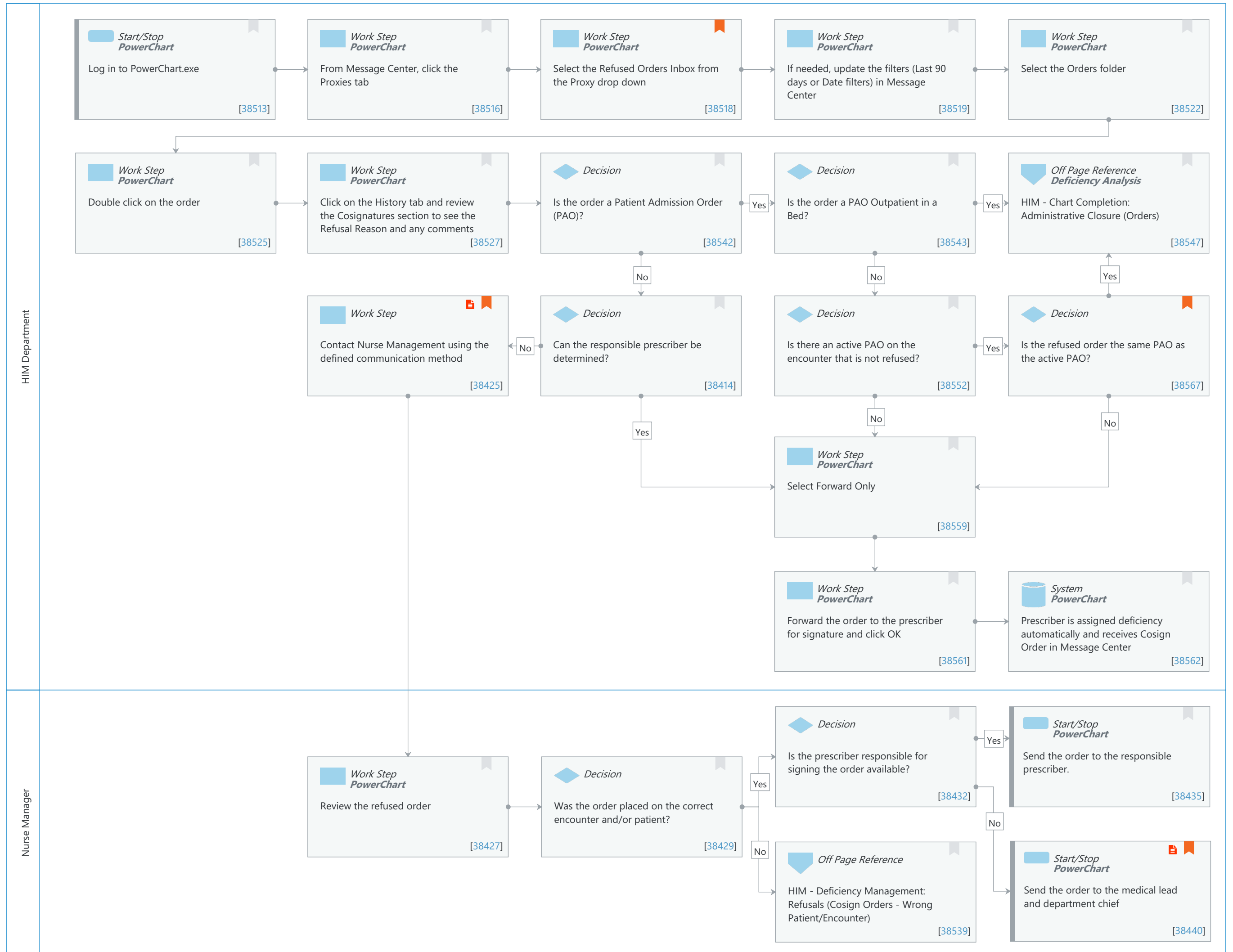


Future State: HIM - Deficiency Management: Refusals (Cosign Orders)

Cerner Workflow ID: 1856 (v. 17.0)

Client Workflow ID: 505

Last updated by Debbie Begin, Feb 27, 2024 1:25pm (UTC -4 hours)



Future State: HIM - Deficiency Management: Refusals (Cosign Orders)

Cerner Workflow ID: 1856 (v. 17.0) Client Workflow ID: 505

Last updated by Debbie Begin, Feb 27, 2024 1:25pm (UTC -4 hours)

Workflow Details:

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

Workflow State: Future State

Workstream: Orders

Venue: Acute Care
Perioperative
Emergency Medicine

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): Cerner Millennium EMR - Acute
Health Information Management

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

TestBuilder Script(s):

Cerner Workflow ID: 1856 (v. 17.0)

Client Workflow ID: 505

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 HIM department monitors. 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

Future State: HIM - Deficiency Management: Refusals (Cosign Orders)

Cerner Workflow ID: 1856 (v. 17.0) Client Workflow ID: 505

Last updated by Debbie Begin, Feb 27, 2024 1:25pm (UTC -4 hours)

Start/Stop [38513]

Description: Log in to PowerChart.exe

Method: PowerChart

Work Step [38516]

Description: From Message Center, click the Proxies tab

Method: PowerChart

Work Step [38518]

Description: Select the Refused Orders Inbox from the Proxy drop down

Method: PowerChart

Comments: If you do not see the appropriate Refusal Inbox(es), notify IT/Help Desk to grant proxy.

Work Step [38519]

Description: If needed, update the filters (Last 90 days or Date filters) in Message Center

Method: PowerChart

Work Step [38522]

Description: Select the Orders folder

Method: PowerChart

Work Step [38525]

Description: Double click on the order

Method: PowerChart

Work Step [38527]

Description: Click on the History tab and review the Cosignatures section to see the Refusal Reason and any comments

Method: PowerChart

Decision [38542]

Description: Is the order a Patient Admission Order (PAO)?

Decision [38543]

Description: Is the order a PAO Outpatient in a Bed?

Future State: HIM - Deficiency Management: Refusals (Cosign Orders)

Cerner Workflow ID: 1856 (v. 17.0) Client Workflow ID: 505

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Off Page Reference [38547]

Workflow Link: HIM - Chart Completion: Administrative Closure (Orders)

Method: Deficiency Analysis

Work Step [38425]

Description: Contact Nurse Management using the defined communication method

Step Impact: Policy/Procedure

Decision [38414]

Description: Can the responsible prescriber be determined?

Decision [38552]

Description: Is there an active PAO on the encounter that is not refused?

Decision [38567]

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.

Work Step [38559]

Description: Select Forward Only

Method: PowerChart

Work Step [38561]

Description: Forward the order to the prescriber for signature and click OK

Method: PowerChart

System [38562]

Description: Prescriber is assigned deficiency automatically and receives Cosign Order in Message Center

Method: PowerChart

Swim Lane:

Role(s): Nurse Manager

Department(s):

Security Position(s): Nurse - Manager

Future State: HIM - Deficiency Management: Refusals (Cosign Orders)

Cerner Workflow ID: 1856 (v. 17.0) Client Workflow ID: 505

Last updated by Debbie Begin, Feb 27, 2024 1:25pm (UTC -4 hours)

Decision [38432]

Description: Is the prescriber responsible for signing the order available?

Start/Stop [38435]

Description: Send the order to the responsible prescriber.

Method: PowerChart

Work Step [38427]

Description: Review the refused order

Method: PowerChart

Decision [38429]

Description: Was the order placed on the correct encounter and/or patient?

Off Page Reference [38539]

Workflow Link: HIM - Deficiency Management: Refusals (Cosign Orders - Wrong Patient/Encounter)

Start/Stop [38440]

Description: Send the order to the medical lead and department chief

Method: PowerChart

Step Impact: Policy/Procedure

Comments: Based on organization policies and bylaws.