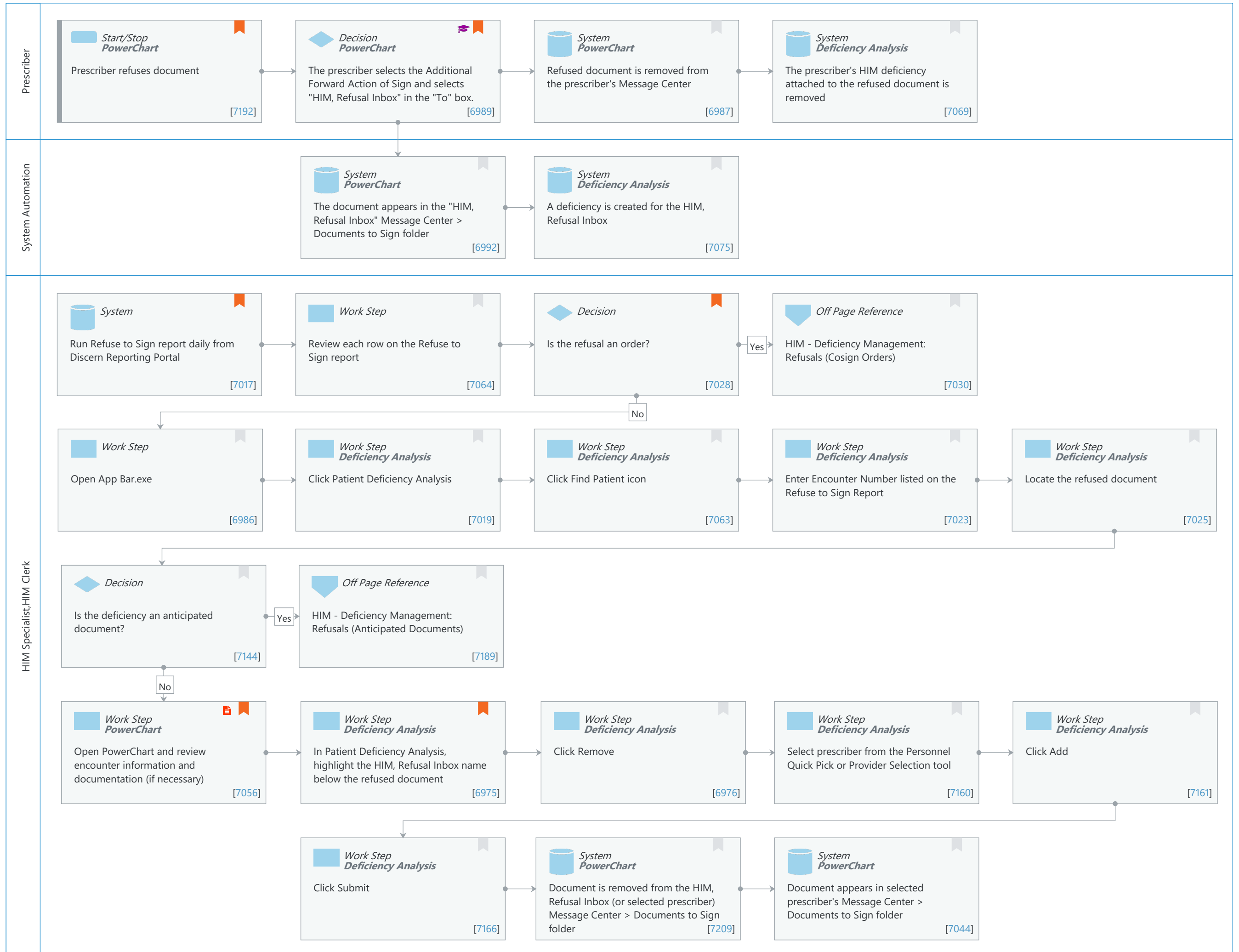


Future State: HIM - Deficiency Management: Refusals (Documents to Sign)

Cerner Workflow ID: 10049 (v. 14.0)

Client Workflow ID: 506

Last updated by Mayank Malik, Feb 15, 2024 7:04pm (UTC -4 hours)



## Future State: HIM - Deficiency Management: Refusals (Documents to Sign)

Cerner Workflow ID: 10049 (v. 14.0) Client Workflow ID: 506

Last updated by Mayank Malik, Feb 15, 2024 7:04pm (UTC -4 hours)

**Workflow Details:**

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

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  
PowerChart

Project Name: Niagara Health System:OPT-0297674:NIAG\_CD Niagara HIS RFP

TestBuilder Script(s):

Cerner Workflow ID: 10049 (v. 14.0)

Client Workflow ID: 506

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 4

Validated By: WS 6

**Swim Lane:**

Role(s): Prescriber [Custom]

Department(s):

Security Position(s): Physician - General Surgery

## Future State: HIM - Deficiency Management: Refusals (Documents to Sign)

Cerner Workflow ID: 10049 (v. 14.0) Client Workflow ID: 506

Last updated by Mayank Malik, Feb 15, 2024 7:04pm (UTC -4 hours)

Resident  
Physician - Hospitalist  
Nurse Practitioner

**Start/Stop** [7192]

Description: Prescriber refuses document

Method: PowerChart

Value Impact: Quality

**Decision** [6989]

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

Method: PowerChart

Value Impact: Quality

Step Impact: Training

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

**System** [6987]

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

Method: PowerChart

**System** [7069]

Description: The prescriber'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 &gt; Documents to Sign folder

Method: PowerChart

**System** [7075]

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

## Future State: HIM - Deficiency Management: Refusals (Documents to Sign)

Cerner Workflow ID: 10049 (v. 14.0) Client Workflow ID: 506

Last updated by Mayank Malik, Feb 15, 2024 7:04pm (UTC -4 hours)

Method: Deficiency Analysis

**Swim Lane:**

Role(s): HIM Specialist  
HIM Clerk [Custom]

Department(s): Health Information Management

Security Position(s): HIM - Specialist

**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: Open 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 (Documents to Sign)

Cerner Workflow ID: 10049 (v. 14.0) Client Workflow ID: 506

Last updated by Mayank Malik, Feb 15, 2024 7:04pm (UTC -4 hours)

**Work Step** [7025]

Description: Locate the refused document

Method: Deficiency Analysis

**Decision** [7144]

Description: Is the deficiency an anticipated document?

**Off Page Reference** [7189]

Workflow Link: HIM - Deficiency Management: Refusals (Anticipated Documents)

**Work Step** [7056]

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

Method: PowerChart

Step Impact: Policy/Procedure

**Work Step** [6975]

Description: In Patient Deficiency Analysis, highlight the HIM, Refusal Inbox name below the refused document

Method: Deficiency Analysis

Comments: If the original provider selects Additional Forward Action of Sign and selects another provider's name in the "To" box, then that provider's name is displayed instead of HIM, Refusal Inbox.

**Work Step** [6976]

Description: Click Remove

Method: Deficiency Analysis

**Work Step** [7160]

Description: Select prescriber from the Personnel Quick Pick or Provider Selection tool

Method: Deficiency Analysis

**Work Step** [7161]

Description: Click Add

Method: Deficiency Analysis

## Future State: HIM - Deficiency Management: Refusals (Documents to Sign)

Cerner Workflow ID: 10049 (v. 14.0) Client Workflow ID: 506

Last updated by Mayank Malik, Feb 15, 2024 7:04pm (UTC -4 hours)

**Work Step** [7166]

Description: Click Submit

Method: Deficiency Analysis

**System** [7209]Description: Document is removed from the HIM, Refusal Inbox (or selected prescriber)  
Message Center > Documents to Sign folder

Method: PowerChart

**System** [7044]Description: Document appears in selected prescriber's Message Center > Documents to Sign  
folder

Method: PowerChart