

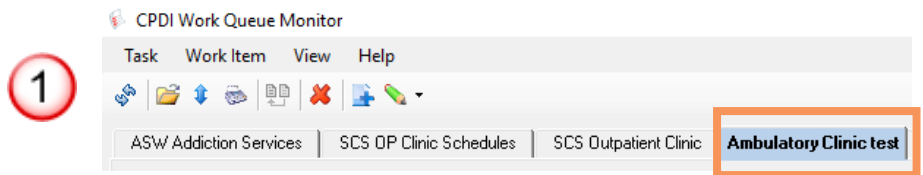


# WQM - IDENTIFY REQUESTED REVIEW HOSPITAL INFORMATION SYSTEM (HIS)

## 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.

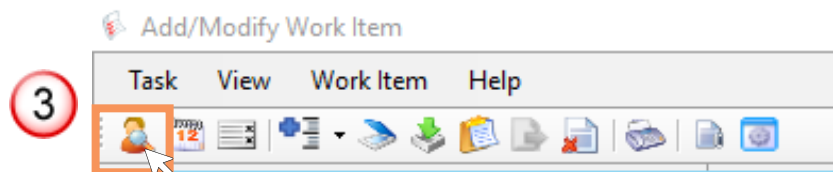
**1. Accessing Your Department's Queue:** Select the tab corresponding to your department's queue (e.g., Ambulatory Clinic)



**2. Selecting a Work Item:** Double click the highlighted work item you want to work on. A dialogue box with patient information will appear.

Person Name	Health Card Number	Date/Time	Elapsed Time	Status	Reason	Encounter Number	MRN	Document Type	Owner
ZZZTEST_WILL	3443678763	2023-Sep-14 15:34	269 d 23 hr	Available			88000010	Physician Order	NHS Test01_HUC
ZZZTEST_DAVID	3245243242	2024-Feb-21 08:42	110 d 5 hr	Available			11000359	Physician Order	NHS Test01_Reg/S
ZZZTEST_GM	3479164983	2024-Feb-21 08:42	110 d 5 hr	Available			11000709	Physician Order	NHS Test06_Reg/S
ZZZTEST_MACI	1212121212	2024-Feb-21 08:42	110 d 5 hr	Available			11000726	Physician Order	NHS Test01_Reg/S
ZZZTEST_BRIAN		2024-Feb-21 08:42	110 d 5 hr	Available			11000501	Physician Order	NHS Test01_Reg/S
ZZZTEST_BRIAN		2024-Feb-21 08:42	110 d 5 hr	Clarify	Invalid Order		11000501		NHS Test02_Reg/S
ZZZTEST_BRIAN		2024-Feb-21 08:42	110 d 5 hr	Available			11000501		NHS Test01_Reg/S
ZZZTEST_WILL	3443678763	2024-Mar-19 09:26	83 d 5 hr	Available			88000010	CT Documents	NHS Test02_Reg/S
ZZZTEST_A		2024-Mar-19 09:56	83 d 5 hr	Available			11001106	Physician Order	Little_Robert
		2024-Apr-02 11:31	89 d 3 hr	In Process					Cerner Test_RadNet
		2024-Apr-02 09:51	69 d 5 hr	Faxed					Little_Robert
		2024-Apr-02 09:52	69 d 5 hr	Supplemental					Consent Forms
ZZZTEST_LOGAN	2334343676	2024-Apr-02 09:52	69 d 5 hr	Available			88000027	BD Documents	NHS Test01_Reg/S
ZZZTEST_NICK	9834584905	2024-May-08 12:27	33 d 2 hr	Available			11000526	BD Documents	Little_Robert
SCHEd. TEST	2222666888	2024-May-16 09:04	25 d 6 hr	Available			88000096	Legal Documents	NHS Test03_Reg/S
		2024-Jun-03 13:57	7 d 1 hr	In Process					Little_Robert
ZZREHAB_WQMREFERRAL	5586453575	2024-Jun-03 13:57	7 d 1 hr	Available			88000143	Referral Letter	NHS Test01_HUC
		2024-Jun-03 13:57	7 d 1 hr	In Process					NHS Test01_HUC
		2024-Jun-03 13:57	7 d 1 hr	Available					NHS Test01_HUC

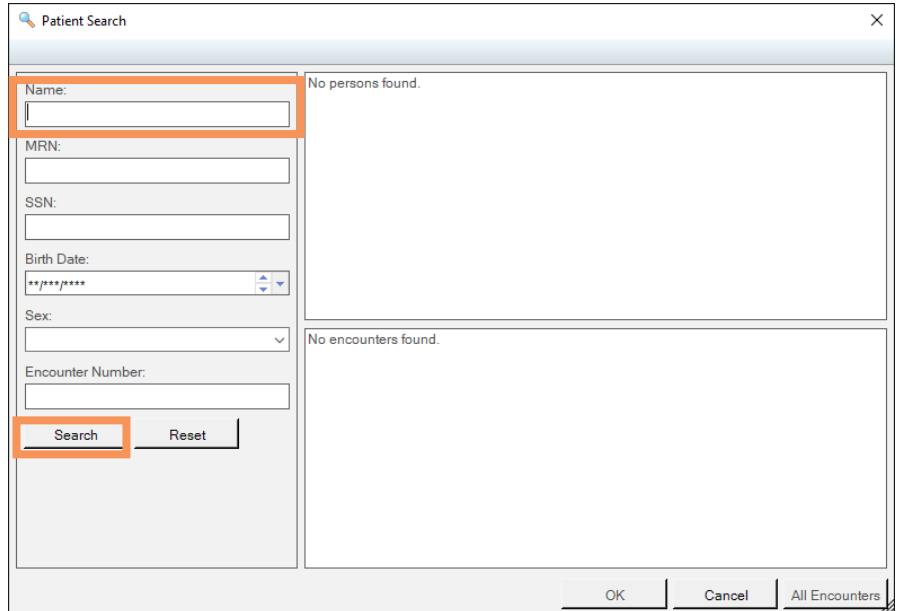
**3. Click the patient search button:** Click the "Select Patient" button (Identified as a person with a magnifying glass). A "Patient Search" dialogue box will appear.



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

4

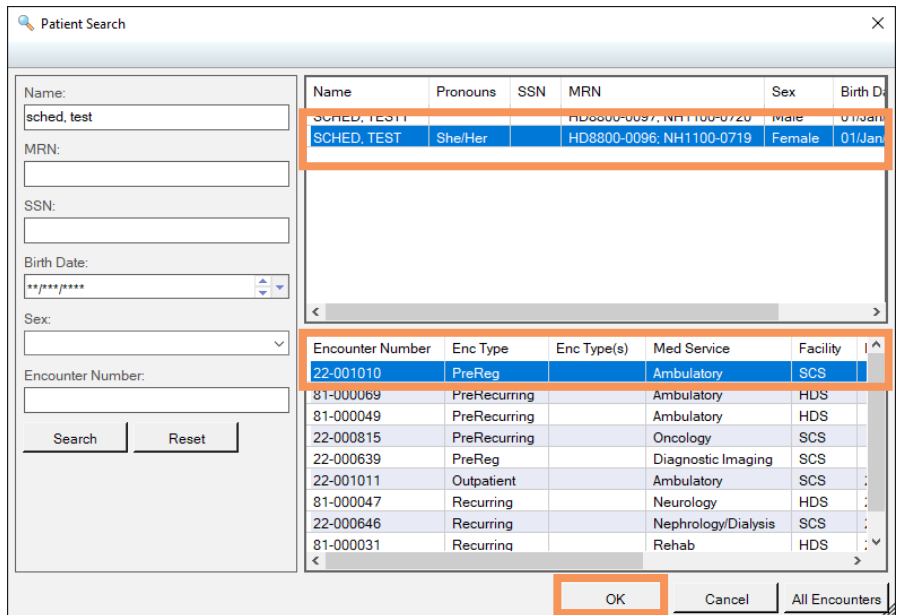


4

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

5

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



5

Name	Pronouns	SSN	MRN	Sex	Birth Date
SCHED, TEST			HD8800-0096; NH1100-0720	Male	01/Jan
SCHED, TEST	She/Her		HD8800-0096; NH1100-0719	Female	01/Jan

Encounter Number	Enc Type	Enc Type(s)	Med Service	Facility
22-001010	PreReg		Ambulatory	SCS
81-000069	PreRecurring		Ambulatory	HDS
81-000049	PreRecurring		Ambulatory	HDS
22-000815	PreRecurring		Oncology	SCS
22-000639	PreReg		Diagnostic Imaging	SCS
22-001011	Outpatient		Ambulatory	SCS
81-000047	Recurring		Neurology	HDS
22-000646	Recurring		Nephrology/Dialysis	SCS
81-000031	Recurring		Rehab	HDS

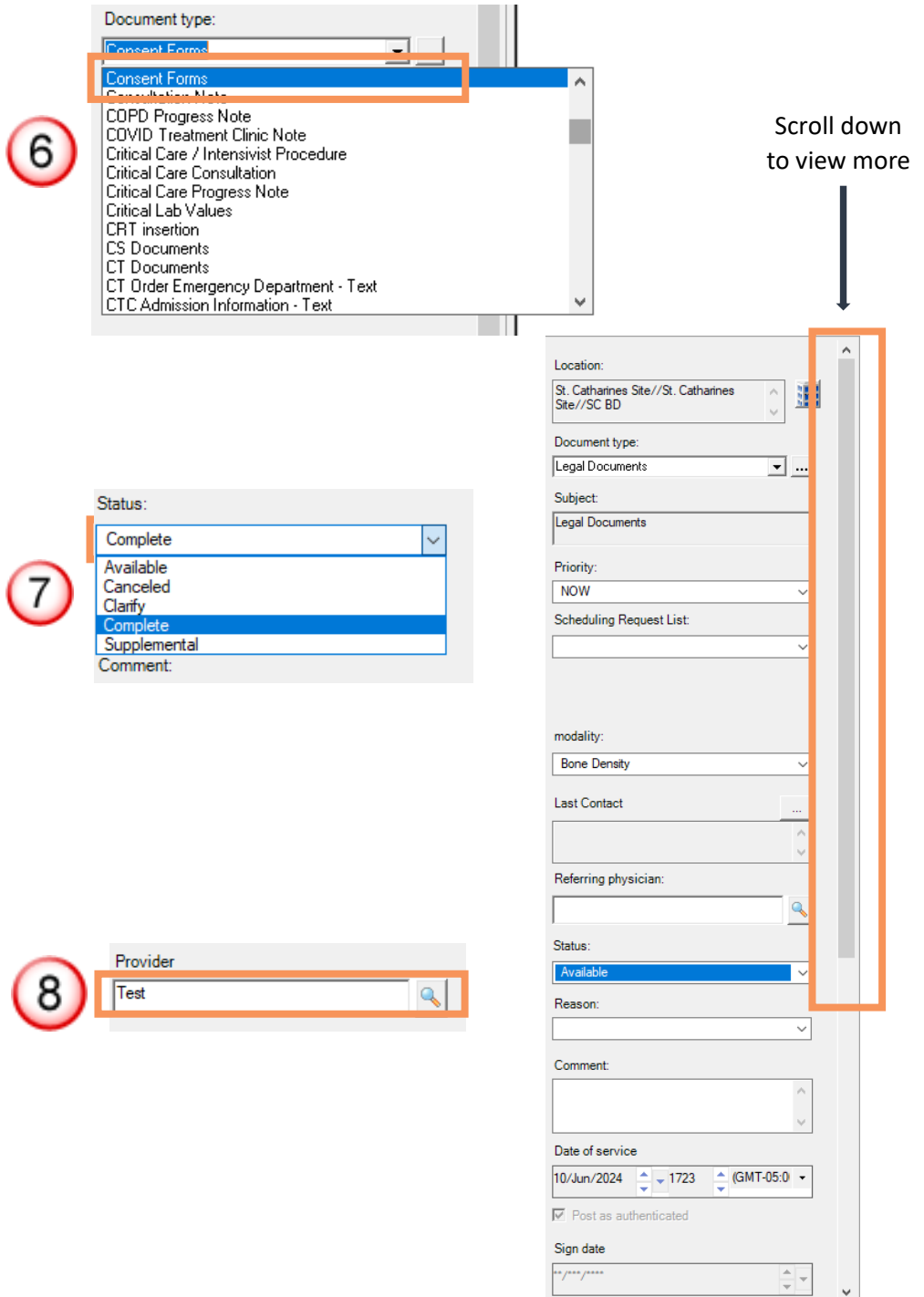
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**6. Document Details:** In the left side panel, select the document type from the drop-down menu containing available categories (e.g., Consent Forms, Legal Documents).

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

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

**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.



**6** Document type: Consent Forms

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

Scroll down to view more

**7** Status: Complete

Complete  
Available  
Canceled  
Clarify  
Complete  
Supplemental  
Comment:

**8** 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)

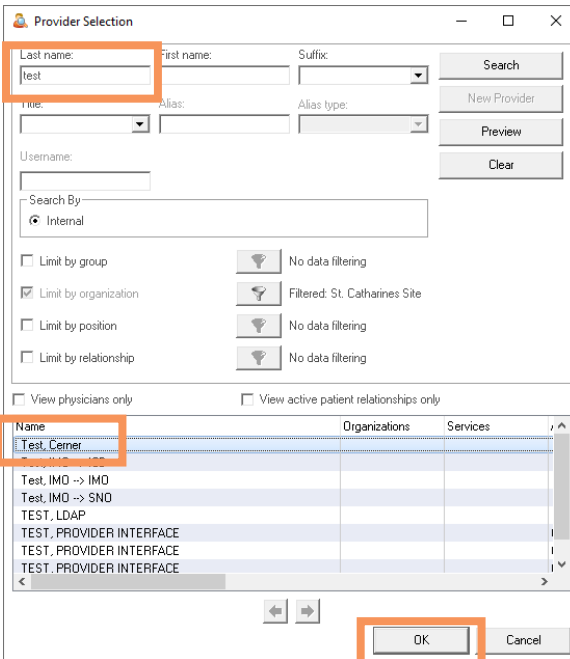
Post as authenticated

Sign date: / /

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**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".

**9**



Provider Selection

Last name: test First name: Suffix: Search

Title: Alias: Alias type: New Provider

Username: Preview

Clear

Search By: Internal

Limit by group: No data filtering

Limit by organization: Filtered: St. Catharines Site

Limit by position: No data filtering

Limit by relationship: No data filtering

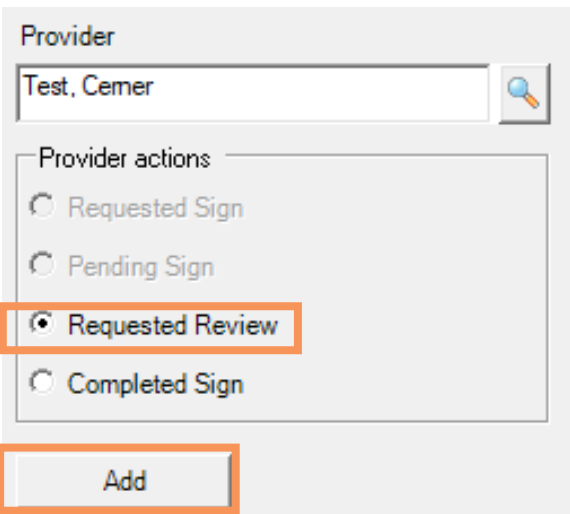
View physicians only View active patient relationships only

Name	Organizations	Services
Test, Cerner		
Test, IMO -> IMO		
Test, IMO -> SNO		
TEST_LDAP		
TEST_PROVIDER INTERFACE		
TEST_PROVIDER INTERFACE		
TEST_PROVIDER INTERFACE		

OK Cancel

**10. Selecting a Provider Action:** Select the "Requested Review" radial button from the "Provider Actions" field.

**10**



Provider

Test, Cerner

Provider actions

Requested Sign

Pending Sign

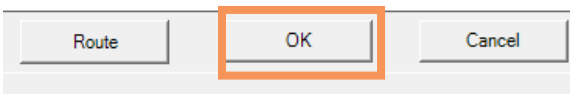
Requested Review

Completed Sign

Add

**11. Completing the Document:** Navigate to the bottom-right side of the window and select "OK" to complete the requested review.

**11**



Route OK Cancel