



Future State: Registration - ERM - Physician Not In Database (Unavailable Physicians Worklist)

Cerner Workflow ID: 6602 (v. 16.0) Client Workflow ID: 338

Last updated by Jennifer Schafer, Mar 21, 2024 2:48pm (UTC -4 hours)

Workflow Details:

Workflow Name: Registration - ERM - Physician Not In Database (Unavailable Physicians Worklist)

Workflow State: Future State

Workstream: Admission/Intake

Venue: Acute Care
Ambulatory

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): Registration Management

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

TestBuilder Script(s):

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Workflow Notes: For steps to follow the workflow and configure functionality, see [Understand Registration Management Physician Not in Database Workflow](#)

The Physician Not In Database workflow allows you to document the following unknown physician types: Attending Physician; Referring Physician; Primary Care Physician. If physicians already exist in the Cerner Millennium database, they must be selected when completing a provider search rather than following this process. The Unavailable Physician worklist tracks attending physicians who are associated with encounters. Attending physicians are documented on claims and must be reviewed to add them to Cerner Millennium as real physicians. Unavailable-specific UDFs are used to document referring and primary care physicians who can be referenced when returning to the encounter if necessary. Because these physician types do not directly affect billing, they are not pulled into the worklist.

Introduced By: WS 6

Validated By: WS 7

Swim Lane:

Role(s): Registrar

Department(s): Patient Access

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Security Position(s): Registration - Clerk

Start/Stop [3]

Description: Search for physician in the physician search field

Step Impact: Training

Decision [7]

Description: Did you find the correct physician in the Physician Directory search?

Work Step [12]

Description: Enter "unavailable physician" in the appropriate provider field.

Start/Stop [24]

Description: Fill in the required fields to complete Full Registration.

System [20]

Description: The Register Patient conversation populates the "Unavailable Physicians" Worklist

Work Step [9]

Description: Select the correct physician and continue registering the patient

Start/Stop [53]

Description: Access the Unavailable Physician Worklist to view encounters with un-built Attending Physicians

Comments: Management of this worklist may vary by facility, but a process should be established for identifying if providers should be added to the system and pass information to credentialing.

Decision [57]

Description: Was the unavailable physician incorrectly selected (i.e. already exists in the system)?

Start/Stop [58]

Description: Update the encounter with the correct physician information

System [68]

Description: Encounter no longer qualifies for worklist

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Start/Stop [64]

Description: Follow facility-specific steps to add the physician to Millennium and update the encounter appropriately

Comments: This worklist may be optimized for IT to work off to add physicians to directory.

Decision [62]

Description: Should this physician be added to the Millennium database for future encounters?

System [66]

Description: Encounter will fall off the worklist 5 days post-discharge