HIM Department;HIM Technician

Start/Stop
Receive written Amend Record request
[3]

Off Page Reference
HIM - Release of Information: Request Management (2a_Update Requester)
[18]

Work Step
Access HIM
Select the Request tab
[8]

Work Step
Access HIM
Select Add Request
[10]

Work Step
Access HIM
Select Request Type of Amend Record
[12]

Work Step
Access HIM
Select Facility
[13]

Work Step
Access HIM
Type the Requester's Name using minimal characters
[16]

Work Step
Access HIM
Click Search or press Enter
[22]

Work Step
Access HIM
Highlight the Requester
[24]

Work Step
Access HIM
Click Select
[26]

Work Step
Access HIM
Click Person Search
[28]

Work Step
Access HIM
Enter the patient's DOB, MRN,HCN (if applicable) and Name
[29]

Work Step
Access HIM
Click Search
[32]

Work Step
Access HIM
Highlight the Patient's Name
[35]

Work Step
Access HIM
Click Select
[34]

Work Step
Access HIM
Click Save
[54]

Decision
Is the amendment request approved?
[120]

Work Step
Access HIM
Click Modify Request
[185]

Work Step
Access HIM
Update Request Status to Rejected and select Rejection Reason
[128]

Work Step
Access HIM
Click Save
[188]

Start/Stop
Access HIM
Click down arrow next to Print and print the Amendment Denial letter and send to requester
[133]

No → (from [120])

Yes ↓

Decision
Does the amendment require clinical changes?
[118]

Yes →

Work Step
Contact provider(s) regarding amendment request
[116]

Decision
Does the provider agree with amendment request?
[126]

Yes →

No ↓ (to [128])

No ↓

Decision
Canceling request?
[83]

Yes →

Work Step
Access HIM
Click Modify Request and update Request Status to Canceled
[80]

Start/Stop
Access HIM
Click Save
[81]

No ↓

Work Step
Make changes as requested
[140]

Work Step
Access HIM
Click Modify Request and update Request Status to Accepted
[74]

Work Step
Access HIM
Click Save
[144]

Work Step
Access HIM
Click down arrow next to Print and print the Amendment Approval letter and send to requester
[208]

Work Step
Access HIM
Click Modify Request and update Request Status to Complete
[211]

Start/Stop
Access HIM
Click Save
[215]

Provider;Prescriber

Work Step
Notify HIM that the changes have been made
[158]

Work Step
Make changes to documentation as needed
[152]

HIM Department;HIM Technician

Start/Stop
Pick up all Release of Information paperwork daily
[101]

Start/Stop
Scan form(s) to Release of Information document type
[109]

Future State: HIM - Release of Information: Request Management (PHIPA_Amend Record)

Cerner Workflow ID: 10170 (v. 12.0)   Client Workflow ID: 524   Last updated by Mayank Malik, Apr 05, 2024 3:30pm (UTC -4 hours)

Workflow Details:

Workflow Name: HIM - Release of Information: Request Management (PHIPA_Amend Record)
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: 10170 (v. 12.0)
Client Workflow ID: 524
Workflow Notes: For the steps to configure and follow the workflow, see Understand Amend Record Workflow.

This workflow supports the HIPAA Privacy Rule, which states that patients have the right to request an
amendment to their medical record. The Request Management perspective in AccessHIM is used to log an Amend Record request type. Letters can be printed based on the approval or rejection of the amendment request.
Introduced By: WS 4
Validated By: WS 6

Swim Lane:

Role(s): HIM Department
HIM Technician [Custom]
Department(s): Health Information Management
Security Position(s): HIM - ROI
HIM - Managers

Future State: HIM - Release of Information: Request Management (PHIPA_Amend Record)

Start/Stop [3]

Description: Receive written Amend Record request

Step Impact: Regulatory

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

Comments: The patient has the right to request amendment to their record.
These requests may increase if medical identify theft increases.
2015 Edition Certified EHR Technology (CEHRT) also includes
requirements under criterion 170.315(d)(4) that a user be capable
of electronically recording the details of an accepted or denied
record amendment request. This workflow is recommended as a best
practice approach for managing amendment requests, but is not
specifically certified for the 170.315(d)(4) criterion nor required
to be used for CEHRT compliance. Organizations have latitude to
determine their desired approach for amendment request management
workflows without CEHRT compliance implications.

Off Page Reference [18]

Workflow Link: HIM - Release of Information: Request Management (2a_Update Requester)

Work Step [8]

Description: Select the Request tab

Method: Access HIM

Work Step [10]

Description: Select Add Request

Method: Access HIM

Work Step [12]

Description: Select Request Type of Amend Record

Method: Access HIM

Work Step [13]

Description: Select Facility

Method: Access HIM

Comments: Only one facility can be selected.

Cerner Workflow ID: 10170 (v. 12.0)   Client Workflow ID: 524   Last updated by Mayank Malik, Apr 05, 2024 3:30pm (UTC -4 hours)

Work Step [16]

    Description: Type the Requester's Name using minimal characters

       Method: Access HIM

Work Step [22]

    Description: Click Search or press Enter

       Method: Access HIM

Work Step [24]

    Description: Highlight the Requester

       Method: Access HIM

     Comments: This step assumes that the user followed the workflow HIM - Release of Information: Request Management (2_Add or Update Requester)

Work Step [26]

    Description: Click Select

       Method: Access HIM

Work Step [28]

    Description: Click Person Search

       Method: Access HIM

Work Step [29]

    Description: Enter the patient's DOB, MRN,HCN (if applicable) and Name

       Method: Access HIM

Work Step [32]

    Description: Click Search

       Method: Access HIM

Work Step [35]

    Description: Highlight the Patient's Name

       Method: Access HIM

Work Step [34]

    Description: Click Select

       Method: Access HIM

Future State: HIM - Release of Information: Request Management (PHIPA_Amend Record)

Work Step [54]

      Description: Click Save

          Method: Access HIM

Decision [120]

      Description: Is the amendment request approved?

Work Step [185]

      Description: Click Modify Request

          Method: Access HIM

Work Step [128]

      Description: Update Request Status to Rejected and select Rejection Reason

          Method: Access HIM

Work Step [188]

      Description: Click Save

          Method: Access HIM

Start/Stop [133]

      Description: Click down arrow next to Print and print the Amendment Denial letter and send to requester

          Method: Access HIM

Decision [118]

      Description: Does the amendment require clinical changes?

Work Step [116]

      Description: Contact provider(s) regarding amendment request

Decision [126]

      Description: Does the provider agree with amendment request?

Decision [83]

      Description: Canceling request?

Future State: HIM - Release of Information: Request Management (PHIPA_Amend Record)

Work Step [80]
    Description: Click Modify Request and update Request Status to Canceled
        Method: Access HIM

Start/Stop [81]
    Description: Click Save
        Method: Access HIM

Work Step [140]
    Description: Make changes as requested

Work Step [74]
    Description: Click Modify Request and update Request Status to Accepted
        Method: Access HIM

Work Step [144]
    Description: Click Save
        Method: Access HIM

Work Step [208]
    Description: Click down arrow next to Print and print the Amendment Approval letter and send to requester
        Method: Access HIM

Work Step [211]
    Description: Click Modify Request and update Request Status to Complete
        Method: Access HIM

Start/Stop [215]
    Description: Click Save
        Method: Access HIM

Swim Lane:
    Role(s): Provider
        Prescriber [Custom]
    Department(s):
  Security Position(s):

Cerner Workflow ID: **10170** (v. 12.0)   Client Workflow ID: **524**   Last updated by Mayank Malik, Apr 05, 2024 3:30pm (UTC -4 hours)

Work Step [158]

Description: Notify HIM that the changes have been made

Work Step [152]

Description: Make changes to documentation as needed

Swim Lane:

Role(s): HIM Department
HIM Technician [Custom]

Department(s): Health Information Management

Security Position(s): HIM - Specialist
HIM - ROI

Start/Stop [101]

Description: Pick up all Release of Information paperwork daily

Start/Stop [109]

Description: Scan form(s) to Release of Information document type