

Cerner PowerChart Ambulatory EDUCATION

Patient Cannot be Reached

If the patient cannot be reached after three attempts, a message should be sent to the referring provider and a letter is sent to the patient.

Complete the following steps to create a provider letter:

ц П	ommunicate 🔽 🚹
0	Message 2
D	Reminder

1. Click the down-arrow next to communicate.

2. Click message, change the Subject to *Care Manager Unable to Contact*, complete and send the message.

Complete the following steps to create a patient letter:

🔄 Communicate 🔽 3					
Ø	Message				
0	Reminder				
	Patient Letter 4				
	Provider Letter				

- 3. Click on the arrow next to Communicate.
- 4. Select Patient Letter.

Create Letter
Subject: CM Unable to Reach You Letter V 5 ave As: Patient Letter V Browse Documents
Calibri - 11 - 🎯 🔍 🔍 🐰 🗈 🖻 🕱 🖪 😃 🖌 5 🧮 🗮 🚭 🏜 🕬 🖤
We have been trying to reach you at the phone number we have on file. We would like to share information about our Care
Management services. These services are available at no cost.
As part of our service, we will assist you in the following areas:
Assign a Care Manager who will work with you to help you meet your health goals
Action Pane
Print Now O Do Not Print Now
Additional Forward Action: To*: 9
Comments: (Limit 255)
*Not Printed On Letter 10 OK Cancel Preview

- 5. Ensure that the CM Unable to Reach You Letter is selected from the Subject dropdown.
- 6. Edit the body of the letter as needed.
- 7. Select Print Now.

or

- 8. Do Not Print Now, if support staff will be sending the letter.
- 9. If support staff will be sending the letter, select the Additional Forward Action box, and enter the recipient's name in the To* field.
- 10. Click Ok.



Case Closure for Care Managers

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- 11. Select the Case Closure component.
- 12. Click the down arrow and select Unable to Reach as the Closure Reason.

Note: Once an existing case is closed it cannot be reopened but the Closure Reason can be edited. A new case would need to be opened by manually adding the patient to Case List.

Patient Declines Enrollment

If the patient is contacted and indicates that they do not want to participate in care management services, a message is sent to the referring provider. (If the patient was identified by the algorithm and not referred by a provider skip to step 3).

Communicate Communicate Communicate Communicate Ressage Communication Reminder	 Click the down-arrow next Click message, change the complete and send the me 	to communicate. Subject to Care Management Patient Declined Enrollment essage.
Patient Summary × Enrol Image Case No Reminders (0) Care Team Patient Education Image Case No Patient Education Image Case Image Case No Patient Education Image Case Patient Information Activity Log (0) (4) Patient Information Activity Log (2) (4) Case Summary Note Case Summary Note Care Plan Note Em Select Other Note No	Ilment × Active Case × Close Case 3 vity Log (0) o results found ent Information formation Sticky Notes (0) dresses me 10 Center Cir. nsas City, MO 64117	+ Selected Visit Last 24 hours Last 1 weeks V V Save Cancel & Add Communication Event Date Time (24-hr) 6 Duration (min) Method 6 Contact type V

- 3. Click on the Close Case tab.
- 4. Click on the Activity Log component.
- 5. Select the correct Date and Time.
- 6. Select the desired Method and Contact type.
- 7. Add a note.
- 8. Click Save.



Case Closure for Care Managers

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A letter should also be sent to patients that were contacted and declined care management services.

in C	communicate 🔽 9
0	Message
0	Reminder
	Patient Letter 10
-	Provider Letter

- 9. Click on the arrow next to Communicate.
- 10. Select Patient Letter.

🔲 Create L	etter							
Subject:	CM Declined Se	vices Letter	11	Save As:	Patient Letter	`	- Browse Doo	cuments
Calibri		~ 11	~ 🤫	• •	X 🖻 💼 👋	B ⊻ / S	; 📑 🗄 🖻	📥 📭 🌵
Thank you	for taking the	time to sp	eak with	me about	t the Care Manage	ement services	that we offer.	
As part of (our service, w	e could as	sist you in	the follo	wing areas:	12		
• As:	sign a Care Ma	nager who	will wor	k with yo	u to help you me	et your health g	oals	
• Cre	eate a plan to	navigate y	our care n	eeds				
Action Pan	e							
Print Now	13	O Do Not	Print Now	14				
Additiona Forward A	Review	∠ To*: (Limit	5)		15			Å
Comments: (Limit 255)								
,	*Not Printed Or	Letter		16	ОК	Cancel	Preview	

- 11. Ensure that the CM Declined Service Letter is selected.
- 12. Edit the body of the letter as needed.
- 13. Select Print Now.
- or
- 14. Do Not Print Now, if support staff will be sending the letter.
- 15. If support staff will be sending the letter, select the Additional Forward Action box, and enter the recipient's name in the To* field.
- 16. Click OK.



Case Closure for Care Managers

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- 17. Select the Case Closure component.
- 18. Click the down arrow and select Declined as the Closure Reason.

Note: Once an existing case is closed it cannot be reopened but the Closure Reason can be edited. A new case would need to be opened by manually adding the patient to Case List.

Patient Summary	×	Enrollment	×	Active Case	×	Close Case
Demographics Activity Log (16) Care Team Care Plan Reminders (1) Manage Case	Ŧ	Closure Reason Declined: Not or r Closed By: Smith, C	no longer inte hristian	<mark>18</mark> rested ✓ E	dit	