

InBetween Visits Encounter for Messages Quick Tips for Providers, Clinical Staff and Clerical Staff

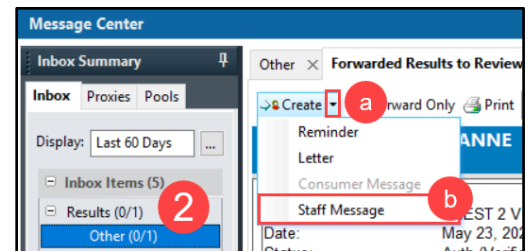
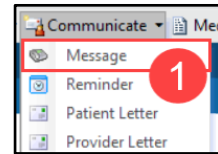
Cerner PowerChart Ambulatory EDUCATION

InBetween Visits Encounter

InBetween Visits Encounters are 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. **Best practice is to create a new InBetween Visits Encounter for the correct location, for each separate communication.**

InBetween Visits Encounters can be created 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.
 - i. **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.
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.



Message Details Tips

4. Type a recipient or click the binoculars to search for a recipient. Best practice is to send to a Pool group to communicate to all non-provider care team members.
5. If a provider has created the message, their name will autofill. All other staff are to enter the correct provider to associate to the message.
6. Select Include me to receive a copy of the message.
7. Click Launch Orders to place an order, which will show in the message.
8. Mark the message as High Priority, if needed.
9. Select To consumer to include the patient as a recipient if the patient has a patient portal account or a secure email.
10. Change the Subject field as needed. **Note:** Entering the clinic acronym and detailed subject is helpful in locating documentation.
11. Keep Save to Chart marked.
12. Compose the message.
13. A Reminder or Due on date may be selected.
14. Do **not** use Actions.
15. Click Send when the message is complete.

