# WQM - IDENTIFY REQUESTED REVIEW
HOSPITAL INFORMATION SYSTEM (HIS)

ALL ROLES

The Work Queue Monitor (WQM) is designed to streamline the process of handling inbound faxes that require signatures. This guide will assist you in efficiently navigating the software to ensure all documents are processed and reviewed accurately.
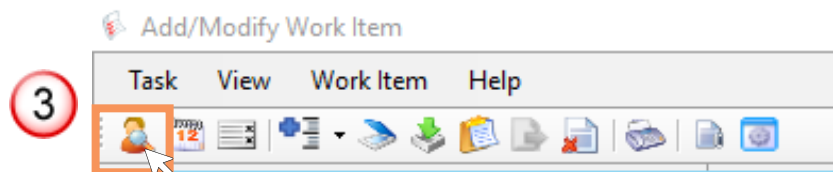
1. **Accessing Your Department's Queue**: Select the tab corresponding to your department's queue (e.g., Ambulatory Clinic)
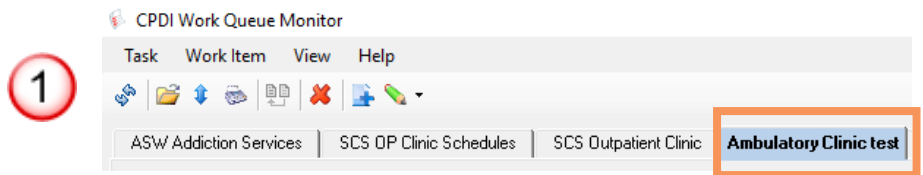
2. **Selecting a Work Item**: Double click the highlighted work item you want to work on. A dialogue box with patient information will appear.
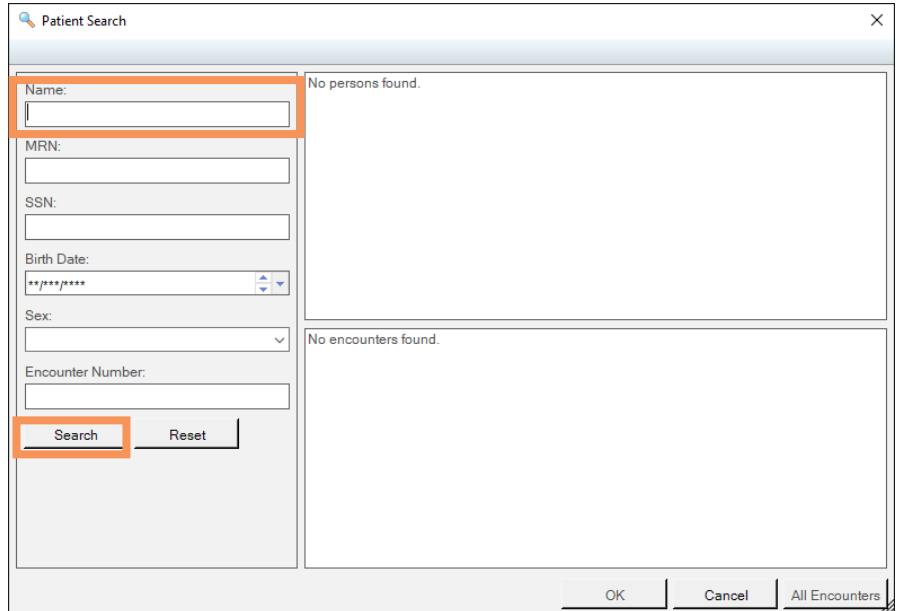
3. **Click the patient search button**: Click the "Select Patient" button (Identified as a person with a magnifying glass). A "Patient Search" dialogue box will appear.

4. **Patient Search:** Search for the patient by entering the patients details (last name, first name). Click search.
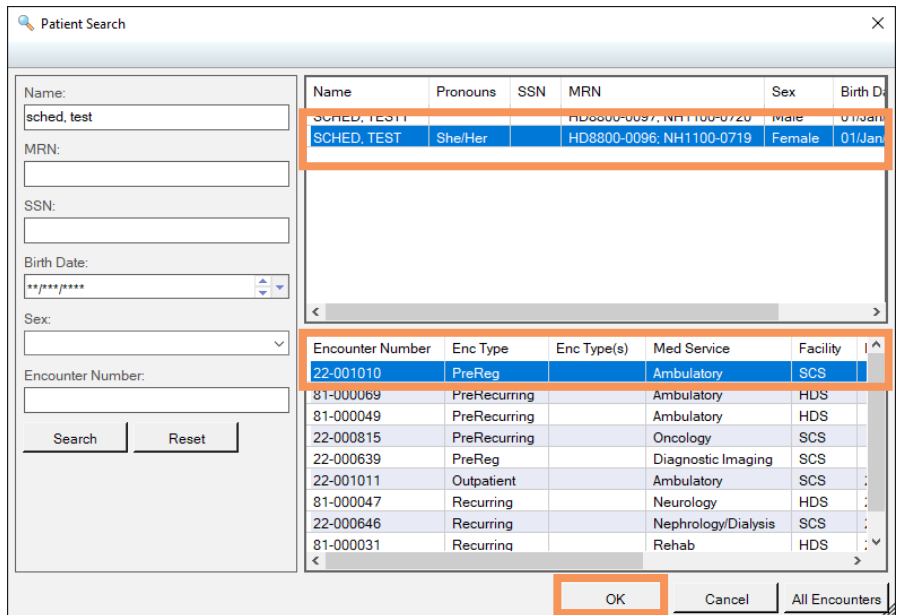

5. **Correct Encounter:** Ensure the correct patient and encounter are selected. Click "OK". The "Patient Search" dialogue box will close.

NOTE: For this process to work, you must have an MRN/Encounter attached to the patient.

6. **Document Details**: In the left side panel, select the document type from the drop-down menu containing available categories (e.g., Consent Forms, Legal Documents).

NOTE: Only clinical documentation can be reviewed or signed by a provider.

Scroll down to view more

Document type:

Consent Forms
Consultation Note
COPD Progress Note
COVID Treatment Clinic Note
Critical Care / Intensivist Procedure
Critical Care Consultation
Critical Care Progress Note
Critical Lab Values
CRT insertion
CS Documents
CT Documents
CT Order Emergency Department - Text
CTC Admission Information - Text

7. **Selecting the status of the document:** Once the correct document type has been selected, change the status of the document to **"Complete".**

Status:

Complete
Available
Canceled
Clarify
Complete
Supplemental
Comment:

8. **Associating a Provider**: Scroll down the side panel to **select the "Provider" box**. Type the providers name until there is an exact match for the correct provider. Or **click on the magnifying glass** to search for a provider.

Provider

Test

Location:
St. Catharines Site//St. Catharines Site//SC BD

Document type:
Legal Documents

Subject:
Legal Documents

Priority:
NOW

Scheduling Request List:

modality:
Bone Density

Last Contact

Referring physician:

Status:
Available

Reason:

Comment:

Date of service
10/Jun/2024   1723   (GMT-05:0
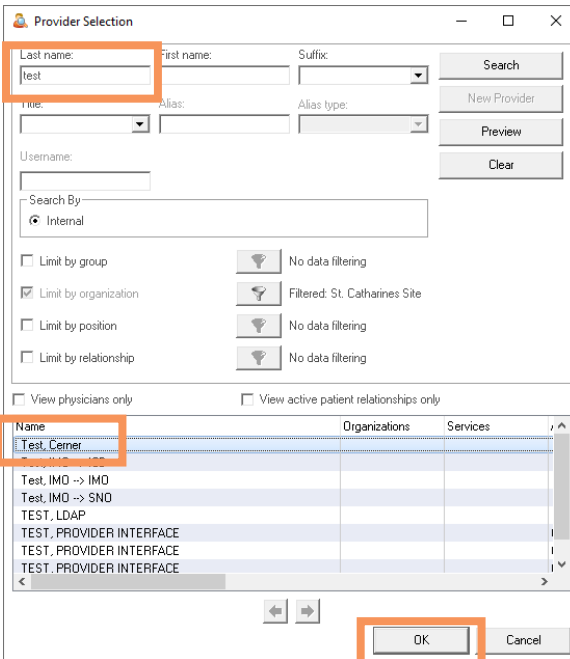
☑ Post as authenticated

Sign date
/*/****

9. **Associating a Provider:** If the magnifying glass was clicked, a new window will pop up. Type in part or all the provider's last name and click **"Search".** Click on the correct provider and then click **"OK".**
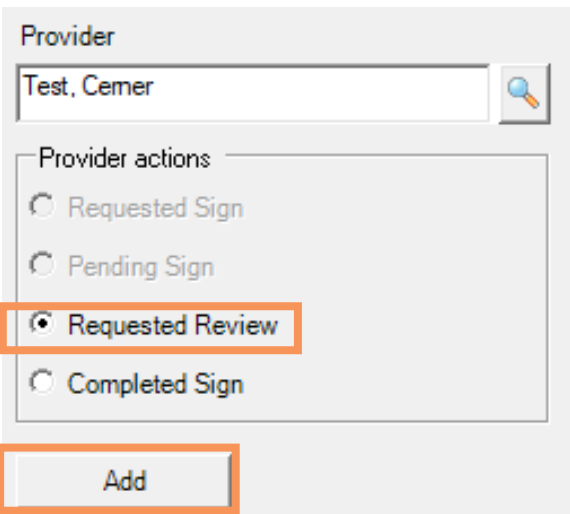
10. **Selecting a Provider Action:** Select the **"Requested Review"** radial button from the **"Provider Actions"** field.
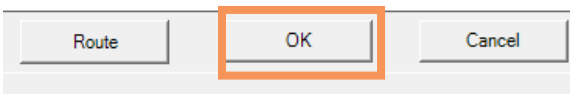
11. **Completing the Document**: **Navigate to the bottom-right side** of the window and **select "OK"** to complete the requested review.