

Guidelines for Disruptive Patient FYI Flag

The disruptive patient FYI flag can be added/deactivated in Epic Hyperspace by nursing or providers who support direct patient communication. For additional guidance on escalation and workplace violence procedures refer newly updated System Workplace Violence Policy.

Guidelines for applying the Disruptive Patient FYI flag (not limited to):

- A patient verbally threatens or assaults an employee/visitor.
- A patient physically assaults an employee/visitor.
- A patient has a history of workplace violence.
- A workplace violence SafetyZone is submitted related to patient/visitor behaviors.

To Create an FYI patient flag in Epic.

- 1. Open a patient's chart.
- 2. Go to the **More Activities** dropdown arrow.
- 3. Click FYI.
- 4. Click New Flag
- 5. Select the Flag Type.
- Enter supporting documentation in the text field.
- 7. Click Accept.
- FYI flags remain in the patients chart even when they are deactivated.

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Guidelines for deactivating the Disruptive Patient FYI Flag:

- Any precipitating factors have changed (altered mental status resolved).
- Physician/Nurse team determines the flag is not appropriate/relevant to this visit (no procedure/anesthesia anticipated, patient no longer in detox).
- It has been 3 years since initial event, refer to Workplace Violence Policy.

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Refer to "<u>Use Patient</u> <u>FYI" tipsheet</u> in the learning library for additional steps for adding/removing flags.