1. **Purpose**
   This purpose of this document is to describe the process to be adopted and implemented when a patient has not been discharged on TrakCare despite having been discharged physically or when a patient is deceased and awaiting a death certificate.

2. **Introduction**
   The GGC HEPMA system supplied by WellSky is designed to ensure administration of all doses before moving forward to current doses. Where patients are not discharged on TrakCare they may remain on the system even though they are not physically present in the ward. Also, if transferred to a location *not known* by HEPMA, they may not transfer appropriately and remain on the ward. HEPMA users will need to manually deal with these patients.
3. **Scope**

The scope covers the following:

- Wards involved where HEPMA is live

4. **Definitions**

- **NHSGGC**: NHS Greater Glasgow & Clyde Health Board
- **HEPMA**: Hospital Electronic Prescribing and Medicines Administrations
- **WELLSKY**: Software used to provide HEPMA (3rd Party software supplier)

5. **Specific Procedures:**

Patients transferred to a non-live HEPMA ward that are still visible on the HEPMA ward.

In the event a patient has been transferred on HEPMA to a ward not recognised by the system the patient will remain as live in the HEPMA ward.

In this event a manual discharge process should be initiated.

1. Go to the **Home Screen** and select the **Admit Discharge Transfer** tile:

   ![Admit Discharge Transfer](image)

2. Enter the patient’s CHI number at either **National number** or **Hospital number**

3. Check patient’s details are correct before selecting patient

4. Select **Discharge** tab and then click **Discharge Patient**

Please note that discharges on HEPMA can be cancelled, up to 72 hours after the initial process is completed, in the event of a mistake. All HEPMA data will be retained in this scenario.

Patients who have left the ward who cannot be discharged on TrakCare (e.g. irregular discharge who need an IDL or deceased patients awaiting a death certificate)

1. Select the patient in the **Inpatient Finder** or **Administration round screen**.

   **PLEASE ENSURE YOU ARE IN THE CORRECT PATIENT RECORD.**
2. Go to the Inpatient Rx tab
3. Select ALL ORDERS

4. Select Suspend all orders
5. Select appropriate reason from the drop-down list; this will most commonly be Patient Self-discharge/Awaiting IDL or Patient deceased

6. Click Action on all orders

The patient’s medicines will now be placed in a suspended state and no further administrations will be created.

Once the patient is discharged on TrakCare the patient will be removed automatically from the HEPMA system.