

Bluebird

Case Manager Quick Start



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Introduction

Hospital Case Managers are responsible for liaising between the patients, treating clinicians, and medical aids in order to fulfill the agreement between the Funder and the hospital. The Case Manager is also responsible for the application of clinical knowledge in the risk management of patients in terms of length of stay, level of care and medical aid benefits available.

Case management focuses on delivering personalized services to patients to improve their care and especially involves managing the provision of health care to members with high-cost medical conditions. The goal is to coordinate the care so as to both improve continuity and quality of care and lower costs.

Access to Bluebird helps Case managers access appropriate clinical information and code patient accounts.

This short *quick start* manual outlines the basics a Case Manager needs to understand to use Bluebird. Please read the full Bluebird Training Manual (intelms.com/2i) to get an in depth understanding of the overall Bluebird System. Besides the ability to add authorization numbers and diagnostic (ICD 10) codes, the Case manager interface is **read only** so do not worry about making mistakes!

The Bluebird Case Manager interface has been designed for you to quickly access individual patients. You will need the hospital number which is probably easiest **copied** from your hospital information system (SAP for example) and then **pasted** into the search box in Bluebird.

Log-In

Open your browser to this URL: bluebird.co.za/bbw

The screenshot shows the Bluebird login interface. A 'Welcome' banner is at the top. Below it is a 'Login To Bluebird' form with fields for 'Username' and 'Password', and checkboxes for 'Netcare' and 'Clinix'. A 'Sign in' button is at the bottom of the form. A support pop-out window is visible in the top left corner, containing contact information: 0861 629 329, support@bluebird.co.za, 8am - 5pm Monday to Friday, Browser name: Safari, Browser version: 10.0.2, and Bluebird Version: v2.0.16. Blue arrows point from text annotations to the form fields and button. The annotations are: 'Enter your Hospital Network password' pointing to the Password field; 'Click "Sign in"' pointing to the Sign in button; 'Username: Your unique Hospital User Name - often an employee number' pointing to the Username field; and 'Tick Hospital Group' pointing to the Netcare and Clinix checkboxes.

Support Pop Out Provides:

- Call Centre number
- Support email address

Enter your Hospital Network password

Click "Sign in"

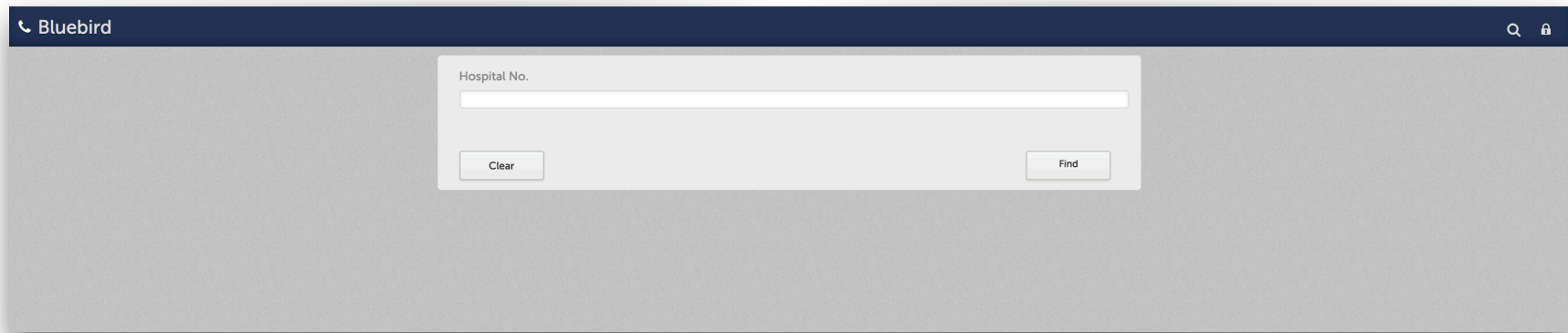
Username: Your unique Hospital User Name - often an employee number

Tick Hospital Group

Note: Your health facility controls your Bluebird access. If you have issues logging in, please talk to your Bluebird Project Manager who will contact your IT department to check your credentials. If you forget to tick your hospital group you will get this message: "Invalid Credentials". If one's Username and Password are correct and the Organizational checkbox has been selected and one still cannot log in, check if Bluebird has placed a system message on the Log-In page.

Patient Search after Log-In

After logging on, you will find yourself on the Patient Search Page.



On the **left** of the header bar you will see a Telephone - click the telephone for support contact details

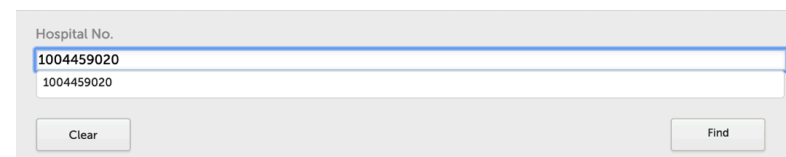
On the **right** of the the header bar you will see 2 icons:

- Search (a magnifying glass) - click to search for a different patient
- Log Out (a lock) - click to exit Bluebird

The Case manager interface expects the Case manager to be working on **individual patients** and is therefore designed to show one patient at a time.

Enter the hospital visit number and then click "Find"

Note: To minimize data entry for patients you have worked on recently, Bluebird saves recent hospital numbers (recent = patients that a Case Manager working in that hospital has worked on in the previous 10 days) in a drop down list which is activated by clicking in the hospital number field.



Authorization Number

Because it is important to document the medical aid authorization number in Bluebird, if that number has not yet been captured Bluebird will prompt you to capture it:

Satterfield, Katharine, DOB: 14/05/1959 ✕

Please add an authorization number or else select "Authorization Number not yet available" from the drop down.

Authorization No.

Authorization Number not yet available

Save

Default Patient Interface

Bluebird opens the patient you have searched for to a page showing all the organisms isolated from this patient during this admission. This default opening tab was chosen because the medical aids often require the isolate report.

The screenshot shows the Bluebird patient interface for Keith Greenholt. The patient header includes: Name: Greenholt, Keith 40 M; Dx / PMHx: Streptococcus, group A, as the cause of diseases classified to other chapters; Surgery: Craniectomy, sub-occipital; for exploration or decompression of cranial nerves 664, Craniectomy, sub-occipital; for section of one or more cranial nerves; Tasks: More; Isolates: M, V, E, Cath: 647, Vent: 647; Alert: A; Feeding: SS, IN; Clinical: Abx; Bed: 23/04/2014 [2043, 2043] Section 1 Room 2 Bed 2. The main content area shows a table of 22 recorded isolates.

Recorded Collected	Patient	DOB	Organism	Current Ward
20/02/2019 01/02/2019 06/03/2019	Greenholt, Keith 1003659510 1004377575	06/04/1979 Age: 40 Gender: M	AMP Klebsiella pneumoniae Bloodstream infection BSI Blood	hbsec1, Section 1 Room 2, Section 1 Room 2 Bed 2 XONIE 6838143 1
30/08/2018 29/08/2018	Greenholt, Keith 1003659510 1004377575	06/04/1979 Age: 40 Gender: M	AMP Clostridium difficile CDI Blood	hbsec1, Section 1 Room 2, Section 1 Room 2 Bed 2 6838089 1
21/08/2018 23/02/2018 21/08/2018	Greenholt, Keith 1003659510 1004377575	06/04/1979 Age: 40 Gender: M	AMP Staphylococcus aureus Bloodstream infection CNS Blood	hbsec1, Section 1 Room 2, Section 1 Room 2 Bed 2 XOXIE 6838083 1
21/08/2018 21/02/2018 21/08/2018	Greenholt, Keith 1003659510 1004377575	06/04/1979 Age: 40 Gender: M	AMP Klebsiella pneumoniae CVS Lower Respiratory Tract (B-PSB)	hbsec1, Section 1 Room 2, Section 1 Room 2 Bed 2 XOXIE 6838081 1
21/08/2018 23/02/2018 21/08/2018	Greenholt, Keith 1003659510 1004377575	06/04/1979 Age: 40 Gender: M	AMP Klebsiella pneumoniae CNS Lower Respiratory Tract (B-BAL)	hbsec1, Section 1 Room 2, Section 1 Room 2 Bed 2 XOXIE 6838080 1
25/07/2018 25/07/2018	Greenholt, Keith 1003659510 1004377575	06/04/1979 Age: 40 Gender: M	AMP Klebsiella pneumoniae Sputum (R-RAJ)	hbsec1, Section 1 Room 2, Section 1 Room 2 Bed 2

Note: There are 11 tabs, the first 9 break out various special investigations (mainly labs) into different categories.

On the isolates tab, once a record is selected from the left pane (isolate list), the right pane opens to show the full lab report (because this is a demo example it doesn't show a Klebsiella report as it would in a real patient). The print button allows one to print the report and send to the medical aid.

The screenshot displays the Bluebird clinical interface. On the left, the 'Lab Tabs' section shows a list of isolates for patient Greenholt, Keith (DOB: 06/04/1979). The isolates are listed with their collection dates, patient information, organism names (e.g., Klebsiella pneumoniae, Clostridium difficile, Staphylococcus aureus), and current ward locations. A blue arrow points to the 'Lab Tabs' header. On the right, the 'Lab Report' section shows a detailed report for a urine sample. The report includes a table with columns for Test Name, Result, Flag, and Reference Range. A blue arrow points to the 'Lab Report' header. Below the report table, a 'Print Button' is visible, with another blue arrow pointing to it.

Test Name	Result	Flag	Reference Range
URINALYSIS, COMPLETE			
COLOR	YELLOW		YELLOW
APPEARANCE	CLEAR		CLEAR
SPECIFIC GRAVITY	1.023		1.001-1.035
PH	6.0		5.0-8.0
GLUCOSE	NEGATIVE		NEGATIVE
REDUCING SUBSTANCES	DNR		NEGATIVE %
BILIRUBIN	NEGATIVE		NEGATIVE
KETONES	NEGATIVE		NEGATIVE
OCCULT BLOOD	NEGATIVE		NEGATIVE
PROTEIN	NEGATIVE		NEGATIVE
NITRITE	NEGATIVE		NEGATIVE
LEUKOCYTE ESTERASE	NEGATIVE		NEGATIVE
WBC	0-5		< OR = 5 /HPF
RBC	NONE SEEN		< OR = 3 /HPF
SQUAMOUS EPITHELIAL CELLS	0-5		< OR = 5 /HPF
TRANSITIONAL EPITHELIAL CELLS	DNR		< OR = 5 /HPF
RENAL EPITHELIAL CELLS	DNR		< OR = 3 /HPF
BACTERIA	FEW	ABNORMAL	NONE SEEN /HPF
CALCIUM OXALATE CRYSTALS	DNR		NONE OR FEW /HPF
TRIPLE PHOSPHATE CRYSTALS	DNR		NONE OR FEW /HPF
URIC ACID CRYSTALS	DNR		NONE OR FEW /HPF

Use the other **Lab Tabs** (especially Tables - to the left of this Isolates tab) to see other labs results (detail in Patient Record chapter).

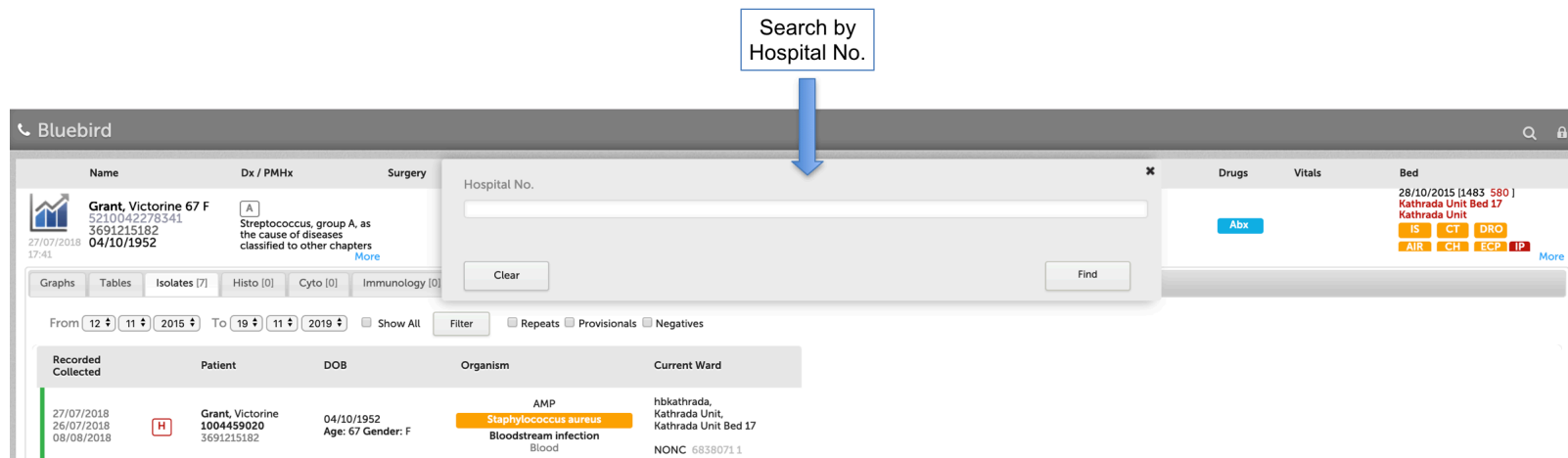
The [Patient Record Sections](#) Chapter will explain the information available by clicking different sections (Name, Dx/PMHx...Bed) of the patient record.

Finding a Different Patient

To search for a different patient, click the search icon on the top right of the grey header bar:



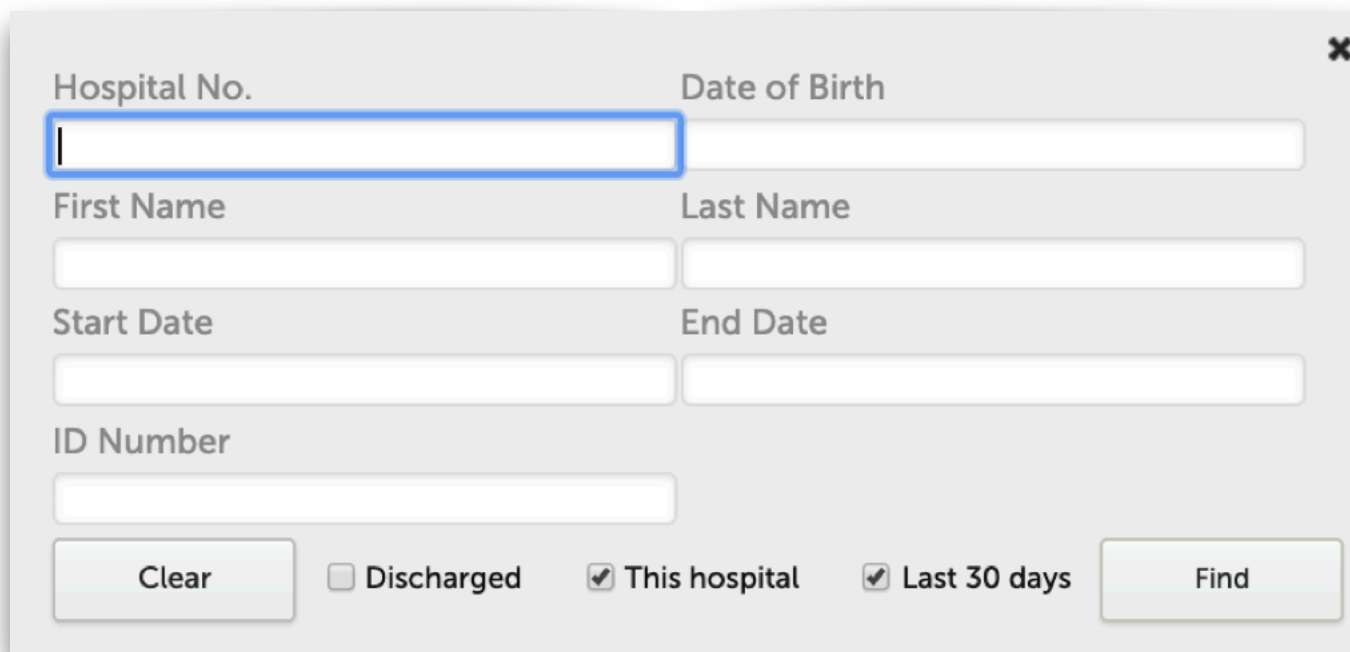
This will bring up a search box where one can specify a different hospital number:



Orphans

If there are lab results with patient demographics (names, DOB, hospital numbers etc) that don't match a hospital patient, Bluebird makes a dummy patient with demographics that correspond to that lab result. We call those patients **orphans** and those labs will NOT, of course, be found when searching by hospital number.

To find orphaned results that *might* belong to your patient, Bluebird provides an advanced search using criteria other than the hospital number (such as patient name). To access this **advanced search box** hold down the Cntr (or Command on a Mac) key while clicking the "Search Icon". That will bring up this search box:



The image shows a software dialog box for an advanced search. It has a title bar with a close button (X) in the top right corner. The dialog contains several input fields and checkboxes. The 'Hospital No.' field is highlighted with a blue border. Below it are fields for 'First Name' and 'Last Name'. Further down are 'Start Date' and 'End Date' fields. At the bottom is an 'ID Number' field. At the very bottom, there is a 'Clear' button, a 'Discharged' checkbox (unchecked), a 'This hospital' checkbox (checked), a 'Last 30 days' checkbox (checked), and a 'Find' button.

Hospital No.	Date of Birth
<input type="text"/>	<input type="text"/>
First Name	Last Name
<input type="text"/>	<input type="text"/>
Start Date	End Date
<input type="text"/>	<input type="text"/>
ID Number	
<input type="text"/>	
<input type="button" value="Clear"/>	<input type="checkbox"/> Discharged
	<input checked="" type="checkbox"/> This hospital
	<input checked="" type="checkbox"/> Last 30 days
	<input type="button" value="Find"/>

Note: Orphans require manual management by the Unit Clerk - they should be a fleeting occurrence but depend on the diligence of your unit clerks.

The problem with using this advanced function routinely is that the search will usually find multiple patient records.

The example below has found 2 records (both with the first name **Keith**):

The screenshot shows a search results window titled "Found Set" with a pink header bar. The header bar contains the name "Bluebird" on the left and a search icon with a lock icon on the right. A blue dot in the top right corner of the header bar has the number "1" next to it. Below the header bar, the search results are displayed in a table format with columns: Name, Dx / PMHx, Surgery, Tasks, Isolates, Devices, Alert, Feeding, Clinical, Drugs, Vitals, and Bed. Two records are shown:

Name	Dx / PMHx	Surgery	Tasks	Isolates	Devices	Alert	Feeding	Clinical	Drugs	Vitals	Bed
Balistreri, Keith M 9912303491514 13/06/2014 09:07 Set Attending						A					13/06/2014 [1993 0]
Greenholt, Keith 40 M 7904061242606 1004377575 06/04/1979 Set Attending	Streptococcus, group A, as the cause of diseases classified to other	Craniectomy, sub-occipital; for exploration or decompression of cranial nerves 64; Craniectomy, sub-occipital; for section of one or more cranial			Cath. 647, Vent. 647	A		SS, N	Abx		23/04/2014 [2043 2043] Section 1 Room 2 Bed 2 Section 1 Room 2 IS, DRO, AIR, CH, IP

The pink header bar tells you that this search might have returned multiple patients **including orphans**. One knows there are orphans in the search because the aqua dot on the top left of the header bar has a number > 0. Individual orphans are identified by the aqua ADT icon under the bed section.

Clicking the lab section (blue graph) of an orphan will show the labs that could not be confidently matched to any inpatient.

If no records matched your search criteria, an empty found set will be returned.

The screenshot shows a search results window titled "Found Set" with a pink header bar. The header bar contains the name "Bluebird" on the left and a search icon with a lock icon on the right. A blue dot in the top right corner of the header bar has the number "0" next to it. Below the header bar, the search results are displayed in a table format with columns: Name, Dx / PMHx, Surgery, Tasks, Isolates, Devices, Alert, Feeding, Clinical, Drugs, Vitals, and Bed. The table is empty, and the text "There are no patients that match the search conditions." is displayed below the table.

Click the search icon again to refine your search

Note: In the first image above, some of the section have the word "More". This is because not all the text could fit in the allocated space, click the "More" link to show all the text.

Patient Record and Sections

The **Patient Record** is a line that is broken into **Sections**. Each Section shows specific clinical information (Labs, Name, Dx/PMHx, Surgery, Tasks, Isolates, Devices...Bed).

Clicking any section causes the portion below the patient record to show detail specific to the section that was clicked and the selected section is marked with a grey horizontal bar (in the image below, a grey horizontal bar is seen under the “Lab” Section (blue graph)) and the area below the patient record shows lab results specific to this patient.

Bluebird Houtbay

Name: Satterfield, Weldon 50 M
 6509073919569
 1006679033
 07/09/1965
 Althea Terry

Diagnosis / Hx: Chronic ischaemic heart disease, unspecified

Alert: Abx

Bed: 12/01/16 [9 8] Surgical ICU Bed 10 Surgical ICU

Navigation: Graphs | Tables | Micro [0] | Histo [0] | Cyto [0] | Immunology [0] | Radiology [0] | Other [0] | All [7] | Requisitions [0] | Protocols

Filter: Test Group: All | From: 5/1/2016 | To: 21/1/2016 | Filter | Clear | Print Table

Showing test results from 05/01/2016 to 21/01/2016

Disclaimer: Unmatched patient results not included. These tables are designed for blood results. Labs do not always provide specimen information in a machine readable format, therefore non-blood results might be included. Use the full report for individual patient care.

Test name	Reference	Satterfield, Weldon 07/09/1965 M						
		12/01/2016 13:52	12/01/2016 15:00	15/01/2016 03:40	16/01/2016 03:40	17/01/2016 09:45	18/01/2016 03:30	20/01/2016 03:30
CHEM								
Sodium	136 - 145 mmol/l	139			137	135 L	137	137
Potassium	3.5 - 5.1 mmol/l	3.9			3.9	3.6	3.6	4.4 #
Chloride	98 - 107 mmol/l	104			99	97 L	99	101
CO2	22 - 29 mmol/l	25			29	27	27	23
Anion Gap	8 - 20 mmol/l	14			13	15	15	17
CRP	< 5 mg/l	6 # H						
Haematology								
Hemoglobin	14.3 - 18.3 g/dl	7.2 *L		6.9 *L	9.9 # L	13.4 # L	13.0 L	12.3 L
Hct	43.0 - 55.0 %	22.9 # L			29.7 # L	39.5 # L	38.1 L	36.5 L

Notes:

1. There is a **horizontal grey bar** under the section that was chosen - in this case the lab section (1st section). This allows one to understand quickly what section the information below the **patient record line** pertains to - in this case labs for this individual patient (Welson Satterfield).
2. The common reason for an apparently “missing” lab report not to be in Bluebird is because the hospital was not copied (check the paper report to see if the paper was sent only to the doctor’s office).

Lab Results

Clicking the **Blue Lab Icon** (far left) on the patient record brings up the Special Investigation **Tabs** with the cumulative table selected by default. All labs for this patient during *this admission* are shown. A line list of all lab results (irrespective of category) is shown under the **“All”** tab.

Note: [Orphaned](#) results cannot be allocated to a specific patient and will not be shown on this patient linked interface - you will need to search for orphans - see page 10.

Bluebird Houtbay

Name: Satterfield, Weldon 50 M
 6509073919569
 1006679033
 07/09/1965
 Althea Terry

Diagnosis / Hx: Chronic ischaemic heart disease, unspecified

Abx 12/01/16 19 8 | Surgical ICU Bed 10 Surgical ICU

Graphs | **Tables** | Micro [0] | Histo [0] | Cyto [0] | Immunology [0] | Radiology [0] | Other [0] | All [7] | Requisitions [0] | Protocols

Test Group: All | From: 5 | 1 | 2016 | To: 21 | 1 | 2016 | Filter | Clear | Print Table

Showing test results from 05/01/2016 to 21/01/2016

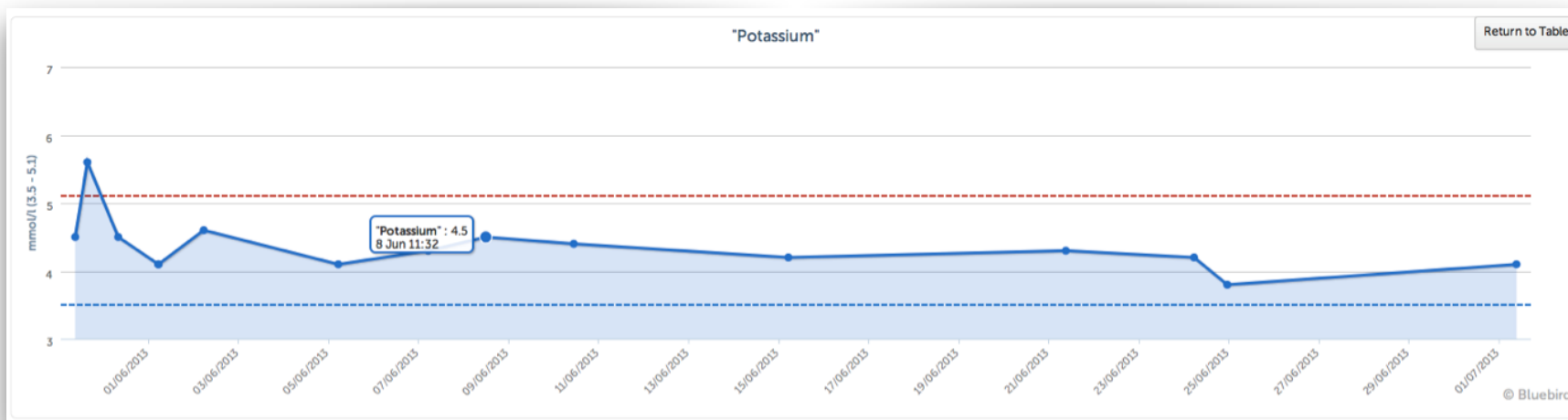
Disclaimer: Unmatched patient results not included. These tables are designed for blood results. Labs do not always provide specimen information in a machine readable format, therefore non-blood results might be included. Use the full report for individual patient care.

Test name	Reference	Satterfield, Weldon 07/09/1965 M						
		12/01/2016 13:52	12/01/2016 15:00	15/01/2016 03:40	16/01/2016 03:40	17/01/2016 09:45	18/01/2016 03:30	20/01/2016 03:30
CHEM								
Sodium	136 - 145 mmol/l	139			137	135 L	137	137
Potassium	3.5 - 5.1 mmol/l	3.9			3.9	3.6	3.6	4.4 #
Chloride	98 - 107 mmol/l	104			99	97 L	99	101
CO2	22 - 29 mmol/l	25			29	27	27	23
Anion Gap	8 - 20 mmol/l	14			13	15	15	17
CRP	< 5 mg/l	6 # H						
Haematology								
Hemoglobin	14.3 - 18.3 g/dl	7.2 *L		6.9 *L	9.9 # L	13.4 # L	13.0 L	12.3 L
Hct	43.0 - 55.0 %	22.9 # L			29.7 # L	39.5 # L	38.1 L	36.5 L

The date and time below the blue graph icon, shows the time that the *last* lab result arrived in Bluebird (note: *arrived not* the collection date). This is particularly useful when one is waiting for an urgent result. If your hospital has set up specific groups of tests they wish to see at once (for example tests specific for a Neonatal ICU) one can filter by that group using the **“Test Group”** filter. Most hospitals have not set this up.

Notes:

1. Results are colour coded by Bluebird (red = high, blue = low). **Note:** Sometimes labs also add their own markers to abnormal results - in the example above, the lab has included a # to one result and a * to another - Bluebird shows whatever that specific lab places in the result.
2. Clicking the *numeric result* brings up the original full lab report as sent out by the lab.
3. Clicking the *test name* brings up a graph specific for that specific test (the graphs tab shows multiple tests simultaneously) – hovering over data points on the graph brings up detail about the data point – see below.
4. **Orphaned lab results** (results that cannot be matched to a HIS record) will NOT show on these cumulative tables and graphs and is one of the many reasons to encourage unit clerks to actively manage orphans.
5. The common reason for a paper lab report not to be in Bluebird is because the hospital was not copied (check the paper report).
6. Occasionally an “old” report reappears in Bluebird. This is because the lab has resent the report (usually because the report was updated or the doctor requested a resend).



One can view subsets of lab special investigations (Micro, Histo, XR) quickly by switching tabs:



The Requisition tab shows lab. requisitions for this patient if your hospital is using Bluebird electronic lab requisitions.

Name

Clicking the Name section modifies the area below the **patient record** to show the data corresponding to the Name section, and the grey horizontal bar is moved to that section of the patient record.

The screenshot shows the Bluebird IHS patient record interface. The 'Name' section is selected, indicated by a grey horizontal bar at the top of the record. The patient's name is 'Fine, Dana Garth', 60 F, with ID numbers 610828150173 and 1002965100, and date of birth 03/07/1953. The doctor is 'Dr Brink, Joseph'. The record shows various clinical data including Diagnosis (Keratosi punctata), Surgery (Knee replacement, Abdominal hysterectomy), SI (I), Alert (A), Feeding, TargetClinical (CF, CM, SS, A, N, A), Abx (Abx), and Vitals (P 70, BP 125/85, RR 18, T 38). The Bed information is 04/04/13 [231 231], Bed3, Room 4. Other sections include Gender (Female), Address (16 Apple Rd, Goodwood, 7805), Hospital No. (1002965100), and Contact Details (Tel (w) 0720277429, Tel (h) 0720277429).

Note:

The Name Section is unique in that it provides access to both the **patient demographic** (click the patient name) and the **doctors** that are looking after that patient. Clinical staff can click the doctor's name to Change or Add doctors involved in this patient's care.

Diagnosis / Hx

The past medical history and hospital diagnosis section will, by default, open to the **Diagnosis Tab**. This and documentation of the authorization number, are the only places where Case Managers can **edit** data. Diagnoses during this admission may be ADDED or REMOVED:

The screenshot shows the Bluebird patient record interface. At the top, the patient's name is Satterfield, Weldon 50 M, with ID numbers 6509073919569 and 1006679033, and a date of birth of 07/09/1965. The patient is currently in Surgical ICU Bed 10, with a resolve date of 12/01/16. The Diagnosis tab is selected, showing a table with one entry: I25.9 Chronic ischaemic heart disease, unspecified, dated 12/01/2016. There are buttons for 'AddDiagnoses' and 'Assess.Done' at the bottom left of the diagnosis section.

ICD10 Code	Description	Date	Details	Resolve Date
I25.9	Chronic ischaemic heart disease, unspecified	12/01/2016		Resolve

Please see the full Bluebird training manual (for documentation of the following Patient Record **Sections** please see the Full Bluebird Training Manual on intelms.com/2i):

- Surgery
- Tasks
- Isolates
- Devices
- Alerts
- Feeding
- Clinical
- Drugs
- Vitals

Only the patient location (**Bed** Section) will now be summarized in this quick start.

Patient Location (Bed Section)

The blue arrow on the screenshot below shows the Bed Section (i.e. where the patient is located). In the Bed Section you will see 2 numbers after the admission date. The black number is the number of days this patient has been in hospital. The red number is the number of days this patient has been in this unit.

Recorded Collected	Patient	DOB	Organism	Current Ward
20/02/2019 01/02/2019 06/03/2019	Greenholt, Keith 1003659510 1004377575	06/04/1979 Age: 40 Gender: M	AMP Klebsiella pneumoniae Bloodstream infection BSI Blood	hbsec1, Section 1 Room 2, Section 1 Room 2 Bed 2 XONIE 6838143 1
30/08/2018 29/08/2018	Greenholt, Keith 1003659510 1004377575	06/04/1979 Age: 40 Gender: M	AMP Clostridium difficile CDI Blood	hbsec1, Section 1 Room 2, Section 1 Room 2 Bed 2 6838089 1

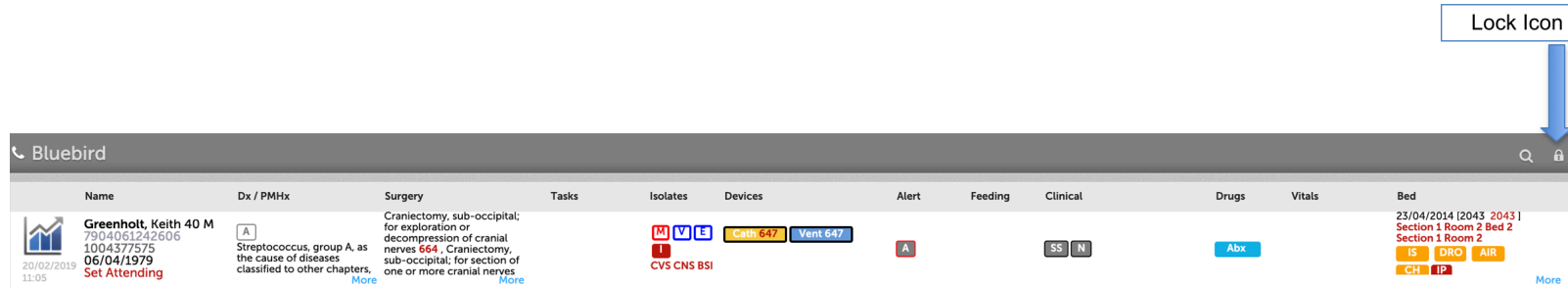
Besides location, the Bed section shows the admission date and the length of stay in the hospital and in this unit

Notes:


- Location in Bluebird is dependent on the electronic messages we get from your HIS. If the patient is not where you expect, you can check those messages by clicking on the bed section of the WWB and reviewing the ADT (Admission, Discharge, Transfer) Tab. Almost always, you will see that the problem lies in the fact that no ADT message was sent from your HIS to Bluebird. Please follow up with your hospital IT and get them to send an updated ADT message to Bluebird - this will correct the patient location in Bluebird. Bluebird Support have no ability to get those messages sent.
- The placement of patients is done by your facility's Bed Management System which sends HL7 messages to Bluebird. If that system puts multiple patients in the same bed (i.e. gives Bluebird the same location for >1 patient), Bluebird will display the bed name in red.

Log-Out

Click the lock icon on the top right of your screen to log out:



The screenshot shows the Bluebird patient record interface. At the top right, there is a search icon and a lock icon. A blue arrow points from a box labeled "Lock Icon" to the lock icon. Below the header is a patient record for Keith Greenholt, including personal details, medical history, surgery, tasks, isolates, devices, alerts, feeding, clinical, drugs, vitals, and bed information.

Name	Dx / PMHx	Surgery	Tasks	Isolates	Devices	Alert	Feeding	Clinical	Drugs	Vitals	Bed
 Greenholt, Keith 40 M 7904061242606 1004377575 06/04/1979 Set Attending 20/02/2015 11:05	A Streptococcus, group A, as the cause of diseases classified to other chapters. More	Cranlectomy, sub-occipital; for exploration or decompression of cranial nerves 664, Cranlectomy, sub-occipital; for section of one or more cranial nerves More		M V E I CVS CNS BSI	Cath 547 Vent 647	A		SS N	Abx		23/04/2014 [2043 2043] Section 1 Room 2 Bed 2 Section 1 Room 2 IS DRO AIR CH IP More