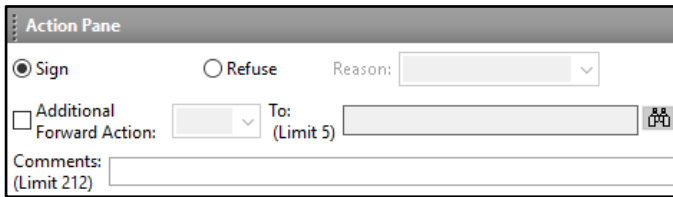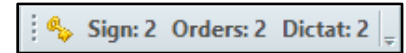## Message Center Overview

- Message Center can be accessed by clicking on the Message Center icon at the top of PowerChart or by clicking on one of the quick folders in Key Notifications, which shows the number of unopened Message Center items.

  > Message Center

  > Sign: 2   Orders: 2   Dictat: 2

- The Message Center Inbox tab includes items that are assigned to that provider.

- Most items, which are opened by a double click, have an Action Pane at the bottom to allow the provider to quickly Sign/Approve/Review/Complete, Refuse, Forward, or Comment on that item and resolve it.

| Action Pane |
| --- |
| ⦿ Sign   ◯ Refuse   Reason: [⌄] |
| ☐ Additional Forward Action: [⌄] To: (Limit 5) [   ] 🏛 |
| Comments: (Limit 212) [   ] |

> **Note:** The last action performed (e.g., Sign, Refuse) will default for the next item. Please make sure the action selected is your intended action for that item.

- Once the item has been addressed select an option on the bottom right of the screen.

  | Next | OK & Close | OK & Next |

  - **Next**: Brings the user to the next item **without signing it**.
  - **OK & Close**: Signs the item and brings the user back to the folder.
  - **OK & Next**: Signs the item and brings the user to the next item in the Message Center.
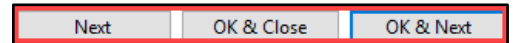
> Please ensure you have reviewed items thoroughly before clicking OK& Next.
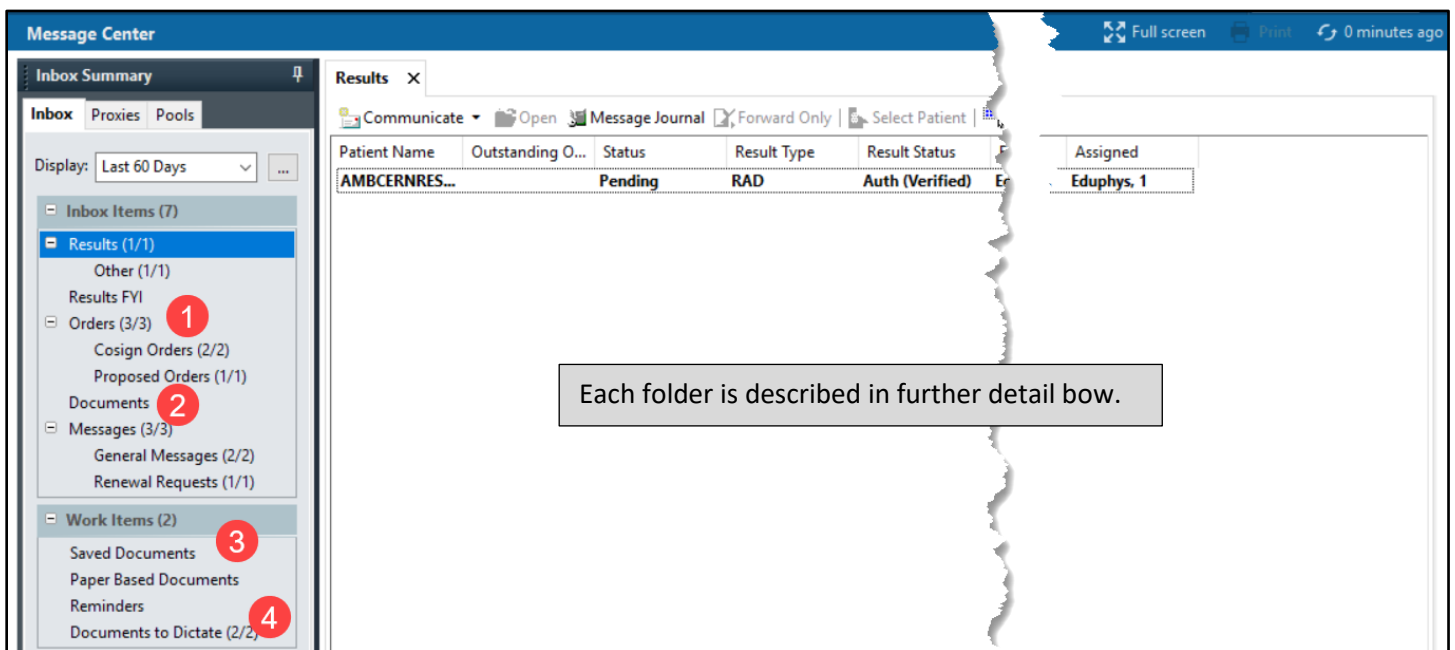
Each folder is described in further detail bow.

1. **Orders**
    - The Orders folder has two subfolders, Cosign Orders and Proposed Orders.
        1. **Cosign Orders** originate from a verbal order with readback or standing orders, these can be acted upon prior to final signature here by the provider.
            1. Double click to open.
            2. Select Approve or Refuse for that order in the Action Pane.
                a. If refused, a reason is required.
            3. Then click either: OK & Close or OK & Next.
        2. **Proposed Orders** are entered by medical students or clinical staff. These orders cannot be acted upon until final signature is received here by the provider.
            1. Double click to open.
            2. Select Accept All or Reject All, in the bottom right corner, if there are multiple orders. Otherwise, the provider can review the orders individually and choose between Accept (green triangle), Reject (red circle with a line), or Accept with Modify (black triangle).
                a. If refused, a reason is required.
                b. Click Sign in the Message Center or Orders area of the Menu.

2. **Documents**
    - The Documents folder has documents that have been sent to the specific provider for signature or review. Documents requiring a signature will be in the **Sign** subfolder. To sign the document:
        1. Double click on the message in the **Sign** subfolder.
        2. Select Sign in the Action Pane and then click OK & Close or OK & Next.
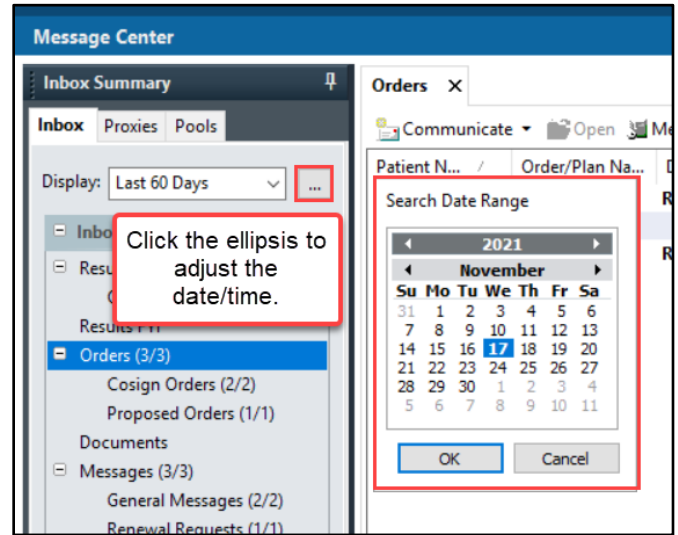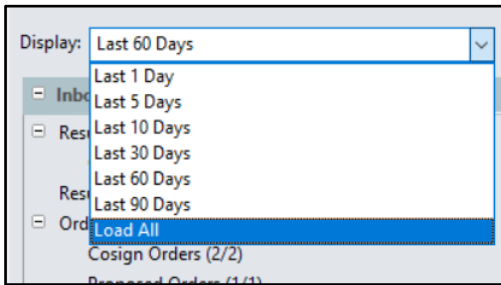
3. **Saved Documents**
    - If the provider saves any electronic documentation, it will display in this folder. These documents will remain in the Saved Documents folder until they have been signed or in errored.

4. **Documents to Dictate**
    - The notifications in this folder are from Health Information Management, who have reviewed the chart and discovered charting deficiencies.
        1. Double click to open the item.
        2. Review the type or title of the item, this will tell the provider what was discovered as a deficiency.
        3. Go back into the patient's chart **on the specific encounter** and complete the necessary documentation.
        4. Return to Message Center and select Complete in the Action Pane.
        5. Then click either: OK & Close or OK & Next.
        6. If this is not your deficiency, please refuse the item with a comment naming the correct provider if known.
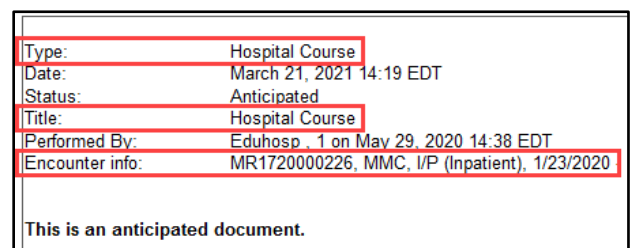
Note: Verify the Message Center is set to Load All messages under the Display drop-down. This ensures deficiency notifications are not missed. Load All does not apply to the Orders folder. The date will have to be adjusted instead in the Orders folder.

Hospital Specific Charting Deficiencies

Hospital Summary

Explanation	Action
The Hospital Summary was not initiated.	1. Open the Discharge-Provider Workflow located in the Provider View section of the Menu. 2. Use the Workflow Components to build pieces of the note. 3. Generate the **Hospital Summary** by clicking the blue hyperlink at the bottom of the Discharge-Provider Workflow. 4. Click Sign/Submit.

Hospital Course or Update Hospital Course

Explanation	Action
Hospital Course within the Hospital Summary is blank or needs to be updated.	1. Open the Documents Component in the Discharge-Provider Workflow and revise the **Hospital Summary**. 2. Complete or update the Hospital Course. 3. Click Sign/Submit.

Final Diagnosis Needed- Hospital Summary

Explanation	Action
A diagnosis was not entered in the Hospital Summary.	1. Add needed diagnosis in the Problem List Component in the Discharge-Provider Workflow in the correct encounter. 2. Open the Documents Component in the Discharge-Provider Workflow. Revise the **Hospital Summary**. 3. Refresh the All Diagnosis This Visit section to populate the This Visit problems from the Problem List to the Hospital Summary. 4. Add any other needed details below the problems. 5. Click Sign/Submit.

Final Diagnosis Needed- Hospital Summary

Explanation	Action
There is no diagnosis located within the chart. Final Diagnosis cannot be listed as part of the hospital course unless it specifically says **Final Diagnosis**.	1. Add needed diagnosis in the Problem List Component in the Discharge-Provider Workflow in the correct encounter. 2. Open the Documents Component in the Discharge-Provider Workflow. Revise the **Hospital Summary.** 3. Refresh the All Diagnosis This Visit section to populate the This Visit problems from the Problem List to the Hospital Summary. 4. Add any other needed details below the problems. 5. Click Sign/Submit.

History and Physical, Consultation Note, or Operative/Procedure Report

Explanation	Action
That note has not been created.	1. Create the note using Dynamic Documentation.

ED Specific Charting Deficiencies

Emergency Department Report or Urgent Care Report

Explanation	Action
That note has not been created. ***CAD and GRY create clinical note.	1. Create the note using Dynamic Documentation.

Final Diagnosis Needed

Explanation	Action
No Final Diagnosis documented in the Assessment/Plan with the ED Report. ***For all locations	1. Modify the ED Report.

Medical Decision Making

Explanation	Action
That MDM or ED course has not been completed. ***CAD and GRY only	1. Modify the ED Report.