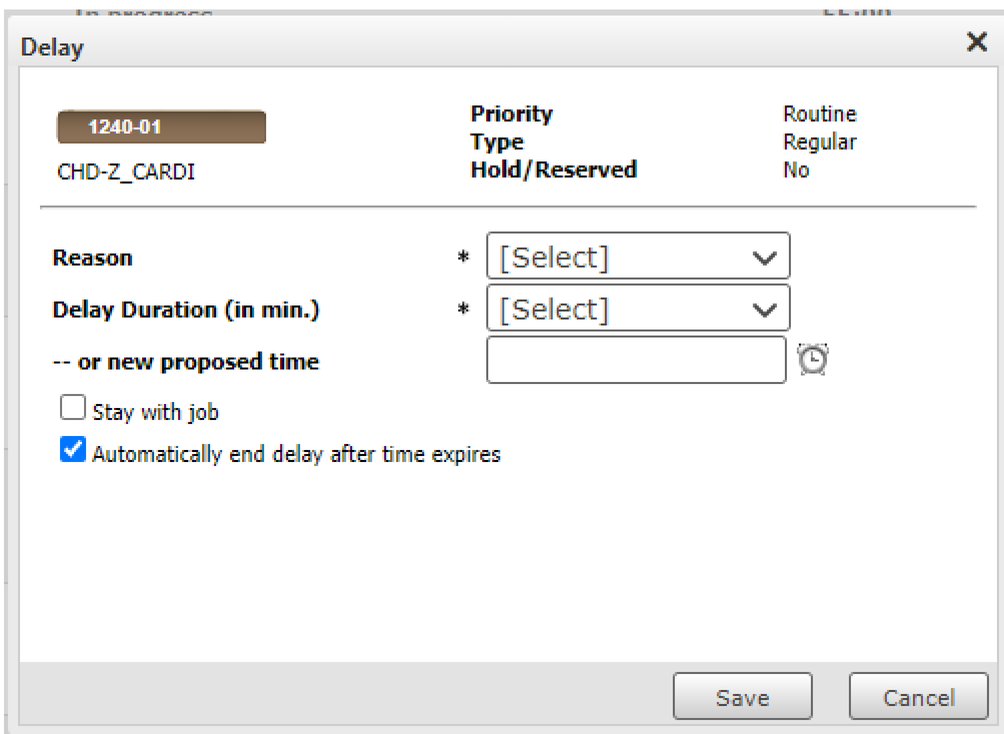
You can delay a bed-cleaning job whether it is in an **Assigned**, **Unassigned**, or **In Progress** status.

1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.
2. Find and click the row with the bed-cleaning job to delay.



3. Click ... under **Actions**, and then click **Delay**.

   If the job is assigned to a housekeeper (the job status is **Assigned** or **In Progr**), **Delay** is displayed.



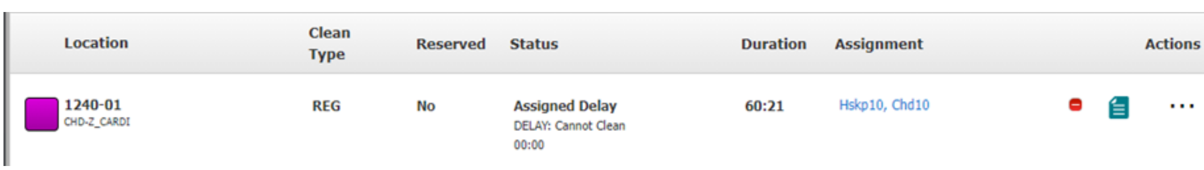
4. On **Delay** select a **Reason** and a **Delay Duration** or select a **new proposed time**.

Table 9: Delay page details

Field	Purpose
Reason*	Click **Reason** and select a reason.
Delay Duration (in min.)*	Click **Delay Duration (in min.)** and select a delay duration.

Field	Purpose
or new proposed time	Enter the time in 24-hour format or click the Clock icon and select a time from the Time Picker.
Stay with job	This box displays if the job status is **Assigned** or **In Progr**. Click the box to insert a check mark if the employee stays with the job. If this box is checked, the default check mark in **Automatically end delay after time expires** is removed and the box is unavailable.
Automatically end delay after time expires	This box displays if the job status is **Assigned** or **In Progr**. To remove the default check mark and not automatically end the delay after time expires, click the box to remove the check mark. If **Stay with job** box is checked, the default check mark in this box is removed and the box is unavailable.

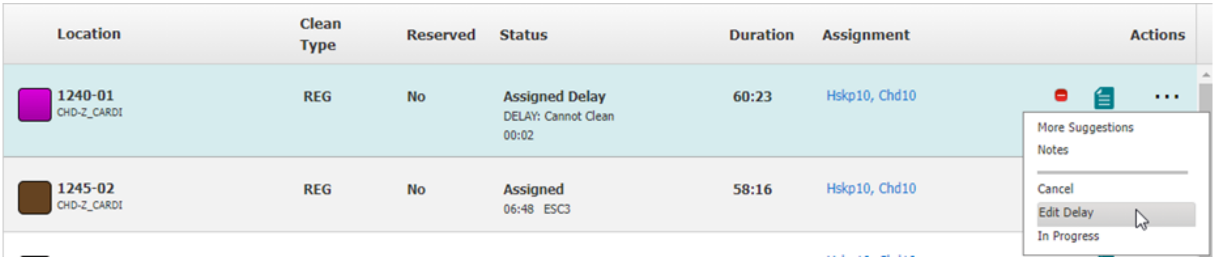
5. Select **Stay with job** to keep the existing housekeeper assignment.
6. Clear **Automatically end delay after time expires** to require manual intervention at the end of the delay.
7. Click **Save**.



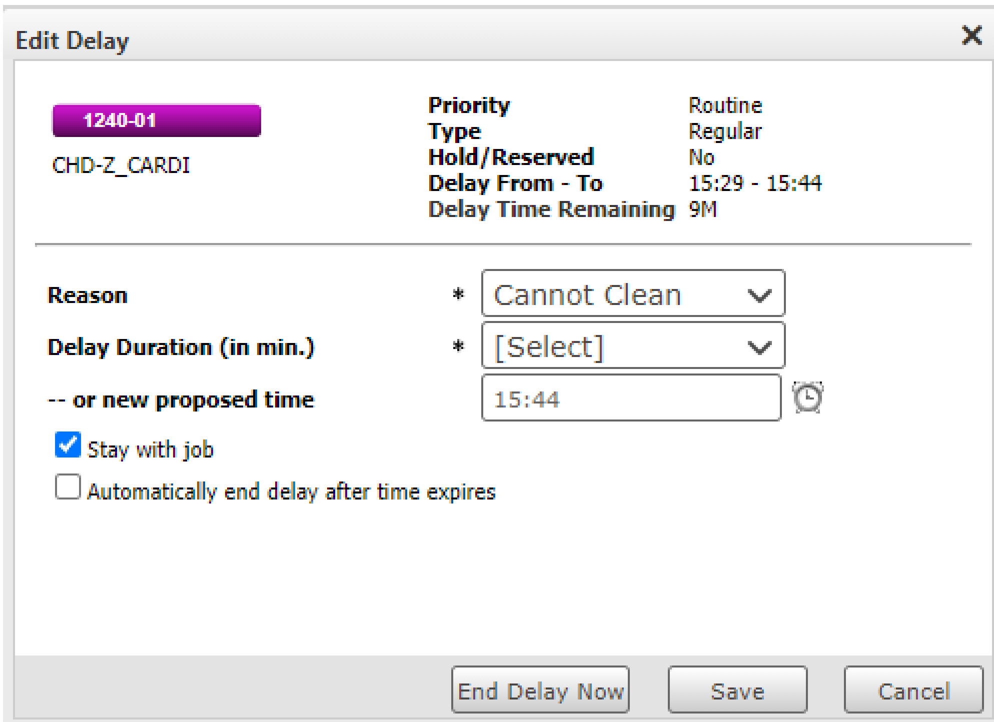
Edit delayed bed-cleaning jobs

You can edit a bed-cleaning job in **Delay** status.

1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.
2. Find and click the row with the delayed bed-cleaning job.



3. Click ••• under **Actions**, and then click **Edit Delay**.



4. Update the **Reason**, **Duration**, or **new proposed time**.
5. Select **Stay with job** to keep the existing housekeeper assignment.
6. Clear **Automatically end delay after time expires** to require manual intervention at the end of the delay.
7. Click **Save**, or click **End Delay Now** if the delay reason has ended.

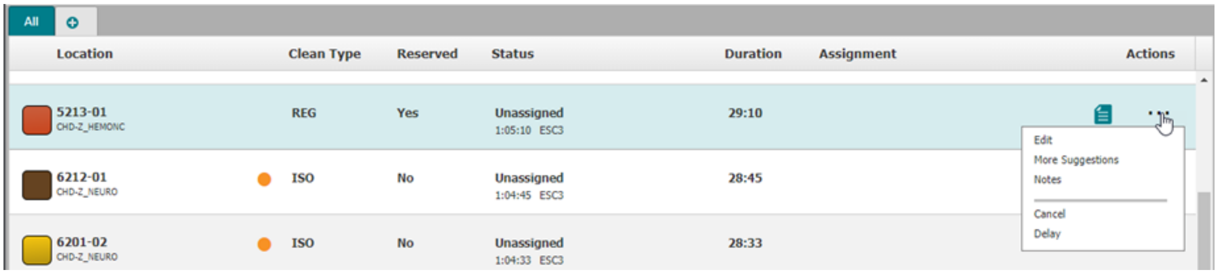
Add notes to bed–cleaning jobs

Add notes to a bed–cleaning job in any status by clicking **Notes**.

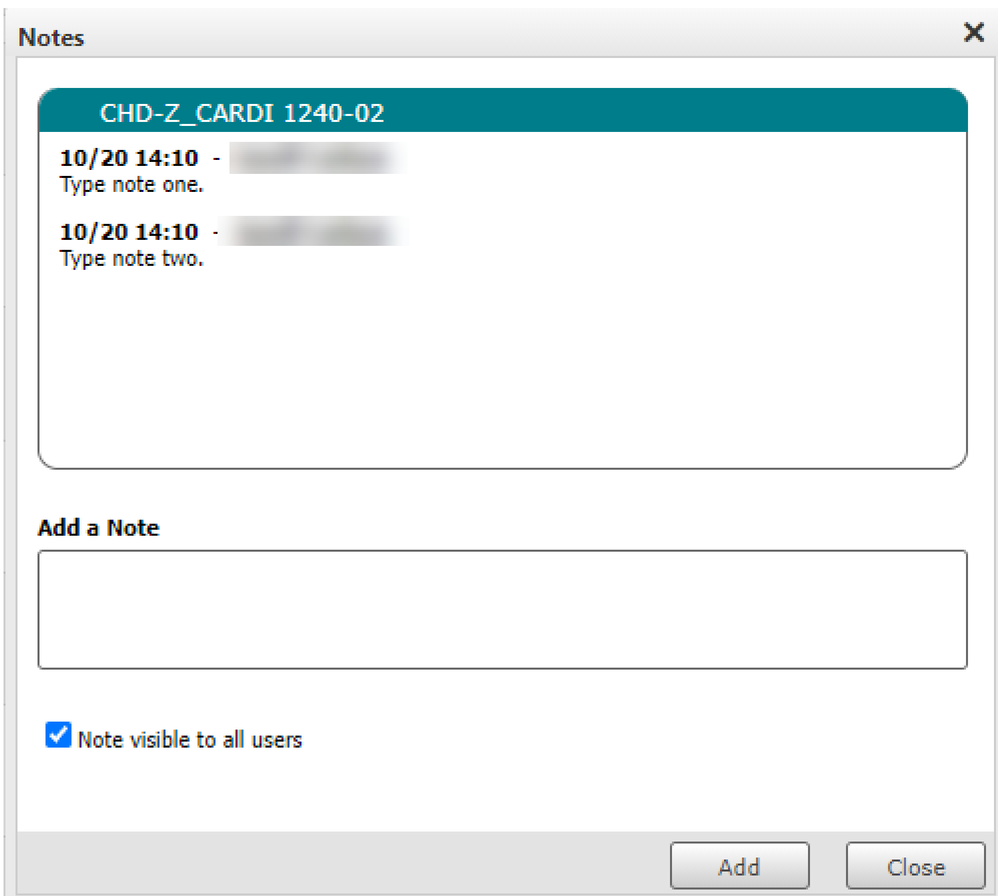
1. Click **Bed Turnover Worklist**. Verify that the correct Region and Organization are selected.

2. Find the row with the bed–cleaning job.

Figure 13: Notes



3. Click ... in the **Actions** column, and then click **Notes**.
   Any previously added notes are displayed in the top pane of **Notes**.



4. Enter the information in **Add Note**.

5. Clear **Note visible to all users** to create a private note. Private notes display as blue text and are visible only to the person who created it and any user with the same role as the note creator's role at the time the note was created.
6. Click **Add**.
7. When finished, click **Close**.

Chapter 3

Bed Turnover Check In/Out

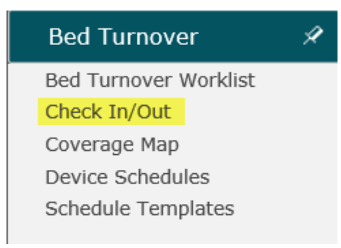
If the Bed Turnover Scheduling system option is configured to show devices, then **Check In/Out** displays all Housekeeping devices and the schedule and zone associated with each device.

This chapter is based on this configuration, but the page works in a similar way if the option is configured to show employees. With this option, the page shows all valid Housekeepers, including all who have checked in. **Check In/Out** enables you to associate Housekeeping devices (for example, pagers) to employees, check them in or out either individually or as a group, start or end breaks, temporarily edit scheduling details, and so on. You can also print the information on **Check In/Out** or export it to another format, such as an Microsoft® Excel® or Acrobat® (PDF) file.

Access Check In/Out

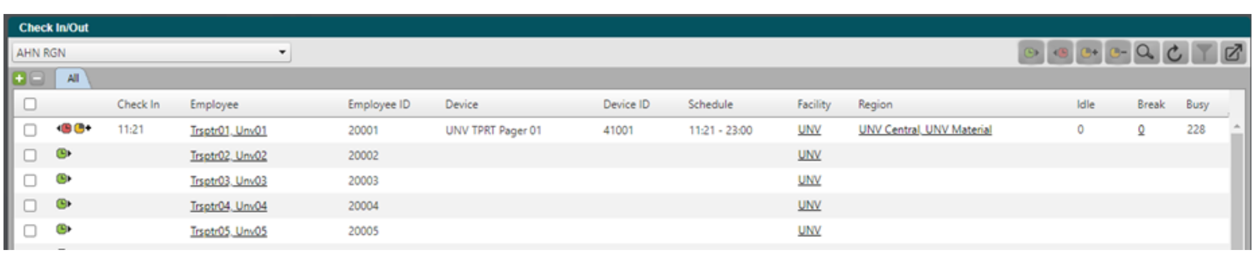
To access **Check In/Out**, click **Check In/Out**.

Figure 14: Check In/Out in Bed Turnover



Check In/Out is displayed. The devices that are checked in display at the top of the page. The employee, schedule, and zones associated with the devices are also shown. Several column headings can be used to sort the data, for example, Device and Employee.

Figure 15: Check In/Out



Functions on Check In/Out

The **Check In/Out** table describes the purpose of the buttons on **Check In/Out**.

The Refresh  and Export  buttons are always available on this page, but the other buttons are available only if certain conditions are met. If the conditions are not met, the buttons display as not available (grey). One condition is that the device must be selected as indicated by the check mark in the adjacent box. Other conditions are explained in the following table.

Table 10: Check In/Out functions

Button	Purpose
	The Check In button contains the Check In icon  and is only available if the device is currently checked out. Clicking this button displays the Check In Employees page. You can check in the employee now or the when the next available employee checks in.
	The Check Out button contains the Check Out icon  and is only available if the device is currently checked in. Clicking this button automatically checks out the device and associated employee.
	The Start Break button contains the Start Break icon () and is only available if the device is currently checked in and the employee is not on break. Clicking this button displays the Begin Break page, and you can select the type of break for the employee and begin the break.
	The End Break button contains the End Break icon () and is only available if the device is currently checked in and the employee is on break. Clicking this button displays the End Break page, and you can end the employee's current break.

Button	Purpose
and	The Search button only displays if you are on the All tab. Clicking this button displays a Search page that enables you to search for employees on the page using a minimum of 3 characters. If an item matching the search criteria is found, the page displays only the matching row. If no items are found, a No Results page displays. If results are found , is replaced by , which can be clicked to clear the Search filter and show all information.
	Clicking the Export button displays the Housekeeping Device List page, where you can browse to various list pages, change the view percentage, perform a text search, select a file format for export, and print the list.
	Clicking the Refresh button manually refreshes information displayed on the current page with the latest information. If the Automatic Refresh option is turned on by your System Administrator, these pages automatically refresh with the latest information at specific intervals, for example, every 60 seconds. The specific time interval is set up by your System Administrator.
	If a new tab is created with Filter options, the Filters button is available on the top right of this page when you are on the created tab. Clicking this button displays a Filters page, which enables you to define criteria to filter the information displayed. If you are on the All tab, the Filters button is not available and displays in light grey. Using the Filters function enables you to find specific information quickly, such as displaying only checked-in employees.

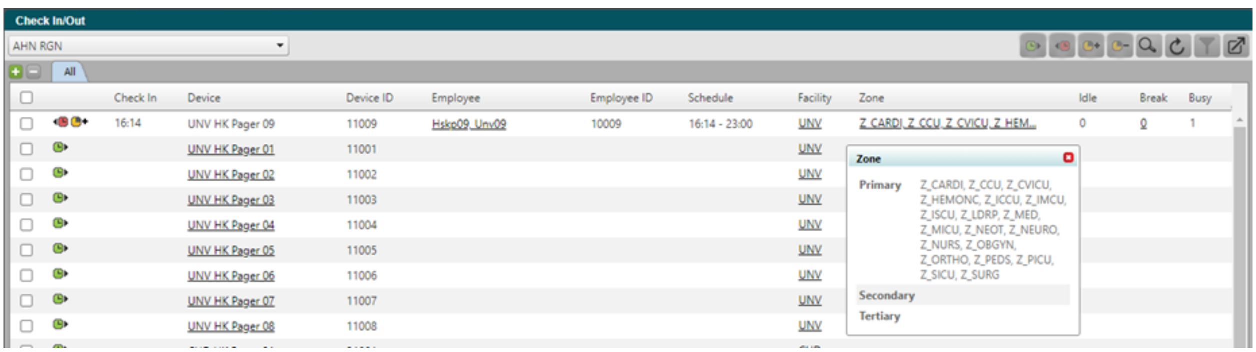
Note: The procedures assume that the correct organizations are selected in **Organization**.

View Pop-up Pages

Several pop-up pages are available to view different types of information on **Check In/Out**.

Clicking a facility listed in the **Facility** column displays the **Facilities** pop-up page, which lists the facilities associated with the device or employee. If an employee is checked in, you can click the zones listed in the **Zone** column to display the **Zone** pop-up page showing the Primary, Secondary, and Tertiary zones for the employee. Clicking the number listed in the **Break** column displays the **Breaks** pop-up page, and if a break was taken, the type of break as well as the Start and End times and the minutes of the break are shown. (If a break has not been taken, then `No records to display` is shown on the **Breaks** pop-up page.) To close the pop-up pages, click outside of them or click **Close**.

Figure 16: Check In/Out



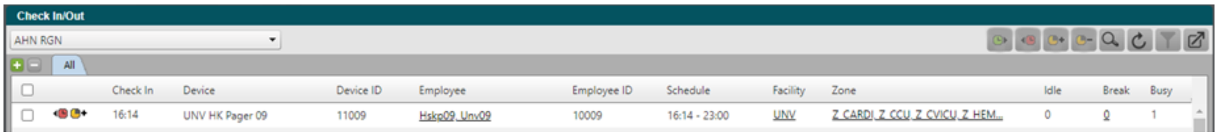
Edit Device Schedule Details (temporarily)

If a device has not been assigned to an employee, you can click a device name listed in **Device** on **Check In/Out** to edit the device's schedule, including assigning an employee to the device. These are temporary changes that are only effective during the check-in and check-out times defined.

1. Click **Bed Turnover** then **Check In/Out**.

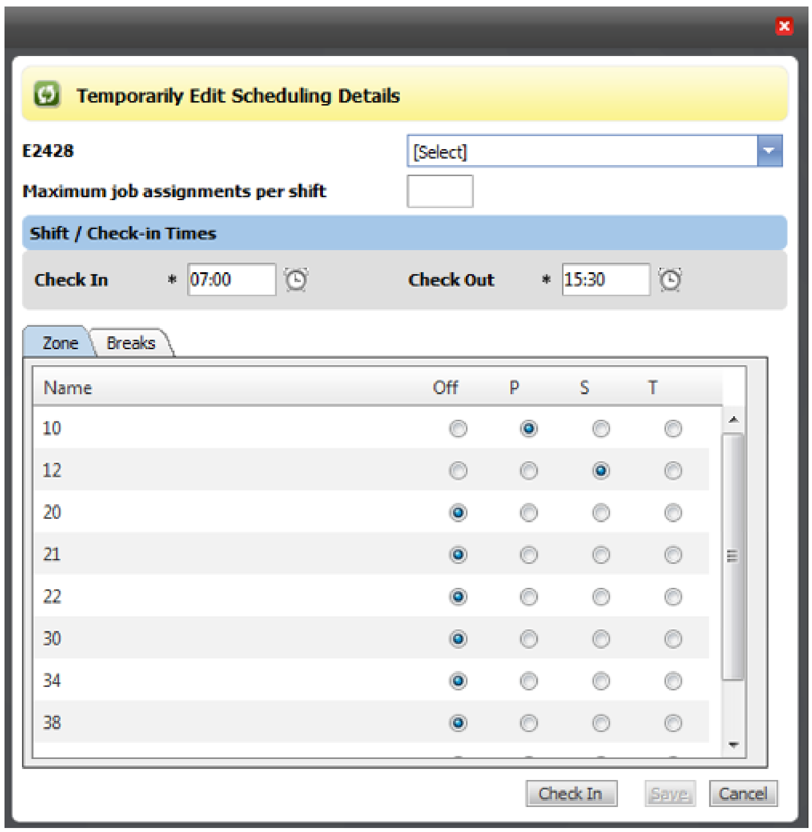
2. Find the device on **Check In/Out**. You can use the Search button  or sort function to help with your search.

Figure 17: Check In/Out



3. Click the name of the device in the **Device** column.

Figure 18: Temporarily Edit Scheduling Details



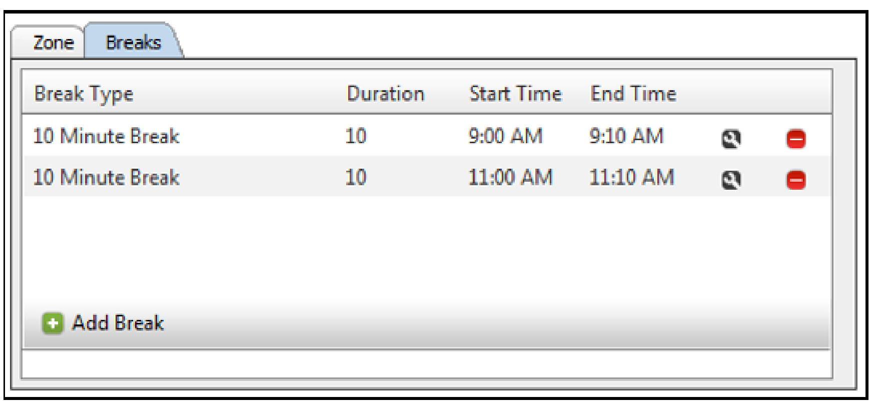
4. On **Temporarily Edit Scheduling Details** select an employee's name to associate to the device.
5. Enter information in the applicable fields. Required fields are indicated by an asterisk. If you do not have information to enter in an optional field, leave it blank.

Table 11: Edit schedule details

field	Purpose
Maximum job assignments per shift	The maximum number of jobs that can be assigned to device for this shift.
Shift or Check-In Time	
Check In*	The default check-in time is automatically entered. To change the time, delete the default and type the change or click the Time icon () and select the time.
Check Out*	The default check-out time is automatically entered. To change the time, delete the default and type the change or click the Time icon () and select the time.

6. Click the **Zone** tab. For each zone that is part of this schedule, select the type of coverage to associate with the device: P = Primary, S = Secondary, and T = Tertiary.
7. Click the **Breaks** tab.

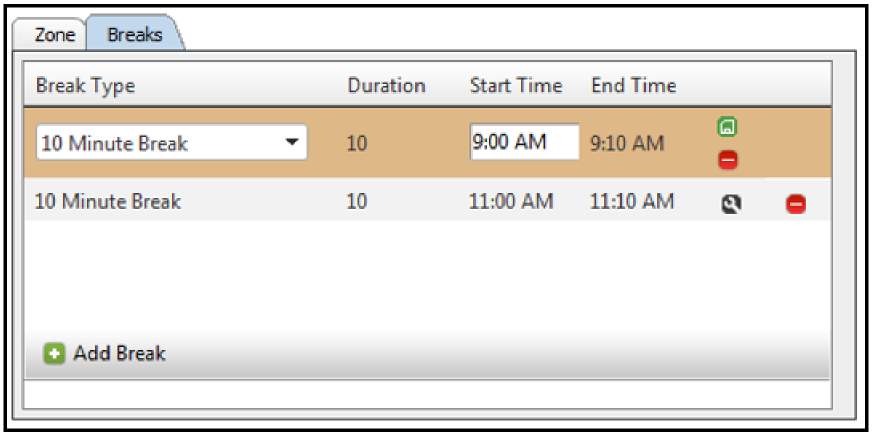
Figure 19: Breaks Tab



8. To remove a break, click .
9. To edit a break, click .
   a. Change the **Start Time**.

b. Click .

Figure 20: Edit a Break



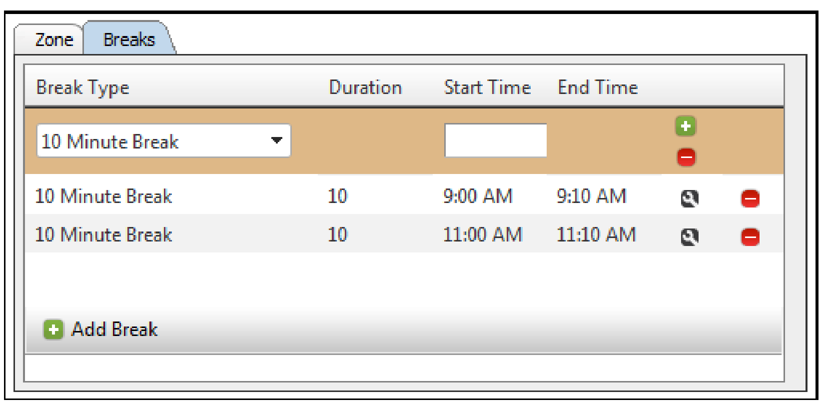
10. To add a break, click Add Break.

a. To change the default break type, click **Break Type** and select a different break type.

b. Enter the **Start Time**.

c. Click .

Figure 21: Break Type



11. Click **Save**.
12. Click **Check In**.

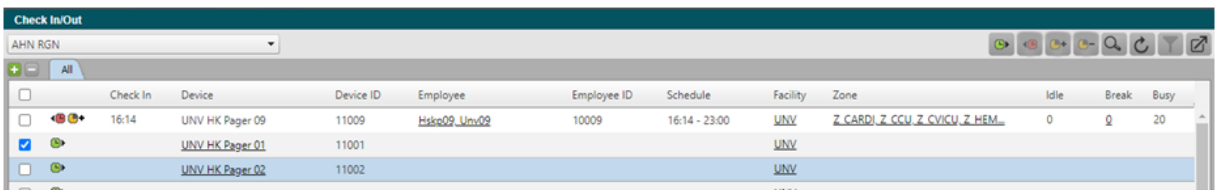
Check in devices or employees

You can check in one or multiple devices or employees at one time. Devices must have an employee associated to them in order to check them in.

Only those devices or employees displaying a Check–In icon on the **Check In** column are available for checking in. An employee must be assigned to a device to use this check–in procedure.

1. Click **Bed Turnover** then **Check In/Out**.
2. Search for and select the devices or employees that you want to check in on **Check In/Out**.

Figure 22: Check In/Out Devices or Employees



3. Click .
4. Do one of the following:
   - — To check in the devices/employees now (current time), click **Now**.
   - To check in the device or employees when they are scheduled to be next available, click **Next Available**.
     The devices or employees are checked in when they are scheduled to be next available (whether it is before or after the current time) and display at the top of the page.

> **Note:** If a device or employee checks into a schedule with future check–in time (by clicking), other details such as **Zone**, **Idle** time, and so on are not displayed until the schedule's defined check–in time when the device or employee is automatically checked in. The employee displays on break until the check–in time.

Check out devices or employees

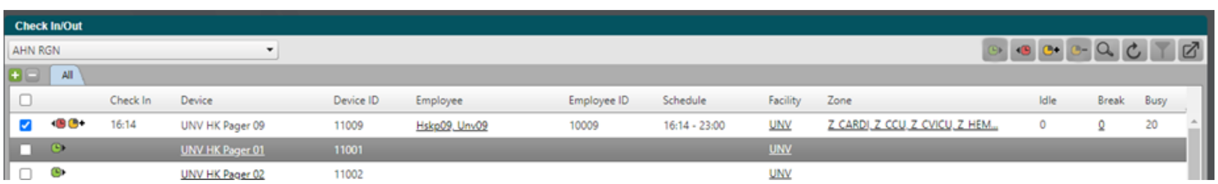
You can check out one or multiple checked–in devices or employees at one time.

Only those devices or employees displaying a Check–Out icon on the left of the **Check In** column are available for checking out. If a device or employee is selected that does not have the Check–Out icon on the left, the Check Out button at the top of the page is not available.

> **Note:** A housekeeper cannot check out when a STAT job is assigned to them or if a bed–cleaning job assigned to the housekeeper is in an **In Progress**, **Delay (In Progress)**, or **Stay with Job** status.

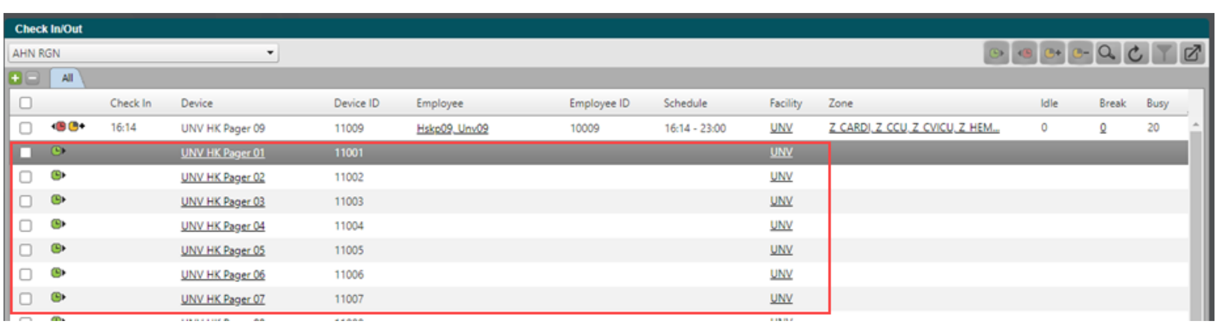
1. Click **Bed Turnover** then **Check In/Out**.
2. Search for and select the devices or employees that you want to check out on the Check In/Out page.

Figure 23: Check In/Out



3. Click .

Figure 24: Check In/Out

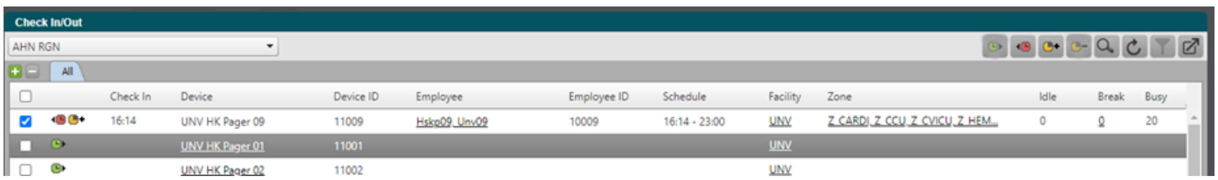


Start breaks for devices or employees

You can start a break for one or multiple checked-in devices or employees that display .

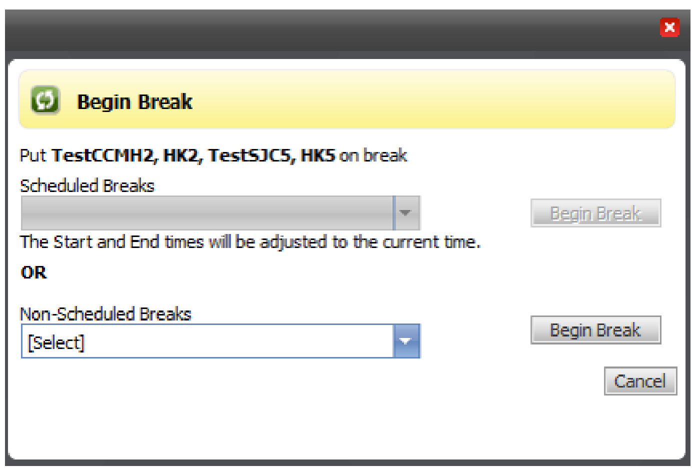
1. Click **Bed Turnover** then **Check In/Out**.
2. Search for and select the devices or employees for which you want to end a break on **Check In/Out**.

Figure 25: Check In/Out



3. Click .

Figure 26: Begin Break



4. Do one of the following:
   > Select from **Scheduled Breaks**.
   > Select from **Non-Scheduled Breaks**.
5. Click **Begin Break**.

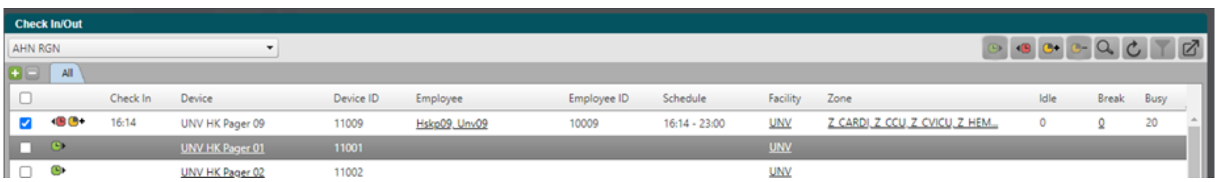
End breaks for devices or employees

Manually end a break for multiple checked-in devices or employees that display .

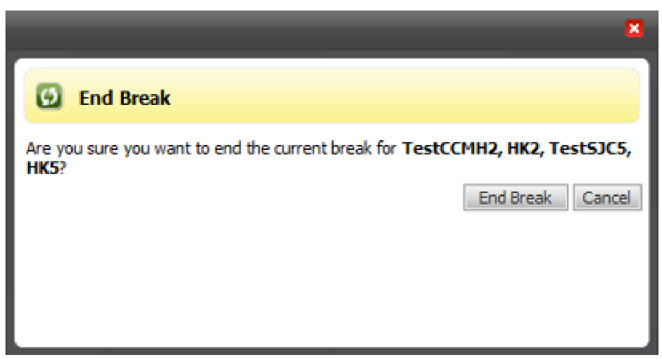
> **Note:** A break status automatically ends at the scheduled break's End Time. The device or employee automatically goes back to a checked-in status. Also, a device or employee with no **In Progress** or **Delay (In Progress)** job is automatically checked out at the schedule's Check Out time.

1. Click **Bed Turnover** then **Check In/Out**.
2. Search for and select the devices or employees for which you want to end a break on **Check In/Out**.

Figure 27: Check In/Out



3. Click .



4. Click **End Break**.

Chapter 4

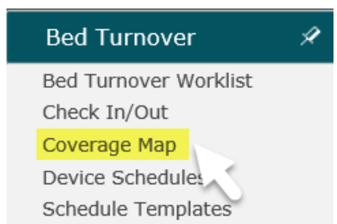
Access Bed Turnover Coverage Map

Coverage Map is a view-only page that displays housekeeper coverage according to facilities or zones based on the organizations selected in **Organization**.

You can view the Primary, Secondary, and Tertiary Housekeepers in intervals of 15, 30, and 60 minutes. The number of Housekeepers per interval and zone are indicated using a colored icon (for example, 1): Primary Housekeepers have a red icon 1, Secondary Housekeepers have a green icon 1, and Tertiary Housekeepers have a blue icon 1. The current time interval is highlighted in grey.

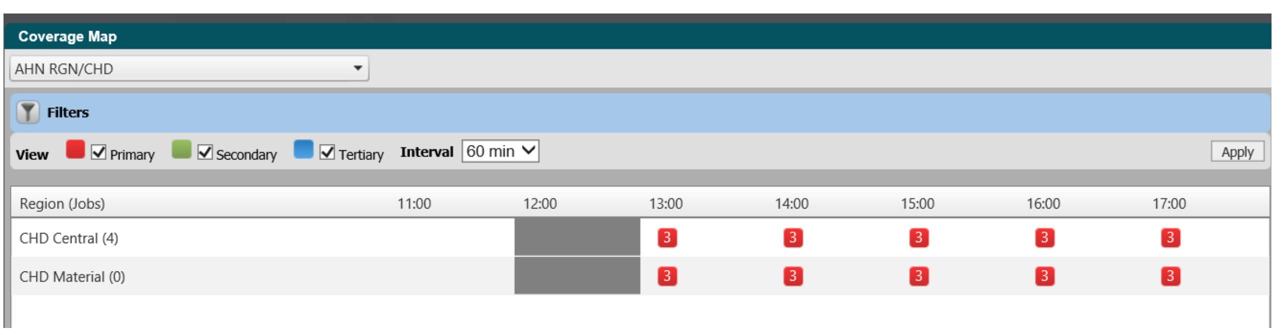
On Bed Turnover, click **Coverage Map**.

Figure 28: Coverage Map



Initially, the coverage information displays in 60-minute intervals according to the Facility or Zone (Jobs) listed in alphanumeric order. If only one facility is selected, then only the Zone (Jobs) display. **Primary**, **Secondary**, and **Tertiary** are selected by default to show these housekeeper types. You can change which types of housekeepers are shown by clearing selections and clicking **Apply**. Change the interval view by selecting a 15 min or 30 min **Interval**, and clicking **Apply**.

Figure 29: Coverage Map Page



Chapter 5

Bed Turnover Device or Employee Schedules

Device Schedules enables you to view, add, edit, and remove dates, times, zones, schedules, and breaks assigned to housekeeping devices. Depending on your organization's Bed Turnover Scheduling system option configuration you will see the Employee or Device schedules tab.

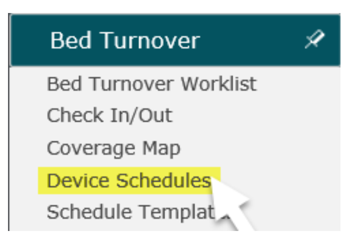
Devices are displayed in alphanumeric order by the Device ID with numbers displaying first, for example, 5pager displays before pager5. Multiple schedules might be assigned to a device or employee.

The main difference between adding or editing a schedule for a device or an employee is that when you add or edit a schedule to an employee, you can select a device on **Add or Edit Schedule**. When you add or edit a schedule for a device, you cannot select an employee on **Add or Edit Schedule**. Instead, the device is assigned to the employee using **Assets Maintenance** or **Temporarily Edit Scheduling Details**.

Access the Device or Employee Schedules

To access **Device (or Employee) Schedules**, click **Device (or Employee) Schedules**.

Figure 30: Device Schedules



Schedule for devices is displayed. Double-click the device listed to view **Device Information** and **Available Schedules**for the device.

Figure 31: Schedule Page

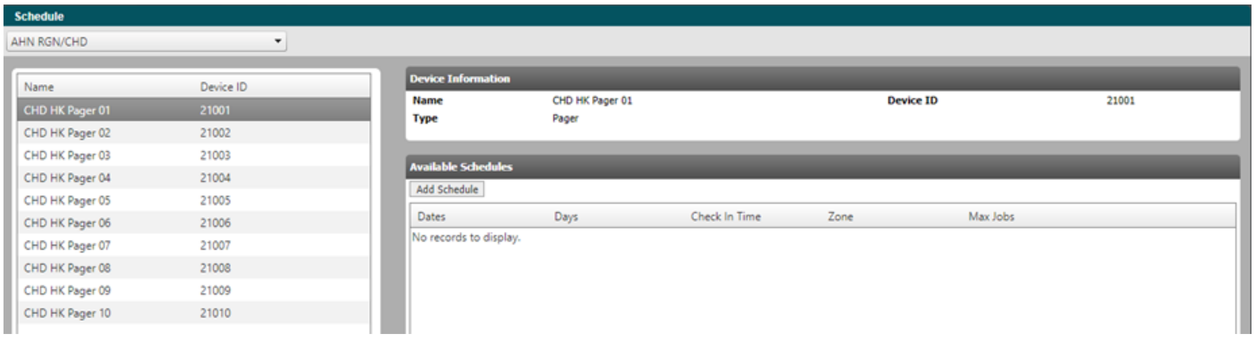
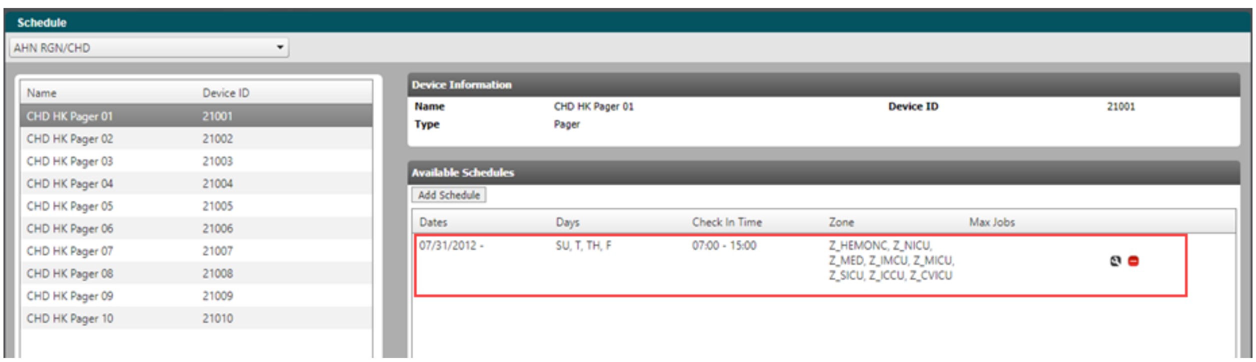


Figure 32: Device Information



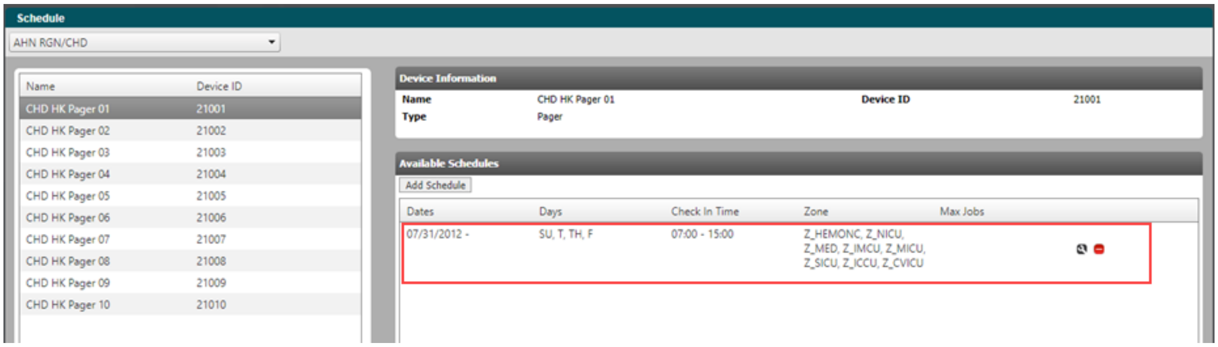
Add schedules

Add schedules for employees or devices.

1. Click **Bed Turnover** then **Device Schedules**

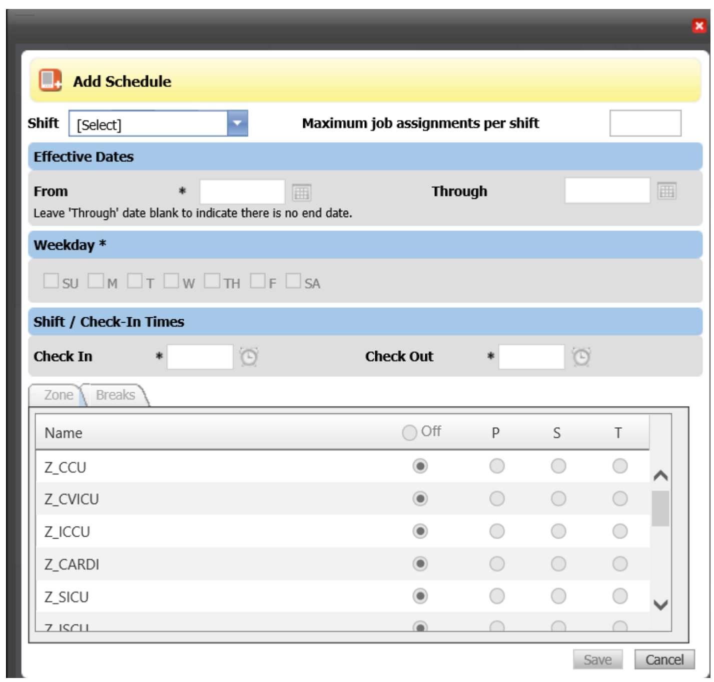
2. Double–click the device or employee on **Schedule**.

Figure 33: Available Schedules



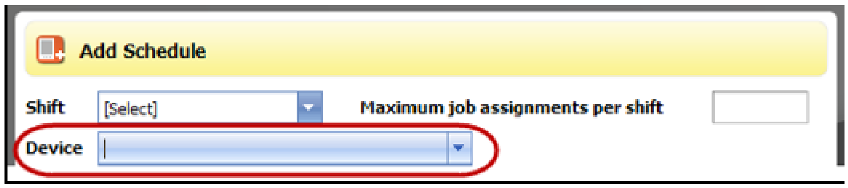
3. Click **Add Schedule**.

Figure 34: Add Schedule



If configured for **Employee Schedules**, **Device** displays on **Add Schedule**.

Figure 35: Add Schedule Device



4. Select a **Shift**.
5. Enter information in the applicable fields. Most required fields are indicated by an asterisk. Although they do not have an asterisk, you must select at least one **Zone** and one **Weekday**. If you do not have information to enter in an optional field, leave it blank.

Table 12: Add schedule details

Field	Purpose
Maximum job assignments per shift	The maximum number of jobs that can be assigned to device for this shift.
Device	If configured for **Employee Schedules**, click **Device**and select a device.
Effective Dates	
From*	Enter the required From date or click and select the date. The application defaults the From date based on the selected shift.
Through	Enter an end date or click and select the date.
Weekday	
. **SU** = Sunday, **M** = Monday, **T** = Tuesday, **W** = Wednesday, **TH** = Thursday, **F** = Friday, and **SA** = Saturday	Select or clear weekdays.
Shift/Check–In Times	
Check In*	The default check-in time for the shift is automatically entered based on the selected shift. To change the time, click and select the time (or enter the new time).

Field	Purpose
Check Out*	The default check-out time for the shift is automatically entered based on the selected shift. To change the time, click and select the time (or enter the new time).

6. For each zone that is part of this schedule, select the type of coverage is associated to the employee: P = Primary, S = Secondary, and T = Tertiary.
7. Click **Breaks**.
8. To remove a break, click .
9. To edit a break, click .
   a. Select or enter a new **Start Time**.
   b. Click .
10. To add a break, click Add Break.
   a. Change the **Break Type**, if needed.
   b. Enter a **Start Time** or click and select a time.
   c. Click .
11. Click **Save**.

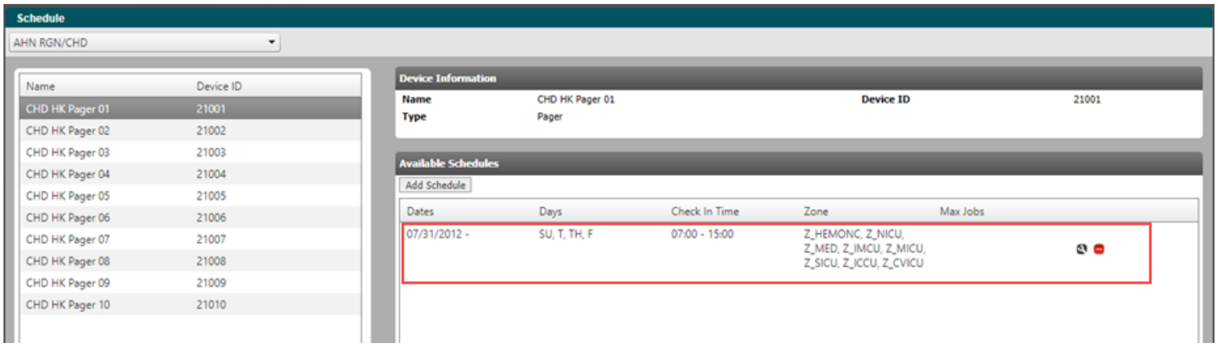
Edit schedules

Edit bed turnover schedules for devices or employees.

1. Click **Bed Turnover** then **Device Schedules**

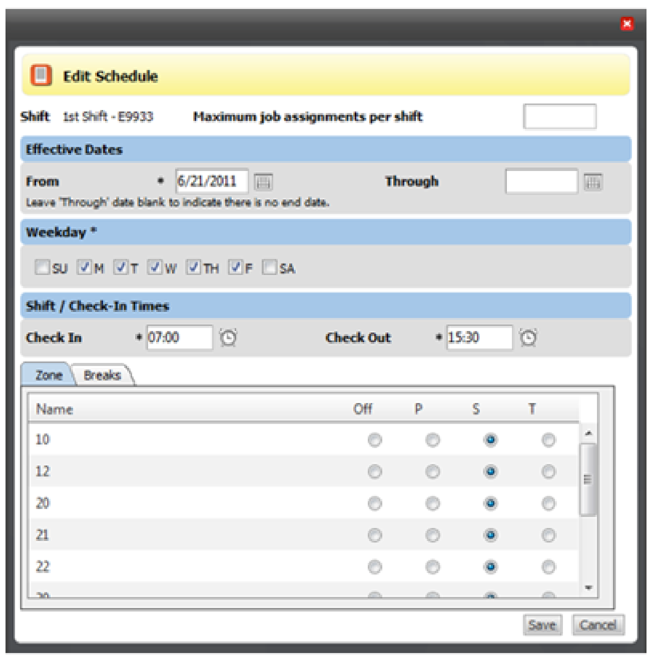
2. Double–click the device or employee on **Schedule**.

Figure 36: Available Schedules



3. Click for the schedule you want to edit in **Available Schedules**.

Figure 37: Edit Schedule



4. Enter or edit the following information. Required boxes are indicated with an asterisk. If you do not have information to enter in an optional field, leave it blank.

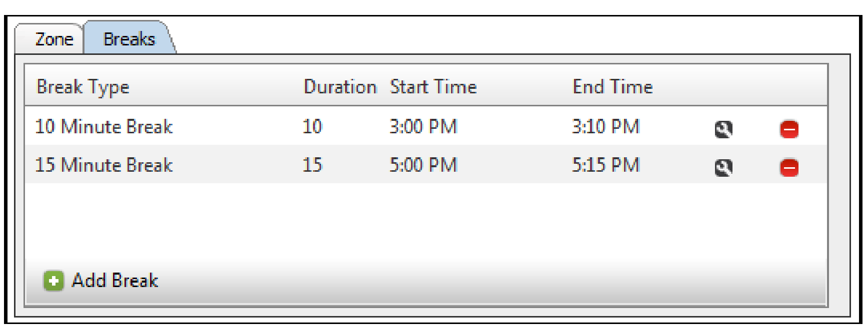
Table 13: Edit Schedule details

Field	Purpose
Maximum job assignments per shift	The maximum number of jobs that can be assigned to device for this shift.

Field	Purpose
Effective Dates	
From*	Edit the required From date or click and select the date. The application defaults the From date based on the selected shift.
Through	Enter an end date or click and select the date.
Weekday	
SU = Sunday, M = Monday, T = Tuesday, W = Wednesday, TH = Thursday, F = Friday, and SA = Saturday.	Select or clear weekdays.
Shift or Check–In Times	
Check In*	The default check-in time for the shift is automatically entered based on the selected shift. To change the time, click and select the time (or enter the new time).
Check Out*	The default check-out time for the shift is automatically entered based on the selected shift. To change the time, click and select the time (or enter the new time).

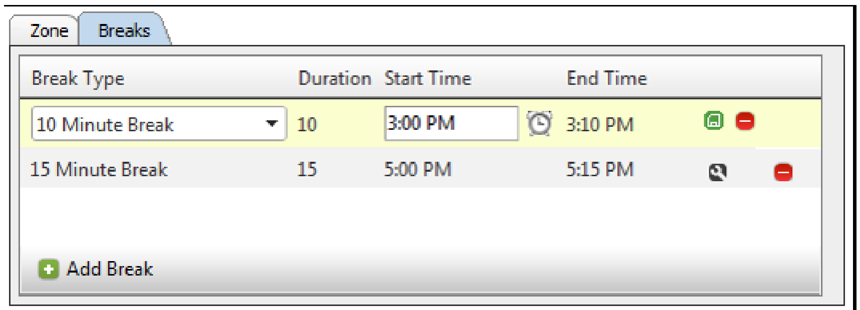
5. For each zone that is part of this schedule, select the type of coverage is associated to the employee: P = Primary, S = Secondary, and T = Tertiary.
6. Click **Breaks**.

Figure 38: The Breaks tab



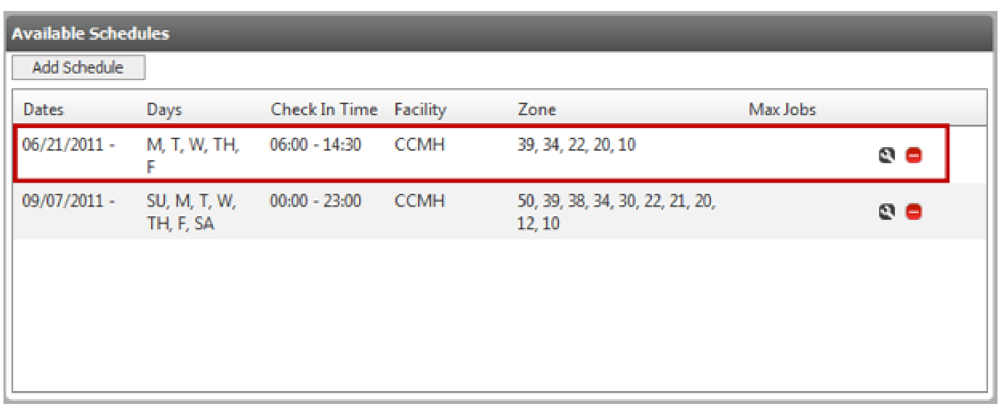
7. To remove a break, click .
8. To edit a break, click .
    a. Select or enter a new **Start Time**.
    b. Click .

Figure 39: Edit Start Time



9. To add a break, click Add Break.
    a. Change the **Break Type**, if needed.
    b. Enter a **Start Time** or click and select a time.
    c. Click .
10. Click **Save**.

Figure 40: Available Schedules

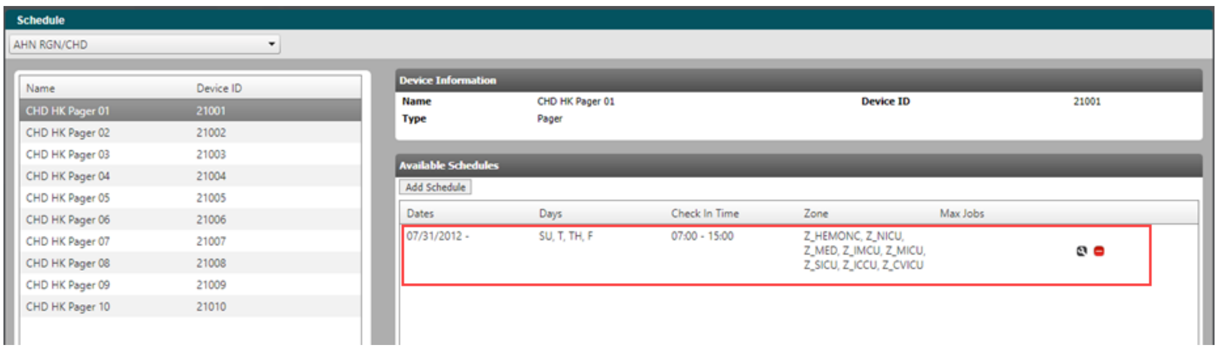


Remove schedules

Remove bed turnover schedules for devices or employees

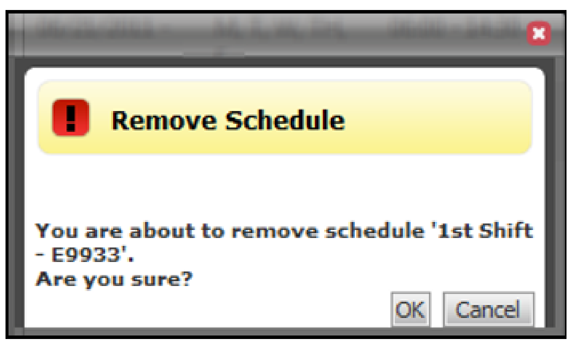
1. Click **Bed Turnover** then **Device Schedules**
2. Double–click the device or employee on **Schedule**.

Figure 41: Available Schedules



3. In **Available Schedules** click next to the schedule you want to remove.

Figure 42: Remove Schedule



4. Click **OK**.

Chapter 6

Bed Turnover Schedule Templates

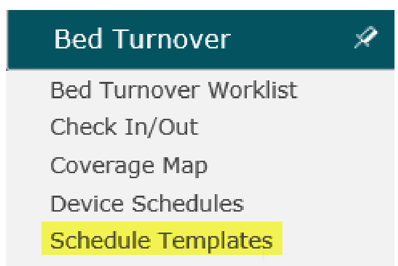
Schedule Templates provides the ability to view, edit, add, and remove schedule templates for devices or employees, depending on whether the Bed Turnover Scheduling system option has been configured to show devices or employees.

These templates display as options in the **Shift** list on **Add Schedule** for the Device or Employee Schedules function. The Schedule Templates function works in a similar way to the Device or Employee Schedules function except you are working with schedule templates and not actual schedules assigned to devices or employees.

Access Schedule Templates in Bed Turnover

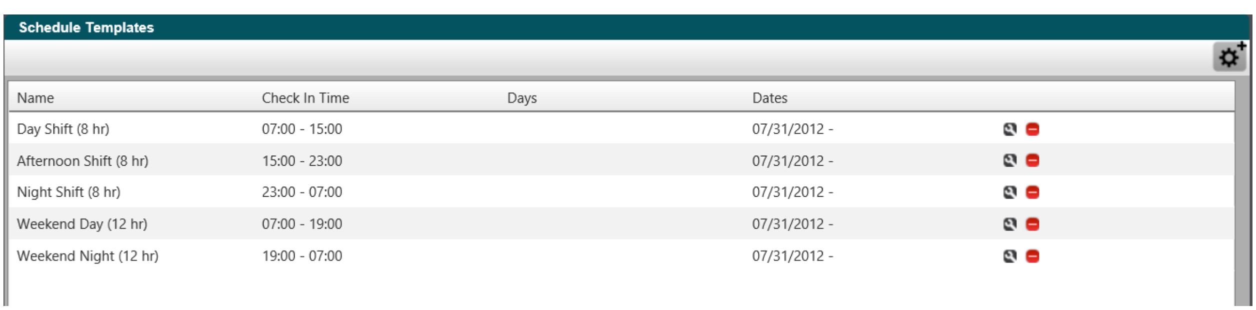
To access **Schedule Templates**, click **Schedule Templates**.

Figure 43: Schedule Templates



Schedule Templates is displayed. The templates initially display in chronological order by From date in the **Dates** column. However, you can click any column heading to sort the templates by that column.

Figure 44: Schedule Templates Page



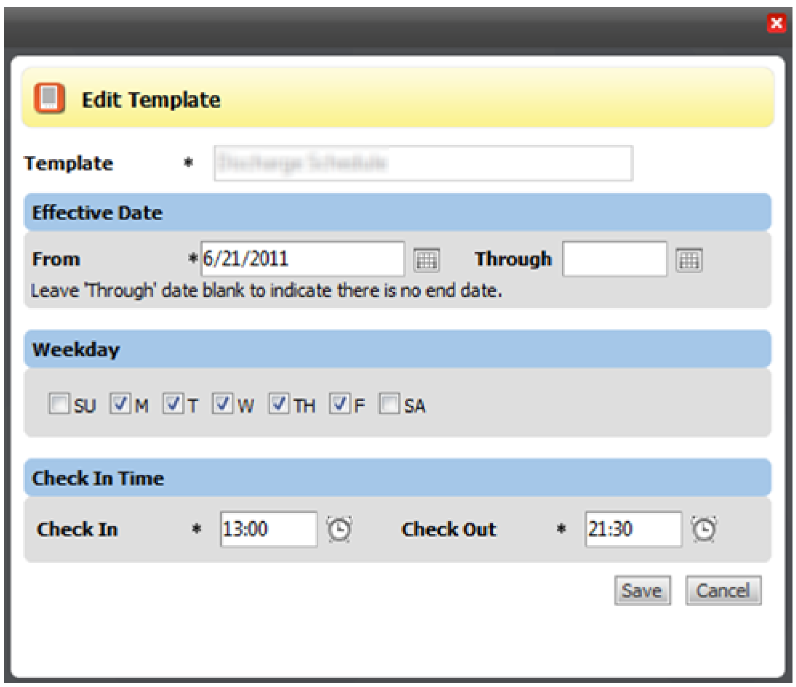
Functions on the Schedule Templates

Edit schedule templates

Edit a transport schedule template on **Schedule Templates**.

1. Click **Transport** the **Schedule Template**
2. Click for the template you want to edit.

Figure 45: Edit Template



3. Enter changes in the applicable fields. Most required fields are indicated by an asterisk.

Table 14: Edit Template

Field	Purpose
Template*	The name of the schedule template you are editing. The name cannot be edited.
Effective Date	
From*	Type the required From date or click and select the date.

Field	Purpose
Through	If there is no end date, leave the Through date blank. To limit the effective date, type the date or click and select the date.
Weekday	
Weekday	You must select at least one weekday. **SU** = Sunday, **M** = Monday, **T** = Tuesday, **W** = Wednesday, TH = Thursday, **F** = Friday, and **SA** = Saturday
Check In Time	
Check In*	Enter the time or click the Time icon and select the time.
Check Out*	Enter the time or click the Time icon and select the time.

4. Click **Save**.

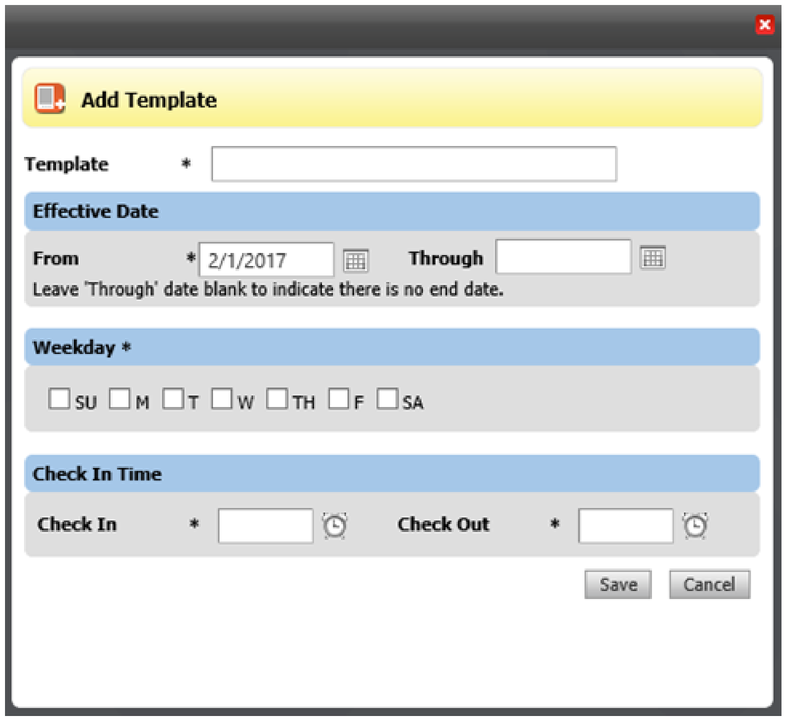
Add schedule templates

Add a Transport schedule template on **Schedule Templates**.

1. Click **Transport** the **Schedule Template**

2. On **Schedule Templates** click .

Figure 46: Add Template



3. Enter information in the applicable fields. Most required fields are indicated by an asterisk.

Table 15: Add Template

Field	Purpose
Template*	Enter the name of the new schedule template. After the template is saved, the name cannot be edited.
Effective Date	
From*	Type the required From date or click and select the date.
Through	If there is no end date, leave the Through date blank. To limit the effective date, type the date or click and select the date.
Weekday	

Field	Purpose
Weekday	You must select at least one weekday. **SU** = Sunday, **M** = Monday, **T** = Tuesday, **W** = Wednesday, TH = Thursday, **F** = Friday, and **SA** = Saturday
Check In Time	
Check In*	Enter the time or click the Time icon and select the time.
Check Out*	Enter the time or click the Time icon and select the time.

4. Click **Save**.

Remove a Schedule Template

1. Click the Remove Schedule button on the specific schedule you want to remove.

   Remove Template displays requesting confirmation of the removal.
2. Click **OK**.

   The template is removed and no longer displays on **Schedule Templates**.

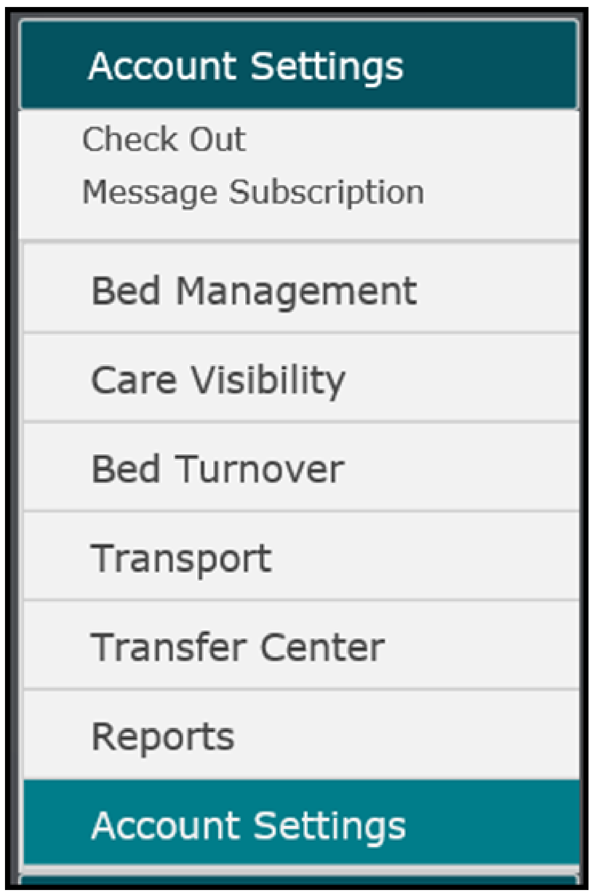
Chapter 7

Access Account Settings options

Based on role and associated permissions, some users can access settings that are related to their Allscripts Patient Flow™ account by clicking **Account Settings**.

The Account Settings options are based on your system roles and authorizations. **Check Out** and **Message Subscription** are explained in the following sections.

Figure 47: Account Settings

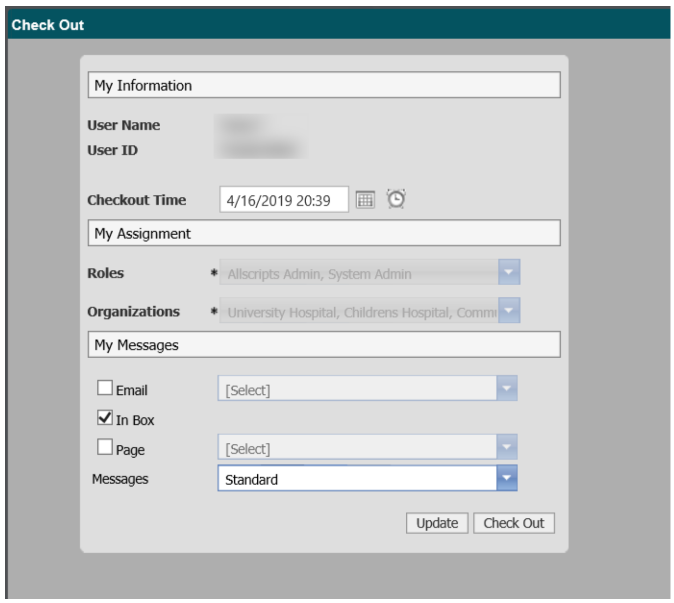


Check Out functions

to update your role, organization or message settings you must first check out of Allscripts Patient Flow™.

1. Click **Account Settings**, and then click **Check Out**.

Figure 48: Check Out



2. Do one of the following:
   - In **Checkout Time** select a new date or time to check out, and then click **Update**.
   - To check out immediately, click **Check Out**.

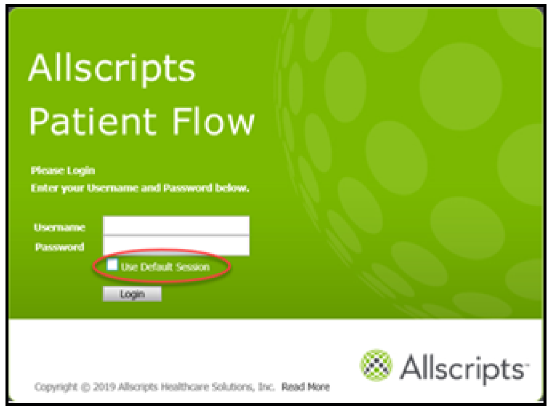
   You are checked out of the session and logged out of Allscripts Patient Flow™. The statement `You have successfully logged off.` is displayed.

Change Roles, Organizations, and Messages Settings

To change your roles or organizations in Allscripts Patient Flow™, you must first check out of your current session. When you check out, you are logged out of the application. The following procedure assumes you are logged out of the application and explains how to log on to and check in to select different roles, organizations, or messages settings for your session.

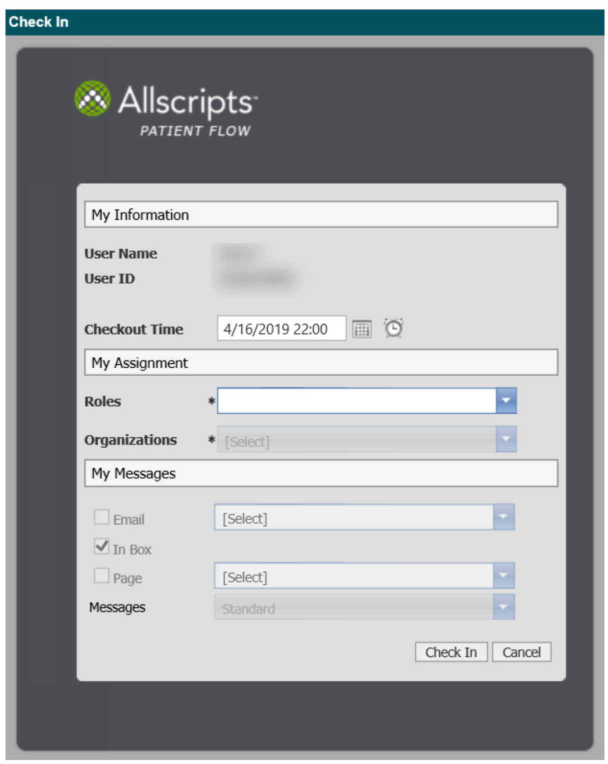
1. On **Please Login**, clear **Use Default Session**.

Figure 49: Log on to Allscripts Patient Flow



2. Enter your **Username** and case-sensitive **Password**.
3. Click **Login**.

Figure 50: Check In Window

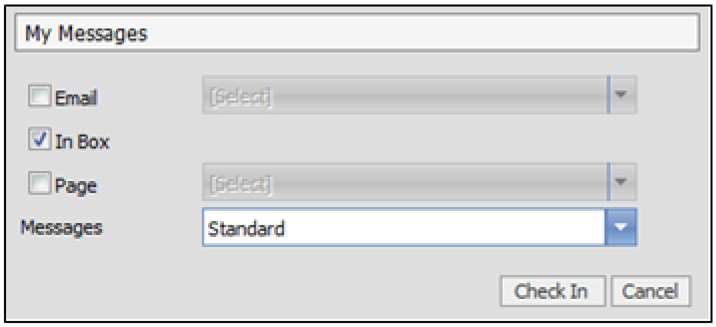


4. In **My Assignment**, select the **Roles** you want to use in Allscripts Patient Flow™.

5. Select the **Organizations** you want to work in for Allscripts Patient Flow™ activities. Only the organizations that are assigned to you display as options. When finished, click outside list.

   My Messages is enabled. By default, **In Box** is checked to ensure that messages sent to you using Allscripts Patient Flow™ go to the **In Box** in **Messages**.

   Figure 51: My Messages

6. If you want to use additional message delivery methods such as Email or Page, do the following in **My Messages**:
   a. Select a message delivery method.
   b. For each selected method select an option such as an email address or pager name.
7. **Message** displays Standard by default, which enables you to received standard Allscripts Patient Flow™ messages (this cannot be cleared). To subscribe to additional message types select **Alert** or **Escalation**, under **Messages**.
8. Click **Check In**.

Chapter 8

Message subscriptions

Standard messages have been defined by your hospital for specific roles. Therefore, your user role determines which messages you are automatically subscribed to when you log in. To subscribe to other messages, you can select which messages you want to subscribe to using the Message Subscription function. Messages are triggered by events that occur in **Message Events**, such as when a transport job is created. You can choose whether the messages are always delivered to you, for example, not just during your work shift.

There might also be different versions of messages set up in Allscripts Patient Flow™ based on the different audiences that might be interested in a Message Event. For example, a message that is sent when a patient departs a bed might be of interest to a Bed Manager and to a Housekeeper. The information contained in the message that each person receives might be different. The Bed Manager would note that the patient has left and that the bed can be assigned to someone else after it is cleaned. The Housekeeper would want to know the specifics about the bed cleaning, such as the priority and whether it is an isolation cleaning.

Messages can be delivered to a number of different end points, such as to a recipient's email account, to a pager, to a PDA or even to a system outside of Allscripts Patient Flow™. The constraints applied by each of these end points can be very different. A message to an email account can contain a lot of information. However, when the message is delivered to a pager, it might be constrained to just a few hundred characters or less. To accommodate these varying end point requirements, each message version might have multiple formats.

If there are different versions of a message, you can select the version that is most applicable. If a message has only 1 version, only 1 option displays in **Version**, for example, **Standard**. Even if there is only 1 version of a message, you must select a version for each message you want to receive.

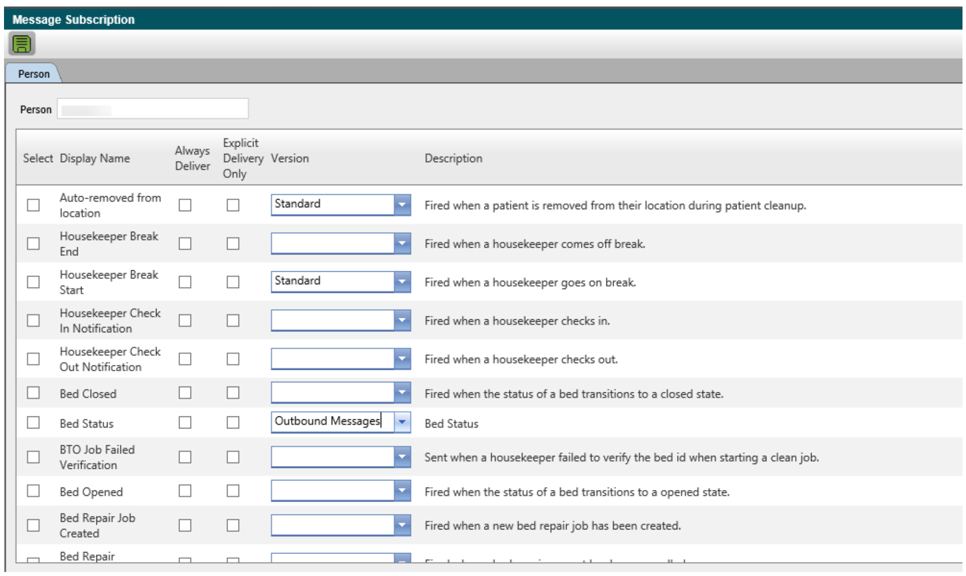
> **Note:** For each message you subscribe to, you must select the version of the message you want to receive.

Add or edit message subscriptions

Set up subscriptions to different types of messages and set delivery options. The options displayed depend on your role.

1. On Bed Turnover, click **Message Subscription**.

Figure 52: Message Subscription

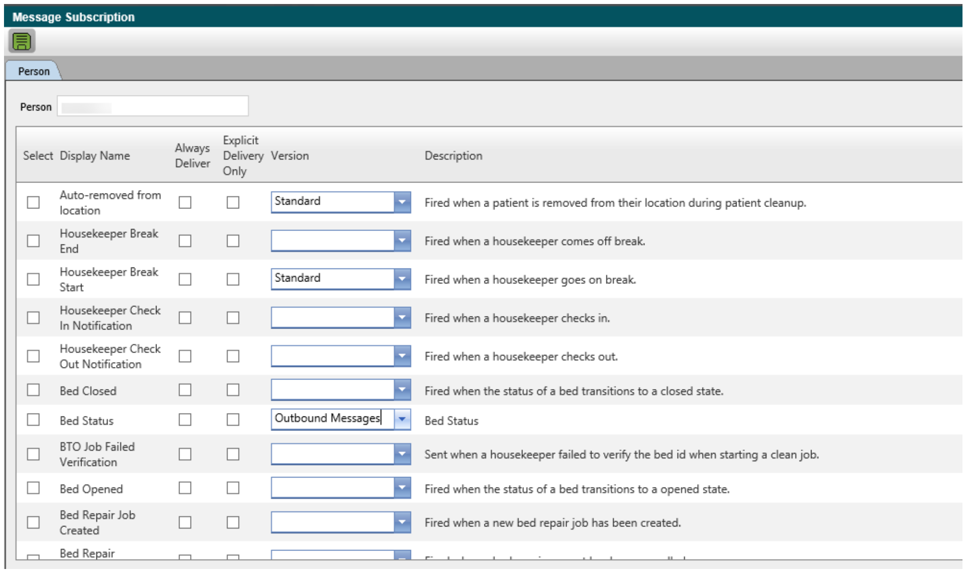


2. Select each message you want to subscribe to or clear the selections for subscriptions you want to end.
3. For each message you want always delivered to you, select **Always Deliver**.
4. For each message you want delivered to you only if you are assigned to a request (currently only for Bed Cleaning and Transport Requests), select **Explicit Delivery Only**.

> **Note:** This function is most likely assigned to a role, for example, Transporter, rather than a specific user. If **Explicit Delivery Only** is checked for a transport job assignment message, the message would go to all users who are attached to the job. So if there is more than 1 Transporter assigned to the same job, they would all get the message.

5. For each message you subscribed to, select the **Version** of the message you want to receive.

Figure 53: Message Subscription



6. Click **Save**.

Appendix A

Bed Turnover communication devices

This chapter provides information on how to set up and use communication devices.

Use communication devices

Hospitals might use mobile communication devices, such as Personal Digital Assistant (PDA)s to communicate with all housekeepers and transporters.

Pagers might still be used by supervisors to receive messages on job status, job completion, or other statuses.

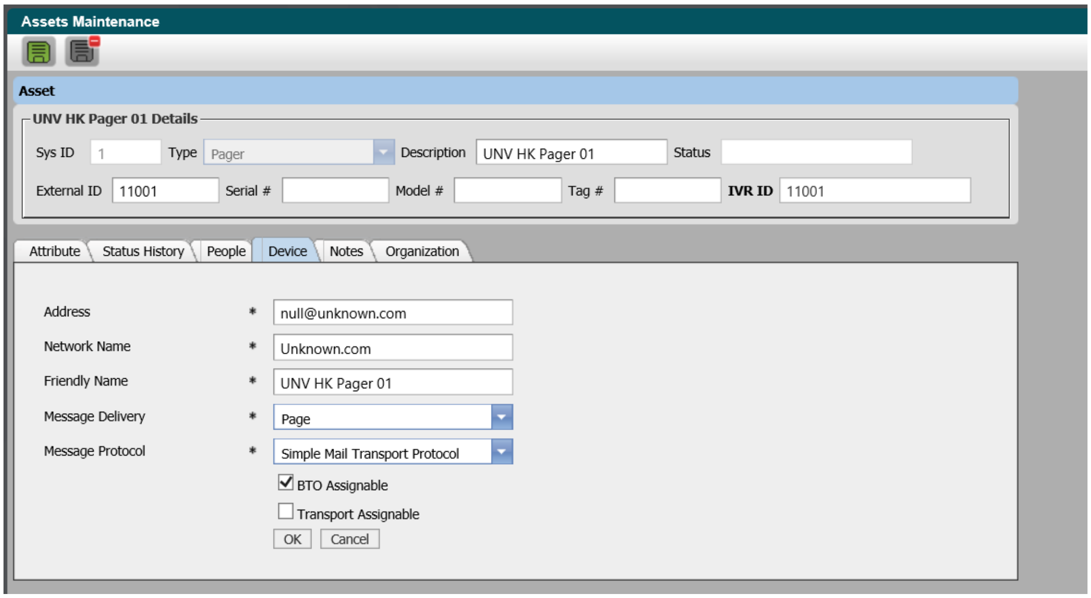
Administrative setup

Communication devices are considered assets and are set up in **Facility Maintenance** area of **Administration Tools**.

Your system administrators have defined devices like pagers using **Assets Maintenance**. For the device to be available in the Bed Turnover module, the BTO Assignable box must be checked on the **Device** tab on **Assets Maintenance**. The device asset is then assigned to a facility, also in

Facility Maintenance area of **Administration Tools**. For more information about setting up devices, refer to the *Allscripts Patient Flow™ Administration Tools User Guide*.

Figure 54: Assets Maintenance



Schedule templates for the device must be defined. **Device or Employee Schedules** is then used to add specific schedules and housekeeping zones to the device.

System Administrators can also set up Housekeepers in Allscripts Patient Flow™ with sign on IDs. These IDs are configured so Housekeepers can sign into the communications devices. When a Housekeeper starts work, he/she logs on to the device using his/her ID. This initiates two-way communication between the device and the Bed Turnover module.

Housekeepers or other BTO employees can be assigned to a device using the **People** tab on **Assets Maintenance**. BTO Employees can also be assigned temporarily using the Temporarily Edit Scheduling Details.

When the Housekeeper logs on to the device, the Housekeeper's name displays on **Bed Turnover Worklist** next to unassigned bed-cleaning jobs that are in the his/her housekeeping zones. One or more jobs can be assigned to the Housekeeper using **Bed Turnover Worklist**.

Mobile information

For more information on Mobile devices see the Allscripts Patient Flow™ Mobile User Guide.

For more information

For more information and the most up-to-date documentation, go to the Allscripts Central website at **https://central.allscripts.com**. You can access the Product Documentation portal from this website.

1. Sign in to the Allscripts Central website.

   > If you have an Allscripts Central account, enter your user name and password, and click **Sign in**.

   > If you do not have an Allscripts Central account, click **Create one** to begin creating a new account.

   The Allscripts Central home page is displayed.

2. Go to **My Products > Product Documentation**.

   The Product Documentation portal landing page is displayed.

   The list of products under the **Product Name** box reflects your preferences in Allscripts Central Central. You can navigate to the documentation for a product using **Product Name** in conjunction with the search function.

   Product tiles are also displayed and reflect your Allscripts Central preferences.

3. From **Product Name**, select the product on which to search for documentation.

   Product Name uses predictive searching, so as you type the product name, the list displays only matching products. Select the correct product when it is displayed.

4. In the search box, enter search criteria.

   The search box also uses predictive searching. As you type, topics that match the criteria are displayed below the search box.

5. To complete your search, perform one of the following actions:

   > Click the magnifying glass.

   > Select one of the topics displayed beneath the search box.

   Search results are displayed in the main pane. You can use the filters in the left pane to further narrow your results. For example, you can select **Feature Guides** from **Document Type** to display only topics that are included in a feature guide.

6. Click a topic title to open the topic in the context of the book indicated by the product, version, and document type tags that are displayed beneath the title.

> **Note:** If a topic is included in more than one book, a list of the books in which the topic is included is displayed beneath the topic title. Select the applicable book from the list. The topic opens in the context of that specific publication.

What to do next

You can navigate the Product Documentation portal using multiple methods. From the bottom of the portal landing page, click **Helpful Tips** under **Getting Started** to learn more about using the portal.

Index

A

B

C