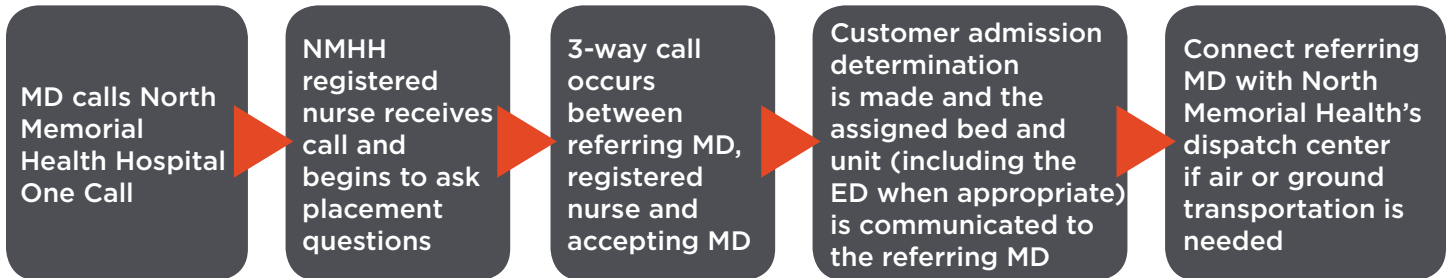


# North Memorial Health Hospital One Call Process



1-800-230-2413



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

This will help facilitate 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

Note, 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.

## Direct Admit Process FAQs

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

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

### How long will the call take?

The call will take approximately 5 minutes. Customer placement will take about 2 minutes to go through the intake questions necessary to place the customer. 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.

### What are the advantages of using the direct admit process?

- One call line.
- Three-way call between the referring MD, registered nurse and accepting MD.
- Direct connection to the NMH dispatch center when an air or ground transport is needed.
- Registered nurse to registered nurse report out to help expedite and ensure a smooth direct admit process.

**Questions or concerns? Contact Jeannine O'Brien, Manager of Resource Management, at (763) 581-4277.**