

# Direct Admit process

**Direct Admit line (763) 581-3871**



## **When to call the Direct Admit Line:**

- Medical/Surgical Customer

**When not to call the direct admit line.** Use the existing process in the following cases:

- Trauma Customer
- Labor and Delivery
- Heart STAT
- Stroke STAT

## **Please have the following information regarding the customer available on the call.**

This will facilitate in the quick and seamless registration and placement of the customer to the appropriate bed.

- Customer Name (Last, First)
- Date of Birth, Gender
- Caller name & Call back number
- Primary Clinic/Physician
- Diagnosis
- Active Chest Pain
- Critical Care
- Telemetry
- Isolation
- Special Needs

**Please contact Paul Stone, Manager of Customer Registration, at (763) 581-4364 if you have any questions or concerns regarding the process.**

## **Direct Admit process FAQs**

### **How do I know which customers to call for through the direct admit line?**

Please refer to the summary sheet which highlights the customer populations to send through the direct admit line. Any customers not included in that population will go through the old process.

### **What information do I need to have ready at the call?**

Please refer to the summary sheet which indicates the information that customer placement will need in order to start placing the customer. Also, please be aware of any relevant clinical information you have on the customer so that you can efficiently explain the customer's condition and need for admission to the accepting physician on the call.

### **When am I notified of a bed placement for the customer?**

You will be notified of a bed placement right on the call if a bed is available immediately. If a bed is not available at the time of the call due to high volume, customer placement will contact you as soon as possible when that bed becomes available.

### **How long will the call take?**

The call will not take longer than 5 minutes. Customer placement will take about 2 minutes to go through the intake questions necessary to place the customer. After which, if we are not able to get an accepting physician on the line within 2 minutes, we will ask if you wish to hold or be called back as soon as we get the accepting physician on the line.