



Future State: Ambulatory - Referrals (Receiving)

Cerner Workflow ID: 10316 (v. 8.0) Client Workflow ID: 1007

Last updated by Lezlie Leduc, May 02, 2024 1:28pm (UTC -5 hours)

Workflow Details:

Workflow Name: Ambulatory - Referrals (Receiving)

Workflow State: Future State

Workstream: Pre-Admission/Pre-Visit

Venue: Ambulatory

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): Cerner Millennium EMR - Ambulatory

Cerner Oncology

Transplant Management (Otrr)

Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP

TestBuilder Script(s):

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Workflow Notes:

Introduced By: WS 4

Validated By: WS 8

Swim Lane:

Role(s): Scheduler/Ward Clerk [Custom]

Ambulatory Nurse

Ambulatory Prescriber [Custom]

Department(s):

Security Position(s): Ambulatory - RN/LPN

Ambulatory - RN/LPN Templates

Scheduling - Clerk

Scheduling - Clerk Advanced

Ambulatory - Nurse Manager

Start/Stop [3]

Description: Referral received via Referral Queue?

Comments: Referrals can be filter by status, ie: pending acceptance.

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Work Step [48]

Description: Select "+ Ad Hoc Referral" from the Referral Worklist

Decision [4]

Description: Is patient a New Patient in system?

Work Step [51]

Description: Create New Patient in system

Off Page Reference [162]

Workflow Link: Patient Access - Add Person

Work Step [112]

Description: Enter a referral rejection reason--this does not drop the referral off the list.

Comments: In the reject referral you can and put a reason:

ie: if you are missing information you can reject the referral based on further information required.

Once you reject the referral does not fall of the list but stays on the list and you can filter the list to waiting for more information.

Decision [137]

Description: Accept Referral?

Comments: There may be missing documentation and a notice is sent back to the referral source.

Each clinic will identify the clinician (s) in the clinic that is reviewing the referral for acceptance and/or rejecting the referral.

And at what point they are reviewing:

i.e.: ward clerk--not all required documents are attached.

i.e.: clinician--is patient appropriate for this clinic to be seen and notifies the ward clerk of acceptance to

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schedule or rejection to send a rejection notice.

Work Step [9]

Description: Search for and select the patient

Work Step [45]

Description: Enter referral case details (specialty, provider, special instructions, etc)

Start/Stop [113]

Description: Referral rejection communicated via queue back to the referring provider. External; communicate via Fax/Phone. (see comment)

Comments: A letter can be sent to a provide to ask for more information.

Internal providers could see on the rejection status and the reason for the rejection.

Cancel: is a hard stop to the referral.

Work Step [57]

Description: Case is assigned to a referral coordinator or clinical staff

Work Step [55]

Description: Associate any documents received to the referral case

Work Step [68]

Description: Review case details, assign a provider or practice if one hasn't been selected

Comments: Patient can be accepted as a referral. They can be held on the pending status as a wait list under a clinician is able to see the

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client.

Once a phone intake is completed and if patient needs to be on a waiting list. The scheduling has a patient wait list.

Work Step [69]

Description: Review/Update Insurance Details

Off Page Reference [169]

Workflow Link: Scheduling - ESM - Schedule Appointment

Start/Stop [180]

Description: Use: cancel is a hard stop to a referral.

Start/Stop [134]

Description: Documentation printed/faxed/mailed to referring provider

Decision [142]

Description: Is referral Internal?

Comments: you can mark the referral as completed and sent information internally to referring provide or external.

Work Step [75]

Description: Associate documentation to referral case

Start/Stop [125]

Description: Close referral case

Swim Lane:

Role(s): Ambulatory Nurse
Nurse Navigator [Custom]

Department(s):

Security Position(s):

Off Page Reference [168]

Workflow Link: Ambulatory - Patient Intake

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Swim Lane:

Role(s): Provider

Department(s):

Security Position(s): Physician - Primary Care
Physician Assistant
Nurse Practitioner**Work Step [150]**

Description: Referral completed, referring provider can access documentation in Chart, via Message or via Referral Case

Value Impact: Quality

Step Impact: Regulatory

Regulatory Details: Certified Health IT (CHIT)
Medicare Promoting Interoperability
Merit-based Incentive Payment System-PI

Comments: Promoting Interoperability requires measurement for Supporting Electronic Referral Loops by Receiving and Reconciling Health Information.

Complies with 170.315(b)(2) when this referral information is incorporated into workflow MPages directly from the inbound referral.

System [77]

Description: Referral case updated to patient seen

Off Page Reference [121]

Workflow Link: Ambulatory - Provider Office Visit