

## Message Center Result Refusal for Providers and Clinical Staff

Cerner PowerChart Ambulatory EDUCATION

Summary: Instructions included for the proper workflow of refusing Results in the Message Center Inbox. When: Effective Immediately.

Support: Ambulatory Informatics at 231-392-0229.

## Message Center Result Refusal

- For Results in Message Center Inbox that you did not order:
  - 1. Refuse the Result.
  - 2. Select the Reason.
  - 3. Select **Review**.
  - Send it to the Refusal mailbox designated for your practice (example: Munson Family Practice, Refusals).



- To find the Practice Refusal mailbox for forwarding:
  - 1. Click on the search binoculars.
  - 2. Select the Personnel radio button.
  - 3. Search for the appropriate practice name or abbreviation.
  - 4. Select the correct practice Refusals.

Address Book				
Internal $ imes$ External $ imes$				
Type a name or select from list:				
munson 3				
Personnel Pool Distribution List				
Rig 2 to add/remove a name in the personal address book				
Name	Position	^		
Munson Family Practice, Distributions	System Account - Facility Mailbox			
Munson Family Practice, MHC	System Account - Facility Mailbox			
Munson Family Practice, Refusals	System Account - Facility Mailbox			
More	1			

- Reminder: When forwarding results, only send for Review, not for Signature.
  - Documents may be sent for Signature, but Results should only be sent for Review.

Action Pane			
Review	○ Refuse	Reason:	$\sim$
Additional Forward Action:	Review V (Limit 5)	Test MD, Physician X	楢
Comments: (Limit 212)		When forwarding results, select	
		Review.	

• The Refusal mailboxes will be managed by designated staff proxied in at each practice who will work to correct the reason for refusal. (For example: calling the lab to correct the ordering provider and resend the result to the correct provider).