



REQUEST MANAGEMENT ROI

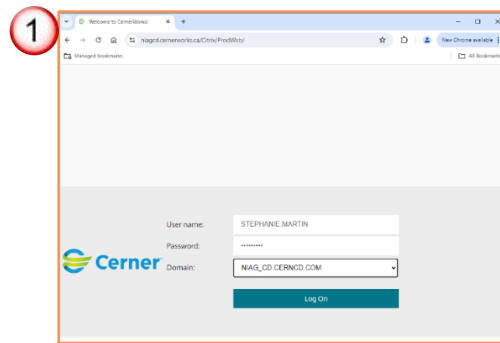
RECEIVE A REQUEST

HOSPITAL INFORMATION SYSTEM (HIS)

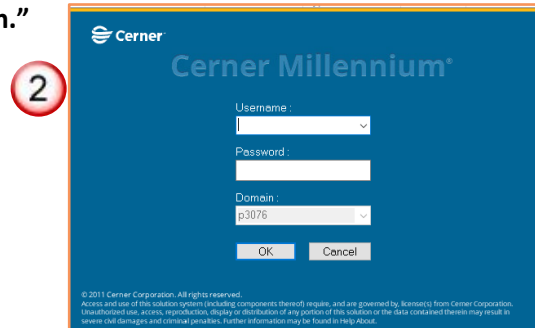
ALL HIM ROLES

HIM- Release of Information: Request Management: Receive a request

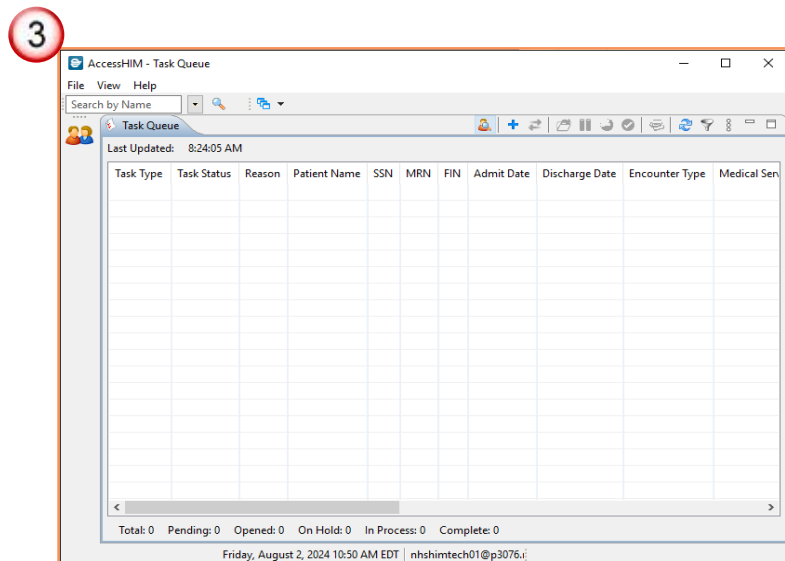
1. Log into the "Cerner storefront."



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



3. The AccessHIM Application opens.

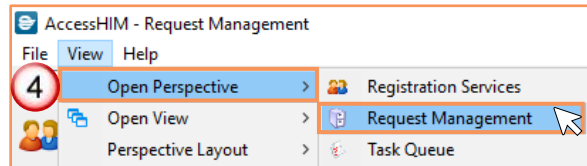


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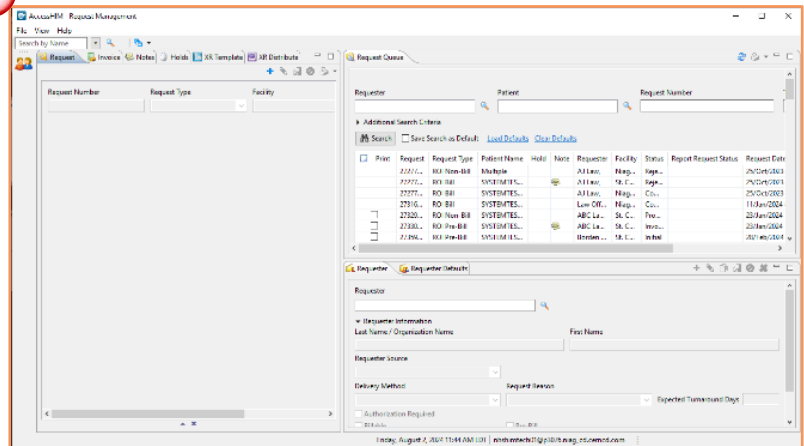
HOSPITAL INFORMATION SYSTEM (HIS)

- Click the **“View”** Tab, and select **“Open Perspective”**, and select **“Request Management.”**



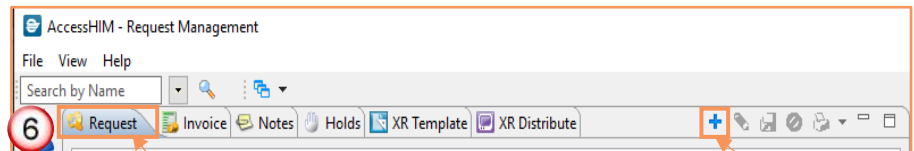
- The view changes to the **“Request Management view.”**

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Note: ROI requests are received by mail, phone, fax, interoffice, or walk-in.

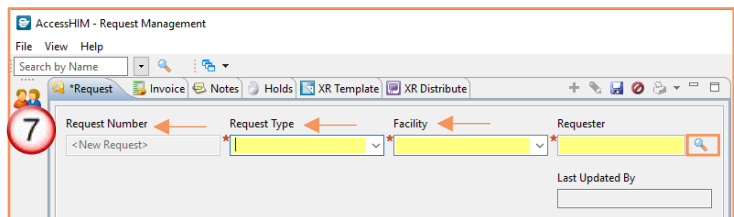
- Select the **“Request tab”**, and click on the **“Add Request”** icon.



Select Request tab

Add Request

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



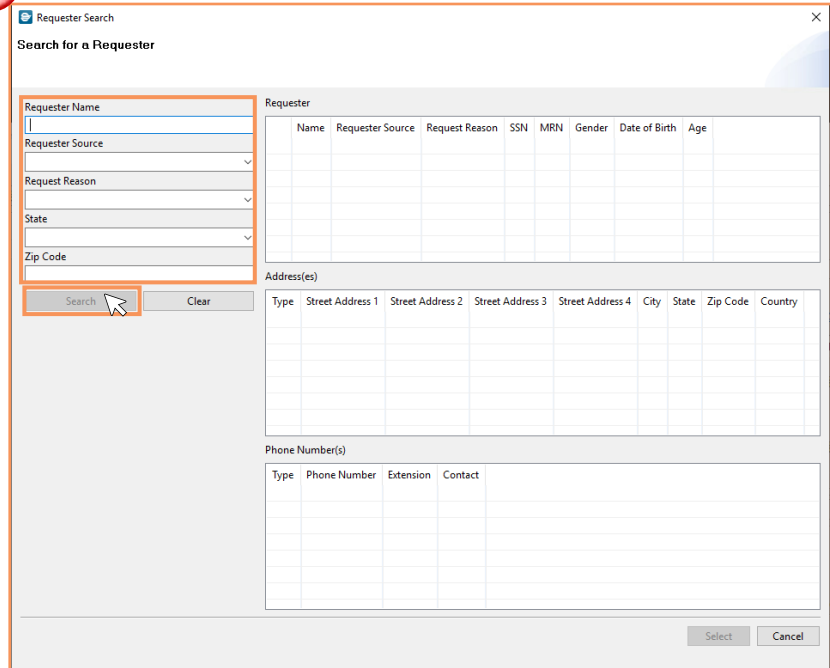
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- The **Requester Search** window opens. Enter in the details of the business in the **“Requester Name”** field, and any additional criteria in the **Request Source, Reason, Province and Postal Code**. Click **“Search.”**



Requester Search
Search for a Requester

Requester Name: []
Requester Source: []
Request Reason: []
State: []
Zip Code: []

Search [] Clear []

Requester							
Name	Requester Source	Request Reason	SSN	MRN	Gender	Date of Birth	Age

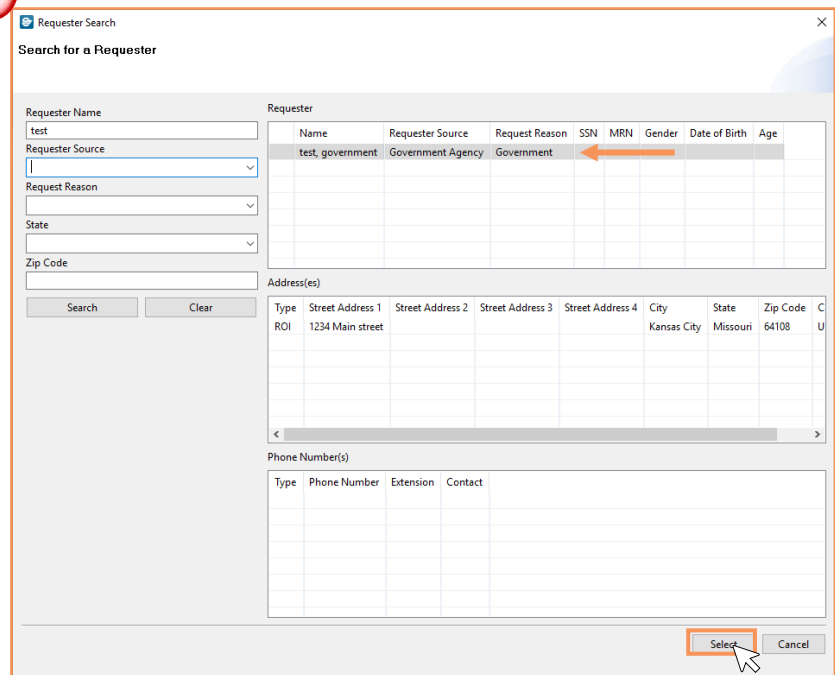
Address(es)								
Type	Street Address 1	Street Address 2	Street Address 3	Street Address 4	City	State	Zip Code	Country

Phone Number(s)			
Type	Phone Number	Extension	Contact

Select [] Cancel []

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- Select the appropriate **“requester”** from the using 3 characters minimum search, then click **Select**.



Requester Search
Search for a Requester

Requester Name: test
Requester Source: []
Request Reason: []
State: []
Zip Code: []

Search [] Clear []

Requester							
Name	Requester Source	Request Reason	SSN	MRN	Gender	Date of Birth	Age
test, government	Government Agency	Government					

Address(es)								
Type	Street Address 1	Street Address 2	Street Address 3	Street Address 4	City	State	Zip Code	Country
ROI	1234 Main street				Kansas City	Missouri	64108	U

Phone Number(s)			
Type	Phone Number	Extension	Contact

Select [] Cancel []



REQUEST MANAGEMENT ROI RECEIVE A REQUEST HOSPITAL INFORMATION SYSTEM (HIS)

10. Select the “**type of request**” for the request received, then click “**Save.**”

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Patient Name	MRN	Date of Birth	Sex	Privacy Status

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.