

HEO TIPSHEET

HELP

1. Help is available on the unit 9/16 and 9/17, 9/19 and 9/20, 9/22 and 9/23 to assist with any difficulties encountered with order entry. Please refer to the “Go Live Support Document”.
2. Use the “Complaint Button” immediately if unable to find an order with a search. Include the word(s) that were used in the search and what you were expecting to display.
3. Use the “Complaint Button” to make recommendations, request changes, or report problems. Call for help if something is needed right away.
4. Immediate live help is available after the conversion until 9/28 by contacting Tanya Walker at 907-0459. After 9/28, call the Help Desk at 7778 for any problem/issue/concern you cannot use the “Complaint Button” for.
5. Contact Tanya.walker@stvhs.com if training is needed.
6. You can find a copy of the Tip Sheet, Iform/outline list, and department codes posted on the nursing portal.

ORDER MANAGEMENT

1. Handwritten orders and a copy of the OCR containing those handwritten orders cannot be on the chart at the same time. When the “Ordered By” and “Entered By” clinician are the same – place the OCR on the Chart. When the “Ordered By” and “Entered By” clinician are different, place the OCR in the IT bin for collection.
2. Remember only one copy of the OCR will print after the conversion is effective.
3. In Care Organizer beside the order number will be a “D” for direct orders entered directly into HEO by a Physician or a “W” to indicate a written order entered by Nursing or RT.
4. Consult orders should be entered into HEO. You will be prompted to enter 2 orders – one for the consult and one reminder order to place the consult in Star. **You must still call the MD or office and must still enter the consult in Star.**
5. Complete an order via the Complete Button on Care Organizer if you want to remove the order from Care Organizer; for instance after a specimen collect for urine has been performed. Discontinue nursing specimen collect orders in HEO once the specimen has been collected
6. MD Portal users, such as the OR, can enter orders through the Portal. This option will only work after the user has attended class and been given the needed access. If the user has attended a training session and is still unable to access through the Portal, please enter a Help ticket.
7. The Current Order Sheet display which is the source for the print copy to be used as a back up in case of downtime can be printed from HEO or the Horizon Clinicals report menu. Print anytime orders are changed and place in designated location.
8. Double click on the grey bar with the patient name to pull up a list of all orders and their status from admission to current.

9. The Radiology department codes (spreadsheet attached) are attached for your reference.

ORDER ENTRY TIPS

1. Use the ADC VAAN DISML display when entering orders.
2. Orders can be placed from the right upper pane or from the ADC VAAN DISML.
3. Use the “?” to search for options not available in a list. This opens the expanded list in the left pane.
4. Use the “Outlines” F4 button to get back to the Tree of Order Outline – the Home page of orders.
5. If there is an iform or outline available for a Standing Physician Order or a Clinical Pathway, use it to enter your orders instead of searching for each individual order. It will greatly decrease your order entry time and ease the order entry process for entering large number of orders.
6. A list of Standing Orders and Clinical Pathways that are available on HEO as outlines or iforms is available. Refer to it. (Spreadsheet attached). If there is a frequently used Clinical Pathway or Standing Physician Order on your unit that is not in HEO, use the “Complaint Button” to request it.
7. Use the “OOPS” button if in the middle of an order and you wish to stop order entry of this order.
8. All orders are entered as “Written”. “Protocol” is used when a Nurse Practitioner or Clinical Pharmacist writes an order so as not to trigger the cosign function in HEO.
9. Do not enter orders as Verbal or Telephone. These orders should be written on a Physician Order sheet and entered into HEO as “Written”
10. When entering orders on iform that have different priorities, remember that only one priority can be chosen at a time. An order for a stat CBC and a routine BMP cannot be entered at the same time through an iform. You could make both routine on the iform and then go to the ADC VAAN DISML and modify the CBC to be stat **OR** enter one order on the iform and the other as a onesy-twosey order **OR** enter both as onesy-twosey.
11. Nursing Specimen Collect orders are entered to communicate the need to collect a specimen such as a urine, culture, or stool. These orders cannot be seen by the Lab. Once a specimen has been collected, the order is entered via the Lab Order After Specimen Collected option in the Tree –or- by selecting *Yes* to the question *Has the specimen been collected?* that displays when entering the order onsey-twosey. This is the real LAB order.
12. Use Miscellaneous to place orders you cannot find through an HEO search. Enter the order for the needed department. *You must enter the appropriate information in the order instructions/comments to effectively communicate with the performing department.* The order will go to the correct department.

MEDICATIONS

1. Scan all medication orders to the Pharmacy through Pyxis Connect.
2. Nursing is not entering medications at this time.
3. Exceptions:
 - a. Hand Held Nebulizer order medications
 - b. Standing Order medications that have no modifications
 - c. Must circle the medication and write "IN HEO" before scanning to Pharmacy through Pyxis Connect.
4. Orders must still be scanned to Pharmacy even if entered into HEO because it is a HHN or standing order medication.
5. All medication orders must be confirmed in Care Organizer. *They will display as yellow until they are confirmed.*
6. As long as meds are in the RX group it means they have not been processed by Pharmacy and will not be in Pyxis, Admin Rx or on the Medication Profiles. They are only available when they change to the MEDS (not MED) group.

DIETS

1. Remember if the patient is NPO, you must first discontinue the NPO and then enter the new diet. If you have already started entering the new diet and get the: "Conflicting Order" warning to "OOPS out of the order, discontinue the NPO and then enter the new diet.

BLOOD PRODUCTS

1. The PRN and Pre-Blood Transfusion orders require that a transfusion order be written and put in once the Physician decides to transfuse the patient,
2. The PRN Blood Transfusion order is a nursing order and cannot be seen by the Lab. A transfusion order must be written and entered into HEO once the criteria for transfusion has been met,

LABS

1. To enter a future lab, enter a Start Time, *space*, Date, *space*, Priority (stat, routine, timed) on the PRIORITY prompt.
- 2.

RADIOLOGY

1. To decrease the search return listing of orders, search by test and body part; for example, MRI KNEE, CT HEAD.
2. For multiple body part exams, try entering the test and a couple of the body parts; for example CT ABD/PELVIS

CENTRAL SUPPLY ORDERS

1. Some items are placed in classes to make the search less cumbersome. If searching for a catheter or drain, the item you are searching for may not appear in the return search list. The item may be within a larger class; for example, a 16F foley catheter will not be found if just searching for catheter. You will need to look under the catheter>> that is returned in the search.
2. Any item with a verb in front of it such as apply or insert is a nursing order. Central Supply items appear only as the product in the search return.

HEIGHT AND WEIGHT

1. Height and weight are entered into HED on the Vital Sign I&O screen. Never enter directly into HEO.

CARE ORGANIZER

1. Use File, Patient Select to locate patients not in the census list in Care Organizer.
2. Navigate to charting by using the Chart option from the menu, not the Chart button.
3. If medications are highlighted in yellow, it means they have not been confirmed. Medications should be confirmed before administering to patients. You can still administer medications even if not confirmed. Managers will monitor compliance reports.
4. Complete nursing orders if you want to use Care Organizer as a working tool.
5. Remember the POC Testing tab to view bedside testing results for urines and pregnancy tests on patients from the ED.
6. If unable to see orders,
 - a. Click the Refresh button
 - b. Make sure the time range is set wide enough to encompass the hours you are working.
 - c. Make sure IV, Orders, and Meds have a check mark under View from the menu.