

## Patient Health Information Transmission Modes for Providers, Clinical Staff and Clerical Staff

Cerner PowerChart Ambulatory EDUCATION

**Summary:** Patient Health Information may be transmitted using a variety of modes based on the need. This document provides information on what those modes are and when to use each mode.

**Support:** Ambulatory Informatics at 231-392-0229

### Patient Health Information Transmission Modes

#### Direct Trust

- Direct Trust emails provide a more efficient and secure alternative to traditional methods of exchanging patient information, such as faxing or mailing physical documents. These emails contribute to the advancement of interoperability in healthcare by facilitating the seamless exchange of data between different healthcare entities, for example: referrals.

#### Medical Record Request (MRR)

- Medical Record Request (MRR) is a method used for faxing or printing specific document types for specific purposes. The templates built within MRR pull in the standard data required for processes such as scheduling diagnostic exams or transition of care. Other data pulled into the templates results, notes, and/or orders (lab/radiology/other, such as DME or sleep studies orders) based on the template selected. For example, the AMB CP Lab Orders template includes a fax cover page, insurance information and masked social security number (SSN), diagnoses, and the ambulatory lab orders.
- Once a template is selected, the Sections tab may be viewed to select which categories of data to include. If no categories are selected, all listed sections are faxed or printed in the report.
- The care team member will choose their practice fax or printer under Devices.
- Each clinic has two fax stations specific to their clinic:
  - **!FxYourPractice** is used to manually enter the receiving fax number. Example: Traverse City Sleep Disorder care team members select !FxBasicSleepDisordersTC from the Devices drop-down list and manually enter the receiving fax number as a 10-digit number starting with the area code in the Phone # field.
  - **FxRadSchedYourPractice** is used when the destination is Munson Healthcare Radiology Scheduling. This station has been built with the receiving fax number for the receiving location.
- Fax stations that **do not** start with !Fx have been built for receiving locations such as Laboratory, Radiology, or Central Scheduling. These specific devices named without the leading exclamation point, such as FxOMHCentralSchd7753, have been built with the receiving location fax number automatically entered.

#### RightFax

- RightFax is an application used for sending documents that cannot be sent directly from the PowerChart Medical Record Request (MRR) system.
- It is typically used when the information that needs to be sent is not included in a MRR template or when specific documents are not to be stored permanently in the patient's chart. For instance, scanned or imported documents such as patient questionnaires are converted to PDF format and sent using RightFax.
- Additionally, it can be used to transmit outside records that are imported into PowerChart, such as laboratory or radiology results from other facilities, to a specialist located elsewhere.

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#### Work Queue Monitor (WQM)

- The Work Queue Monitor is an application that serves as a centralized system for managing incoming faxes received by the practice's main fax line. It offers a direct interface to the Cerner PowerChart system for efficient patient indexing.
- Incoming referrals should be indexed as **Referral Letters** within PowerChart using this mode.

#### Remote Report Distribution (RRD) Report Queue

- The Remote Report Distribution (RRD) Report Queue is used to monitor faxes originating from the Cerner Medical Record Request (MRR) system and outgoing provider letters. This includes outgoing referrals and physical therapy orders.
- The report provides information on transmitted, canceled, and error-related outgoing faxes.
- It also displays the specific fax stations associated with the practice, such as !FxSleepDisordersTC, FxOMHCentralSchd7753, or !Fax Message Center for provider letters sent through a shared station.

For more detailed information on each of these modes, refer to [Ambulatory Clerical Document Management | Munson Healthcare](#).