

training



**Physician
Message Center**

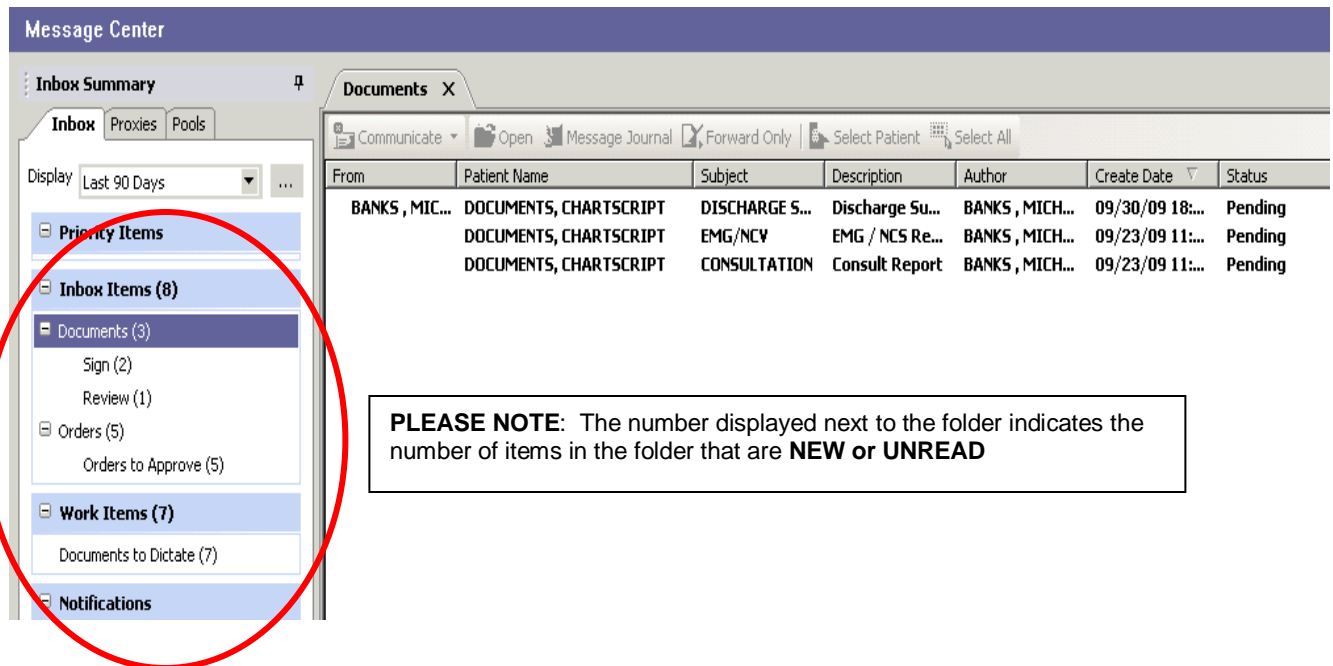
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CarePoints Message Center – 11/7/09

On November 7, 2009, Southwest General will go-live with the chart deficiency components of Message Center. These components include:

1. Documents to Sign or Review
2. Orders to Approve
3. Documents to Dictate



At this time, the Priority Items folder and Notifications folder are not being utilized



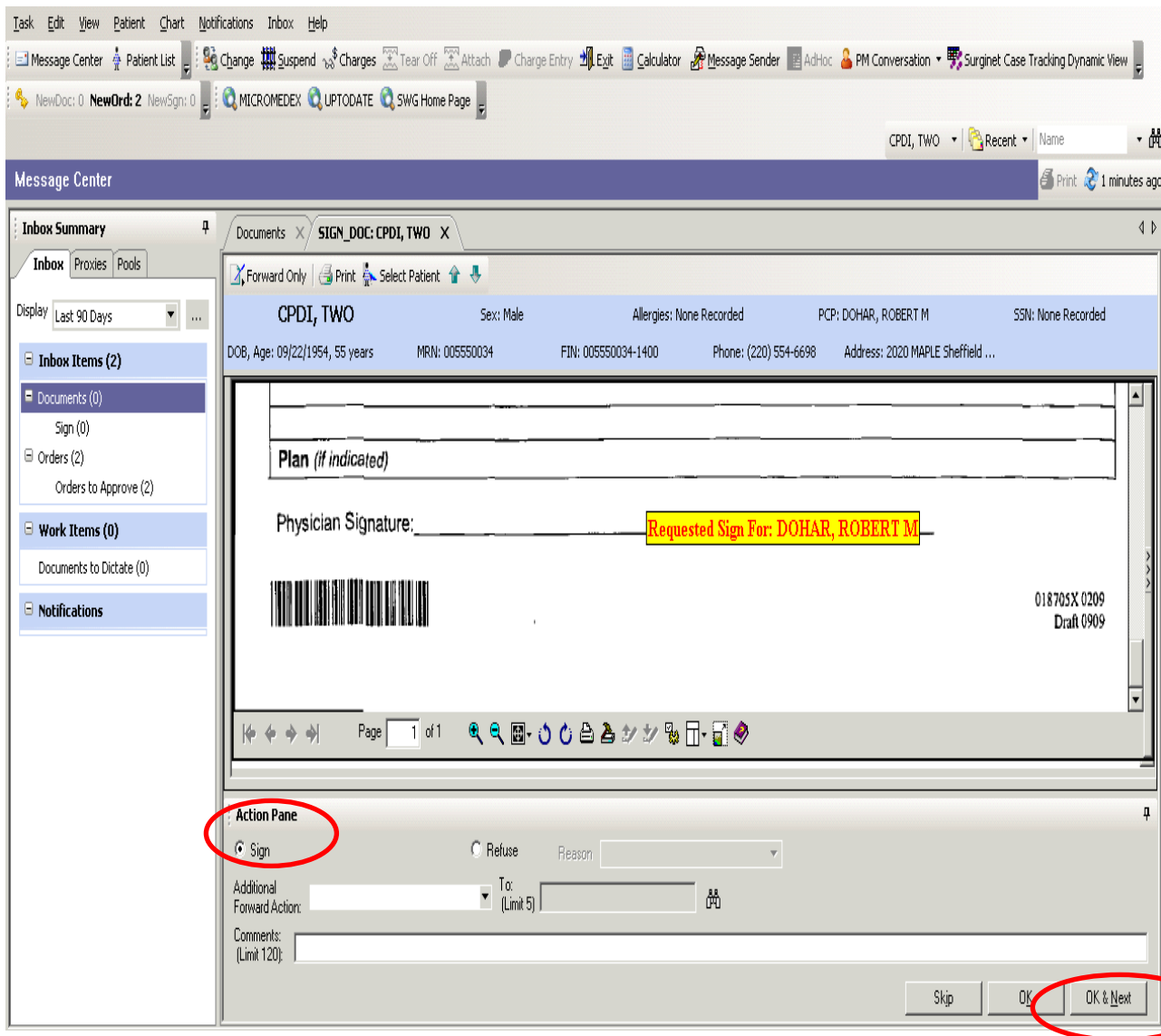
The key notifications toolbar is viewable from within Message Center, the Patient List and the Patient's Chart.

Documents to Sign or Review

Documents that require your signature or review are displayed within the Documents folder in the Inbox Summary. Documents that require your signature include transcribed documents and scanned documents.

Signing a Document

- Click on the Sign folder
- Double-click on the document
- Review the document
- Select **Sign** (default)
- Click **OK & Next**



Modifying a Document

Click on the Sign folder

Double-click on the document

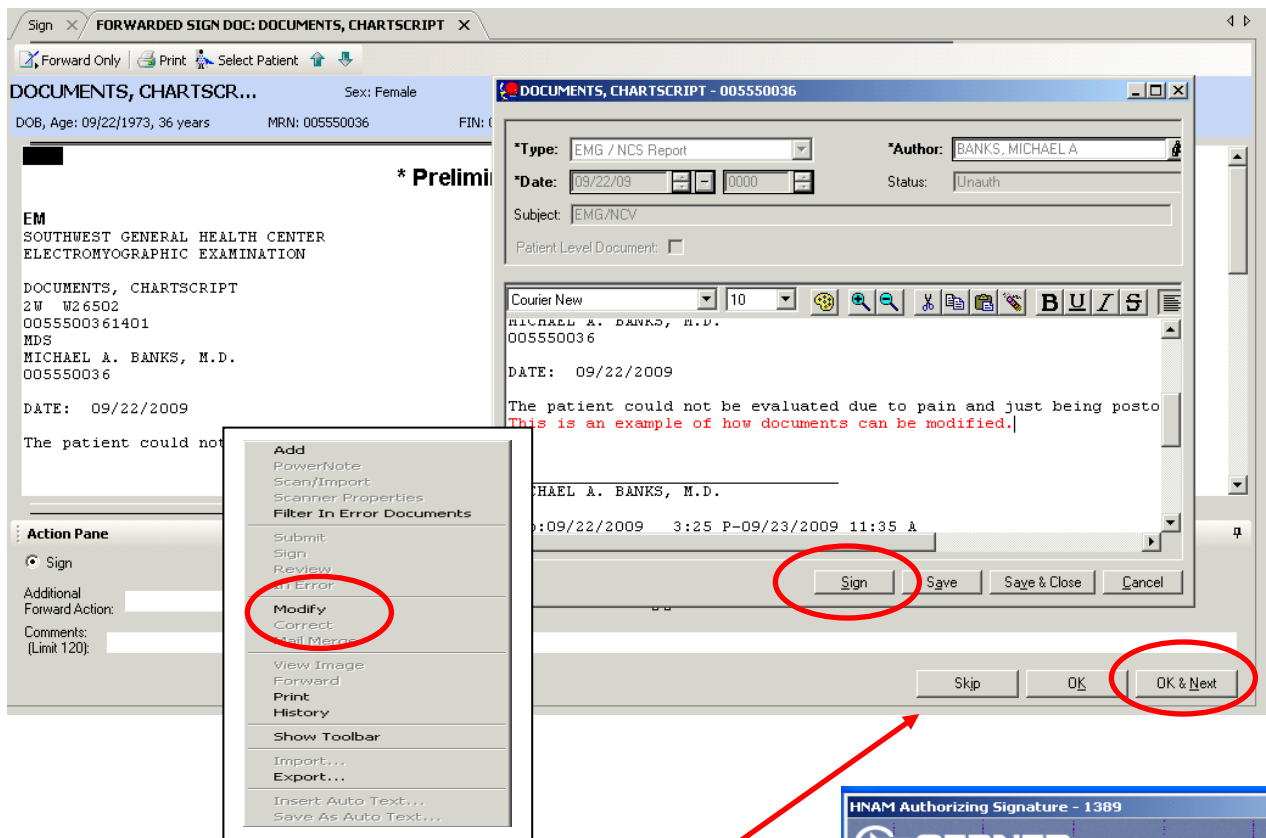
Review the document

If modifications are necessary, place the cursor within the document

Right click on the mouse to open the options pane

Select **Modify**

Type the changes in the modification window



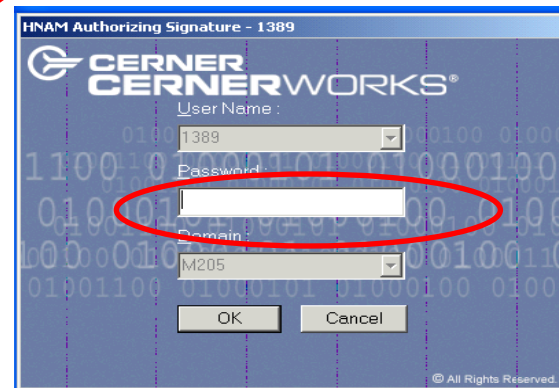
Select **Sign**

Enter your **Cerner Password** to authorize your modifications

Click **OK & Next**

Or

Select Skip and **Call** transcription at 816-4087
(Leave a message if necessary)



Signing and Forwarding Documents

To forward a document after signing it, complete the following tasks:

Click on the Sign folder

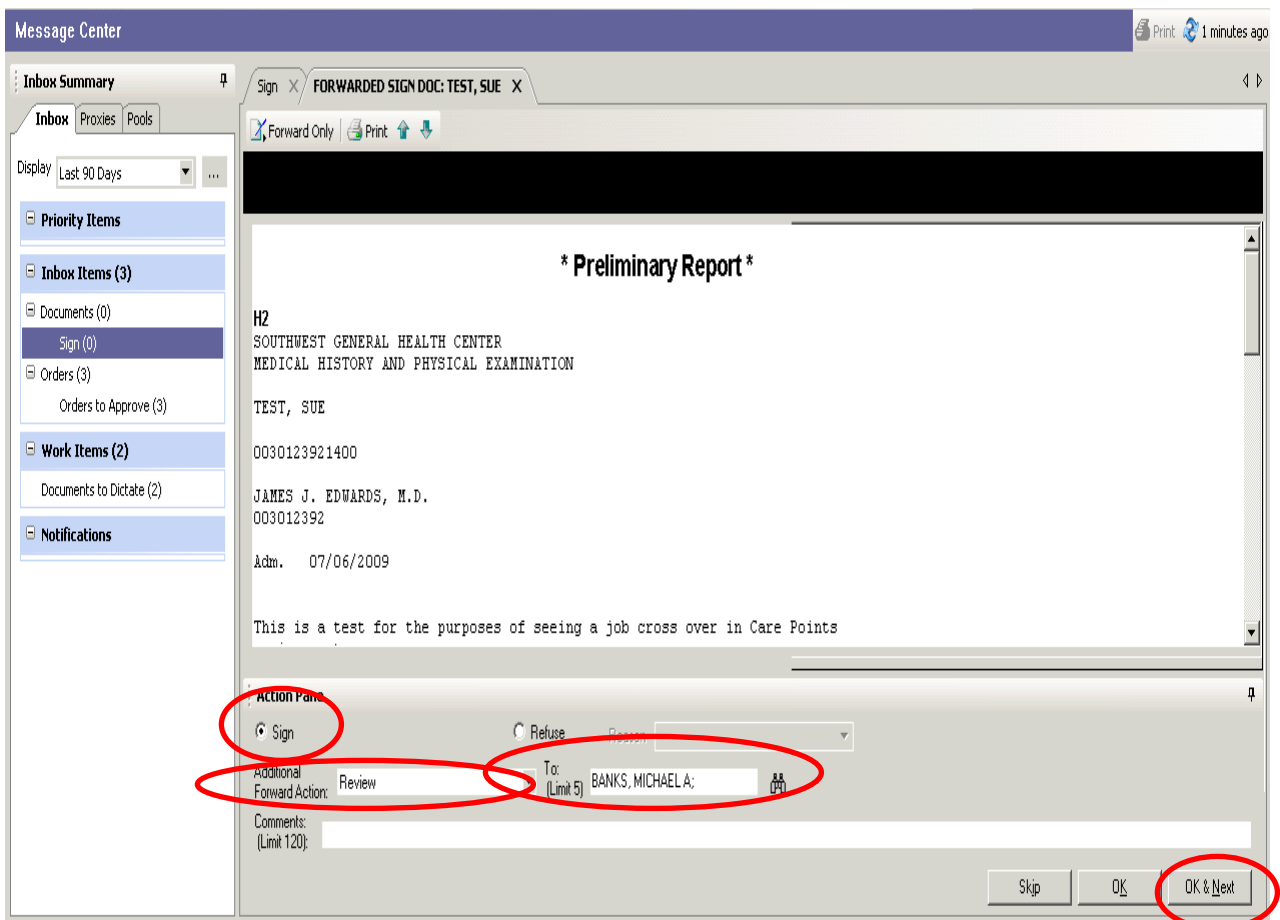
Double-Click on the Document

Select **Sign**

Select REVIEW from the Additional Forward Action dropdown

Select a recipient(s) from the **To:** list

Click **OK & Next**



Refusing To Sign a Document

Click on the Sign folder

Double-click on a document.

Review the document

Select **Refuse**.

Select a reason for refusal from the dropdown

Select **SIGN** from the Additional Forward Action dropdown

Send TO: **Medical Records; HIM Refusal Inbox**

Add comments, if desired

Click **OK & Next**

The screenshot shows a web-based interface for reviewing a document titled "FORWARDED REVIEW DOC: DOCUMENTS, CHARTSCRIPT". The document is a "Final Report" from "DS" at "SOUTHWEST GENERAL HEALTH CENTER". The patient's information includes: Sex: Female, Allergies: None Recorded, PCP: BAN, DOB: 09/22/1973 (36 years), MRN: 005550036, FIN: 005550036-1401, and Phone: (225) 445-8878. The document content includes a "NARRATIVE SUMMARY" and a "DIS:" section. The "Action Pane" at the bottom has several elements highlighted with red circles: the "Refuse" radio button, the "Reason" dropdown menu (set to "Not my patient"), the "Additional Forward Action" dropdown menu (set to "Sign"), and the "To:" field (set to "Medical Records, HIM: Refusal Inbox;").

Forwarding a Document without Signing or Refusing It (Forward Only – FOR NP/PAs ONLY)

Cerner Millennium allows you to forward a document to another clinician without signing or refusing the document. To forward a document without signing it, complete the following steps:

Click on the Sign Folder

Double click a document

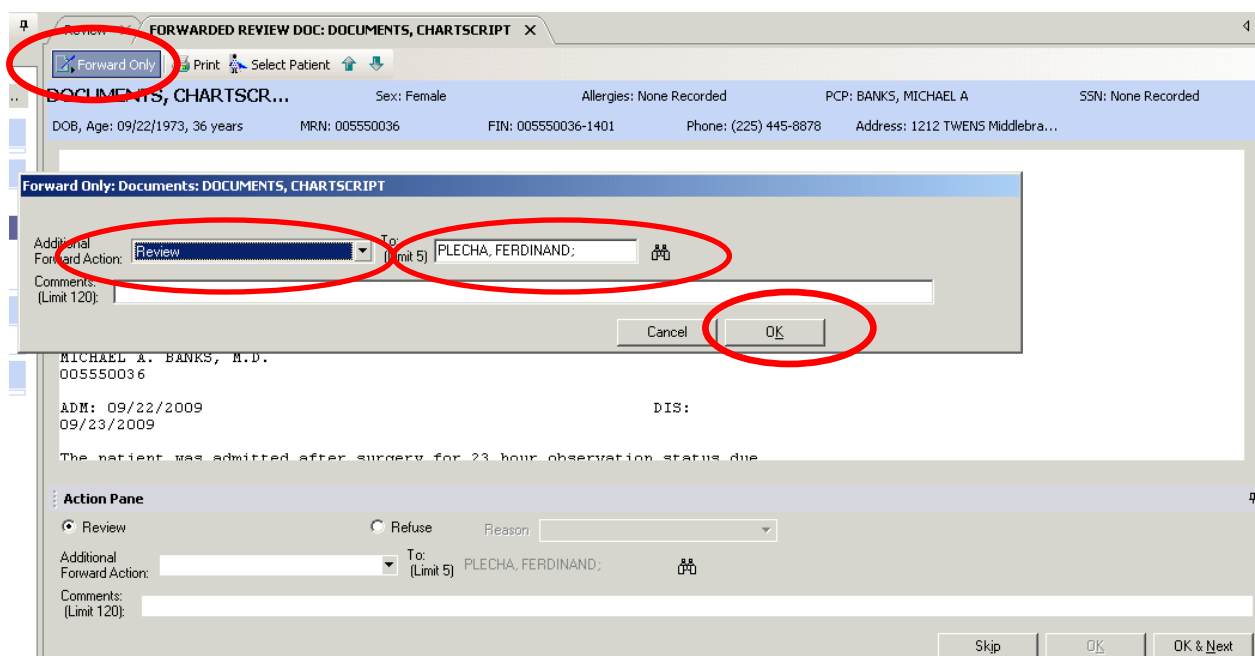
Review the content

Click on the **Forward Only** button

Select **SIGN** from the Additional Forward Action list

Select a recipient(s) from the **To:** address book

Click **OK**



Orders

Approving Orders

Click on the Orders to Approve folder

Double click on an Order

Click **Approve** (Default)

Click **OK & Next**

The screenshot shows a web-based interface for a Message Center. On the left is a navigation pane with sections: Priority Items, Inbox Items (4), Documents, Orders (4), Orders to Approve (4), Work Items (7), Documents to Dictate (7), and Notifications. The main area displays an order for 'CPSEVEN, MARIEASC'. Patient information includes: Sex: Female, Allergies: None Recorded, PCP: None Recorded, SSN: 324-89-5749, DOB: 09/18/1969, 40 years, MRN: 005550032, FIN: 005550032-1400, Phone: (330) 394-9558, Address: 1237 SQUARE RD Alro... The order details show: Original order entered by Test RNS, SurgNet:RN Surg Services on 09/22/09 at 10:39. Phone w/ RB order by PLECHA, FERDINAND, Laboratory Department. The order is for 'C URINE'. Below this is a 'Details' section with a table:

Details	Ingredients	Comments	Validation	Additional Info	History	Results
Collection Priority		ROUTINE				
Reporting Priority		Routine				
Nurse Collect		Yes				
Collected Y/N		Yes				
Collected By		Nurse, Collect				
Collection Date and Time		09/22/09 10:39				

At the bottom, the 'Action Pane' contains radio buttons for 'Approve (No dose range)' (which is selected and circled in red) and 'Refuse'. There is a 'Reason' dropdown menu next to the 'Refuse' button. Below the action pane is a 'Comments' field with a '(Limit 120)' character count. At the bottom right, there are three buttons: 'Skip', 'OK', and 'OK & Next' (which is circled in red).

Batch Approving Orders

Click on the Orders to Approve folder

Click on the Patient Name column to sort orders by name

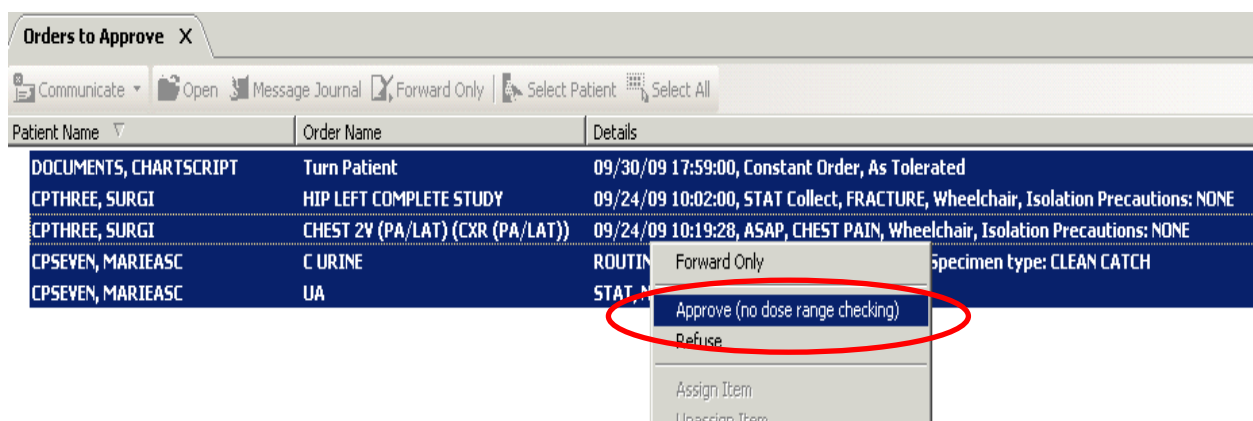
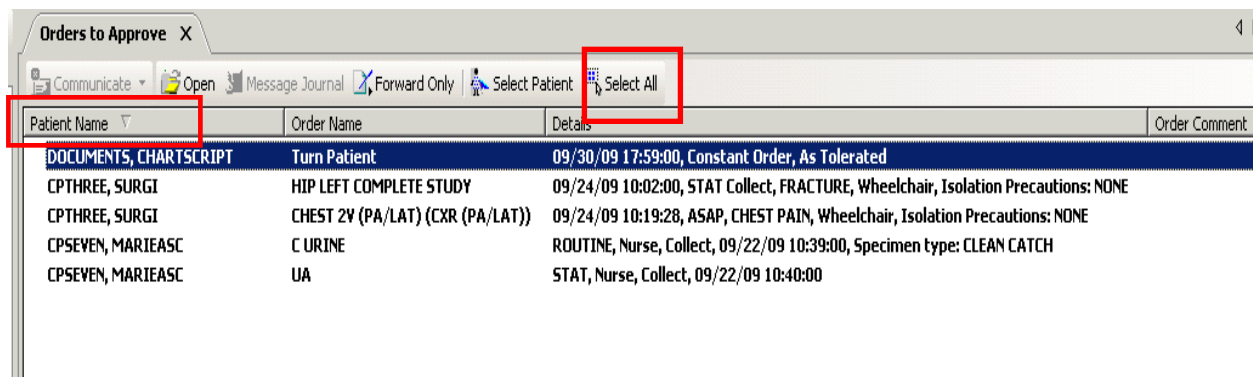
Enlarge the columns so that the complete Patient Name, Order Name & Details can be viewed

Click on the first order that you would like to approve

Click on the **Select All** button – all of the orders will become highlighted

Right Click on the mouse

Select **Approve (no dose range checking)**



Refusing to Sign Orders

Click on the Orders to Approve folder

Double click on the order.

Select **Refuse**

Select a reason for your refusal (A statement is added to the patient's chart stating you refused to sign the order)

Refused orders are automatically sent to **Medical Records, HIM Refusal Inbox**

Click **OK & Next**

PLEASE NOTE: Refusing to sign an order does not stop or cancel it

The screenshot shows a software window titled "FORWARDED COSIGN ORDERS: DOCUMENTS, CHARTSCRIPT". The patient information includes: DOCUMENTS, CHARTSCR..., Sex: Female, Allergies: None Recorded, PCP: BANKS, MICHAEL A, SSN: None Recorded, DOB: 09/22/1973, 36 years, MRN: 005550036, FIN: 005550036-1401, Phone: (225) 445-8878, Address: 1212 TWENS Middlebra... The order details show it was entered by Test RN, EVRN Nurse on 09/30/09 at 17:58, with a phone order by BANKS, MICHAEL A. The "Turn Patient" section has tabs for Details, Ingredients, Comments, Validation, Additional Info, History, and Results. The "Details" tab is active, showing "Requested Start Date/Time" as 09/30/09 17:59, "Constant Order" as Yes, and "Special Instructions" as As Tolerated. The "Action Pane" at the bottom has two radio buttons: "Approve (No dose range)" and "Refuse". The "Refuse" option is selected and circled in red. A dropdown menu for "Reason" is open, listing "Did not order this result", "Not my patient", "Did not dictate this report", and "Incomplete Dictation". The "Did not order this result" option is highlighted. Below the dropdown is a "Comments:" field with a "(Limit 120):" label. At the bottom right, there are three buttons: "Skip", "OK", and "OK & Next", with the "OK & Next" button circled in red.

Documents to Dictate

Completing a Document to Dictate Request

Click on the Documents to Dictate folder

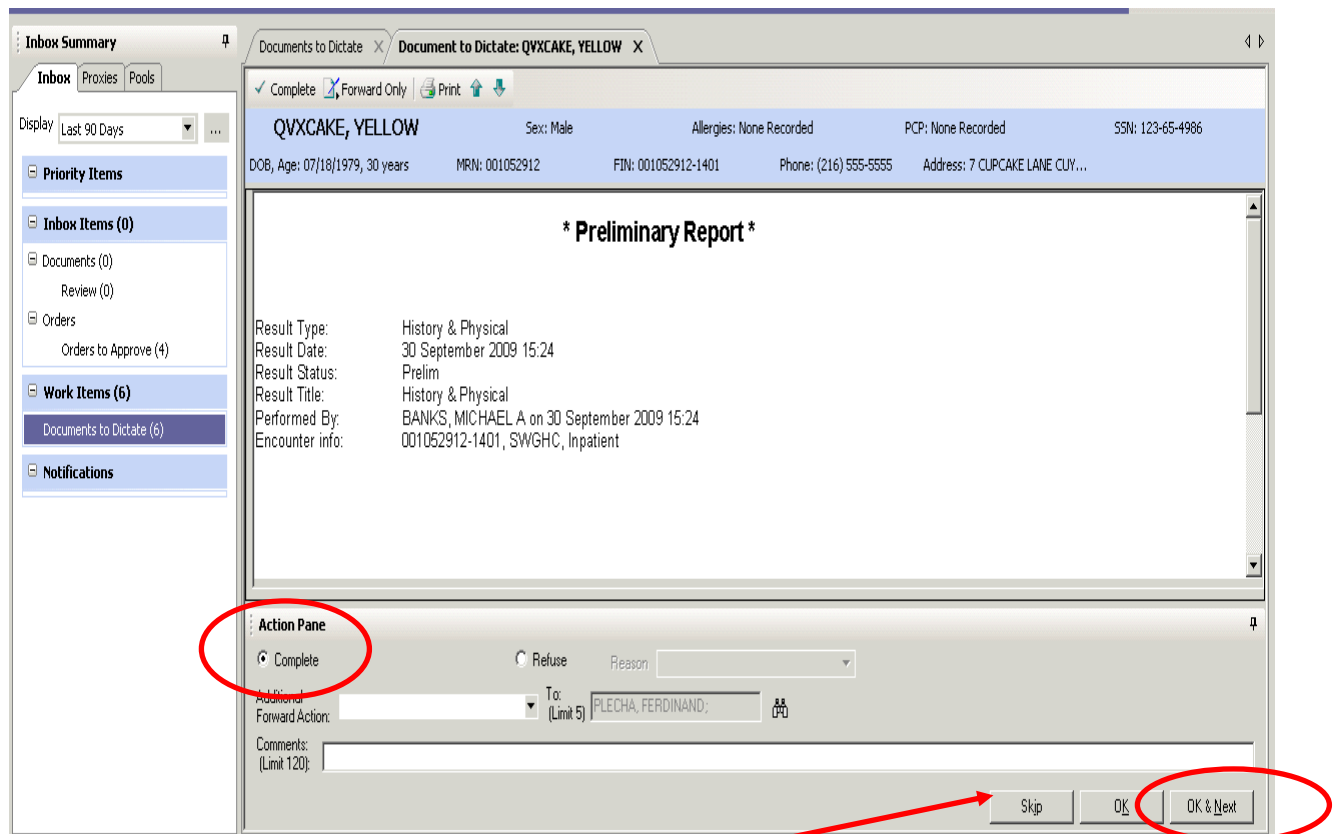
Double click on a document

Dictate the requested information into the current dictation system

(The result date is the date of service requiring dictation)

Select **Complete** (default)

Click **OK & Next**



Pressing Skip – will save the dictation notification and allow the physician to return to the item at a later date

Refusing to Dictate a Document

Click on the Documents to Dictate folder

Double click on the document

Select **Refuse**

Select a Reason for refusal from the dropdown

Select **SIGN** in the Additional Forward Action dropdown

Send To: **MEDICAL RECORDS; HIM; REFUSAL INBOX**

Add a comment, if desired

Click **OK** and **Next**

