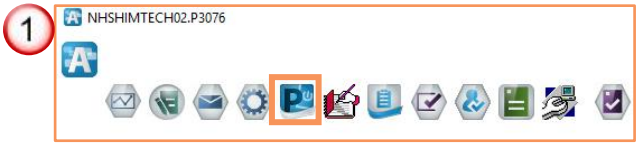
HANDLING REFUSALS (CO-SIGN ORDERS & ANTICIPATED DOCUMENTS) TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)

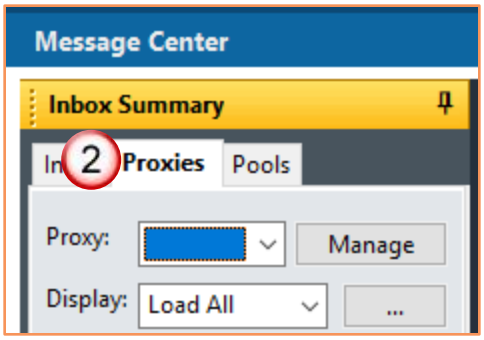
HIM ROLES

HIM- Refusals (Cosign orders)

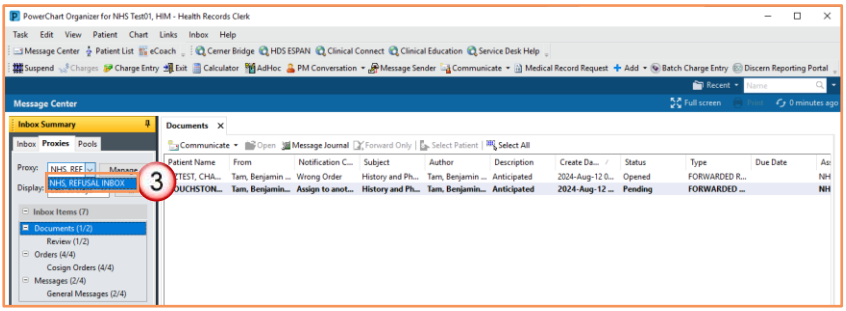
1. Log into **PowerChart** from the **AppBar.**



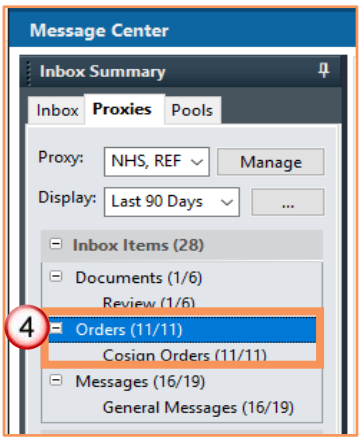
2. From the message Center, click the **Proxies tab.**



3. Select the **Refusal Inbox** from the **Proxies drop-down menu**.



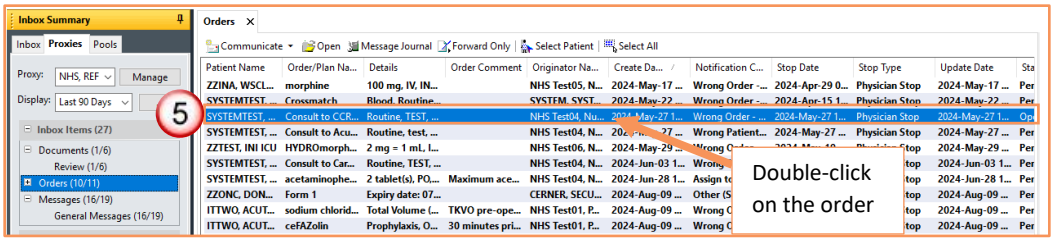
4. Select the **Orders folder** and **Co-sign orders.**



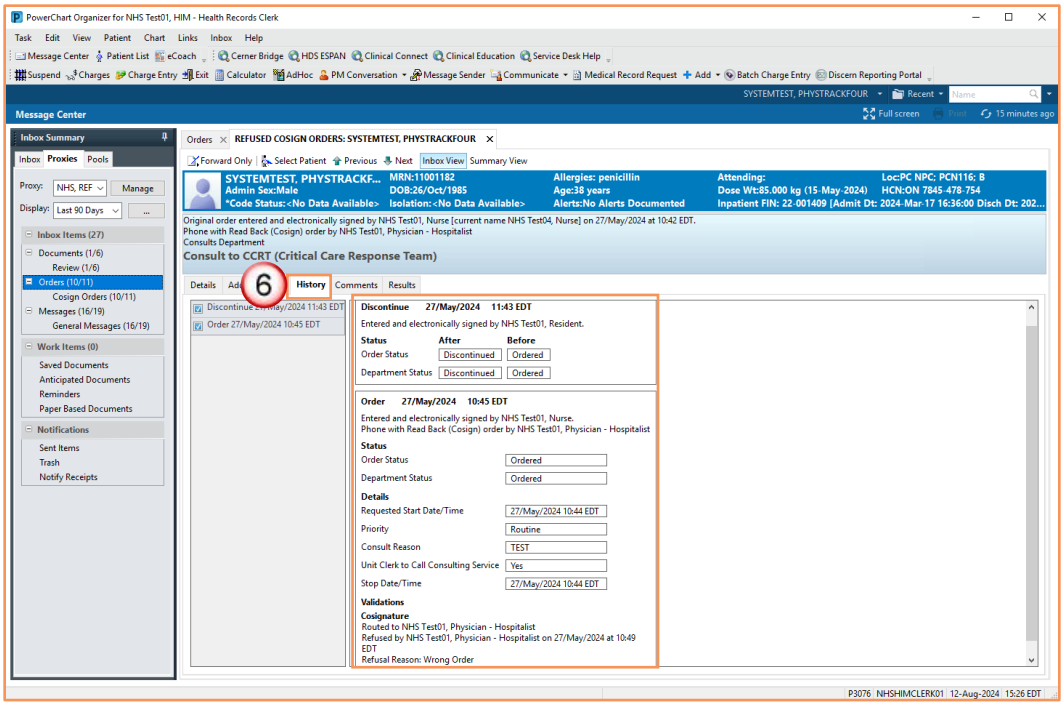
HANDLING REFUSALS (CO-SIGN ORDERS & ANTICIPATED DOCUMENTS) TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)

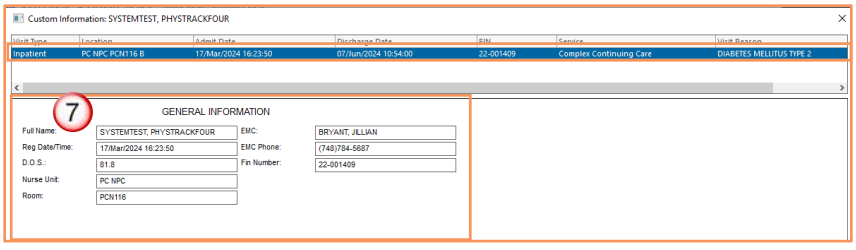
5. Double-click on the **Order.**



6. Click on the **History tab** and review the **Cosignatories** section to see the **refusal reason** and any **comments.**



7. If you click on the patient **FIN admit date** you will have this window pop up **with patient's nurse unit** and **room.**

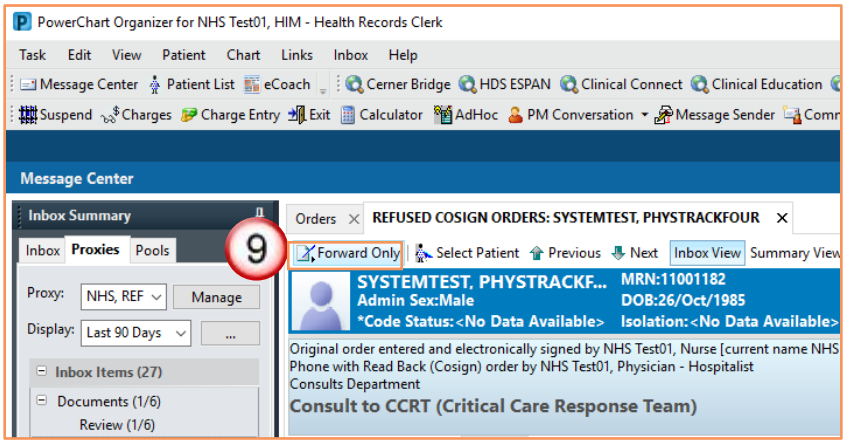


Note: Determine If the order was a PAO patient admission order or outpatient in a bed.
We need this to validate subsequent orders on the patient's chart

8. Contact the Nurse Manager using email (NH) or the telephone.

9. Select **forward only.**

Note: *Please mention the reason in the comments section (DO NOT SKIP)*



10. Forward the order to the **Prescriber** for signature and click **OK.**

Note: The prescriber will then review the refused order.

11. If the order was the correct encounter or patient, and refused mistakenly send the order to the medical lead and department chief. **Follow steps 9 and 10 above and select the appropriate medical lead.**

HANDLING REFUSALS (CO-SIGN ORDERS & ANTICIPATED DOCUMENTS) TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)

HIM- REFUSALS (COSIGN ORDERS – WRONG PATIENT/ENCOUNTER

Providers can refuse orders requiring co-signature, which then gets routed to the refusal inbox.
The HIM department is responsible for monitoring the refused inbox daily.

Check if the order is a Patient Admission Order (PAO). Check if an active PAO is already on the encounter that has not been refused. Distinguish if the refused order is the same as the active PAO.

Contact the Nurse Manager via telephone or email.

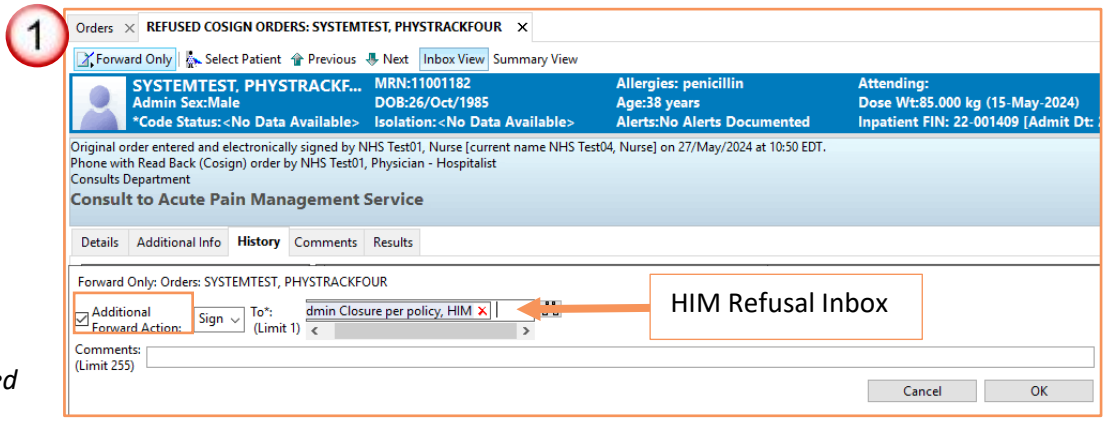
Note: Unaddressed refused orders can lead to patient safety risks and incomplete medical records.

HANDLING REFUSALS (CO-SIGN ORDERS & ANTICIPATED DOCUMENTS) TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)

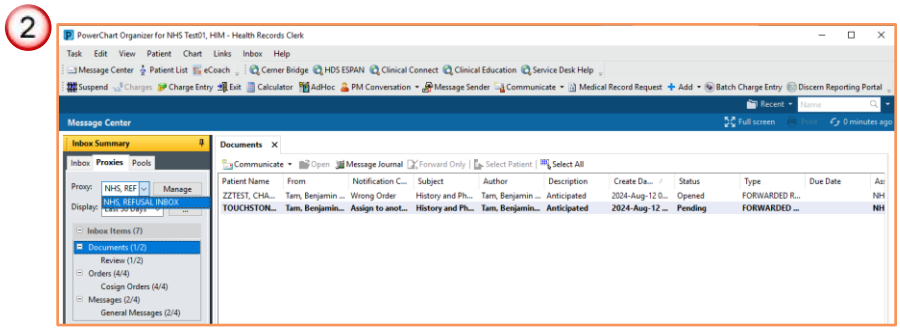
HIM- REFUSALS (ANTICIPATED DOCUMENTS)

1. If the prescriber refuses the document, the prescriber selects the **"Additional Forward Action"** and Sign from dropdown then selects **"HIM Refusal Inbox"** in the **"To"** box,



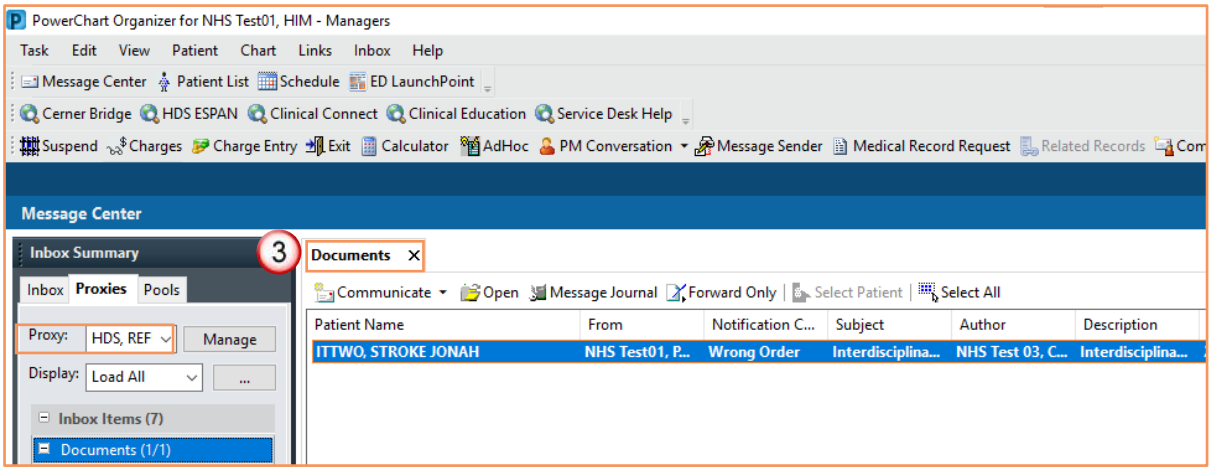
Note*: The refused document is removed from the provider's Message Center.*

2. The deficiency is re-directed to the HIM Refusal Inbox.

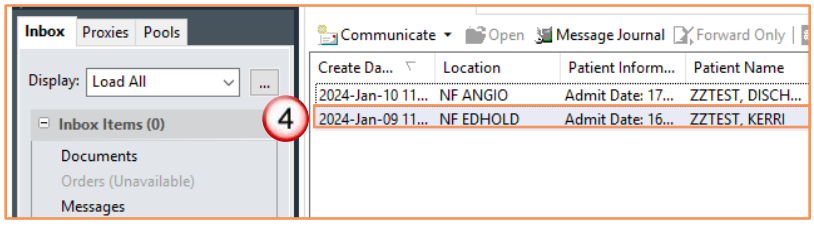


Note: *The refused document is then removed from the provider's message center, not a step.*

3. The document appears in the **"HIM, Refusal Inbox"** Message Center **> Documents** to Sign folder.



4. The deficiency is displayed in the **Refusal inbox**, we need to validate it from the **PowerChart** and reporting portal.

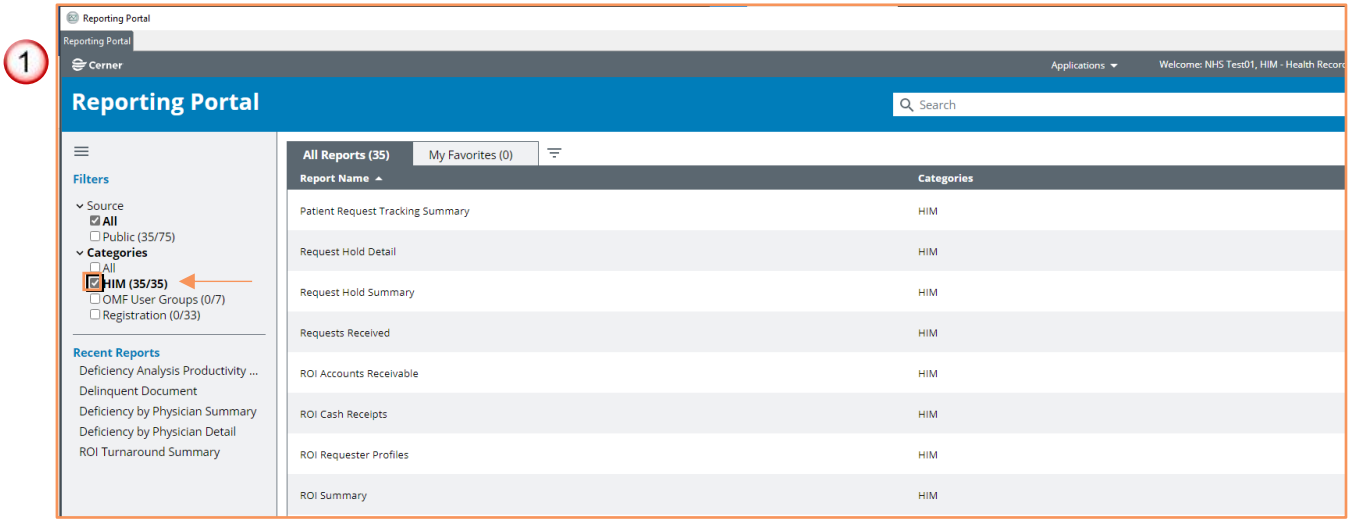


HANDLING REFUSALS (CO-SIGN ORDERS & ANTICIPATED DOCUMENTS) TIP SHEET

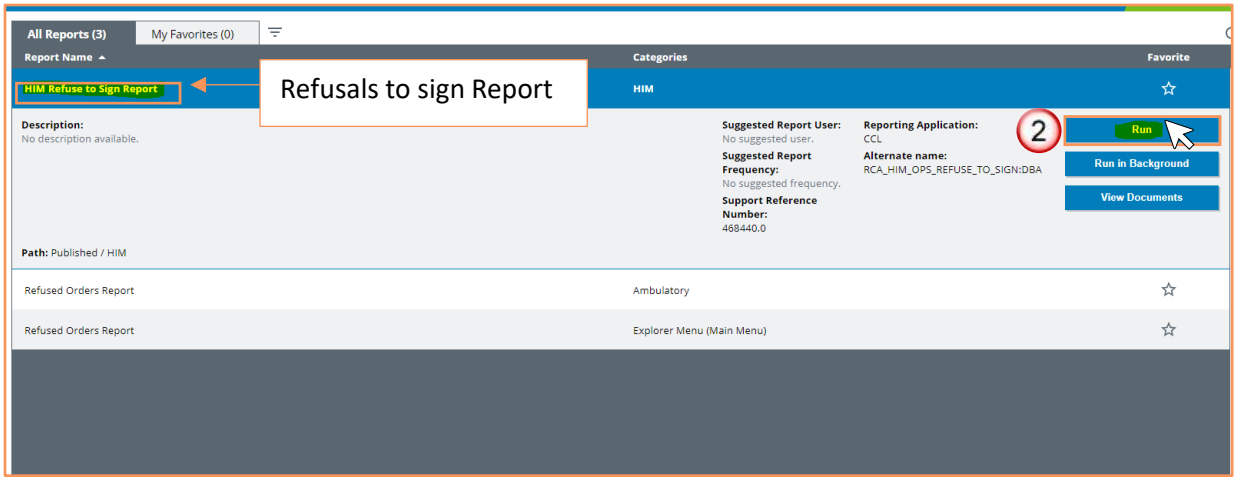
HOSPITAL INFORMATION SYSTEM (HIS)

HIM- REFUSALS (ANTICIPATED CONT'D) RUN DECERN REPORTS DAILY

1. **Run a Refuse to Sign report daily** from the Discern Reporting Portal.



2. Review each row on the Refuse to Sign report and any **order deficiencies contained in the refusal report.**

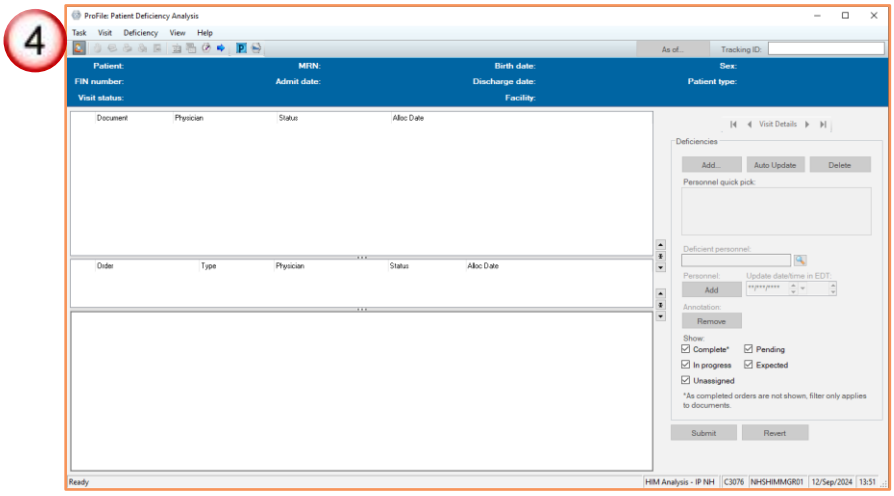


HANDLING REFUSALS (CO-SIGN ORDERS & ANTICIPATED DOCUMENTS) TIP SHEET

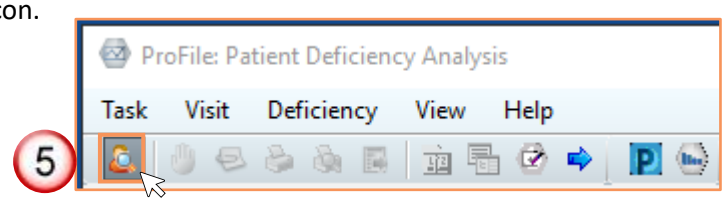
HOSPITAL INFORMATION SYSTEM (HIS)

3. Log into the AppBar

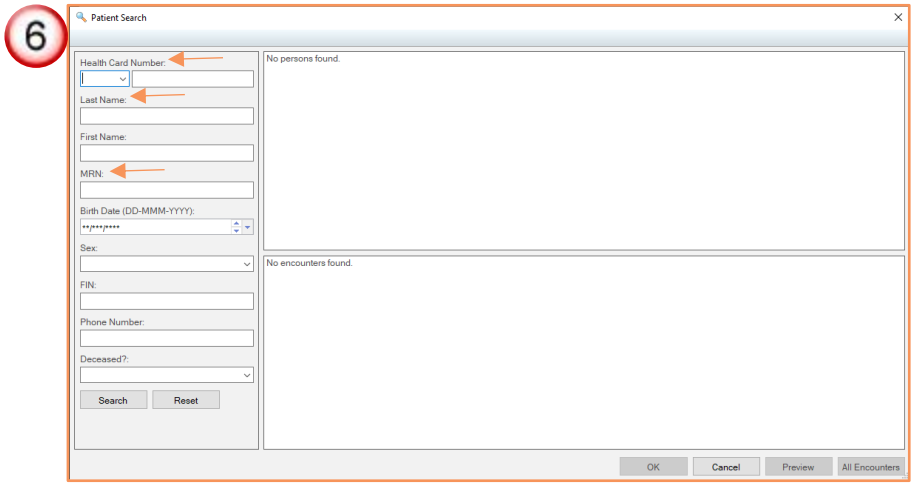
4. Open the Patient deficiency analysis app



5. Click on the **Find Patient** Icon.

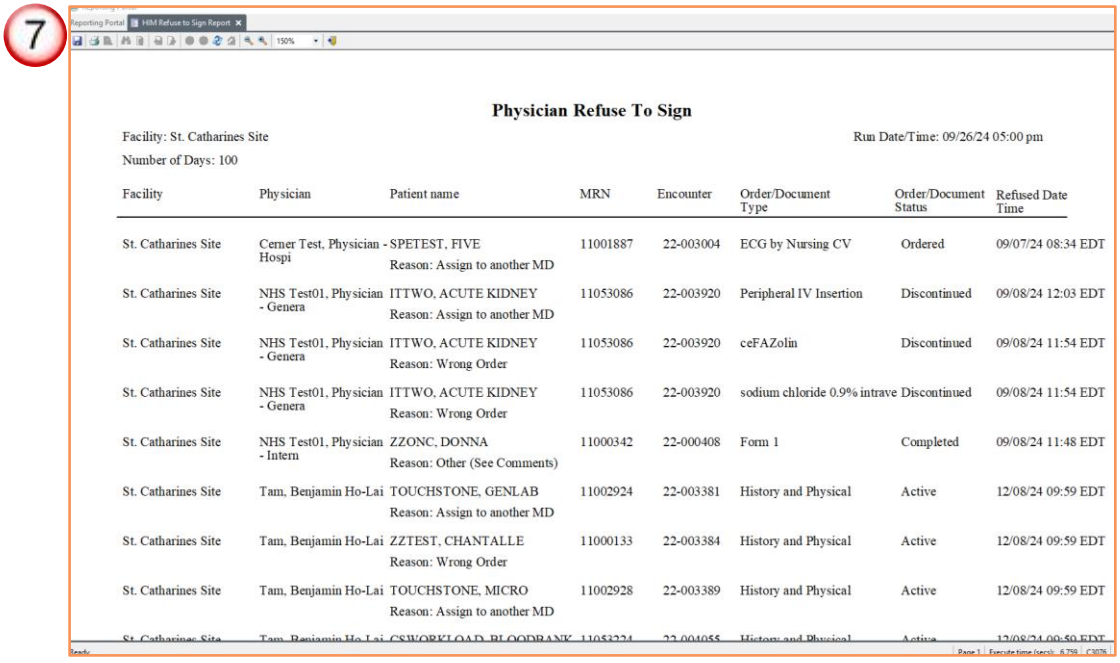


6. Patient Search window will open. Enter **Health Card Number, Name, MRN, DOB etc.**

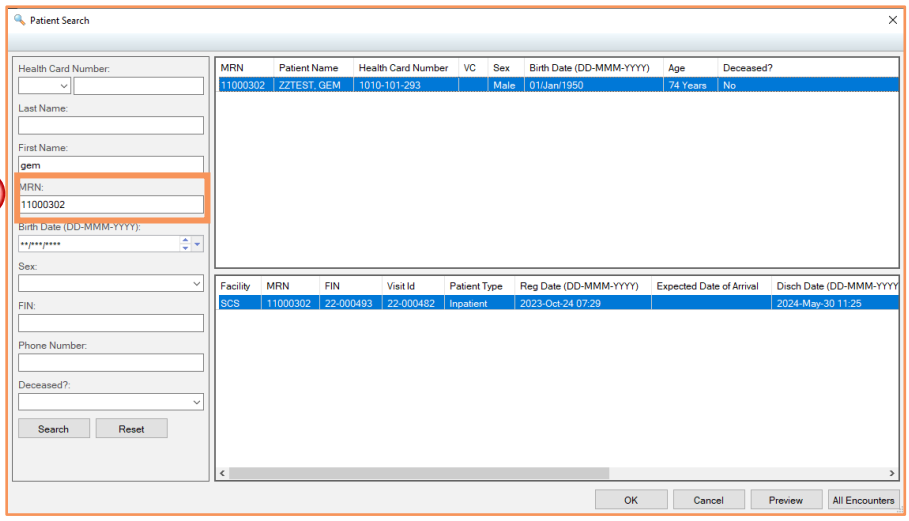


Note: *Window HIM Refusals to sign window opens.*

7. Locate the **refused** document.

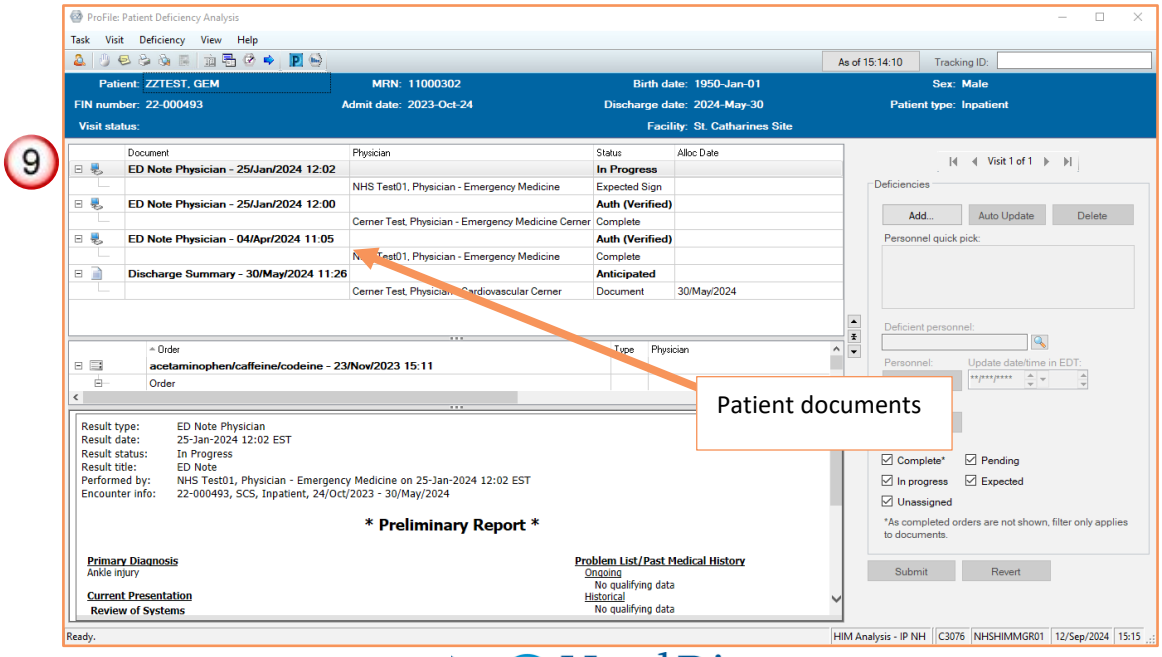


8. Enter Encounter Number listed on the Refuse to Sign Report.

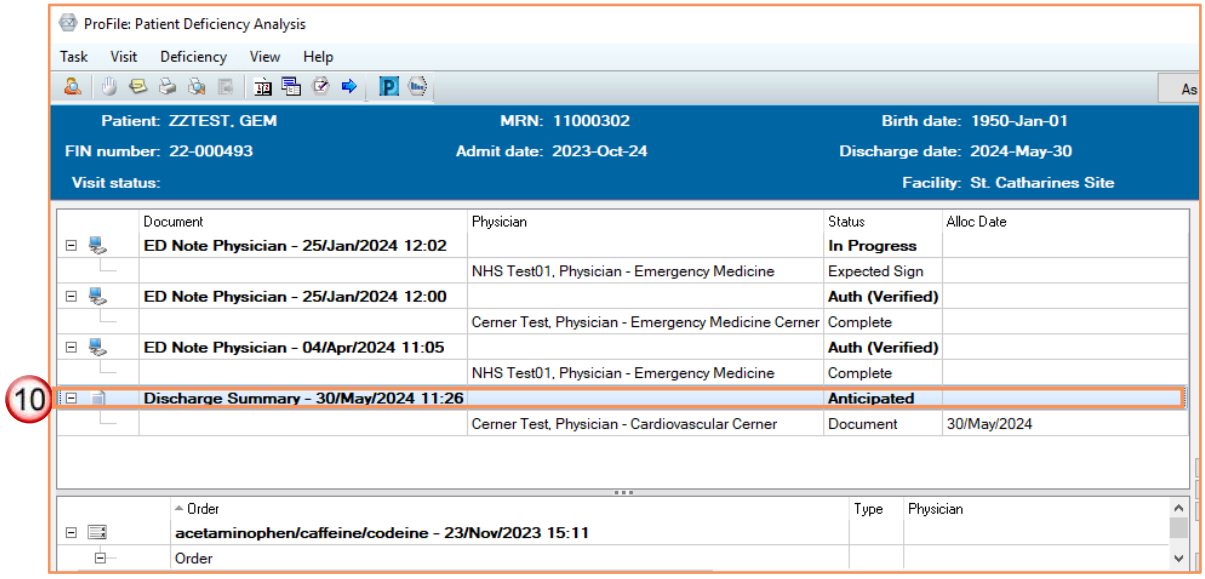


Note: *Open PowerChart and review the patient document (If necessary).*

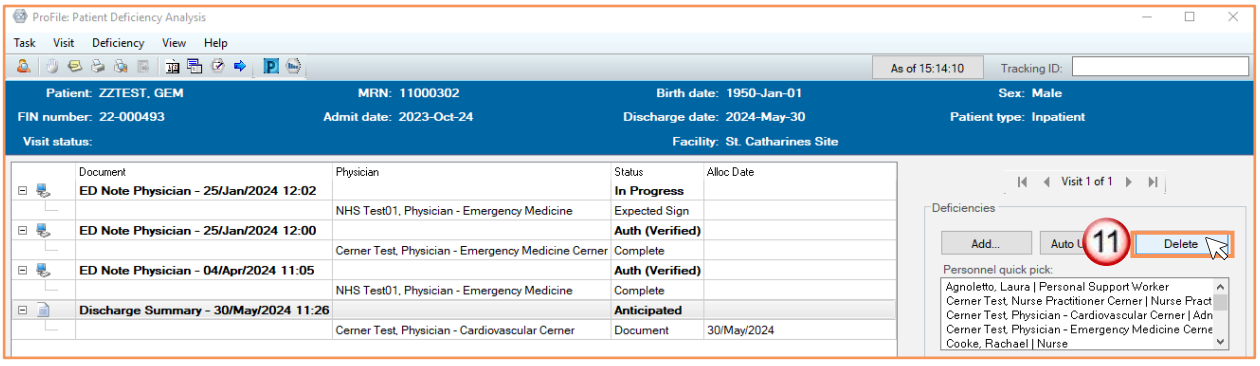
9. All documents show in the patient deficiency app for this patient.



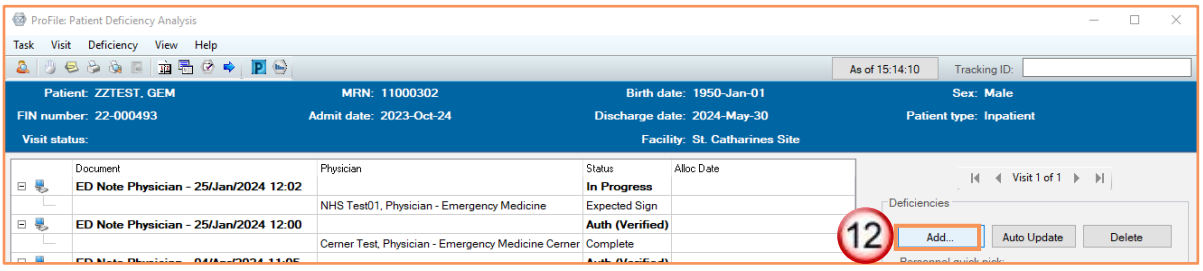
10. In the Patient Deficiency Analysis, **highlight the document.**



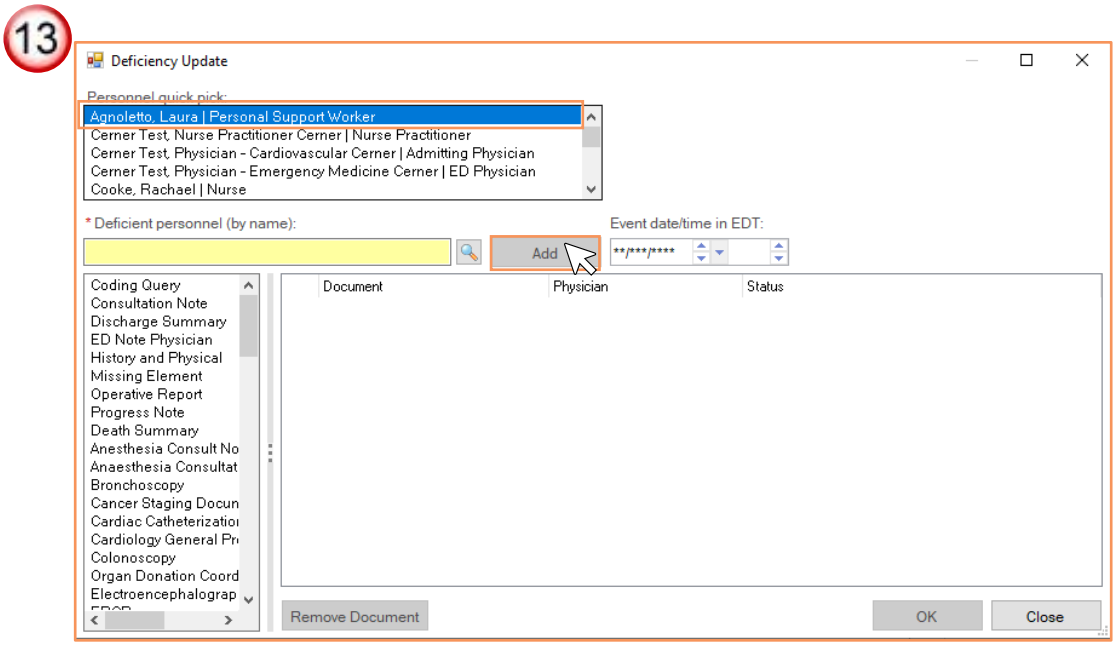
11. Select **Delete.**



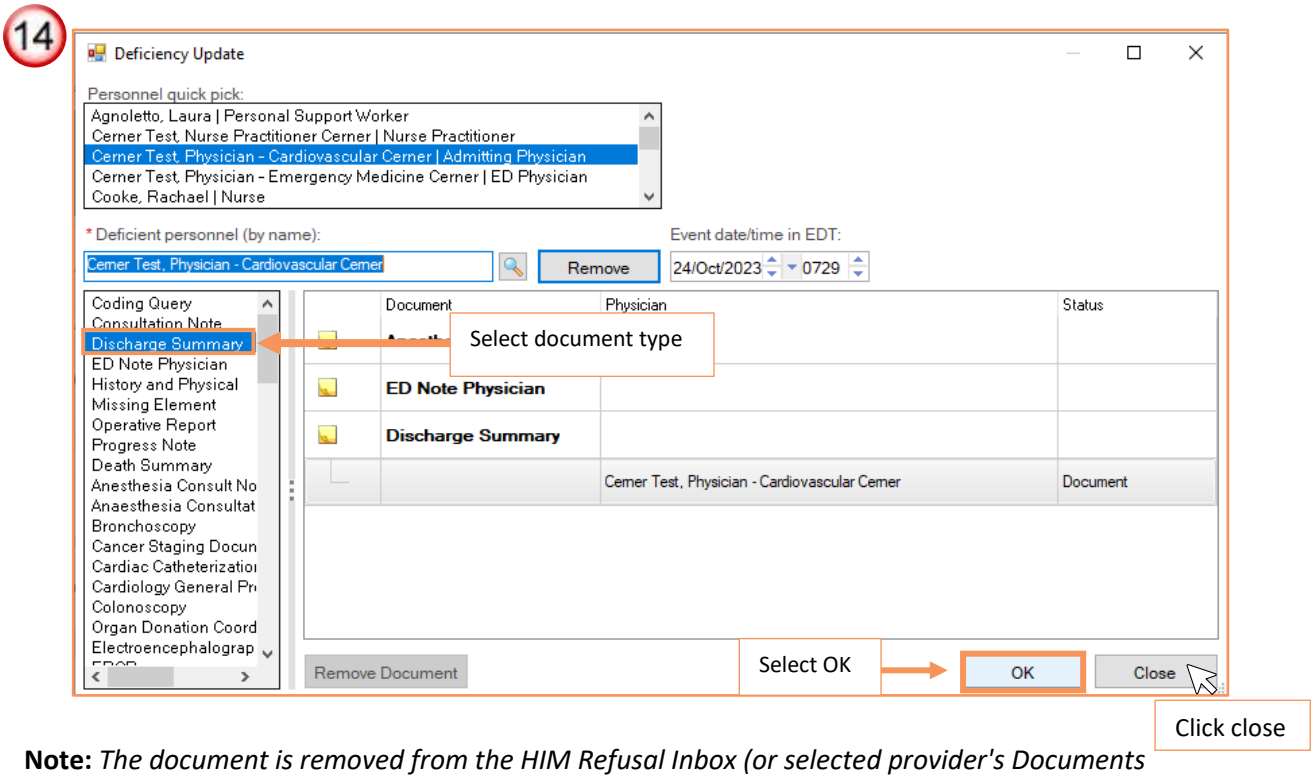
12. To add a new deficiency document, click **Add.**



13. Deficiency Update window opens. Select a **provider** from the **Quick pick or Provider Selection Tool** and Click **Add.**



14. Select the **document type** and ensure deficiency status defaults to document. Then Click **Ok** and **close.**



Note: *The document is removed from the HIM Refusal Inbox (or selected provider's Documents to Sign folder) and moves to the selected provider's Anticipated Documents folder in the Message Center. In PowerChart.*