MUNSON HEALTHCARE

Cerner Model for ambulatory recommends a minimum of two pools per clinic: an administrative/front office pool and a clinical (RN, LPN, MA, Care Manger) Pool. For larger clinics or those working in team-based care additional care team pools may be required.

Munson Message Center Pool Model

Practice Pools	Operational Use	Portal Routing Rules	Cerner Routing Rules
Admin Pool	•Addressing phone calls •Addressing messages from and to peers •Addressing medical questions from patient to clinician •Sending messages to the patient regarding result follow-up •Addressing medication refill requests	Consumer messages from patient portal for appointment scheduling	**no rules**
Clinical Pool	•Addressing phone calls •Addressing messages from and to peers •Addressing medical questions from patient to clinician •Sending messages to the patient regarding result follow-up •Addressing medication refill requests	General Messages and Prescription Renewal Consumer Messages sent via consumer message from patient portal	Secure Messages (anything sent directly to a provider or facility direct trust address)
Care Team Pool (Pods, Triage, Care Manager, etc.)	•Addressing phone calls •Addressing messages from and to peers •Addressing medical questions from patient to clinician •Sending messages to the patient regarding result follow-up •Addressing medication refill requests	General Messages and Prescription Renewal Consumer Messages sent via consumer message from patient portal	Secure Messages (anything sent directly to a provider or facility direct trust address)
eRx Location Pool	No internal messaging use identified	**no rules**	eRx Transmissions to Message Center •eRx error •eRx renewal •eRx non-matched renewal •eRx change request •eRx non-matched change request

New Practice

- Each Practice gets an Admin Pool and a Clinical Pool for the Practice
  Example*: Munson Family Practice Clinical Pool & Munson Family Practice Admin Pool*

Large Practices
- Practices with several providers that work in care teams may create additional clinical or admin pools.
  Example: *Munson Family Practice Green/Blue Clinical Pool*

New Provider to Existing Practice

- Secure messages automatically go to the Practice's Location Clinical pool unless a care team clinical pool is identified.

eRx Pools

- **Option 1: No eRx Pools (legacy)**
  Practices may elect <u>*not to create*</u> eRx pools, in this case refills, error, nonmatched, etc. go directly back to the prescribing provider.
- **Option 2: Location based eRx Pools**
  Practices may elect to create a location-based eRx pools for staff to manage refills, error, nonmatched, etc.
  Example: *Grayling CHC eRX Pool*

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