

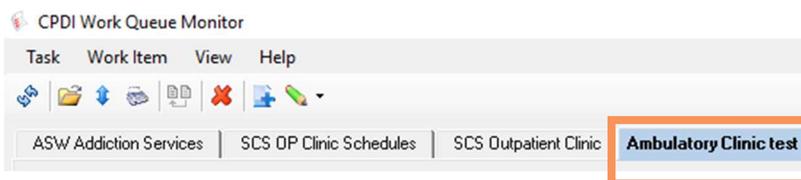
MANAGING REFERRALS WITHIN WQM

This tip sheet provides instructions on how to use Work Queue Monitor (WQM) to manage incoming referrals. The process outlined below will help you manage document workflows from initial access to the final steps of document management. By following these steps, you can move the new referral into the Patient's chart from WQM.

NAVIGATING THE WORK QUEUE

1. Accessing Your Department's Queue:

Select the tab corresponding to your department's queue (e.g., Ambulatory Clinic)



2. Navigating the Work Queue:

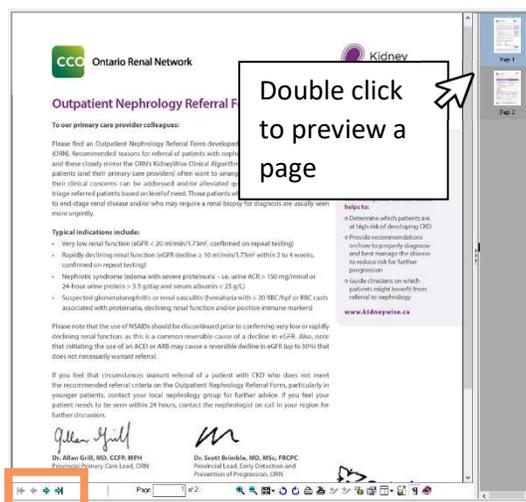
a. **Single Click** on each work item for a quick view.

b. **Double Click** on the thumbnail to the right of the preview pane to preview a page or **use the blue arrows at the bottom** of the preview pane.

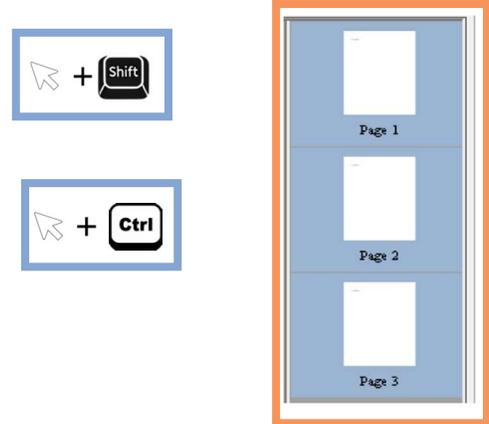
Person Name	Health Card Number	Date/Time	Elapsed Time	Status	Reason	Encounter Number	MRN	Document Type	Owner
SCHED, AAINA	2222012345	2024-Jun-03 13:57	56 d 20 hr	Available			88000043	Physician Order	NHS Test01, HUC
SCHED, AAINA	2222012345	2024-Jun-03 13:57	56 d 20 hr	Available			88000043	Physician Order	NHS Test01, HUC
ZZREHAB, WQMREFERRAL	5586453575	2024-Jun-03 13:57	56 d 20 hr	Available			88000143	Referral Letter	NHS Test01, HUC
		2024-Jun-03 13:57	56 d 20 hr	In Process					NHS Test01, Oncology Reg.
		2024-Jul-29 09:26	1 d 1 hr	Available					NHS Test01, HUC
		2024-Jul-29 09:30	1 d 1 hr	Available					Little, Robert
		2024-Jul-29 09:31	1 d 1 hr	Available					Little, Robert
									Little, Robert
									NHS Test01, HUC
									Little, Robert
									Little, Robert
									Little, Robert

Single click for quick view
Or double click to select work item.

c. To **select a work item**, click the work item you want to work on. **Double click** on the work item that is a **New Referral**.



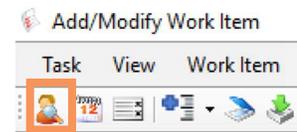
3. **Splitting Faxes:** If in one Work Item (**Fax**), there are multiple different patient referrals choose the pages that need to be split by using **Shift + Click** for a contiguous section, or **Ctrl + Click** to select individual pages.



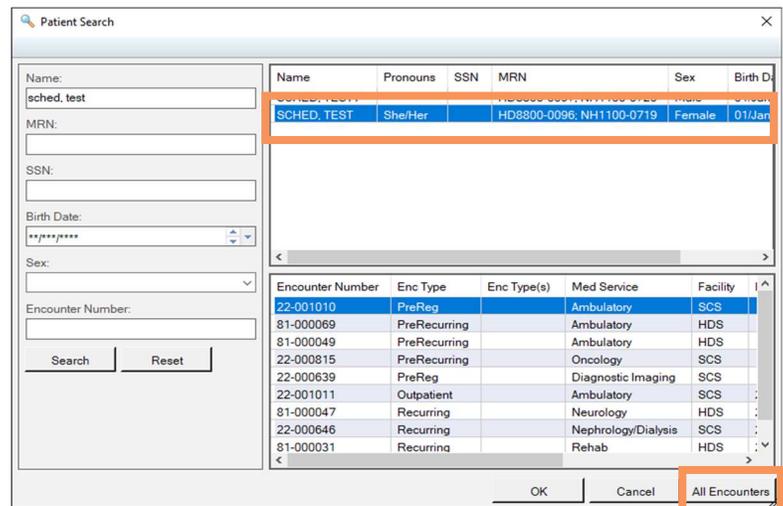
4. **Split the Document:** Click the **Split** icon, located below the thumbnail images on the right-hand side.



5. **Patient Search:** Click the Patient Search Button and search for the patient using details from the document (e.g., HCN, Last Name, First Name).
Select the correct patient from the top half of the search results.



6. Click the **All Encounters** button and click **OK**.
Note: For this Process to work it must be attached at the **Person** level (**All Encounters**) and not attached to an Encounter.



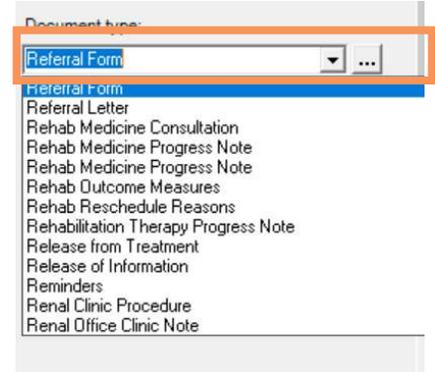
ASSIGNING DOCUMENT TYPE

- Select the Document Type:** Click **Document Type** drop down arrow.



Document type:

Scroll the list to **Referral Form** or start typing “Ref” and assign the document type as **Referral Form**.



Document type:

Referral Form

Referral Letter

Rehab Medicine Consultation

Rehab Medicine Progress Note

Rehab Medicine Progress Note

Rehab Outcome Measures

Rehab Reschedule Reasons

Rehabilitation Therapy Progress Note

Release from Treatment

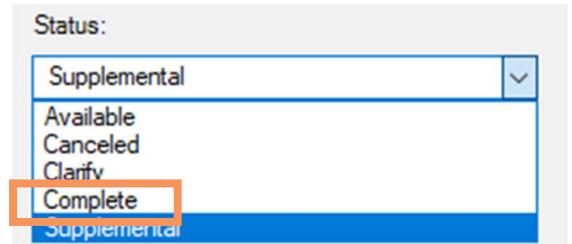
Release of Information

Reminders

Renal Clinic Procedure

Renal Office Clinic Note

- Selecting Document Status:** Click **Status** drop down arrow. Scroll the list and select **Complete**. Click on it to populate the field. **Click OK** to complete the process. The fax is now in the Patients Chart under documentation.



Status:

Supplemental

Available

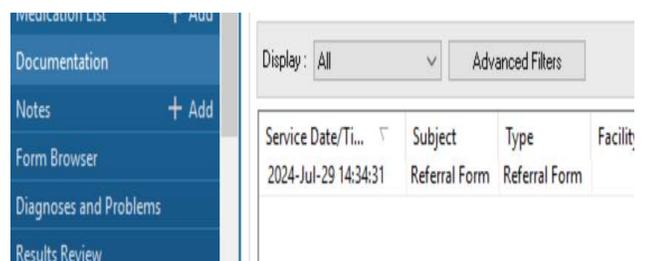
Canceled

Clarify

Complete

Supplemental

- Check in Power Chart:** Login into Power Chart, Search for the Patient, on left hand side, under Menu, click on **Documentation** and check to see if the referral form you were just working on did end up there.
Or you can check in the **Notes** tab just below Documentation.



Documentation

Notes + Add

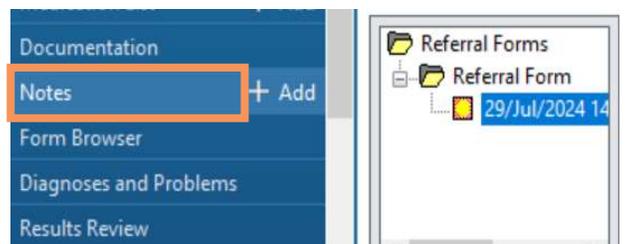
Form Browser

Diagnoses and Problems

Results Review

Display: All Advanced Filters

Service Date/Ti...	Subject	Type	Facility
2024-Jul-29 14:34:31	Referral Form	Referral Form	



Documentation

Notes + Add

Form Browser

Diagnoses and Problems

Results Review

Referral Forms

Referral Form

29/Jul/2024 14