Niagara Health System

Future State: MHA - Rapid Response Services

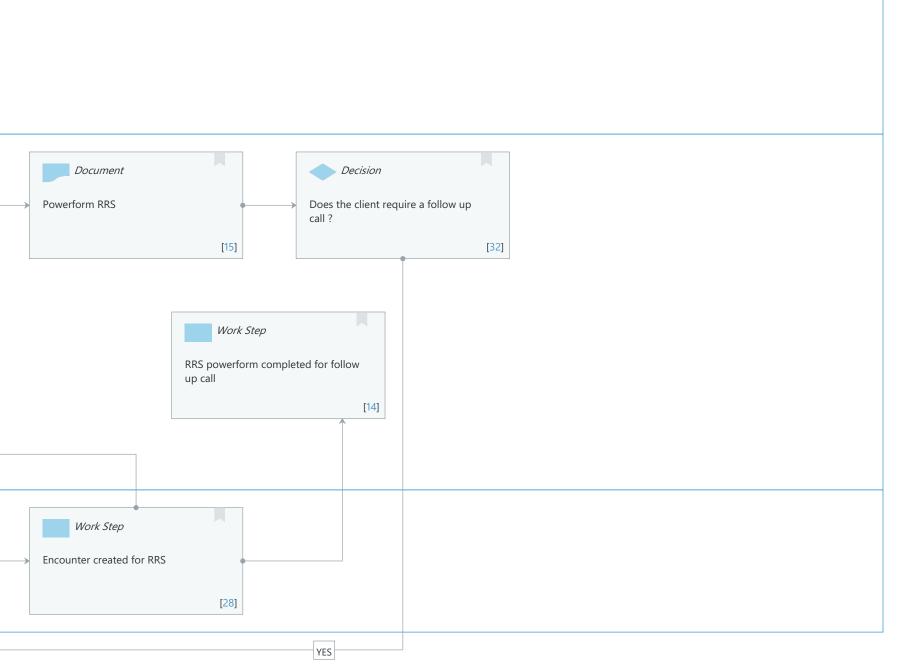
Cerner Workflow ID:

Client Workflow ID: 1164

Pert Nurse,MHA IP Nurse	Decision Patient is being discharged from PERT(only 18 and over),OTN psych consults (emerges) or Inpatient Mental Health [4]	Work Step Complete referral to rapid response services via referral management tool [5]	Off Page Reference Ambulatory - Referrals (Originating) [8]	
Outpatient Clinical Staff			Off Page Reference Ambulatory - Referrals (Receiving) [16] Work Step Referral received within referral management-monitor worklist within referral management [7]	Work Step Patient called within 24-48 hrs to initiate support (tasks in referral management)
Registration Clerk			Work Step Referral received via Referral management (see RRS worklist) [23]	Off Page Reference Registration - ERM - Outpatient Registration Process



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



Future State: MHA - Rapid Response Services

Cerner Workflow ID: Client Workflow ID: 1164

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Workflow Details:

MHA - Rapid Response Services
Future State
Ongoing Assessment and Treatment
Hospital Based Behavioral Health
Hemauer, Hannah
Yes

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

