Cerner EHR Education Class Information for Clinical Staff, Clerical Staff

Clinical Staff

Class Name: Ambulatory Clinical Staff PowerChart and RevCycle Orientation
Topics included in class:

- ☐ PowerChart navigation
- ☐ Ambulatory Organizer overview
- ☐ Message Center
  - Creation of new message
  - Replying and forwarding to Inbox messages
  - Creating an InBetween Visit in PowerChart
  - Proposing a medication order via a message
- ☐ AMB Workflow and clinical intake process
  - Clinical reconciliation (histories, allergies, and medication history)
  - Recommendations
  - Immunizations-how to query MCIR
  - Completion of Ambulatory Comprehensive Intake form
- ☐ Nurse Visit Documentation
- ☐ Order entry, Immunization and Point of Care Order Task Documentation
- ☐ Visit Summary creation
- ☐ Printing and Faxing using Medical Record Request
- ☐ Referral Management Patient Centric View
  - Searching for a patient and viewing referral information
- ☐ Revenue Cycle overview
  - Navigation
  - Appointment scheduling

OTHER

- ☐ Setting Preferences/Personalizations (this is only able to be done if the user has access)
  - Ambulatory Organizer auto update
  - Message Center (preview pane, letterhead logo and signature, InBetween visit encounter and locations)
  - Task List Settings (Single and Multi Patient Task List Locations and time frames)
  - Medical Record Request Fax Favorites (add FxRadSchd and !FxClinic)
  - Orders and Medication List Customize view
  - Invitations Preference Settings (for staff who will be sending Wellness Visit Invitations for patients who are due or overdue for Wellness visits).
  - Revenue Cycle location groups
  - Revenue Cycle-set Add Appointment Plus as the daily perspective
- ☐ Give support desk numbers:
  - Ambulatory Informatics: 231-392-0229
  - Help Desk: 231-935-6053
- ☐ EHR Education access from PowerChart and the Munson Medical Center Intranet

Clerical Staff

Class Name: Ambulatory Clerical Staff PowerChart and Revenue Cycle Orientation
Topics included in class:

- ☐ Consumer Access Solutions Introduction (Artera/Tonic/Kyruus)
- ☐ WQM Introduction
- ☐ Revenue Cycle CPM and PowerChart Navigation
  - Non-Patient Perspectives: Patient Tracking Board/Resource View/Queues/Referrals
  - Patient Perspectives: Registration/Appointments/Encounters
  - Patient Search
- ☐ Registration
  - New patient registration and modification of registration
  - Adding insurance and profile management
- ☐ Encounters
  - Creating an InBetween Visit
- ☐ Appointment Scheduling
  - Creation/Rescheduling/Cancellation/Standy By
- ☐ Check-In/Check-Out
  - Manual Check-In vs. Tonic Check-In
  - Modifying/Updating Insurance at Patient Level and Encounter Level
- ☐ Viewing Documentation in PowerChart
- ☐ Printing and Faxing using Medical Record Request
- ☐ Message Center
  - Navigation/Message Creation/Reply/Forward

OTHER

- ☐ Setting Preferences/Personalizations (this is only able to be done if the user has access)
  - Message Center: Preview Pane/Letterhead Logo and Signature/InBetween Visit Encounter and Locations
  - Multi Patient Task List Settings/Locations/Time Frames
  - Medical Record Request Fax Favorites (add FxRadSchd and !FxClinic)
  - Invitations Preference Settings (for staff who will be sending Wellness Visit Invitations for patients who are due or overdue for Wellness visits)
  - Revenue Cycle: Location Groups/Add Appt Plus Perspective/Work Queue Preferences
- ☐ Give support desk numbers:
  - Ambulatory Informatics: 231-392-0229
  - Help Desk: 231-935-6053
- ☐ EHR Education access from PowerChart and the Munson Medical Center Intranet

REFERRAL MANAGEMENT (separate add on class by request, not included in the standard Clerical class)

- ☐ Referral Management Navigation
  - Worklist Types and Statuses/PowerChart for Outgoing/RevCycle for Incoming
- ☐ Worklist Creation and Modification
- ☐ Outbound Referral Process
  - Internal Practice/External Practice/Other External Practice
- ☐ Inbound Referral Process
  - Within Referral Management/Add Inbound Referral from External Means
- ☐ Referral Completion