

Cerner Ambulatory PowerChart EDUCATION

mic Worklist 🚦

ommunicate Message Reminder

Documentation of a patient phone call (or other patient interaction) is done by creating a message within a patient's chart. Follow the steps below to correctly document a message.

## Documenting a Phone Call

1. Perform a Patient Search.



- 2. From Encounter Search:
  - a. Select the correct patient.
  - b. Select the correct encounter for documentation.
    - i. Look for the correct location and encounter type.
      - Clinic: use for documentation related to a clinic visit.
      - InBetween Visits: use for documentation not related to a recent clinic visit. (A new InBetween Visit may be created for each new documentation).

## c. Click OK.

ast Name:	Name	Name Deceased			MRN						
ZZZREV		ZZZZREVCYCLE, TEST PATIENT			A4000001; M1078; P0092695; MEGP126759; G0952297; (A4175115); (A4006243); (A4004140); (A400053						
		E, TEST FAILENT		A4000001,1	11078, FU	32035,	MEGP 120759, 0095	2297, (#4173113), (#4000243), (i	R4004 140), (A400	0000	
irst Name:	_	a									
irth Date:											
*/**/****				Click any h	ader to fi	ter in a	scending				
IRN:	-1			or descend	ing order	Filter	by Nurse				
					asily view						
IN NBR:	<			/							
	FIN NBR	Nurse Unit		Ro	m Bed	VIP	Disch Date	Enc Type	Med Service	٦	
hone Number:	A0054932294	THV Heart Failure Clin	ic	- Tr			9/16/2020 23:59	InBetween Visits			
	A0054002409	THV Heart Failure Clin	ic	b			11/30/2018 23:59	Clinic			
	A0054002411	THV Heart Failure Clin	ic				11/30/2018 23:59	Phone Message Non-Billable			
Search Reset	A0054004679	THV Grayling					12/3/2018 23:59	Clinic			
	A0055705409	THV Frankfort					9/2/2021 23:59	Clinic			
	A0055705396	THV Frankfort					9/1/2021 23:59	Clinic			
earch Quality	PLTC3880	Long Term Care						LTC (I/P Long-Term Care)			
	A0054023509	THV Cadillac					12/12/2018 23:59	Hospital			
	_	Thirlby Clinic					3/9/2021 23:59	Office Visit			
Assume Wildcards	<									>	

- 3. Within the patient's chart:
  - a. Click Communicate.
  - b. Select Message.

P AMBTEST, FOUR -	
Task Edit View Patient Chart Links	on Help
🚰 Home 🖃 Message Center 🔢 Invitations  🗼	ant Task List 📲 Dyna
📆 Tear Off 🚕 🕏 Charges 州 Exit 🔢 Calculator 贅	n Administration 🔤 C
AMBTEST, FOUR 🗵 🛛 🧹	
AMBTEST, FOUR	

- 4. A New Message window opens.
  - a. The Patient will pre-populate if the patient's chart was open before creating the message, otherwise search for the patient as needed.
  - b. Modify the caller and caller # as needed.
  - c. Fill in the remaining information as needed.



## Phone Call Documentation for Providers, Clinical and Clerical Staff

Cerner Ambulatory PowerChart EDUCATION

То:	Use when the message needs to be sent to someone else, such as another staff member, a group of				
10.	staff members (pool), or the patient themselves (if they are enrolled in the patient portal). If the				
	message does not need to be sent to someone else, leave the <b>To</b> : field empty to save the document to				
	the chart without sending anywhere.				
CC:					
	Use to send a carbon copy to someone else.				
Provider:	Use to document the patient's provider on the message. Must be filled out for every message even if				
	the provider is entered in the <b>To</b> field.				
	Note: this does not send the message to that provider, the <b>To or CC</b> fields must be used for this.				
Subject:	This field is pre-populated with a message subject template. Click the dropdown arrow and select				
	appropriate type. You may delete and free text the Subject to be more specific to the message. Follow				
	your practice guidelines.				
Checkboxes:	Include me: adds your own name to the To: field.				
	<b>To consumer:</b> adds the patient's name to the <b>To:</b> field and sends a message to the patient via the				
	patient portal.				
	<b>Disable further replies:</b> if selected, the patient will not be able to respond through the message that is				
	sent to them.				
	<b>Note</b> : To consumer and Disable further replies checkboxes are only available for patients				
	enrolled in the patient portal.				
	Save to Chart is automatically checked. This checkbox will save the message to the patient's chart when				
	the send button is selected. All documentation related to a patient should be saved to the chart.				
Message:	Document the phone call or interaction details by typing within the message area.				
	Note the different formatting options available.				
	Calibri 🗸 🖓 🍕 🔍 🐰 🖻 💼 🖏 🖪 🗹 🖌 🗲 🧮 🖆 🕸				
	<b>NOTE:</b> Only use Munson Healthcare approved abbreviations for documentation.				
Actions:	Not Recommended for Documentation				
	Choose an action instead of having to type the information. For example: If a nurse is trying to call the				
	patient about recent results, but the patient did not answer the call. The nurse could check the box				
	Message Left for Patient to Return Call, instead of typing that sentence.				
Remind on:	Sends a reminder to the Message Center Inbox on the selected date to the message recipient(s).				
Due on:	A Due Date will appear for the message.				
High:	Marks a message as high priority.				
Notify:	Select to receive a notification within Notify Receipts in the Message Center Inbox when messages are				
	opened, not opened, and/or overdue.				
Message	View previous messages saved to the patient's chart.				
Journal:					
Launch	Use to enter an order for a patient and associate the order to the message.				
Orders:					
Gracia.					