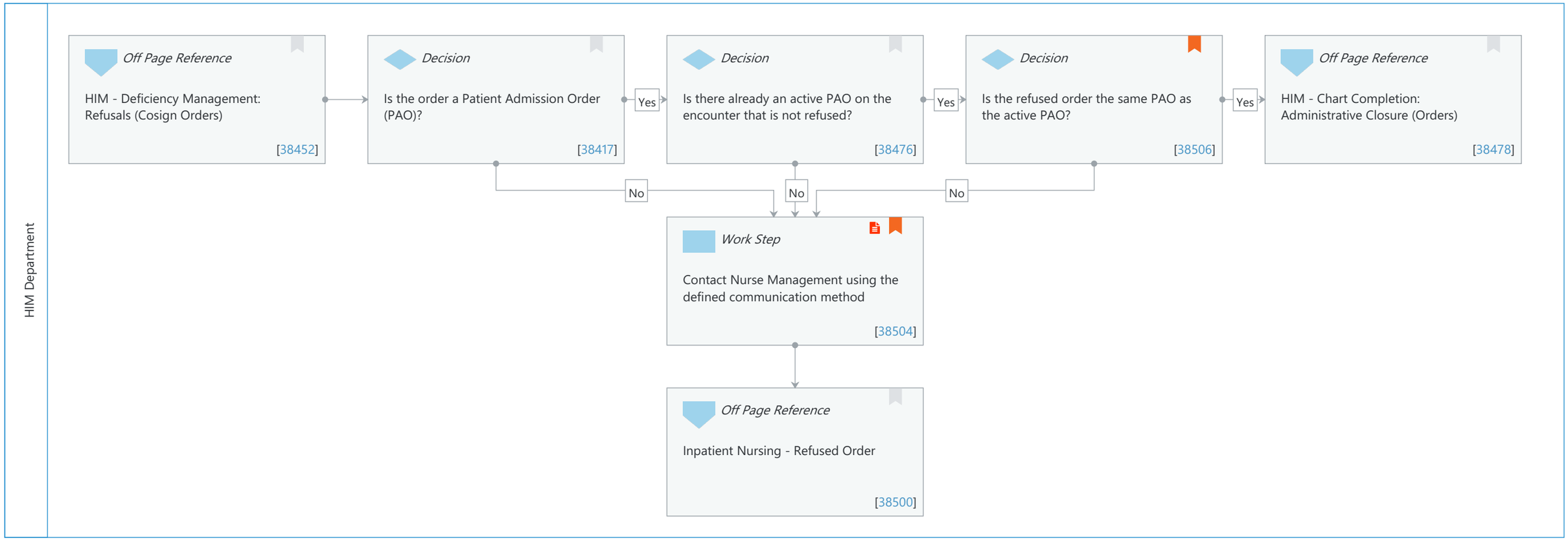
Niagara Health System

Oct 16, 2024

Future State: HIM - Deficiency Management: Refusals (Cosign Orders - Wrong Patient/Encounter)

Cerner Workflow ID: 1857 (v. 19.0) Client Workflow ID: 504

Last updated by Debbie Begin, Apr 02, 2024 11:32am (UTC -4 hours)



© Cerner Corporation. All rights reserved. This document contains Cerner confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner.

Future State: HIM - Deficiency Management: Refusals (Cosign Orders - Wrong Patient/Encounter)

Cerner Workflow ID: 1857 (v. 19.0) Client Workflow ID: 504 Last updated by Debbie Begin, Apr 02, 2024 11:32am (UTC -4 hours)

Workflow Details:

Workflow Name:	HIM - Deficiency Management: Refusals (Cosign Orders - Wrong Patient/Encounter)
Workflow State:	Future State
Workstream:	Orders
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:	1857 (v. 19.0)
Client Workflow ID:	504
Workflow Notes:	For the steps to configure and follow the workflow, see Understand Refused Orders Workflows. With this workflow, providers can refuse orders requiring cosignature, which are routed to a Refused Orders inbox the Health Information Management department monitors. If the refused order is on the wrong patient or encounter, the workflow steps vary depending on if the refused order is a Patient Status Order. It is crucial that refused orders are monitored on a daily basis and are corrected as soon as possible. Unaddressed refused orders can lead to patient safety risks and incomplete medical records.
Introduced By:	WS 6
Validated By:	WS 7

Swim Lane:

Role(s):	HIM Department
Department(s):	Health Information Management
Security Position(s):	HIM - Specialist HIM - Managers

© Cerner Corporation. All rights reserved. This document contains Cerner confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner.

Future State: HIM - Deficiency Management: Refusals (Cosign Orders - Wrong Patient/Encounter)

Cerner Workflow ID: 1857 (v. 19.0) Client Workflow ID: 504 Last updated by Debbie Begin, Apr 02, 2024 11:32am (UC -4 hours)

Off Page Reference [38452]
Workflow Link: HIM - Deficiency Management: Refusals (Cosign Orders)

Decision [38417]
Description: Is the order a Patient Admission Order (PAO)?

Decision [38476]
Description: Is there already an active PAO on the encounter that is not refused?

Decision [38506]
Description: Is the refused order the same PAO as the active PAO?
Comments: For example, the refused order is PSO Admit to Inpatient and there is an active PSO Admit to Inpatient order on the encounter.

Off Page Reference [38478]
Workflow Link: HIM - Chart Completion: Administrative Closure (Orders)

Work Step [38504]
Description: Contact Nurse Management using the defined communication method
Step Impact: Policy/Procedure

Off Page Reference [38500]
Workflow Link: Inpatient Nursing - Refused Order

© Cerner Corporation. All rights reserved. This document contains Cerner confidential and/or proprietary information belonging to Cerner Corporation and/or its related affiliates which may not be reproduced or transmitted in any form or by any means without the express written consent of Cerner.