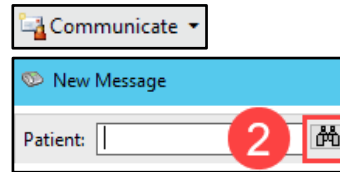# Transition of Care Message Creation for Clerical and Clinical Staff
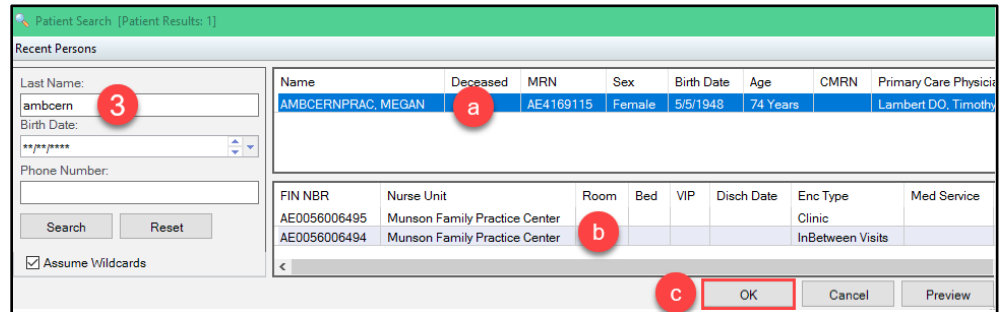
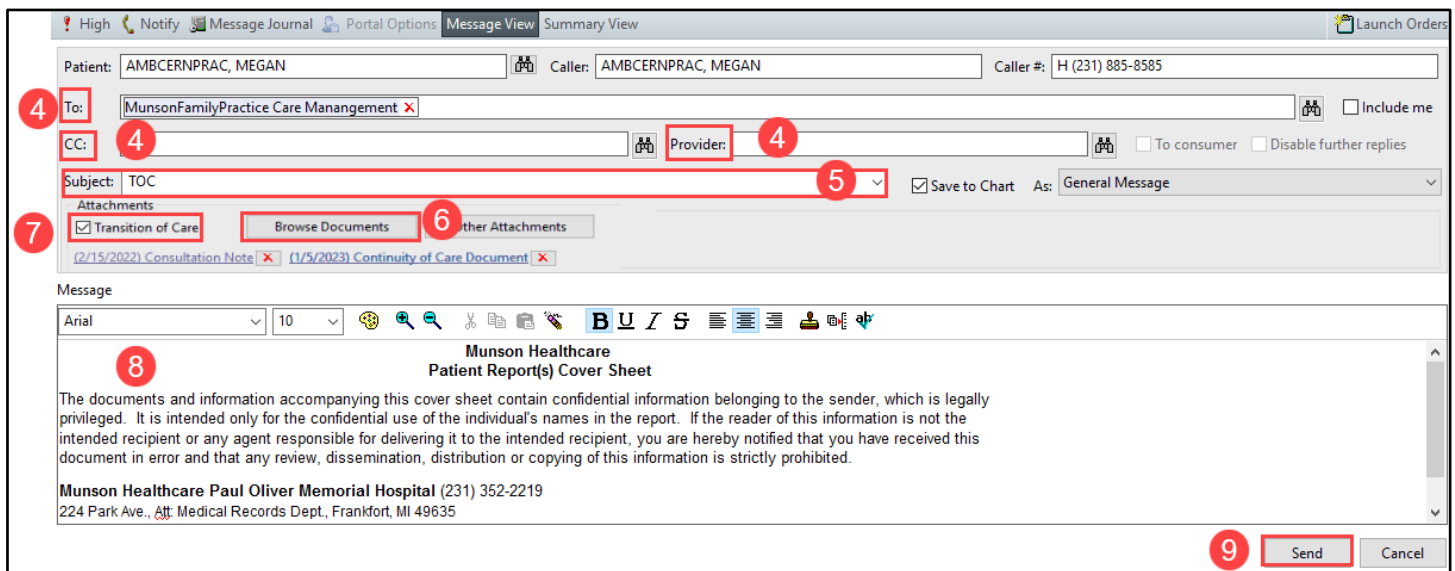Cerner PowerChart Ambulatory **EDUCATION**

Creating a TOC Message

1. Click on the Communicate button in the top tool bar.
2. Click on the Binoculars to search for a patient's name.

3. Search for patient name.
   a. Highlight correct patient name.
   b. Select correct encounter.
   c. Select OK.

4. Add Fields: To, Provider and CC if applicable by Selecting the Binoculars and searching.
5. Click the Subject drop-down and select TOC.
6. Add additional attachments by clicking on the Browse Documents button.
7. Click the Transition of Care check box and select any appropriate encounter information to add to the message.
8. Add additional information to the body of the message by clicking in the white space.
9. Click Send.

Failed Delivery-Bounce Back

Direct Email Transition of Care (TOC) Failed Delivery – Bounce Backs

Within Message Center:

1. Click on the Pools tab and select the practice Admin Pool. Check the Admin pool for Secure Routing Errors.
2. Double-Click to open and view the list of Failed Recipients.