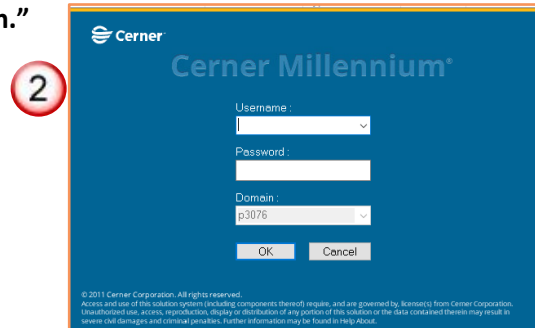HIM- Release of Information: Request Management: Receive a request
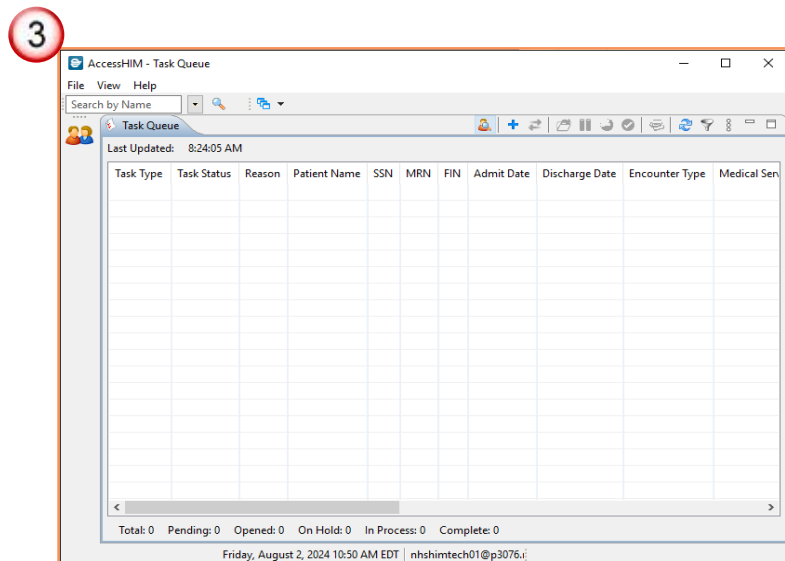
1. Log into the **"Cerner storefront."**
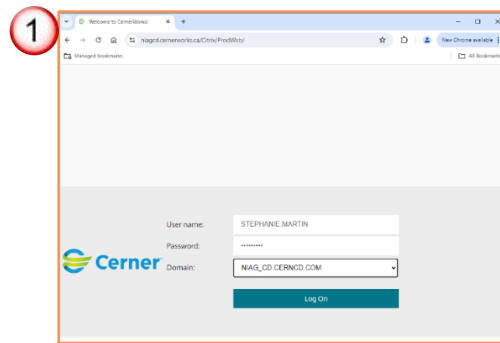


2. Log into **AccessHIM** as a **"HIM-ROI Technician."**
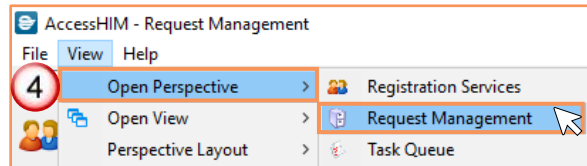


3. The **AccessHIM** Application opens.

4. Click the **"View"** Tab, and select **"Open Perspective",** and select **"Request Management."**
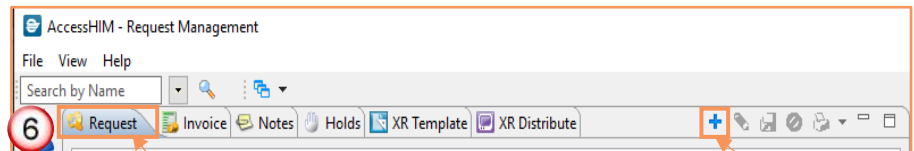


5. The view changes to the **"Request Management view."**
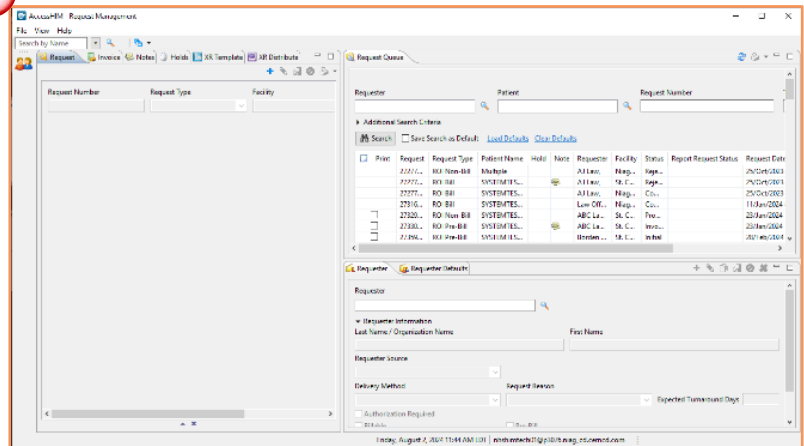
**Note:** *ROI requests are received by mail, phone, fax, interoffice, or walk-in.*
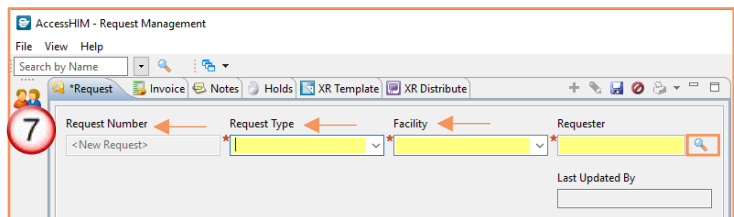


6. Select the **"Request tab",** and click on the **"Add Request"** icon.



Select Request tab       Add Request

7. Enter search criteria **(Request Number, Requester, patient, etc.).** Click on the **magnifying glass** to search for the **Requester.**
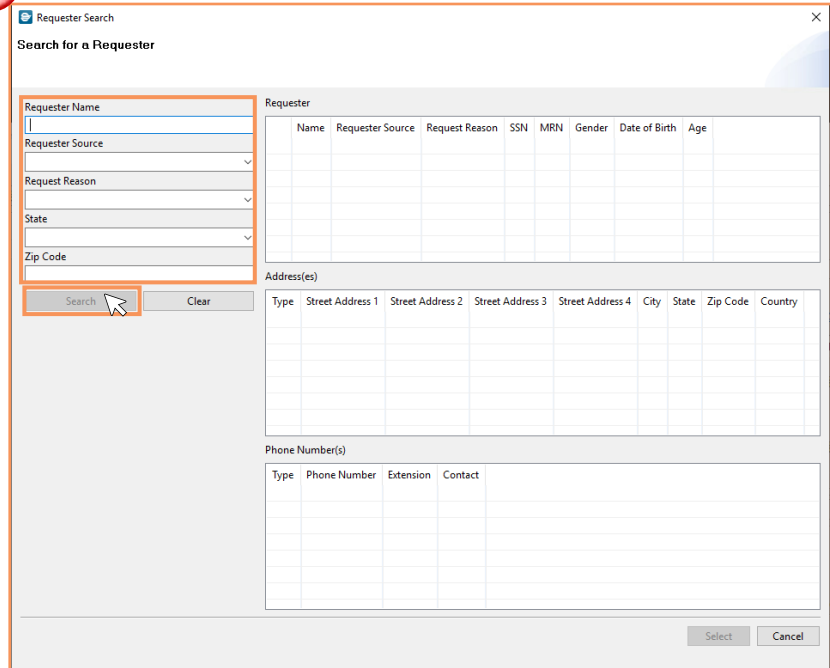
⑧

8. The **Requester Search** window opens. Enter in the details of the business in the **"Requester Name"** field, and any additional criteria in the **Request Source, Reason, Province and Postal Code.** Click **"Search."**



⑨
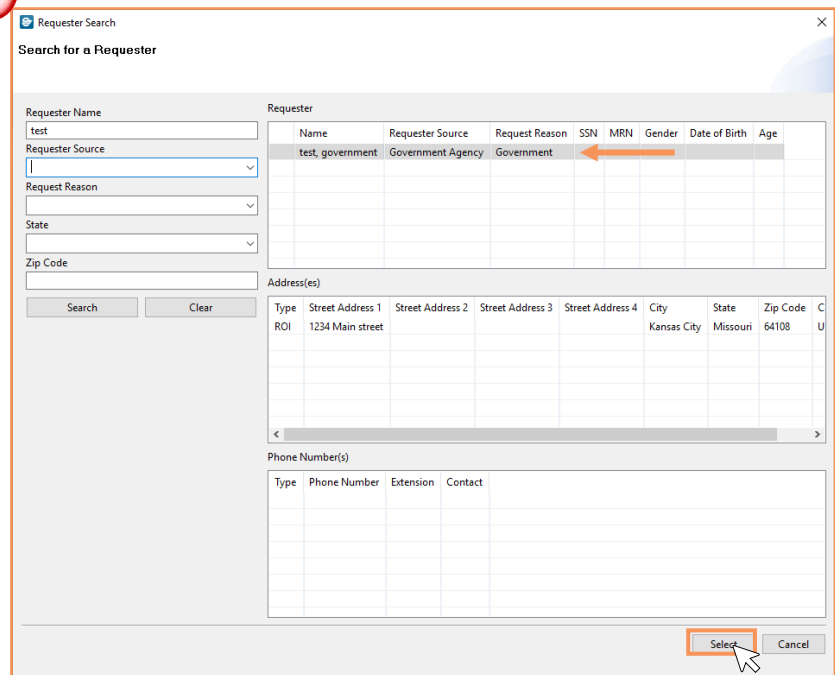
9. **Select** the appropriate **"requester"** from the using 3 characters minimum search, then click **Select**.



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10. Select the **"type of request"** for the request received, then click **"Save. 💾"**



**Note:** *Determine Request Type*

**Decision:** *Is the request for one encounter or multiple encounters for the same patient?*
*If yes, follow the workflow link for Clinical Reporting - Report Request - Encounter.*

**Decision:** *Is the request reason for continuing care?*
*If for continuing care, the workflows to follow are Clinical Reporting - Medical Record Request - Document or Encounter.*

**Process Request:** *Depending on the request type, follow the relevant workflow for logging and processing the request.*

**Notes**: *This workflow references additional ROI workflows for specific request types.*