Niagara Health System Oct 11, 2024

Future State: MHA - Hep C Care Clinic Intake & Progress Client Workflow ID: 975 Last updated by Hannah Hemauer, Apr 05, 2024 1:22pm (UTC -4 hours) Start/Stop Work Step Work Step Work Step Client referral completed and received Appointment scheduled with Nurse & Paper documents are scanned into Complete d/c using PM conversation by clerical Clinician patients chart [15] [38] Off Page Reference Registration - ERM - Outpatient **Registration Process** Work Step Work Step Document Work Step Document Work Step Work Step Document POC results in POCRE MHA HEP C clinic care Intake MHA Hep C Nursing Visit data POC testing completed if clinically Client is scheduled for ongoing consents are completed with Commnicate via message centre to indicated based on intake (NURSE) client(paper) Documentation and social work intake support/treatment clerical that client is d/c from program docuemntation completed with client (Powerforms) [34] [39] Work Step Start/Stop Work Step Work Step POC testing completed if clinically consents are completed with Client met in community & is Complete quick registration to create client(paper). If verbal consent is requesting services and or consents to an encounter for client indicated service provided document in next step powerform [82] Work Step Document Work Step Document Communicate with clerical to Powerform MHA HepC -Outreach Intake powerform completed POC results in POCRE complete registration (Message Data (powerform) center or verbal) or d/c encounter [65] [57] [83] YES Decision Work Step YES Is patient requiring ongoing support and/or treatment ? Resources Provided NO [88] [94] Work Step Work Step Yes requiring treatment Intake and POC results reviewed and Hep - C progress note is completed HEP-Consult note is completed during ongoing sessions [36]



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Workflow Details:

Workflow Name: MHA - Hep C Care Clinic Intake & Progress

Workflow State: Future State

Workstream: Admission/Intake

Venue: Hospital Based Behavioral Health

Community Based Behavioral Health

Client Owner: Hemauer, Hannah

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): Cerner Community Behavioral Health

Community Behavioral Health Millennium Behavioral Health

Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP

TestBuilder Script(s): Cerner Workflow ID:

Client Workflow ID: 975

Workflow Notes:

Introduced By: WS 3 Validated By: WS 7

Swim Lane:

Role(s): Clerk

Department(s): Case Management/Social Services

Security Position(s):

Start/Stop [8]

Description: Client referral completed and received by clerical

Work Step [15]

Description: Appointment scheduled with Nurse & Clinician

Work Step [38]

Description: Paper documents are scanned into patients chart



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Work Step [63]

Description: Complete d/c using PM conversation

Off Page Reference [45]

Workflow Link: Registration - ERM - Outpatient Registration Process

Swim Lane:

Role(s): Nurse (RN)

Social Worker

Department(s): Case Management/Social Services

Security Position(s):

Work Step [11]

Description: consents are completed with client(paper)

Work Step [12]

Description: MHA HEP C clinic care Intake Documentation and social work intake

docuemntation completed with client (Powerforms)

Document [68]

Description: MHA Hep C Nursing Visit data

Work Step [32]

Description: POC testing completed if clinically indicated based on intake (NURSE)

Document [34]

Description: Document POC results in POCRE

Work Step [39]

Description: Client is scheduled for ongoing support/treatment

Work Step [61]

Description: Commnicate via message centre to clerical that client is d/c from program

Swim Lane:

Role(s): Outreach Worker [Custom]

Department(s): Case Management/Social Services

Security Position(s):

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Start/Stop [10]

Description: Client met in community & is requesting services and or consents to service

Work Step [59]

Description: Complete quick registration to create an encounter for client

Work Step [17]

Description: consents are completed with client(paper). If verbal consent is provided document

in next step powerform

Work Step [82]

Description: POC testing completed if clinically indicated

Work Step [74]

Description: Communicate with clerical to complete registration (Message center or verbal) or

d/c encounter

Document [65]

Description: Powerform MHA HepC -Outreach Data (powerform)

Work Step [57]

Description: Intake powerform completed

Document [83]

Description: POC results in POCRE

Work Step [94]

Description: Resources Provided

Decision [88]

Description: Is patient requiring ongoing support and/or treatment?

Swim Lane:

Role(s): Accepting Physician/Service [Custom]

Department(s): Case Management/Social Services

Security Position(s):

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Work Step [36]

Description: Intake and POC results reviewed and HEP-Consult note is completed

Work Step [48]

Description: Hep - C progress note is completed during ongoing sessions

