



User Guide

Urgent Care



Urgent Care Patient Experience

1

Patient arrives in your clinic. Patient will scan QR code OR use kiosk to complete forms.

2

Intellimed
Testing Medical Clinic

Please proceed immediately to reception and advise them of your symptoms

- Chest pain/palpitations
- Severe shortness of breath
- Severe allergic reaction

Next

This is the first page a patient will see, advising them go to reception if any of these symptoms are present.

3

Intellimed
Testing Medical Clinic

Please enter the patient's details

A phone number or email or nhi is required

* Last Name:

* Date of Birth:

Mobile:

NHI (if known):

Email:

Cancel

Patient will enter in their Name, Date of Birth, and either a mobile number, their NHI, OR an email address.

4

Depending on whether or not the patient has visited your clinic in the past, two different options may appear. If a patient has visited, they will be asked to select themselves. If they have not visited before they will need to press next and enter their details.

IntelliMed
Testing Medical Clinic
Are one of these patients you?
Your phone number and email address are censored for your privacy

	Name	Phone	Email
<input type="radio"/>	III MOUSE	020***456	h***t@h***n.co.nz
<input type="radio"/>	None of these		

[Back](#) [Next](#)

IntelliMed
Testing Medical Clinic
No matching patients found.
If you have visited us before, go back and check that you entered your details correctly.
Otherwise, press next.

[Back](#) [Next](#)

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IntelliMed
Testing Medical Clinic
Have you visited us in the past 7 days?

[Back](#) [Yes](#) [No](#)

If the patient has visited your clinic before, they will be asked if they have visited your clinic within the last 7 days.

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Intellimed
Testing Medical Clinic
Have you had an accident/injury?

Back Yes No



Intellimed
Testing Medical Clinic
Have you previously sought treatment for this accident/injury?

Back Yes No

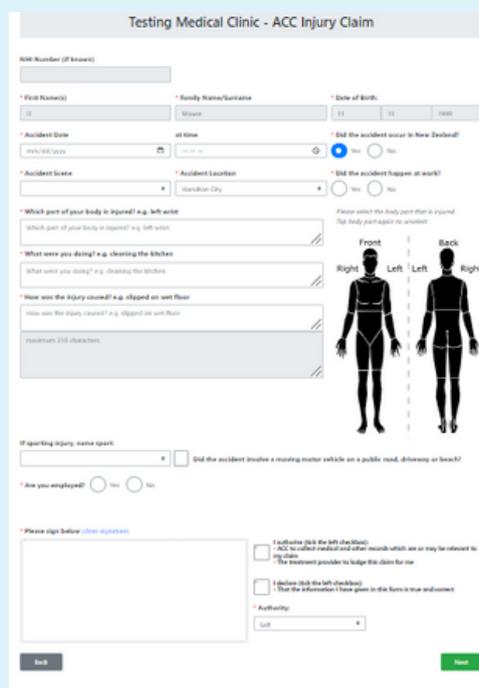
The patient is then asked if they have had an accident or injury. If the patient selects Yes, they will be asked if they have previously sought treatment for this - if they select yes, the following message will appear.



Intellimed
Testing Medical Clinic
You have been added to the queue. Return to the reception desk and let them know you have an existing ACC injury

Back

If the patient selects no, they will be asked to complete an ACC45 form



Testing Medical Clinic - ACC Injury Claim

NZID Number (if known)

First Name(s) Family Name(Surname) Date of Birth

Accident Date: at time Did the accident occur in New Zealand?

Accident Scene: Accident Location: Did the accident happen at work?

Which part of your body is injured? e.g. left wrist

What were you doing? e.g. clearing the kitchen

How was the injury caused? e.g. slipped on wet floor

Maximum 250 characters

If reporting injury name apart: Did the accident involve a motor vehicle on a public road, driveway or beach?

Are you employed? Yes No

Please sign below (over signature)

I authorize (tick the left checkbox): ACC to collect medical and other records which are or may be relevant to my claim. The consent is given to the ACC for use.

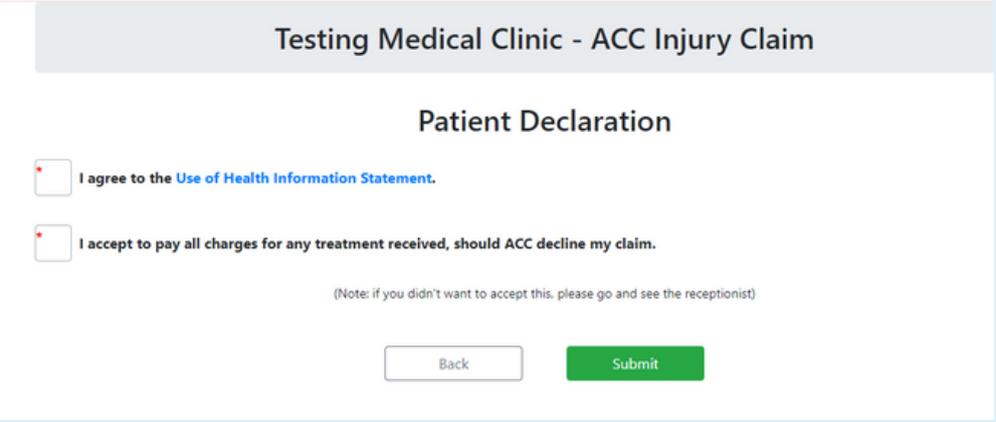
I declare (tick the left checkbox): That the information I have given in this form is true and correct

Authority: [dropdown]

Back Sign

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Patient will then complete the patient declaration



The screenshot shows a web form titled "Testing Medical Clinic - ACC Injury Claim" with a sub-heading "Patient Declaration". It contains two checkboxes, each with a red asterisk indicating a required field. The first checkbox is for "I agree to the Use of Health Information Statement." and the second is for "I accept to pay all charges for any treatment received, should ACC decline my claim." Below these is a note: "(Note: if you didn't want to accept this, please go and see the receptionist)". At the bottom are two buttons: "Back" (white with grey border) and "Submit" (green).

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The patient has now completed their side of things and will be prompted to take a seat.



Urgent Care Admin Portal

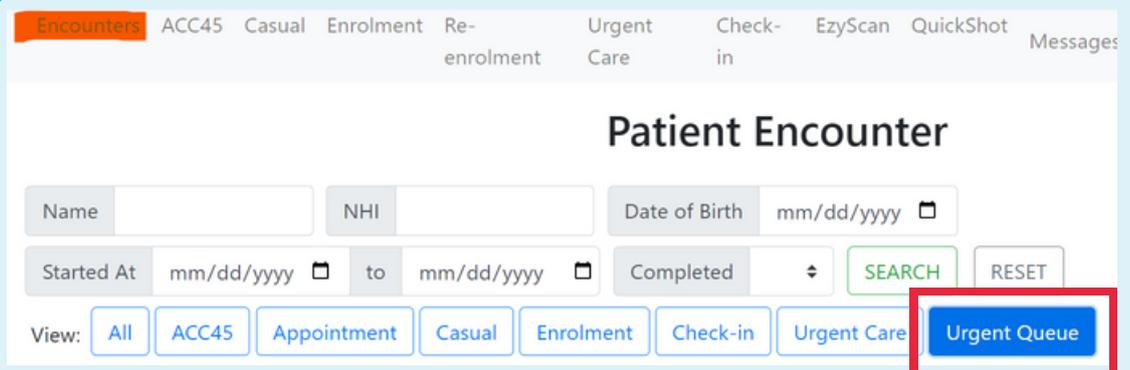
1

Once you have logged into your admin portal - you will be met with this screen where you can see all your urgent care patients. This page will refresh regularly to capture new entries.

Name	NHI	Date of Birth	Started At	Completed	SEARCH	RESET
Ill Mouse		11/11/1999	Testing Medical Clinic 11/04/2024 10:42 a.m.	ACC45 Status: Pending Queue Status: Pending	Comment	Completed
JOHN Smith		18/10/2002	Testing Medical Clinic 22/03/2024 11:52 a.m.	ACC45 Status: Pending Queue Status: Pending	Comment	Completed
Smith		08/09/1999	Testing Medical Clinic 22/03/2024 9:55 a.m.	Queue Status: Pending	Comment	Completed
ARNOLD Smith		08/09/1999	Testing Medical Clinic 21/03/2024 1:53 p.m.	ACC45 Status: Pending Queue Status: Pending	Comment	Completed
Bird Tui		04/04/1989	Testing Medical Clinic 21/03/2024 10:12 a.m.	Casual Status: Pending ACC45 Status: Pending Queue Status: Waiting	Comment	Completed
ARNOLD Smith		08/09/1999	Testing Medical Clinic 20/03/2024 1:50 p.m.	ACC45 Status: Pending Queue Status: Pending	Comment	Completed
MR Andrew Mouse		15/09/1966	Testing Medical Clinic 05/03/2024 2:21 p.m.	Casual Status: Pending	Comment	Completed
MR daffy duck		18/02/1968	Testing Medical Clinic 05/03/2024 1:52 p.m.	Casual Status: Pending ACC45 Status: Pending Queue Status: Pending	Comment	Completed
MISS test test		08/03/1962	Testing Medical Clinic 05/03/2024 1:45 p.m.	Casual Status: Pending Queue Status: Pending	Comment	Completed
MR Duck mouse		05/03/1960	Testing Medical Clinic 05/03/2024 1:41 p.m.	Casual Status: Pending Queue Status: Pending	Comment	Completed
Jane Doh		02/02/1985	Testing Medical Clinic 21/02/2024 10:00 a.m.	Casual Status: Pending	Comment	Completed
Mickey Mouse		16/02/1996	Testing Medical Clinic 19/01/2024 4:28 p.m.	Casual Status: Pending Queue Status: Pending	Comment	Completed
Gavin smith		08/09/1999	Testing Medical Clinic 19/01/2024 11:34 a.m.	Casual Status: Action Required ACC45 Status: Pending Queue Status: Action Required	Comment	Completed
Peter Smith		08/09/1999	Testing Medical Clinic 16/01/2024 2:09 p.m.	Casual Status: Action Required ACC45 Status: Pending Queue Status: Action Required	Comment	Completed

2

Here we have the “encounters” tab, make sure you select the Urgent Queue view inside this.



3

As admin staff, you will need to action any fields that appear as **purple** or **yellow**. (See examples below)

Patient Name	Date of Birth	Phone Number	Source	ACC45 Status	Queue Status	Action
Ill Mouse	11/11/1999	+6421345678	Testing Medical Clinic	Pending	Pending	
JOHN Smith	18/10/2002	+6421345678	Testing Medical Clinic	Pending	Pending	
Smith	08/09/1999	+6421345678	Testing Medical Clinic	Pending	Pending	
ARNOLD Smith	08/09/1999	+6421345678	Testing Medical Clinic	Pending	Pending	
Bird Tui	04/04/1989	+6421345678	Testing Medical Clinic	Pending	Waiting	
ARNOLD Smith	08/09/1999	+6421345678	Testing Medical Clinic	Pending	Pending	
MR Andrew Mouse	15/09/1966	+64212157601	Testing Medical Clinic	Pending	Pending	
MR daffy duck	18/02/1968	+64275643417	Testing Medical Clinic	Pending	Pending	
MISS test test	08/03/1962	+64275643417	Testing Medical Clinic	Pending	Pending	
MR Duck mouse	05/03/1960	+64275643417	Testing Medical Clinic	Pending	Pending	
Jane Doh	02/02/1985	+64262323337	Testing Medical Clinic	Pending	Pending	
Mickey Mouse	16/02/1996	+64271231598	Testing Medical Clinic	Pending	Pending	
Gavin smith	08/09/1999	+6421222222	Testing Medical Clinic	Action Required	Action Required	
Peter Smith	08/09/1999	+6421222222	Testing Medical Clinic	Action Required	Action Required	

Action for Waiting Form

Patient Name:
Bird Tui

Waiting Reason:
Please check patient's hospital voucher and/or residency status before adding to queue

Add to Queue **Cancel**

Action for Skipped Form

Patient Name:
Gavin smith

Skipped Reason:
Patient selected "None of these" when asked to select a patient

Found Patients:

Source	NHI	First Name	Last Name	Preferred Name	Date of Birth	Age
Kiosk	PNA9046	Gavin	smith		08/09/1999	123
Medtech7	PNA9046	ARNOLD	SMITH	ARNIE	08/09/1999	123

Action:

- Leave as skipped
- Create a new patient
- Update the above selected patient
- Update the patient with the below NHI:
NHI number

Submit **Cancel**

4

For any yellow fields, you will see “action required”. This means that the admin staff member needs to click onto this field and look at reason for this “action required”. The staff member will be given action options that they can select from.

Action for Skipped Form ✕

Patient Name:
Gavin smith

Skipped Reason:
Patient selected "None of these" when asked to select a patient

Found Patients:

Source	NHI	First Name	Last Name	Preferred Name	Date of Birth	Age
Kiosk	PNA9046	Gavin	smith		08/09/1999	123
<input type="radio"/> Medtech7	PNA9046	ARNOLD	SMITH	ARNIE	08/09/1999	12 v

Action:

- Leave as skipped
- Create a new patient
- Update the above selected patient
- Update the patient with the below NHI:



Urgent Care Helpful Tricks & Common Scenarios



The **urgent Queue** view is the best way to have insights to patients that are in the process of filling out forms and to pick up patients that might need a bit of a hand

The records that show up here are:

- Forms less than 24 hours old, and
- Have not been successfully added to the urgent care queue.

Some examples of this are:

Robot is processing:

MR [REDACTED] #34900	[REDACTED] +6427 [REDACTED]@intellimed.com	[REDACTED] 03/05/2024 4:25 p.m.	Casual Status: Entered	ACC45 Status: Processing ↻	Queue Status: Processing ↻
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In this case the patient has entered all of the forms needed, and the automation is in the process of entering them onto the queue.

Patient hasn't filled out all the forms:

MS [REDACTED] #35156	[REDACTED] +6427 [REDACTED]@yahoo.com	[REDACTED] 06/05/2024 8:45 a.m.	Casual Status: Entered		
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You will also see cases where the patient doesn't have all the forms, this could be for a couple of reasons. Bear in mind that not all forms are required by all patients, except for the "Queue Status" entry as this is the status of if IntelliMed has successfully entered the patient onto the queue or not.

- a. The patient is in the process of filling out the other forms.
- b. The patient has stopped filling out the forms and has not reached the end of the workflow, it is these cases that need to be followed up by a receptionist to check if the patient needs a hand in completing the process.

Statuses Explained

The patient fills out the forms, there is then an automated process that enters this information into the Patient Management System (PMS). This process can sometimes take a bit of time to complete.

Because of this the status of a form represents the where the automated process is up to.

Action Required:

IntelliMed has encountered a decision that it is not able to resolve itself. Because of this, it requires some human input to determine how it should proceed.

An example of when this may occur is when an enrolment form for a new patient to the clinic is entered, but a matching, existing patient has already been found.



Pending

A pending status simply indicates the form is waiting to be processed by IntelliMed, as it is currently occupied with another form.

Processing

The form is currently being processed by IntelliMed.

Entered

The form has been successfully entered the PMS.

Skipped

A form has been manually marked by a human to be skipped by IntelliMed.

Information Icons

On the left side of a patient there are some icons



Patient requests no notes to be sent to their GP.



Not a resident of New Zealand



If the patient has come in with a hospital voucher.