



Future State: Ambulatory - Result Notification

Cerner Workflow ID: 264 (v. 20.0) Client Workflow ID: 234

Last updated by Lezlie Leduc, Apr 15, 2024 8:25am (UTC -5 hours)

Workflow Details:

Workflow Name: Ambulatory - Result Notification
Workflow State: Future State
Workstream: Ongoing Assessment and Treatment
Venue: Ambulatory
Client Owner:
Cerner Owner:
Standard: Yes
Related Workflow(s):
Tags:

Workflow Summary:

Service Line:
Related Solution(s): Cerner Millennium EMR - Ambulatory
Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):
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Workflow Notes: Additional Comments regarding results notifications:

Message Center

pools: Results pools may be configured for specialties that may have multiple providers working during day and caring for same patients. (i.e. Urgent Care)

Proxy: Providers proxy message center to other Providers when on vacation or absence to ensure results are managed.

Results FYI: Available for Providers to subscribe to patients results in event of patient being followed by another provider or during hospitalization.

Results will be available to be reviewed by subscribing Provider

Residents/Medical Students/Fellows: After endorsement will forward the result to the supervising MD for reviewing/signing.

Introduced By: WS 4

Validated By: WS 5

Swim Lane:

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Role(s): Provider

Ambulatory Nurse

Department(s):

Security Position(s): Physician - Cardiovascular

Physician - Cardiothoracic Surgery

Physician - Colon and Rectal Surgery

Physician - Emergency Medicine

Physician - Endocrinology

Physician - Gastroenterology

Physician - General Surgery

Physician - Hospitalist

Physician - Infectious Disease

Physician - Intensivist

Physician - Neonatology

Physician - Nephrology

Physician - Neurology

Physician - Neurosurgery

Physician - Oncology

Physician - Ophthalmology

Physician - Orthopaedic Surgery

Physician - Otolaryngology

Start/Stop [8581]

Description: Ordering Provider receives results to review/endorse in Message Center

Comments: Results available to patient in 72 hours (as applicable). For information on critical lab results, see Ambulatory - Critical Lab Values workflow.

Academic Considerations:

Results can be routed directly to the ordering provider, which is often the resident, and then can be forwarded to the attending physician. Pools can also be created so that both the resident and attending will receive the result.

Decision [17001]

Description: Should result be endorsed or refused?

Comments: Reason for refusal can include wrong provider, wrong patient, etc.

Off Page Reference [17002]

Workflow Link: Phys Track- Prescriber Workflow - Refused Order

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Decision [16963]

Description: Do additional orders need to be placed?

Method: PowerOrders

Comments: Modified MU Requirements:

More than 60% of medication orders created by the EP are recorded using CPOE

More than 60% of radiology orders created by the EP are recorded using CPOE

More than 60% of laboratory orders created by the EP are recorded using CPOE

More than 50 percent of permissible prescriptions written by the EP are queried for a drug formulary and transmitted electronically using CEHRT

Work Step [16965]

Description: Select Create Staff Message, select the Patient's location and place Orders from message and notify patient

Method: PowerOrders

Comments: If the appropriate location is not selected, the Provider will only be able to see orders associated for the result encounter type (Lab, Inpatient, Radiology, etc.).

Recommended orders to be placed for future orders (lab and rad), referrals and prescriptions. These encounters are not to be utilized for billing.

Upon sending a staff message and selecting a location a Between Visit Encounter is created.

Work Step [17017]

Description: After message is sent, provider endorses results

Decision [8808]

Description: Will provider notify via phone call?

Value Impact: Patient Safety
Quality

Comments: MIPS Improvement Activities Considerations: Timely communication of test results defined as timely identification of abnormal test

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results with timely follow-up.

Document [16954]

Description: Document patient communication within Result Comments

Work Step [8810]

Description: Provider endorses results and notifies patient

Decision [8809]

Description: Will clinical staff notify patient?

Value Impact: Patient Safety
Quality

Comments: MIPS Improvement Activities Considerations: Timely communication of test results defined as timely identification of abnormal test results with timely follow-up.

Work Step [8814]

Description: Provider selects Create Reminder to forward to Clinical Staff pool and then endorses results

Document [16958]

Description: Document the communication method in the "Add Addendum" section of result message

Comments: Clinical Staff can notify patient via Letter, HealtheLife Portal, or Phone

Decision [8813]

Description: Will provider notify patient via letter?

Value Impact: Patient Safety
Quality

Comments: MIPS Improvement Activities Considerations: Timely communication of test results defined as timely identification of abnormal test results with timely follow-up.

Work Step [8821]

Description: Provider selects "Create Letter" and can add any additional comments then selects appropriate action in Action Pane

Comments: Provider can choose to either Print Now or Additional Forward Action to forward to staff to print and mail

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Work Step [8816]

Description: Provider endorses results

Start/Stop [8812]

Description: Result and Message Center documentation are stored in patient chart