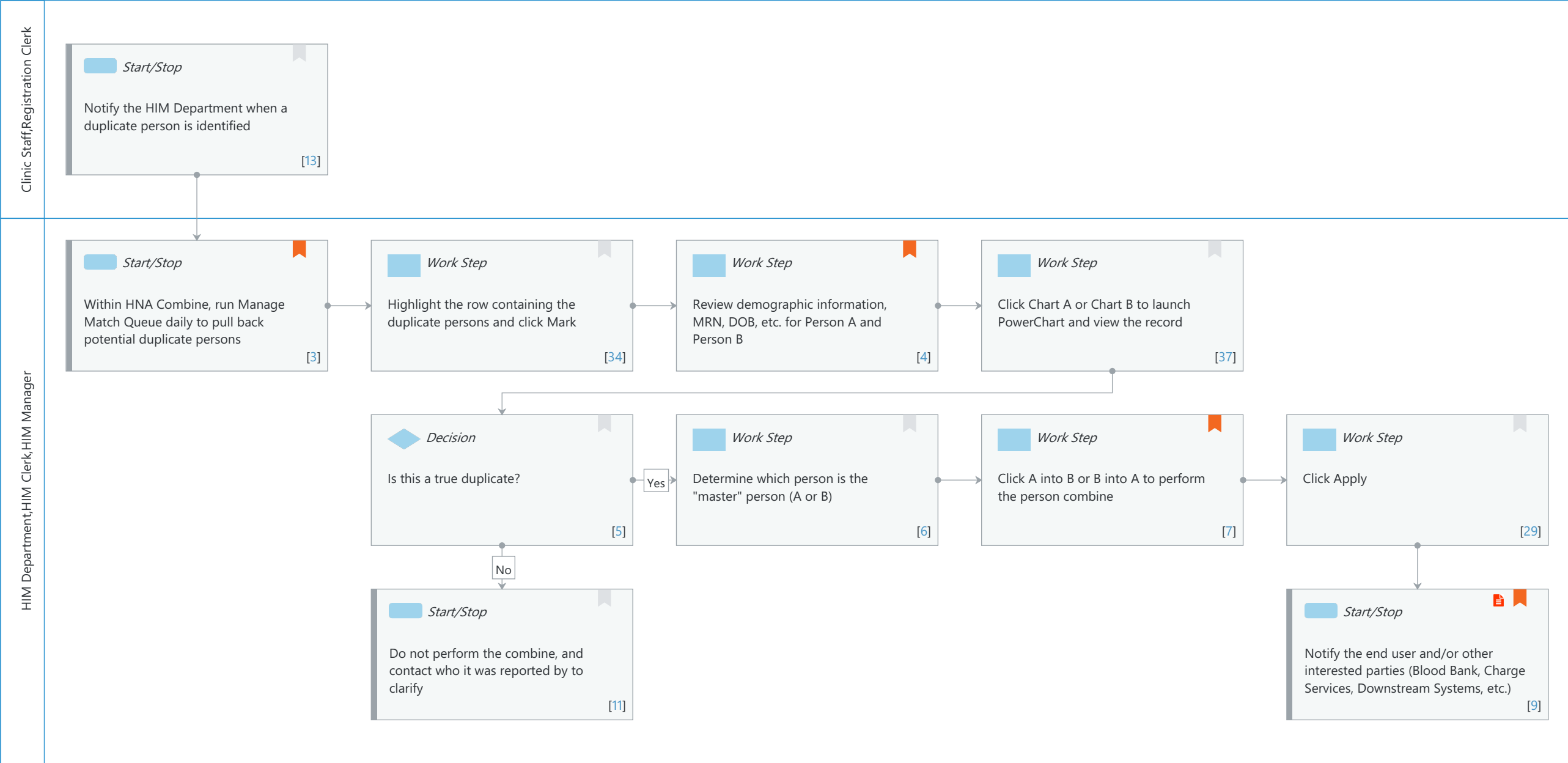


Future State: HIM - EMPI: Combine Person

Cerner Workflow ID: 4310 (v. 13.0)

Client Workflow ID: 508

Last updated by Mayank Malik, Feb 14, 2024 10:45pm (UTC -4 hours)



## Future State: HIM - EMPI: Combine Person

Cerner Workflow ID: 4310 (v. 13.0) Client Workflow ID: 508

Last updated by Mayank Malik, Feb 14, 2024 10:45pm (UTC -4 hours)

**Workflow Details:**

Workflow Name: HIM - EMPI: Combine Person

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: 4310 (v. 13.0)

Client Workflow ID: 508

Workflow Notes: For the steps to follow the workflow, see [Understand Combine Person Workflow](#).

The Combine Person workflow uses the Manage Match Queue to identify possible duplicate person records in the database.

If the records need to be combined, you can do so from the queue.

If you do not need to combine them, you can prevent the person records from being displayed in the queue in the future. It is crucial for organizations to maintain their EMPI and combine duplicate person records so patient safety and record integrity are not compromised.

Introduced By: WS 4

Validated By: WS 6

**Swim Lane:**Role(s): Clinic Staff  
Registration Clerk

Department(s): Patient Access

Security Position(s): Nurse  
Emergency Medicine - Registration Clerk  
Registration - Clerk

## Future State: HIM - EMPI: Combine Person

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**Start/Stop [13]**

Description: Notify the HIM Department when a duplicate person is identified

**Swim Lane:**

Role(s): HIM Department  
HIM Clerk [Custom]  
HIM Manager [Custom]

Department(s): Health Information Management

Security Position(s): HIM - Managers

**Start/Stop [3]**

Description: Within HNA Combine, run Manage Match Queue daily to pull back potential duplicate persons

Value Impact: Patient Safety

**Work Step [34]**

Description: Highlight the row containing the duplicate persons and click Mark

**Work Step [4]**

Description: Review demographic information, MRN, DOB, etc. for Person A and Person B

Comments: The information that Person A and Person B share in common is shaded.

**Work Step [37]**

Description: Click Chart A or Chart B to launch PowerChart and view the record

**Decision [5]**

Description: Is this a true duplicate?

**Work Step [6]**

Description: Determine which person is the "master" person (A or B)

**Work Step [7]**

Description: Click A into B or B into A to perform the person combine

Comments: Timing of combines depends on the organization's policies/procedures. It is important to weigh the pros and cons of performing a combine while the patient is still in house or waiting until after the patient is discharged. For example, if labs have already been collected and labeled, performing a combine while the patient is in

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house could result in redraw if the name on the lab does not match the name in PathNet.

**Work Step [29]**

Description: Click Apply

**Start/Stop [11]**

Description: Do not perform the combine, and contact who it was reported by to clarify

**Start/Stop [9]**

Description: Notify the end user and/or other interested parties (Blood Bank, Charge Services, Downstream Systems, etc.)

Step Impact: Policy/Procedure

Comments: Define how HIM will notify the interested parties (e.g. phone call, email, etc.).

Blood Bank considerations: For more information on how person combines impact Blood bank, see [Understand Blood Bank Transfusion Patient Combines](#) .

Charge Services considerations: Charges from the combined away person will be in a Combined status. Manual intervention may be required if the billing system can't credit charges on its own after a combine.

Downstream Systems considerations: Ensure all downstream systems accept combine transactions.