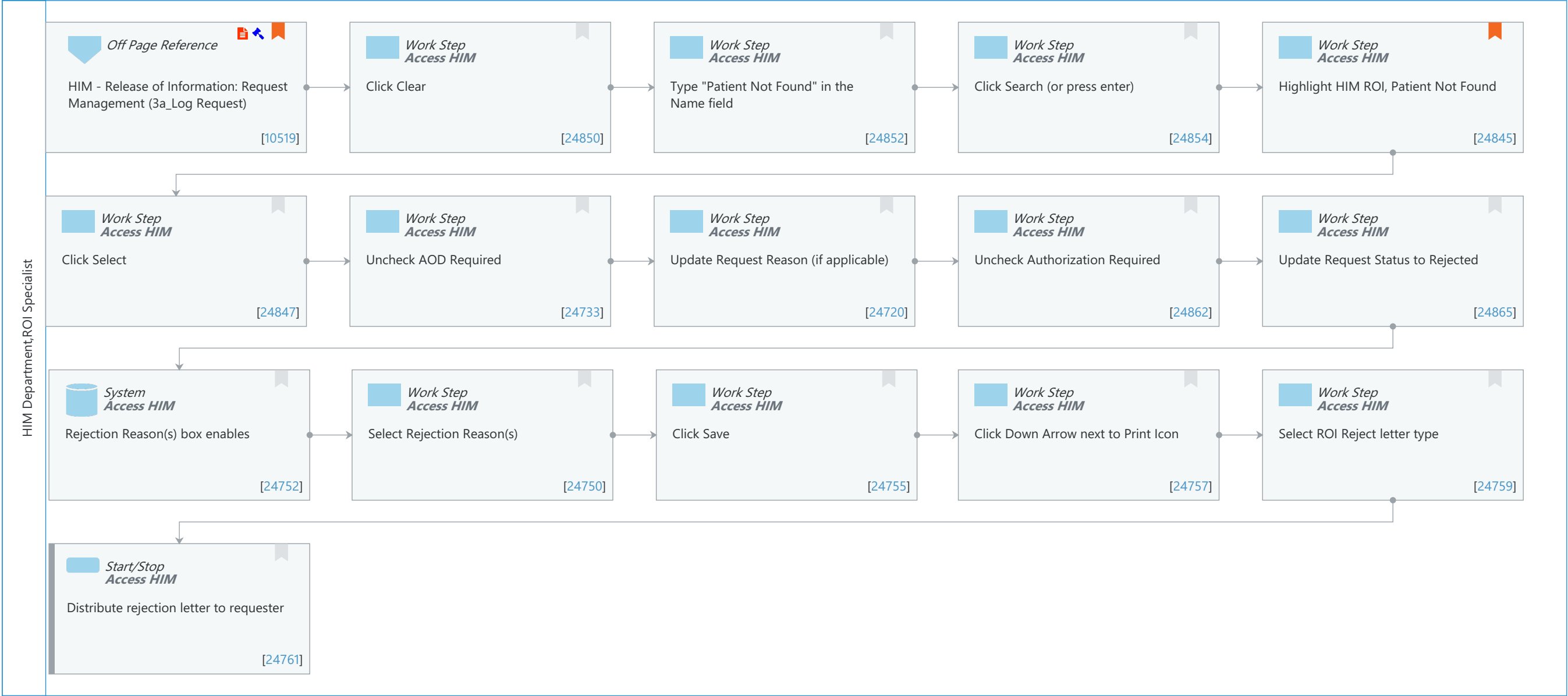


Future State: HIM - Release of Information: Request Management (3b_Patient Not Found)

Cerner Workflow ID: 10394 (v. 11.0)

Client Workflow ID: 514

Last updated by Shihab Joseph, May 06, 2024 2:05pm (UTC -4 hours)



Future State: HIM - Release of Information: Request Management (3b_Patient Not Found)

Cerner Workflow ID: 10394 (v. 11.0) Client Workflow ID: 514

Last updated by Shihab Joseph, May 06, 2024 2:05pm (UTC -4 hours)

Workflow Details:

Workflow Name: HIM - Release of Information: Request Management (3b_Patient Not Found)

Workflow State: Future State

Workstream: Post-Discharge/Post-Visit

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: 10394 (v. 11.0)

Client Workflow ID: 514

Workflow Notes: For the steps to configure and follow the workflow, see [Understand Request Management Workflows](#) .

This workflow is only necessary if a request was made for a patient that is not found in the person search. The request needs to be logged and rejected so a rejection letter can be sent to the requester notifying them that the patient has not been seen at the facility.

Introduced By: WS 4

Validated By: WS 6

Swim Lane:

Role(s): HIM Department

ROI Specialist [Custom]

Department(s): Health Information Management

Security Position(s): HIM - ROI

Off Page Reference [10519]

Workflow Link: HIM - Release of Information: Request Management (3a_Log Request)

Step Impact: Policy/Procedure

Future State: HIM - Release of Information: Request Management (3b_Patient Not Found)

Cerner Workflow ID: 10394 (v. 11.0) Client Workflow ID: 514

Last updated by Shihab Joseph, May 06, 2024 2:05pm (UTC -4 hours)

Regulatory

Regulatory Details: Health Insurance Portability and Accountability Act (HIPAA)
Information Blocking

Work Step [24850]

Description: Click Clear

Method: Access HIM

Work Step [24852]

Description: Type "Patient Not Found" in the Name field

Method: Access HIM

Work Step [24854]

Description: Click Search (or press enter)

Method: Access HIM

Work Step [24845]

Description: Highlight HIM ROI, Patient Not Found

Method: Access HIM

Comments: If HIM ROI, Patient Not Found does not appear, contact IT/Help desk to add this generic user.

Work Step [24847]

Description: Click Select

Method: Access HIM

Work Step [24733]

Description: Uncheck AOD Required

Method: Access HIM

Work Step [24720]

Description: Update Request Reason (if applicable)

Method: Access HIM

Work Step [24862]

Description: Uncheck Authorization Required

Method: Access HIM

Future State: HIM - Release of Information: Request Management (3b_Patient Not Found)

Cerner Workflow ID: 10394 (v. 11.0) Client Workflow ID: 514

Last updated by Shihab Joseph, May 06, 2024 2:05pm (UTC -4 hours)

Work Step [24865]

Description: Update Request Status to Rejected

Method: Access HIM

System [24752]

Description: Rejection Reason(s) box enables

Method: Access HIM

Work Step [24750]

Description: Select Rejection Reason(s)

Method: Access HIM

Work Step [24755]

Description: Click Save

Method: Access HIM

Work Step [24757]

Description: Click Down Arrow next to Print Icon

Method: Access HIM

Work Step [24759]

Description: Select ROI Reject letter type

Method: Access HIM

Start/Stop [24761]

Description: Distribute rejection letter to requester

Method: Access HIM