

TECHNICAL BULLETIN

TRANSFERCENTERIQ™ APPLICATION

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Technical Bulletin TransferCenterIQ™ application

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

Target Staff Communic	ation						-
Staff Name							
Begin typing and select from li	st	Add					
e	Alexander, Pri	iscilla					ж
Contacted	Begin typing an	Begin typing and select position Save					
	4	쓥	0		8	0	
		Contract d	Cancellad	Consultant	Assessed	The other state	

- 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.
- 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.



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As you select one of the communication events, it appears in the **Case Log** and in the staff

member's communication history.

Case Log			Add	a Note 🗛	dd an Issue
Show Tags	Begin typing	Show	✓ Notes	Events	🗹 Issues
01/03/202 Smith	3 10:38 AM n, John returned call.				/
01/03/202 Smith	3 10:38 AM , John was contacted by Cell Phone.				<i>i</i>

View a History of a Staff Member Communications

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

Begin typing and se	
e 1	
Contacted	
4	

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

	Target Staff Communication -							
	Staff Name							
	Begin typing and	select from	list	Add				
	Contacted		Smith,	Smith, John				
			Directo	Director of Nursing X Save				
	~	2		0	Q		8	
	Call Returned	Confer	enced	Cancelled	Consulted	Accepted	Declined	
ſ	Conferenced	10:41 AM (01/03/202	3			The History X	
	Call Returned	10:38 AM (01/03/202	3				
	Contacted	10:38 AM (Cell Phone	01/03/202	3				