

Wainwright Health Centre

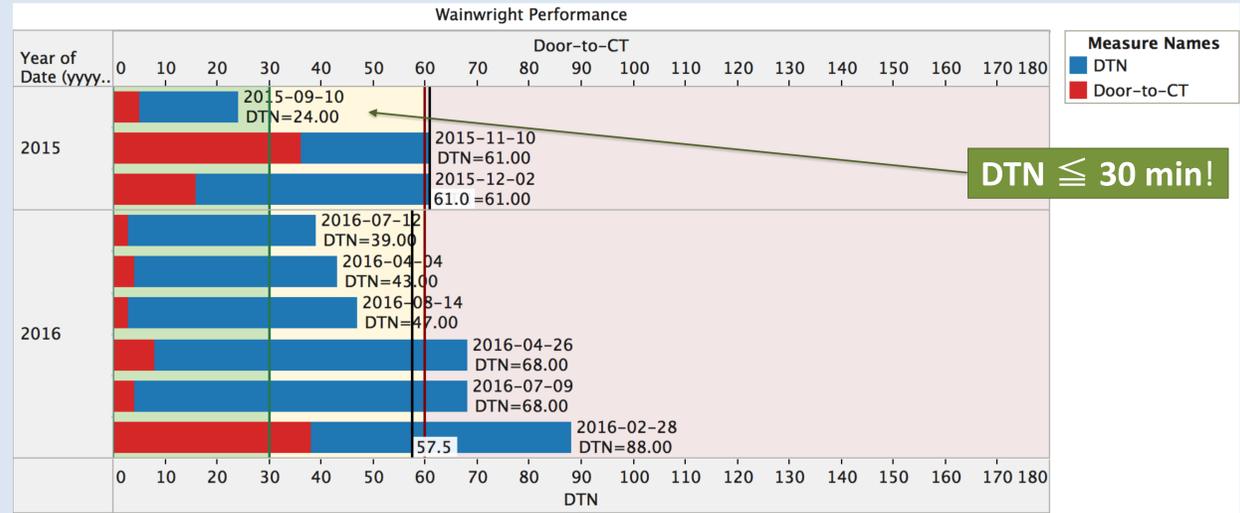
The Team

- **Glenda Volk:** Stroke Navigator
- **Cheryl Huxley:** Acute Site Manager
- **Darlene Larson:** Manager, acute care
- **Leslie Laut-Barss:** DI Supervisor
- **Mandira Ramamoorthy:** Physical Therapist
- **Lakshmi Namagiri:** Occupational Therapist
- **Patricia Brown:** Speech Language Therapist
- **Rawle Colthrust, MD:** Physician
- **David Robb:** Rehabilitation



Changes Implemented

- Registering a patient as unknown
 - Making sure equipment is turned on and ready
 - Provided information on how to operate it
- Improved RAAPID process
 - Educated staff on the new process including heads-up call
 - Created a poster for the new RAAPID process



REGISTERING AN UNKNOWN PATIENT

Demographics:
Open Meditech, select "ADM", and Registration Desktop choose "ER Room", and "Long Form"
Name: enter "Unknown, Male" or "Unknown, Female"
tab through till the age field, and enter a numerical value (your best estimate)
enter the sex, and tab through the rest of the boxes and select "OK". Tab through the next boxes and hit "OK" till the "Client not in Registry" screen comes up, then hit "OK" again.
for the **Address tab**, type "U" for unknown, and type the word "UNKNOWN" for the city, then select "U", undefined 99. Type "U" for the postal code field. The Residence Code is "XX", Country is "CA"
For the "Home Phone" field type "U" and click "Yes" in the next box.

Insurance Tab:
type in "AHC", then tab through everything to the "Provider" field

Provider:
enter the Dr. on Call, and tab through till the "Visit" field appears. Enter the date and time of service, arrival, and triage as per usual. In the "Location" field enter "EWAAER" and indicate if they arrived by ambulance or not as per usual.

Allergies:
tab through
then hit "SAVE" and print forms on printer "EWASERF21" and print labels on "EWASERP02" as per usual

TELESTROKE EQUIPMENT OPERATION

WAVE THE REMOTE TO ACTIVATE THE SYSTEM OR PUSH THE "ON" BUTTON
DIAL IN TO THE U OF A STROKE BRIDGE BY SCROLLING TO THAT BAR ON THE DISPLAY AND PRESS ENTER
TO CONTROL THE CAMERAS, SELECT THE CAMERA BUTTON, SELECT THE CORRESPONDING CAMERA NUMBER ON THE SCREEN WITH THE REMOTE, AND USE THE DIRECTIONAL ARROWS TO ROTATE CAMERAS AND ZOOM IN AND OUT. THERE ARE 2 CAMERAS IN EACH ROOM AND BOTH MAY NEED TO BE ADJUSTED.
ENSURE THE MUTE IS OFF
AT THE END OF THE SESSION, BE SURE TO "HANG UP" WITH THE RED PHONE BUTTON ON THE REMOTE TO FREE UP THE LINE FOR OTHER SITES TO CALL IN.

RAAPID will now take a heads up call from the RN receiving a stroke patient in the ER. Based on info EMS provides enroute to hospital, and a quick assessment on arrival, we need to determine 3 things before calling RAAPID:

- 1) Is the patient presenting as a stroke?
- 2) The time of onset. Are they within 4.5 hours of last being seen "normal"?
- 3) The Patients ULI if possible.
- 4) LAMS SCORE

When the Patient is on the way to CT, the RN calls RAAPID and states, "I have an acute stroke patient in the treatment window and need the Stroke Neurologist paged".

