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Standard Work: RTLS Patient Discharge



Purpose: To ensure consistent collection of patient badges and signal discharge workflows
Process Owner: Janice McSweeney,
Mgr – Guest Services

Performed By: Whoever is escorting patient out (Volunteer, Nurse, NA, Transporter etc.)

Activity Starts: When person discharging the patient arrives at patient room
Activity Ends: Badge is placed in drop box
Time Needed: 5 Minutes

Step	MAJOR STEPS (WHAT) (WHEN) (High level steps)	KEY POINTS (HOW) (WHO) (Detailed Steps)	REASONS FOR KEY POINTS (WHY)
1	Inform Patient	<ul style="list-style-type: none">• Greet patient using AIDET.• Sanitize hands.• Inform patient, “I will be removing your badge now. I am going to lift your wrist and peel off the wrist band. You may feel a little tug.”  <p><i>*For patients whose badge is clipped on rather than banded on the wrist, please skip to Step 3.</i></p>	Communicating comforts the patient and aids in compliance with the process.
2	Remove badge	<ul style="list-style-type: none">• Turn the patient wrist to expose the underside of the label• Fold the top portion of the label back• Peel the unattached end away from the label. The end that is underneath the overlapping portion (←)  <p><i>* If the person discharging the patient has attempted the above steps and is unable to remove the wristband, he or she may ask a staff member on the unit to cut off the wristband while the person discharging the patient oversees. Then move to Step 3.</i></p>	This allows the badge to be removed as effortlessly and comfortably as possible

3	Escort Patient	<ul style="list-style-type: none"> • Staff or volunteer escorts patient from room to discharge area, carrying the badge with them. <ul style="list-style-type: none"> ○ In tower: Elevator Doors ○ In Rehab: Rehab Entrance ○ In Surgical Pavilion: Surgical Lobby 	RTLS will indicate patient is no longer in the room.
4	Place badge in drop box	<p><i>*For patients with a badge that is clipped on, unclip badge.</i></p> <ul style="list-style-type: none"> • Place badge into drop box labeled RTLS patient badge drop box. • Sanitize hands. 	This triggers discharge workflows including EVS clean up as well as disassociates the badge from the patient

