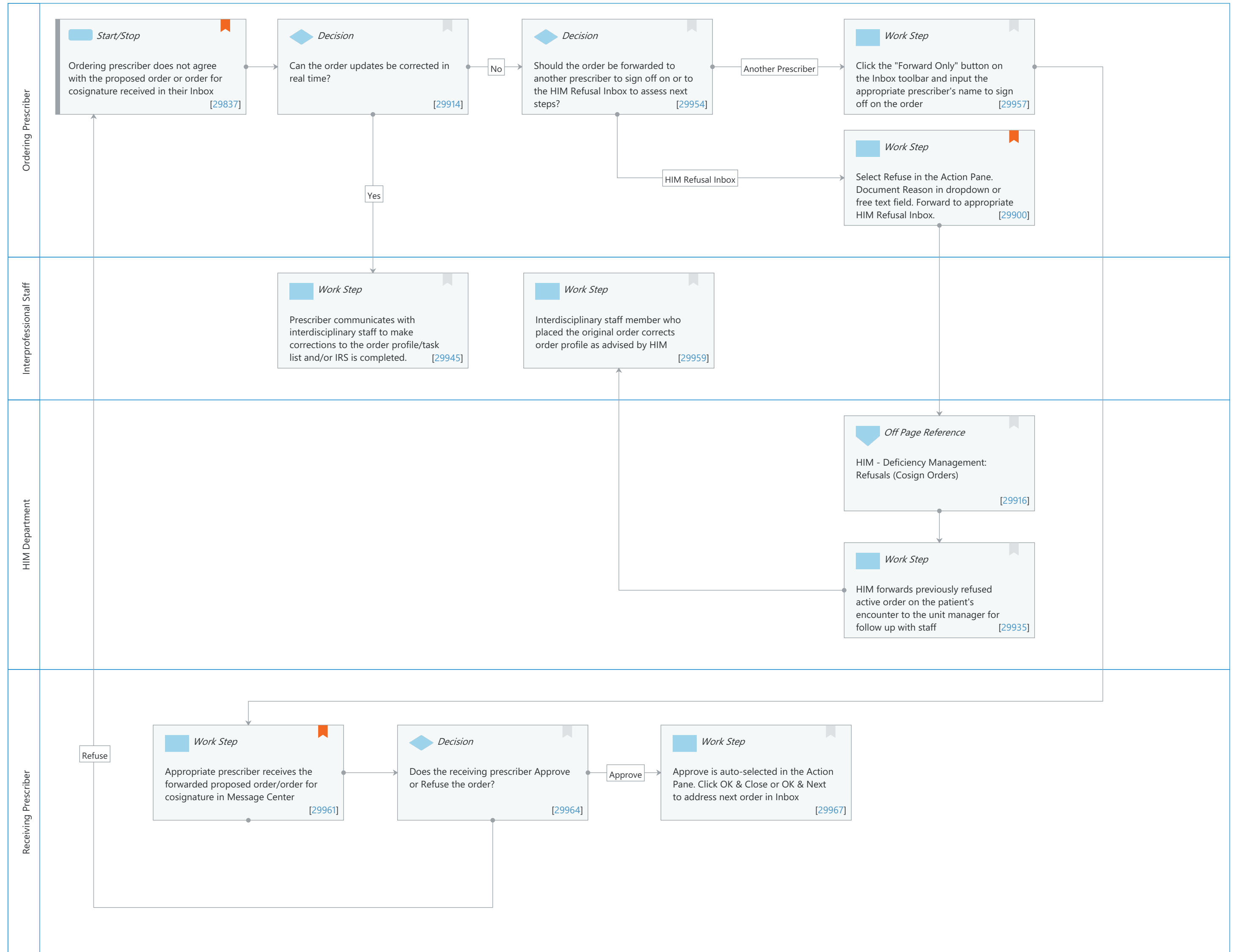


Future State: Phys Track- Prescriber Workflow - Refused Order

Cerner Workflow ID: 2615 (v. 17.0)

Client Workflow ID: 962

Last updated by Tina Van Egmond, Mar 15, 2024 8:43am (UTC -4 hours)



Future State: Phys Track- Prescriber Workflow - Refused Order

Cerner Workflow ID: 2615 (v. 17.0) Client Workflow ID: 962

Last updated by Tina Van Egmond, Mar 15, 2024 8:43am (UTC -4 hours)

Workflow Details:

Workflow Name: Phys Track- Prescriber Workflow - Refused Order

Workflow State: Future State

Workstream: Orders

Venue: Acute Care
Critical Care

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): PowerChart

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

TestBuilder Script(s):

Cerner Workflow ID: 2615 (v. 17.0)

Client Workflow ID: 962

Workflow Notes:

Introduced By: WS 6

Validated By: WS 7

Swim Lane:

Role(s): Ordering Prescriber [Custom]

Department(s):

Security Position(s):

Start/Stop [29837]

Description: Ordering prescriber does not agree with the proposed order or order for cosignature received in their Inbox

Comments: Minimizing verbal and telephone orders will minimize the need for the refused order pathway.

During all clinical hours, if an order is identified to be refused, there should be direct contact between prescriber and nurse, charge nurse, or nursing unit manager so investigation and reconciliation can

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occur immediately.

An IRS should be completed to capture these incidents when they occur.

In instances where this has not been immediately addressed, HIM would monitor the refused orders queue and redirect to the appropriate nursing unit manager who then assesses the situation and contacts the appropriate nurse/prescriber.

Decision [29914]

Description: Can the order updates be corrected in real time?

Decision [29954]

Description: Should the order be forwarded to another prescriber to sign off on or to the HIM Refusal Inbox to assess next steps?

Work Step [29957]

Description: Click the "Forward Only" button on the Inbox toolbar and input the appropriate prescriber's name to sign off on the order

Work Step [29900]

Description: Select Refuse in the Action Pane. Document Reason in dropdown or free text field. Forward to appropriate HIM Refusal Inbox.

Comments: Order is refused within Message Center.

HIM will have 1 Inbox dedicated for NH and 1 Inbox dedicated for HDS refused orders.

Swim Lane:

Role(s): Interprofessional Staff [Custom]

Department(s):

Security Position(s):

Work Step [29945]

Description: Prescriber communicates with interdisciplinary staff to make corrections to the order profile/task list and/or IRS is completed.

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Work Step [29959]

Description: Interdisciplinary staff member who placed the original order corrects order profile as advised by HIM

Swim Lane:

Role(s): HIM Department

Department(s): Health Information Management

Security Position(s):

Off Page Reference [29916]

Workflow Link: HIM - Deficiency Management: Refusals (Cosign Orders)

Work Step [29935]

Description: HIM forwards previously refused active order on the patient's encounter to the unit manager for follow up with staff

Swim Lane:

Role(s): Receiving Prescriber [Custom]

Department(s):

Security Position(s):

Work Step [29961]

Description: Appropriate prescriber receives the forwarded proposed order/order for cosignature in Message Center

Comments: A forwarded order for cosignature will have a Type of FORWARDED COSIGN ORDERS

Decision [29964]

Description: Does the receiving prescriber Approve or Refuse the order?

Work Step [29967]

Description: Approve is auto-selected in the Action Pane. Click OK & Close or OK & Next to address next order in Inbox

Facilities:

Facility Name: Niagara Health System (All five acute hospitals) and Hotel Dieu Shaver

Status: Pending Approval

Facility Cerner Owner:

Facility Client Owner:

Future State: Phys Track- Prescriber Workflow - Refused Order

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Authorize Date:
Facility Comments: