Future State: HIM/ED - Emergency Medicine/Registration – Person or Encounter Combine

ED Nurse

- Start/Stop: Identify incorrect patient [69]
- Work Step: Communicate to Registration [100]
- Start/Stop: End user notified and duplicate persons/encounters are merged on tracking or LaunchPoint. [45]

Registration Clerk

- Work Step: Review each encounter's information to confirm an encounter/person combine is necessary. [4]
- Work Step: Move patient to Checkout location on the tracking board. Add comment to comment column indicating incorrect registration [28]
- Decision: Is an encounter combined needed? [91]
  - No → Start/Stop: Notify end user that a combine is not needed [96] → Off Page Reference: HIM - EMPI: Combine Encounter [73]
- Decision: Is a person combine needed? [74]
  - No
  - Yes → Decision: Is the request after HIM department hours and critical? [82] → Work Step: Notify HIM that a person combine is needed [77] → Off Page Reference: HIM - EMPI: Combine Person [83]

HIM Manager,HIM Clerk

- Off Page Reference: HIM - EMPI: Combine Person [71]

Cerner

Future State: HIM/ED – Emergency Medicine/Registration – Person or Encounter Combine

Workflow Details:

Workflow Name: HIM/ED - Emergency Medicine/Registration – Person or Encounter Combine
Workflow State: Future State
Workstream: Other
Venue: Ambulatory
Client Owner:
Cerner Owner:
Standard: Yes
Related Workflow(s):
Tags:

Workflow Summary:

Service Line:
Related Solution(s): Emergency Medicine
Health Information Management
Registration Management
Revenue Cycle Registration
Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):
Cerner Workflow ID: 4320 (v. 13.0)
Client Workflow ID: 408
Workflow Notes: Patient encounter is registered incorrect and documentation/orders
occur on the incorrect encounter before the new encounter is
correctly created requiring an encounter move and encounter combine
to be completed.
Introduced By: WS 4
Validated By: WS 6

Swim Lane:

Role(s): ED Nurse
Department(s):
Security Position(s): Nurse

Start/Stop [69]

Description: Identify incorrect patient

Comments: Careful consideration of which patient to discharge must occur.
Consider which encounter has the least significant orders/results (
clinical data) when determining who to discharge.

Until the combine has occured

information from the discharged encounter will not be viewable on the kept encounter.

Work Step [100]

Description: Communicate to Registration

Start/Stop [45]

Description: End user notified and duplicate persons/encounters are merged on tracking or LaunchPoint.

Swim Lane:

Role(s): Registration Clerk

Department(s):

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

Work Step [4]

Description: Review each encounter's information to confirm an encounter/person combine is necessary.

Work Step [28]

Description: Move patient to Checkout location on the tracking board. Add comment to comment column indicating incorrect registration

Comments: You want to move the patient to the checkout location to help the nurse avoiding documenting on the incorrect encounter, which would then require an encounter combine.
Only the reg clerk should have the ability to move the patient to checkout, and not the nurses.

Decision [91]

Description: Is an encounter combined needed?

Start/Stop [96]

Description: Notify end user that a combine is not needed

Off Page Reference [73]

Workflow Link: HIM - EMPI: Combine Encounter

Cerner Workflow ID: 4320 (v. 13.0)   Client Workflow ID: 408   Last updated by Debbie Begin, Feb 27, 2024 4:05pm (UTC -4 hours)

Decision [74]

Description: Is a person combine needed?

Decision [82]

Description: Is the request after HIM department hours and critical?

Work Step [77]

Description: Notify HIM that a person combine is needed

Off Page Reference [83]

Workflow Link: HIM - EMPI: Combine Person

Swim Lane:

Role(s): HIM Manager [Custom]

HIM Clerk [Custom]

Department(s): Health Information Management

Security Position(s): HIM - Managers

Off Page Reference [71]

Workflow Link: HIM - EMPI: Combine Person