TeleTracking

TECHNICAL BULLETIN

TRANSFERCENTERIQ™ APPLICATION

Version 2023-12-06

Publish Date 2023-12-06

TARGET COMMUNICATIONS ENHANCEMENT

Patient placement specialists using the **TransferCenterIQ™** application can now track communications with staff members who are not physicians/consultants. Users in the United States can also track providers who are not in the National Provider Identifier (NPI) registry.

Administrators' Setup

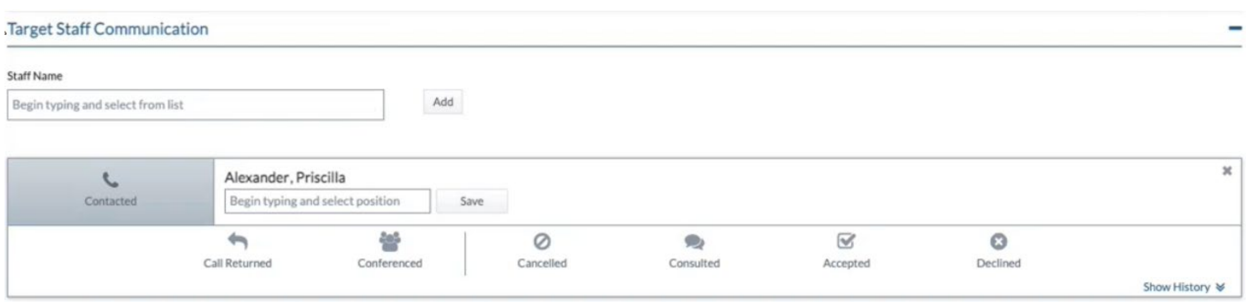
Administrators may now add staff members to the **Staff** dictionary and functions that those staff members may perform to the new **Positions** dictionary. Multiple staff members can have the same position. Examples of positions might include Charge Nurse, Medical Director, Assessing Staff, Director of Nursing, Chief of Surgery, Case Manager. To add staff and positions to the dictionaries, do the following:

1. Go to Admin > Data > Dictionaries to display the Dictionaries page.
2. In **Select Dictionaries**, select **Staff** or **Positions** from the list.
3. Select **Add Entry** to display the **Dictionaries - Add Entry** page.
4. In **Name**, type a unique dictionary item name.
5. Select **Add Entry**.

Add Target Staff Communications to the Case

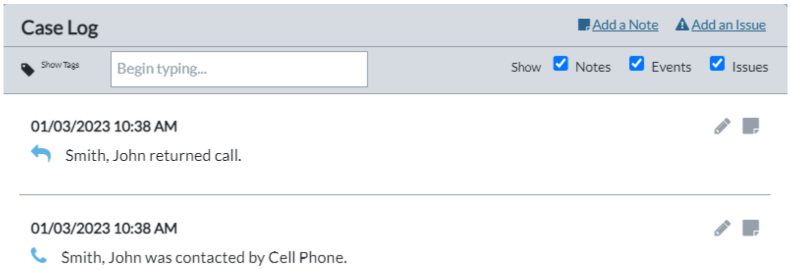
1. Go to the case's **Communication** tab and the **Target Staff Communication** section.
2. In **Staff Name**, begin typing the staff member's name and select it from the list that appears.

   A card for the staff member whom you selected appears at the top of the staff communication list



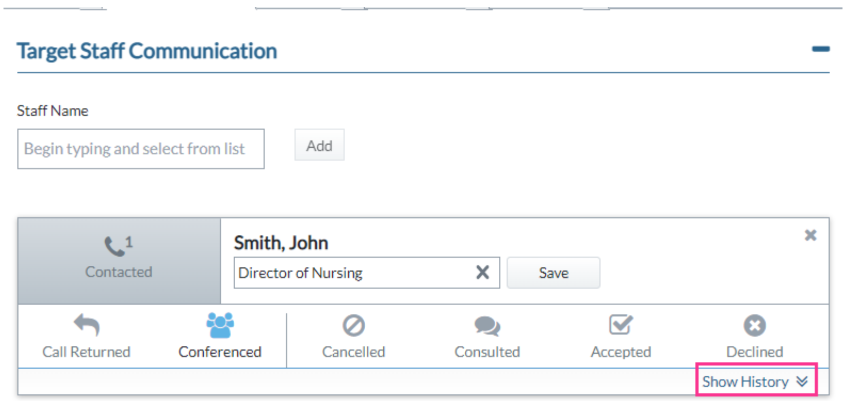
3. In the box below the staff member's name, begin typing the position and select it from the list that appears. Select **Save** to add the position to the staff member's card.
4. Select the icons as they apply to your communication with the staff member. You can select **Contacted**, **Call Returned**, **Conferenced**, **Canceled**, **Consulted**, **Accepted**, or **Declined**.

As you select one of the communication events, it appears in the **Case Log** and in the staff member's communication history.



View a History of a Staff Member Communications

At the bottom right of the staff member's communication card, select **Show History**.



A list of the communication events and their dates and times expands below the staff member's card.