Provider

Start/Stop — *PowerChart*
Physician refuses document [7189]

Decision — *PowerChart*
The provider selects the Additional Forward Action of Sign and select "HIM, Refusal Inbox" in the "To" box. [6989]

System — *PowerChart*
Refused document is removed from the provider's Message Center [6987]

System — *Deficiency Analysis*
The provider's HIM deficiency attached to the refused document is removed [7069]

System Automation

System — *PowerChart*
The document appears in the "HIM, Refusal Inbox" Message Center > Documents to Sign folder [6992]

System — *Deficiency Analysis*
A deficiency is created for the HIM, Refusal Inbox [7075]

HIM - Health Records Technician, HIM Clerk

System
Run Refuse to Sign report daily from Discern Reporting Portal [7017]

Work Step
Review each row on the Refuse to Sign report [7064]

Decision
Is the refusal an order? [7028] — Yes →

Off Page Reference
HIM - Deficiency Management: Refusals (Cosign Orders) [7030]

No ↓

Work Step
Log in to App Bar.exe [6986]

Work Step — *Deficiency Analysis*
Click Patient Deficiency Analysis [7019]

Work Step — *Deficiency Analysis*
Click Find Patient icon [7063]

Work Step — *Deficiency Analysis*
Enter Encounter Number listed on the Refuse to Sign Report [7023]

Work Step — *Deficiency Analysis*
Locate the refused document [7025]

Decision
Is the deficiency an anticipated document? [7144] — No →

Off Page Reference
HIM - Deficiency Management: Refusals (Documents to Sign) [7146]

Yes ↓

Work Step — *PowerChart*
Open PowerChart and review encounter information and documentation (if necessary) [7056]

Work Step — *Deficiency Analysis*
In Patient Deficiency Analysis, highlight the document [6975]

Work Step — *Deficiency Analysis*
Select Delete [6976]

Work Step — *Deficiency Analysis*
Click Add [7160]

Work Step — *Deficiency Analysis*
Select provider from the Quick Pick or Provider Selection tool [7161]

Work Step — *Deficiency Analysis*
Select the document type and ensure deficiency status defaults to Document [7163]

Work Step — *Deficiency Analysis*
Click OK and Close [7166]

System — *PowerChart*
Document is removed from the HIM, Refusal Inbox (or selected provider) Message Center > Documents to Sign folder [7110]

System — *PowerChart*
Document appears in selected provider's Message Center > Anticipated Documents folder [7044]

Future State: HIM - Deficiency Management: Refusals (Anticipated Documents)

Cerner Workflow ID: 227 (v. 18.0)   Client Workflow ID: 503   Last updated by Mayank Malik, Apr 04, 2024 3:23pm (UTC -4 hours)

Workflow Details:

Workflow Name: HIM - Deficiency Management: Refusals (Anticipated Documents)
Workflow State: Future State
Workstream: Other
Venue: Acute Care
Emergency Medicine
Perioperative
Client Owner:
Cerner Owner:
Standard: Yes
Related Workflow(s):
Tags:

Workflow Summary:

Service Line:
Related Solution(s): Health Information Management
Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):
Cerner Workflow ID: 227 (v. 18.0)
Client Workflow ID: 503
Workflow Notes: For the steps to configure and follow the workflow, see Understand Refused Documents Workflows.

With this workflow, physicians can refuse documents in Message Center. Physicians can forward
refused documents to a Refusal Inbox monitored by the HIM department, or physicians can forward refused documents to other physicians. The HIM Specialist runs the Refuse to Sign report daily to compile a list of refused documents. The steps for the HIM Specialist to follow to re-assign refused documents differ based on if the document is an anticipated document or not. Refused documents need to be addressed by HIM to ensure the medical record is accurate and documentation is completed in a timely manner.

Introduced By: WS 6
Validated By: WS 7

Swim Lane:

Role(s): Provider
Department(s):
Security Position(s): Resident
Physician - General Surgery

Niagara Health System   Oct 16, 2024

Future State: HIM - Deficiency Management: Refusals (Anticipated Documents)

Cerner Workflow ID: 227 (v. 18.0)   Client Workflow ID: 503   Last updated by Mayank Malik, Apr 04, 2024 3:23pm (UTC -4 hours)

Start/Stop [7189]

Description: Physician refuses document

Method: PowerChart

Value Impact: Quality

Decision [6989]

Description: The provider selects the Additional Forward Action of Sign and select "HIM, Refusal Inbox" in the "To" box.

Method: PowerChart

Value Impact: Quality

Step Impact: Policy/Procedure
Training

Comments: Current functionality does not default the "To" field unlike Refused Cosign Orders

System [6987]

Description: Refused document is removed from the provider's Message Center

Method: PowerChart

System [7069]

Description: The provider's HIM deficiency attached to the refused document is removed

Method: Deficiency Analysis

Swim Lane:

Role(s): System Automation

Department(s): Health Information Management

Security Position(s): HIM - Specialist

System [6992]

Description: The document appears in the "HIM, Refusal Inbox" Message Center > Documents to Sign folder

Method: PowerChart

System [7075]

Description: A deficiency is created for the HIM, Refusal Inbox

Method: Deficiency Analysis

Future State: HIM - Deficiency Management: Refusals (Anticipated Documents)

Swim Lane:

Role(s): HIM - Health Records Technician [Custom]
HIM Clerk [Custom]
Department(s): Health Information Management
Security Position(s): HIM - Specialist
HIM - Managers

System [7017]

Description: Run Refuse to Sign report daily from Discern Reporting Portal

Comments: With package 162939, the Refuse to Sign report is now compliant with multiple facilities and it can be accessed through the Discern Reporting Portal.

Work Step [7064]

Description: Review each row on the Refuse to Sign report

Decision [7028]

Description: Is the refusal an order?

Comments: Refuse to Sign report contains order deficiencies.

Off Page Reference [7030]

Workflow Link: HIM - Deficiency Management: Refusals (Cosign Orders)

Work Step [6986]

Description: Log in to App Bar.exe

Work Step [7019]

Description: Click Patient Deficiency Analysis

Method: Deficiency Analysis

Work Step [7063]

Description: Click Find Patient icon

Method: Deficiency Analysis

Work Step [7023]

Description: Enter Encounter Number listed on the Refuse to Sign Report

Method: Deficiency Analysis

Future State: HIM - Deficiency Management: Refusals (Anticipated Documents)

Work Step [7025]

    Description: Locate the refused document

        Method: Deficiency Analysis

Decision [7144]

    Description: Is the deficiency an anticipated document?

Off Page Reference [7146]

    Workflow Link: HIM - Deficiency Management: Refusals (Documents to Sign)

Work Step [7056]

    Description: Open PowerChart and review encounter information and documentation (if necessary)

        Method: PowerChart

Work Step [6975]

    Description: In Patient Deficiency Analysis, highlight the document

        Method: Deficiency Analysis

Work Step [6976]

    Description: Select Delete

        Method: Deficiency Analysis

Work Step [7160]

    Description: Click Add

        Method: Deficiency Analysis

Work Step [7161]

    Description: Select provider from the Quick Pick or Provider Selection tool

        Method: Deficiency Analysis

Work Step [7163]

    Description: Select the document type and ensure deficiency status defaults to Document

        Method: Deficiency Analysis

Work Step [7166]

    Description: Click OK and Close

Future State: HIM - Deficiency Management: Refusals (Anticipated Documents)

Method: Deficiency Analysis

System [7110]

Description: Document is removed from the HIM, Refusal Inbox (or selected provider) Message Center > Documents to Sign folder

Method: PowerChart

System [7044]

Description: Document appears in selected provider's Message Center > Anticipated Documents folder

Method: PowerChart