Niagara Health System

Future State: Oncology – Ambulatory Phone Calls and Messaging

Cerner Workflow ID: **246 (v. 21.0)**   Client Workflow ID: **1121**

Cancer Care Clerk

Start/Stop
Patient calls to WFCC and clerk picks up the phone
[7859]

Decision
Determine whether phone call needs to be sent to another discipline or department
[17574]

— yes →

Decision
Does the patient have an appropriate encounter to use?
[17509]

— yes →

Work Step
Choose appropriate recurring if applicable encounter.
[17380]

Work Step
Use "Communicate" to document the phone call and send to the appropriate pool
[17508]

No ↓ (from 17574)

Work Step
Answer patient question if applicable. For patient refills, instruct patient to contact their pharmacy to fax the refill request
[17577]

No ↓ (from 17509)

Work Step
Transfer call to new patient referrals
[17511]

New Patient Referral

Off Page Reference
⚠ Patient Access - Patient Registration [Note: Deleted]
[17665]

Oncology Ambulatory Nurse

Work Step
Navigate to the message and take appropriate action
[17587]

Decision
Is this message appropriately routed?
[17603]

— Yes →

Decision
Is it a general question or a symptom management call?
[17588]

— symptom management call →

Work Step
Document symptom management call in COSTaRS powerform
[17590]

No ↓ (from 17603)

Work Step
Forward to appropriate pool/person
[17607]

General question ↓ (from 17588)

Work Step
Respond to patient question and document patient education in iView or in the message directly
[17619]

Work Step
Capture workload by listing the phone call minutes in iView, COStaRs or appropriate powerform
[17648]

Decision
Is further intervention required (e.g. Provider or Clinical Staff to review or return call)?
[17627]

— Yes →

Work Step
Contact appropriate discipline (provider/clinical staff)
[17630]

No ↓

Start/Stop
Messaging completed, saved to chart
[8222]

Allied Health

Work Step
Navigate to the message and take appropriate action
[17593]

Decision
Is this message appropriately routed?
[17608]

— Yes →

Work Step
Call patient and document in powerforms and/or note
[17594]

Work Step
Capture workload in Grasp
[17651]

Decision
Is further intervention required (e.g. Provider or Clinical Staff to review or return call)?
[17641]

— Yes →

Work Step
Contact appropriate discipline (provider/clinical staff)
[17645]

No ↓ (from 17608)

Work Step
Forward to appropriate pool/person
[17609]

No ↓ (from 17641)

Start/Stop
Messaging completed, saved to chart
[17642]

Pharmacist

Work Step
Navigate to the message and take appropriate action
[17597]

Decision
Is this message appropriately routed?
[17613]

— Yes →

Work Step
Do appropriate intervention (e.g call patient back, answer medication questions, provide education)
[17598]

Document
Document amount of time spent in appropriate powerform
[17668]

Decision
Is further intervention required (e.g. Provider or Clinical Staff to review or return call)?
[17636]

— Yes →

Work Step
Contact appropriate discipline (provider/clinical staff)
[17639]

No ↓ (from 17613)

Work Step
Forward to appropriate pool/person
[17614]

No ↓ (from 17636)

Start/Stop
Messaging completed, saved to chart
[17637]

Future State: Oncology - Ambulatory Phone Calls and Messaging

Cerner Workflow ID: 246 (v. 21.0)   Client Workflow ID: 1121   Last updated by Ray Syegco, Mar 15, 2024 10:48am (UTC -4 hours)

Workflow Details:

Workflow Name: Oncology - Ambulatory Phone Calls and Messaging
Workflow State: Future State
Workstream: Ongoing Assessment and Treatment
Venue: Ambulatory
Client Owner: Flight RN, Nancy L
Cerner Owner: Dotherow,Melinda T
Standard: No
Related Workflow(s):
Tags:

Workflow Summary:

Service Line:
Related Solution(s): Cerner Millennium EMR - Ambulatory
Cerner Oncology
Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):
Cerner Workflow ID: 246 (v. 21.0)
Client Workflow ID: 1121
Workflow Notes: Messaging Protocols: Messages that are managed by department/ organization protocol should be documented in template and saved to the chart.

Standard Build
-Message Center
(Model Experience>Model Experience Foundation>
Physician> Foundation>Organizer Level Items>Message Center)

-HealtheLife Portal
(Model Experience>Model Experience Foundation>Depts & Capabilities>HealtheLife Portal)

Local Build
-Pools
Introduced By: WS 4
Validated By: WS 5

Swim Lane:

Role(s): Cancer Care Clerk [Custom]
Department(s):
Security Position(s):

Future State: Oncology - Ambulatory Phone Calls and Messaging

Start/Stop [7859]

Description: Patient calls to WFCC and clerk picks up the phone

Comments: Communication can be received at the clinic in various manners including phone calls and a message from the patient or an community provider via portal or secure messaging.

Communication can be related,
but not limited, to requests for appointments, medications, medical advice, intervention requests.

Portal messages route to a pool for management.

CPC+ Considerations:
Access and Continuity: Non-visit-based care activities

ACO Consideration:
ACO #2 How Well Your Doctors Communicate

Decision [17574]

Description: Determine whether phone call needs to be sent to another discipline or department

Decision [17509]

Description: Does the patient have an appropriate encounter to use?

Work Step [17380]

Description: Choose appropriate recurring if applicable encounter.

Comments: Depending on timeframe, applicable messages will show

Work Step [17508]

Description: Use "Communicate" to document the phone call and send to the appropriate pool

Work Step [17577]

Description: Answer patient question if applicable. For patient refills, instruct patient to contact their pharmacy to fax the refill request

Work Step [17511]

Description: Transfer call to new patient referrals

Cerner Workflow ID: 246 (v. 21.0)   Client Workflow ID: 1121   Last updated by Ray Syegco, Mar 15, 2024 10:48am (UTC -4 hours)

Swim Lane:
Role(s): New Patient Referral [Custom]

Department(s):

Security Position(s):

Off Page Reference [17665]

Workflow Link: Patient Access - Patient Registration [Note: Deleted]

Swim Lane:
Role(s): Oncology Ambulatory Nurse

Department(s):

Security Position(s):

Work Step [17587]

Description: Navigate to the message and take appropriate action

Decision [17603]

Description: Is this message appropriately routed?

Decision [17588]

Description: Is it a general question or a symptom management call?

Work Step [17590]

Description: Document symptom management call in COSTaRS powerform

Work Step [17607]

Description: Forward to appropriate pool/person

Work Step [17619]

Description: Respond to patient question and document patient education in iView or in the message directly

Work Step [17648]

Description: Capture workload by listing the phone call minutes in iView, COSTaRs or appropriate powerform

Niagara Health System   Oct 11, 2024

Future State: Oncology - Ambulatory Phone Calls and Messaging

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Decision [17627]

    Description: Is further intervention required (e.g. Provider or Clinical Staff to review or return call)?

Work Step [17630]

    Description: Contact appropriate discipline (provider/clinical staff)

Start/Stop [8222]

    Description: Messaging completed, saved to chart

    Comments: Messages can be auto saved (the recommendation is to save every message to the chart by default) to chart or manually saved during messaging process. If additional administrative requests are received handle via clinic protocol (vaccine log requests, medical record requests, etc).

Once the communication has been saved and completed the end-user can delete the message to remove it from their inbox.

Upon sending a staff message and selecting a location a Between Visit Encounter is created.

Swim Lane:

    Role(s): Allied Health [Custom]

    Department(s):

    Security Position(s):

Work Step [17593]

    Description: Navigate to the message and take appropriate action

Decision [17608]

    Description: Is this message appropriately routed?

Work Step [17594]

    Description: Call patient and document in powerforms and/or note

Work Step [17651]

    Description: Capture workload in Grasp

Niagara Health System

Oct 11, 2024

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Decision [17641]

Description: Is further intervention required (e.g. Provider or Clinical Staff to review or return call)?

Work Step [17645]

Description: Contact appropriate discipline (provider/clinical staff)

Work Step [17609]

Description: Forward to appropriate pool/person

Start/Stop [17642]

Description: Messaging completed, saved to chart

Swim Lane:

Role(s): Pharmacist

Department(s):

Security Position(s):

Work Step [17597]

Description: Navigate to the message and take appropriate action

Decision [17613]

Description: Is this message appropriately routed?

Work Step [17598]

Description: Do appropriate intervention (e.g call patient back, answer medication questions, provide education)

Document [17668]

Description: Document amount of time spent in appropriate powerform

Decision [17636]

Description: Is further intervention required (e.g. Provider or Clinical Staff to review or return call)?

Work Step [17639]

Description: Contact appropriate discipline (provider/clinical staff)

Work Step [17614]

    Description: Forward to appropriate pool/person

Start/Stop [17637]

    Description: Messaging completed, saved to chart