Message Center Result Refusal for Providers and Clinical Staff

Summary: Instructions included for the proper workflow of refusing Results in the Message Center Inbox.
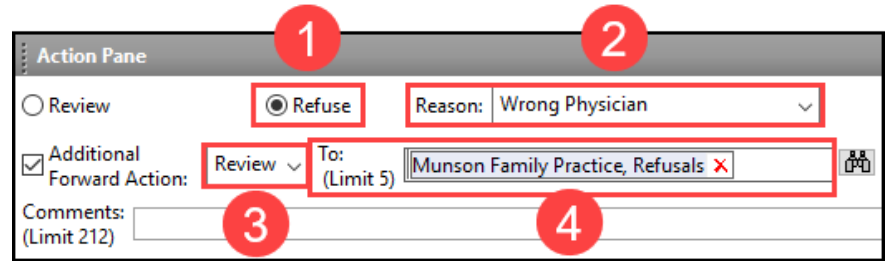**When:** Effective Immediately.
Support: Ambulatory Informatics at 231-392-0229.

## 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**.
    4. 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.
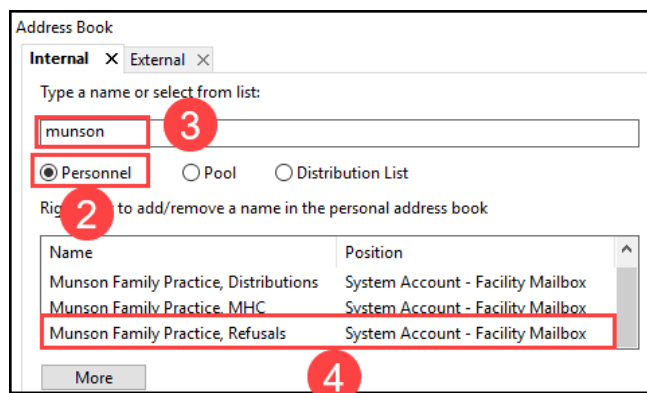
- **Reminder**: When forwarding results, only send for **Review**, **not** for Signature.
    - Documents may be sent for Signature, but Results should only be sent for Review.
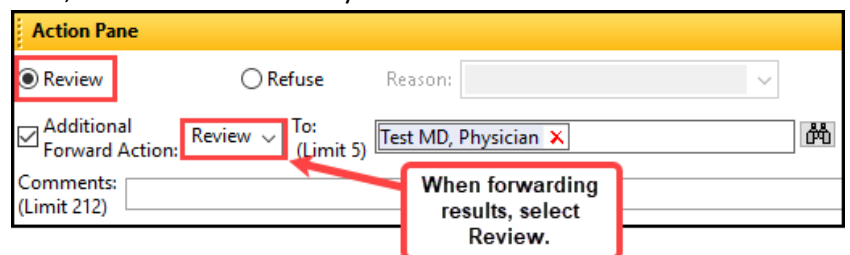
- The Refusal mailboxes will be managed by designated staff proxied in at each practice who will work to correct the reason for refusal. (For example: calling the lab to correct the ordering provider and resend the result to the correct provider).