



Future State: MHA - Rapid Response Services

Cerner Workflow ID: Client Workflow ID: 1164

Last updated by Hannah Hemauer, May 06, 2024 3:38pm (UTC -4 hours)

Workflow Details:

Workflow Name: MHA - Rapid Response Services
Workflow State: Future State
Workstream: Ongoing Assessment and Treatment
Venue: Hospital Based Behavioral Health
Client Owner: Hemauer, Hannah
Cerner Owner:
Standard: Yes
Related Workflow(s):
Tags:

Workflow Summary:

Service Line:
Related Solution(s): Millennium Behavioral Health
Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):
Cerner Workflow ID:
Client Workflow ID: 1164
Workflow Notes: Update assignment between clerical and clinical when reg and encounter are created
Introduced By: WS 7
Validated By: WS 8

Swim Lane:

Role(s): Pert Nurse [Custom]
MHA IP Nurse [Custom]
Department(s):
Security Position(s):

Decision [4]

Description: Patient is being discharged from PERT(only 18 and over),OTN psych consults (emerges) or Inpatient Mental Health

Work Step [5]

Description: Complete referral to rapid response services via referral management tool

Off Page Reference [8]

Workflow Link: Ambulatory - Referrals (Originating)

Swim Lane:

Future State: MHA - Rapid Response Services

Cerner Workflow ID: Client Workflow ID: 1164

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Role(s): Outpatient Clinical Staff [Custom]

Department(s):

Security Position(s):

Off Page Reference [16]

Workflow Link: Ambulatory - Referrals (Receiving)

Work Step [10]

Description: Patient called within 24-48 hrs to initiate support (tasks in referral management)

Document [15]

Description: Powerform RRS

Decision [32]

Description: Does the client require a follow up call ?

Work Step [7]

Description: Referral received within referral management-monitor worklist within referral management

Work Step [14]

Description: RRS powerform completed for follow up call

Swim Lane:

Role(s): Registration Clerk

Department(s):

Security Position(s):

Work Step [23]

Description: Referral received via Referral management (see RRS worklist)

Off Page Reference [26]

Workflow Link: Registration - ERM - Outpatient Registration Process

Work Step [28]

Description: Encounter created for RRS