Niagara Health System

Oct 16, 2024

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

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

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]

No

Decision
Is a person combine needed?
[74]

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

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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

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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

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