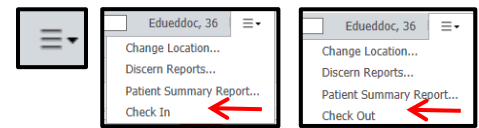


Quick Tips for Urgent Care Clinical Staff Cerner Workflow

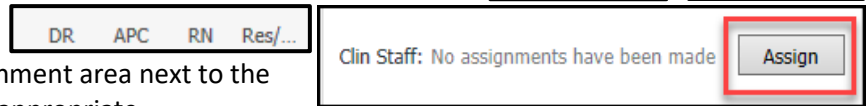
- Log in:** Open Citrix Workspace. Double click on the appropriate icon to open the application. Prudenville and Otsego Urgent Cares: use PowerChart. Foster Family and Cadillac Urgent Cares: use FirstNet.



- Check In and Check Out:** At the beginning/end of each shift. Use the drop-down menu on the upper right of LaunchPoint.

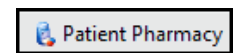
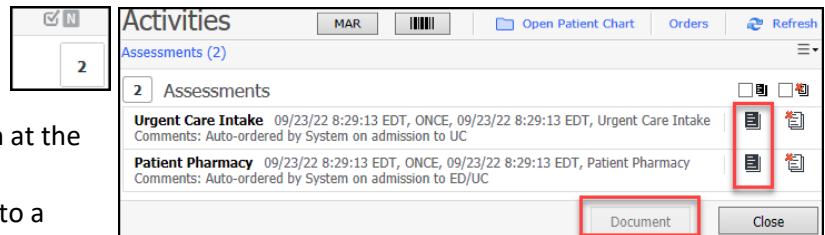


- Assign and Unassign:** Assign self when engaging with a patient to complete a task or patient care order. Click in the assignment area next to the patient's name. Click Assign or Unassign as appropriate.

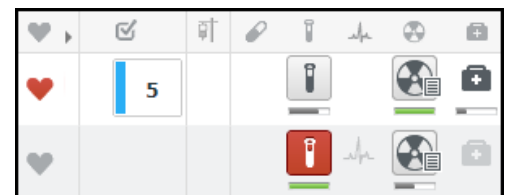


- Complete the Urgent Care Intake form and Patient Pharmacy tasks:**

- Click in the Nurse Activity column to open the Activities window.
- Select the black document buttons to the right, and the Document button at the bottom of the window.
- The Urgent Care Intake task will open to a form to be completed.
- The Patient Pharmacy reminder task is to be completed once the patient's preferred pharmacy has been entered either via the Intake form or the Patient Pharmacy button in the gray toolbar.



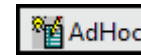
- Check orders/tasks:** Hover or click on the icons of Activities, Lab, EKG, Patient Care to see orders/completed orders.



- Complete Documentation:**

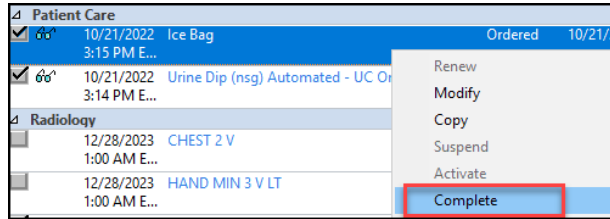
- Tasks** (found in the Activities window) navigate a user to:
 - a form (i.e. Intake form)
 - IView (Orthostatic VS, Ear irrigation, IV starts)
 - Reminder task
- Non-tasked documentation** can be accessed through the right-click menu (see page 2):
 - IView** (i.e. repeat VS).

- ii. **Forms** (i.e. Focus Note, Visual Acuity, etc). Additional forms can be found in the AdHoc folder in the gray toolbar.



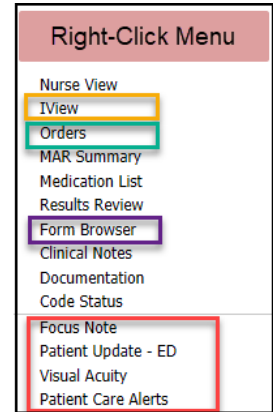
- c. **Patient Care orders:** will complete when the task is completed. If there is no associated task (ice bag, etc.) change the order status to Complete.

- i. Right-click from LaunchPoint to go to **Orders.**



- ii. Right-click on the order and select Complete.

- iii. Sign the order.

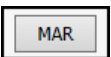
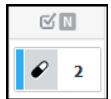


- d. **Documentation errors:**

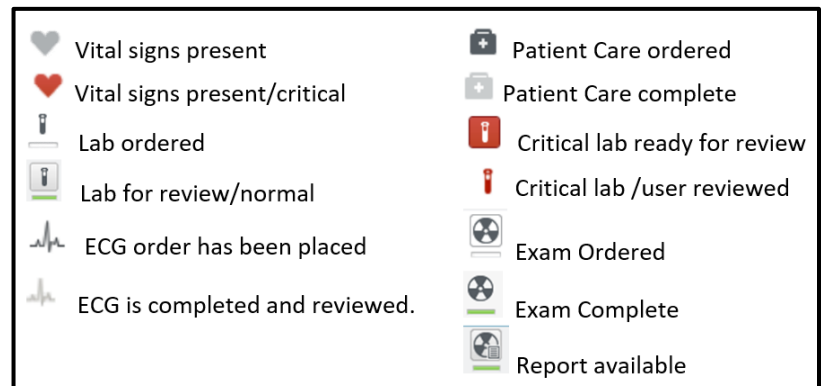
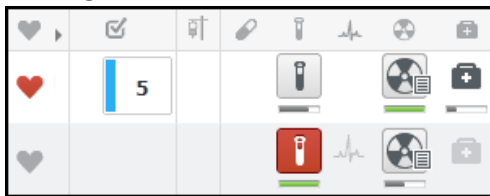
- i. On the right-click menu, go to **Form Browser** (see above) to correct errors made within a form. Right-click on the form to modify, unchart, or change the date/time.
- ii. On the right-click menu, go to **IView** (see above) to correct errors made within IView. Right-click in a cell in IView to modify, unchart, or change the date/time.

- 7. **Medication Administration:** when medications are ordered, a pill icon will show in the Nurse Activities column.

- a. Click in the column to open the Activities window to view the order(s).
- b. Select the black document buttons to the right of the listed medication, and the Document button at the bottom of the window (see 4b).
- c. Select the Not Done button if the medication was NOT given (refused, etc.).
- d. To unchart/modify medications, use the MAR button in the Activities window. In the MAR, right-click on the medication dose given to modify, unchart, or change date/time.



- 8. **Viewing Results in the Orders/Results area of LaunchPoint:**



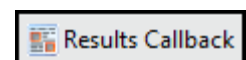
- a. In LaunchPoint, click on an icon to open the Summary window to view results and to see Favorite Orders.
- b. Note: labs and radiology will not flow into the EHR at all facilities. Check Results Callback and Message Center for results at these facilities.

- 9. **End visit:**

- a. Click on the patient's name in LaunchPoint to open Nursing Workflow.
- b. Go to the UC Discharge tab, and in the navigator, select the blue text.
- c. Enter disposition.



- 10. **Results Callback:** To access, click on the button in the gray toolbar. This is used for patient follow-up, mainly for labs resulted after the patient encounter.



- 11. **End of Shift:** Check out of LaunchPoint (see #1) and use the Exit door to log out. This ensures customizations are saved and improves system efficiency.

