Virtual Urgent Care: Receiving Faxed Results for all staff

Cerner Work Queue Monitor **EDUCATION**

Receiving Faxed Results in Work Queue Monitor (WQM)

Step 1:

1. From StoreFront:
   a. **Open** Work Queue Monitor.

   PROD Work Queue Monitor

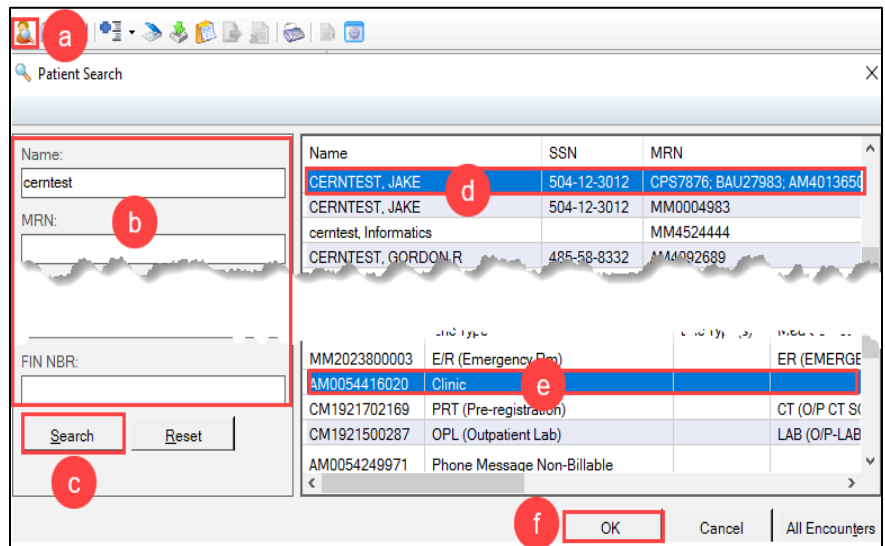2. **Select** the Virtual Urgent Care tab.
   a. Review documents.

> If the item received is a COVID-19 result, open the patient's chart to verify that result has interfaced. If a result is present, the item in WQM can be deleted. If no result present, proceed to step 2.
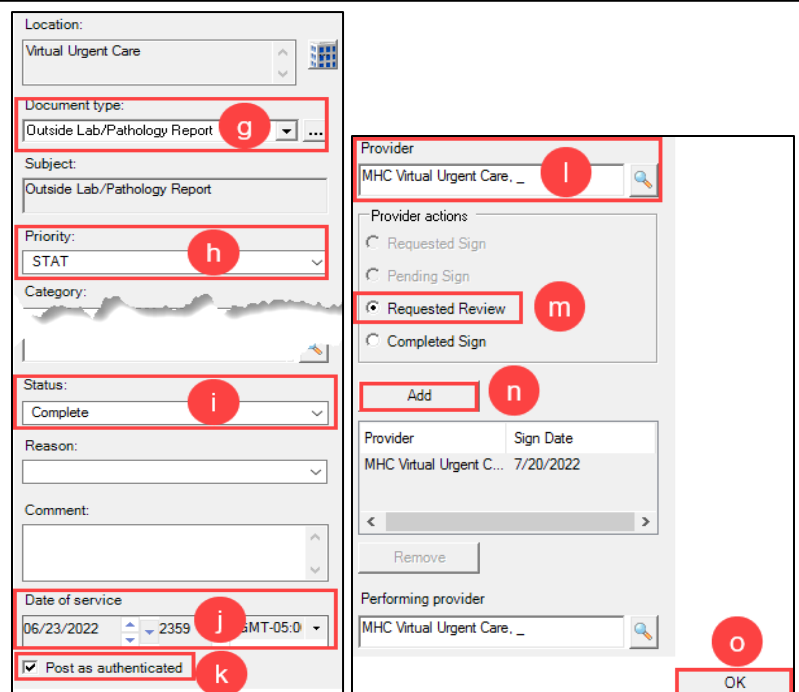
Step 2:

Assigning a Patient

   a. **Click** Select Patient icon.
   b. **Enter** patient identifier(s).
   c. **Click** Search.
   d. **Select** patient.
   e. **Select** an encounter or (if none, create an InBetween Visit).
   f. **Click** OK.

Sending for Provider Review (*if necessary*):

   g. **Select** a document type.
   h. Set a Priority.
   i. **Set** Status to Complete.
   j. **Edit** Date of service, if needed.
   k. **Select** Post as authenticated check box.
   l. **Enter** MHC Virtual Urgent Care, _ in the Provider field.
   m. **Select** the Requested Review button.
   n. **Click** Add.
   o. **Click** OK.
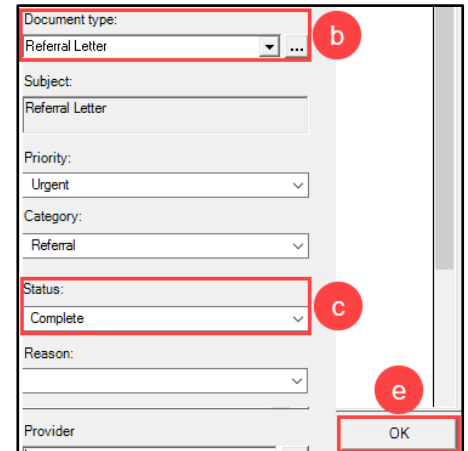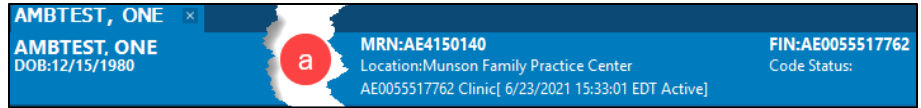
If no review is needed, validate patient information in the banner bar.

a. Validate patient information in banner bar.
b. Validate a Document type is entered.
c. Update status to **Complete.**
    i. Setting the status to Complete puts your legal signature with a date/time stamp.
d. **Edit** date, if needed.
e. **Select** OK.

Step 3:

1. From Message Center:
    a. If the result is positive, send the patient the Doxy.me link to the Virtual Urgent Care waiting room.
        i. **Use**: Please join this video visit link to review your lab results with a Virtual Urgent Care provider: https://munson.doxy.me/vucresults.

Additional Doxy.me resources can be found here: Doxy.me (munsonhealthcare.org)

If a result has not interfaced into the chart, it can manually be added:

1. Open a patient chart.
2. **Click** AdHoc in the toolbar.
    a. **Click** COVID 19 Testing.
        i. Select the appropriate form.
3. **Click** Chart.
4. **Complete** necessary details.
5. **Click** Sign.