

ALL ROLES

The Work Queue Monitor (WQM) is designed to streamline the process of handling inbound faxes that require signatures. This tip sheet outlines the steps required to request a provider's signature on a document.

CPDI Work Queue Monitor

Task Work Item View Help

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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.

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ASW Addiction Services | SCS OP Clinic Schedules | SCS Outpatient Clinic Ambulatory Clinic test

Add/Modify Work Item

 Task
 View
 Work Item
 Help

 Image: Second seco

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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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	S Patient Search X	•
	Name: No persons found.	
	MRN:	
	SSN:	
4. Patient Search: Search for	Birth Date:	
the patient by entering the (4)	Sex:	
patients details (last name, first	No encounters found.	
name, HCN, etc.). Click search.		
	Search Reset	
	OK Cancel All Encounters	

	🔍 Patient Search								×			
	Name:		Name	Pronouns	SSN	MRN		Sex	Birth Da			
	sched, test		SURED, TESTT			HD8800-00	97; NH 1100-0720	Male	u i/Jan/			
5. Correct Encounter: Ensure	MRN:		SCHED, TEST	She/Her		HD8800-00	96; NH1100-0719	Female	01/Jan/			
the correct patient and	SSN:											
encounter are selected. Click												
"OK". The "Patient Search"	Birth Date:	•										
dialogue box will close.	Sex:		<						>			
-		~	Encounter Number	Enc Type	1	Enc Type(s)	Med Service	Facili	ty I ^			
NOTE: For this process to work,	Encounter Number:		22-001010	PreReg			Ambulatory	SCS				
vou must have an			81-000069 81-000049	PreRecurr	ng		Ambulatory Ambulatory	HDS HDS				
	Search Reset		22-000815	PreRecurr	ng		Oncology	SCS				
MRN/Encounter attached to the			22-000639	PreReg			Diagnostic Imagin	g SCS				
natient			22-001011	Outpatient			Ambulatory	SCS				
patient			81-000047	Recurring			Neurology	HDS				
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			81-000031	Recurring			Rehab	HDS				
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6. **Categorize the document**: In the left side panel, select the document type from the dropdown menu containing available categories (e.g., Consent Forms, Legal Documents).

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

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

8. Associate 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

Document type: ant Ear COPD Progress Note Scroll down COVID Treatment Clinic Note 6 Critical Care / Intensivist Procedure to view more 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 Location St. Catharines Site//St. Catharines Site//SC BD Status: Document type Complete Legal Documents **▼** ... Available Subject: Canceled Legal Documents Clarify Supplemental Priority: Comment: NOW Scheduling Request List: modality Bone Density Provider Last Contact 8 Test Referring physician: Status Availa Reason \sim Comment Date of service 🔺 (GMT-05:0 👻 10/Jun/2024 🔷 🖵 1723

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Post as authenticated

Sign date



WQM - IDENTIFY REQUESTED SIGN HOSPITAL INFORMATION SYSTEM (HIS)

	a Provider Selection	- 🗆 X
	Last name: First name: Suffix:	Search
	test 🗸	New Provider
	Alias: Alias type:	Proview
	Username:	Clear
9. Associate a Provider	- Search Pu	
Search: If the magnifying	 Internal 	
glass was clicked a new	Limit by group Vo data filtering	
	✓ Limit by organization Filtered: St. Catharines Site	
window will pop up. Type	Limit by position	
in part or all the	Limit by relationship No data filtering	
provider's last name and	□ View physicians only □ View active patient relationships only	
click "Search". Click on	Name Organizations	Services / ^
the correct provider and		
then click "OK".	Test, IMO -> SNO	
	TEST, PROVIDER INTERFACE	
	TEST, PROVIDER INTERFACE	
	OK	Cancel
		Date of service
		08/May/2024 2208 (GMT-05:0 -
		Post as authenticated
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10 Unchack the "post as	08/May/2024 🔺 🚽 2208 🔺 (GMT-05:0 👻	**/***/****
authenticated" box.	Post as authenticated	*Provider
Select the "Bequested	Sign date	Test, Cemer
Sign" radial button from	**/***/****	Provider actions
the "Provider Actions"	*Provider	Requested Sign
field. Select "Add".	Test, Cemer	C Pending Sign
		O Requested Review
		C Completed Sign
		Add

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11. OPTIONAL:

Click on the document where the provider would be signing and their name will appear where you click.

Select "Ok" to complete the requested sign.

Navigate to the bottomright side of the window and select "OK" to complete the sign request.



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