

How-to Guide

OREGON CAPACITY SYSTEM

Q: Do I have to enter anything manually if my hospital has an automated bed data feed?

A: YES – for Patient Discharge Delays and PPE.

- Every weekday, before 0900, use the Manual Input → Patient Flow Form to enter the number of patients whose discharges are delayed.
- Every Wednesday, before 0900, use the PPE Input Tool to enter all the requested data elements.

Q: If my hospital does not have an automated bed data feed, what do I have to enter manually?

A: You will have to enter the following:

- Each weekday, before 0900 using the Manual Input Tool → Patient Flow Form, and enter the number of patients whose discharges are delayed.
- Use the Capacity Form to enter the rest of the information which includes ED Admitted Census and other fields required by OHA.
- Every Wednesday, before 0900, use the PPE Input Tool to enter all the requested data elements.

Q: How do I access historical data from the Oregon Capacity System (OCS)?

A: All of the data (Beds, PPE, Divert, and manual entry data) is available in the historical database. If you need access, please complete [this form](#).

Q: What if I need additional help or support?

A: Each hospital has a primary contact:

- If you need to find out your Primary Contact, fill out a [support ticket](#) and select 'Primary Contact' in the TYPE dropdown menu. Make sure to note your hospital e-mail address in the ticket.
- The next escalation would be through your regional hospital structure. (I.e. MRH Region 1/6, Metro West Western Region 1, Salem Health Region 2 etc.
- OHA and Apprise are on standby and monitoring tickets to resolve any critical issues.

Q: How do I enter divert?

A: Divert is entered using the Divert Configurator.

- 'Normal' means you are "green" or open.
- 'Divert' means you are "red" or cannot accept a patient.
- *Note: Only ambulance divert has a two-hour automated time out.*

Q: When would I use N/A in the Divert Input Tool?

A: You would only use N/A if you do not provide Trauma, STEMI, Stroke or other services (e.g. L&D).

Q: What if I need additional help, training or have other questions?

A: We are here to help. You can always contact Helene.Anderson@apprisehealthinsights.com.

- You can find all OCS training tools and resources [here](#). We update this site regularly.
- Additionally, you can always submit a support ticket [here](#).