

InBetween Visits Encounter Appropriate Use for Providers, Clinical Staff, and Clerical Staff

Cerner PowerChart Ambulatory EDUCATION

InBetween Visits Encounter

InBetween Visits Encounters are non-billable encounters used to document information and patient interactions that are not related to a specific office visit. InBetween Visits should be used for Message Center communication documentation, such as Messages, Results, and Orders **not** being performed during a clinic visit. InBetween Visits Encounters are created in PowerChart and Revenue Cycle based on the need.

Create a New InBetween Visits Encounter

Best practice is to create a new InBetween Visits Encounter for the correct location, for each separate communication. If a separate encounter is not created, there may be an abundance of documents or orders on a single encounter. This can cause issues when faxing or printing orders or documents through Medical Record Request (MRR), as everything from the selected encounter will be included.

Create a new InBetween Visits Encounter for the following:

Where to Create	Situation	When to Use/Example
PowerChart		
	Documentation in a patient's chart not related to a clinic visit:	
	<ul style="list-style-type: none"> Patient Phone Call 	Patient calls with new symptoms, questions, or scheduling needs.
	<ul style="list-style-type: none"> Patient letters 	A patient letter is created for work or school release.
	<ul style="list-style-type: none"> Message or letter to patient with results 	A new patient portal message or patient letter is created from Message Center Results on a patient's lab or test results.
	<ul style="list-style-type: none"> Orders not being performed in the clinic. 	Order is entered based on a patient's phone call with symptoms and an order is needed for patient care. A patient requests a medication order outside of their clinic visit.
Revenue Cycle		
	New Patient Registration in Revenue Cycle	A patient is added into Revenue Cycle as a new patient who was not previously in Cerner.
	An InBetween Visits encounter is needed to select when assigning items from Work Queue Monitor.	Assignment of items from Work Queue Monitor to a patient's chart.
	Insurance information is needed to be added to the encounter in Revenue Cycle to be attached to the order when printing or faxing.	A lab order is entered based on patient symptom reports from a phone call.

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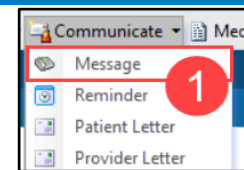
Important Order Information to Note

- Point of Care (POC) orders are orders to be performed **in the clinic** and should be entered on a Clinic Visit or Nurse Visit Encounter. InBetween Visits Encounters are non-billable and a charge **cannot** be placed on them.
- In office orders have a CPT code following the name to indicate that they are to be performed at the practice. If the order is **NOT** to be performed at the practice, select the order with **NO CPT code**.
- If placing orders on an InBetween Visits Encounter, insurance information must be added to the encounter in Revenue Cycle for the insurance information to attach to the order when printing or faxing.

InBetween Visits Encounter Creation in PowerChart

InBetween Visits Encounters can be created in PowerChart by:

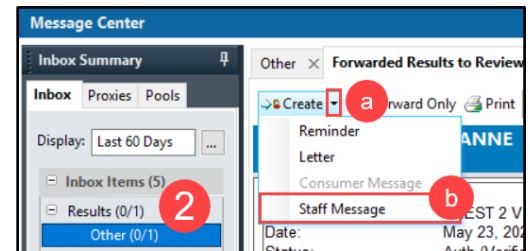
1. Creating a new message from Communicate in the top toolbar.
 - a. Click the drop-down arrow next to **Communicate** and select **Message**.
 - b. Search for and select the patient, but **DO NOT** select an encounter.



Note: If a patient's chart is already open, the patient's name will autofill in the new message, but this will **NOT** create an InBetween Visits Encounter automatically. To create the InBetween Visits

Encounter, select the binoculars next to the patient's name and click OK in the Patient Search window, but **DO NOT** select an encounter.


- c. Complete the message details and click Send.
 - d. Select the correct Ambulatory Location.
2. Creating a staff message **within** a result in the Message Center. This attaches the selected result in the message.
 - a. Click the drop-down arrow next to **Create**.
 - b. Click **Staff Message**.
 - c. Select the correct Ambulatory Location.
 - d. Complete the message details and click Send.



- c. Complete the message details and click Send.
 - d. Select the correct Ambulatory Location.
3. Sending or replying to a Consumer (Portal) Message.
 - a. An InBetween Visits Encounter will be created automatically. Select the correct Ambulatory Location when prompted, complete the message details, and click Send.

InBetween Visits Encounter Creation in Revenue Cycle

InBetween Visits Encounters must be created in Revenue Cycle when insurance information needs added to the encounter by:

1. While in a patient's chart, click on Encounters in the Patient Perspective banner.
2. Select the **Encounters** tab.
3. Click the Add Encounter icon  or right click in the encounter list area and select Add Encounter.
4. The Add Encounter window will open, and a care team member will need to address the following fields:
 - **Encounter Type:** select **InBetween Visits**
 - **Attending Physician:** enter the patient's primary provider at the clinic location.
 - **Begin Date:** the date of encounter creation.
5. Click **Save**.

