ROUTING A WORK ITEM

This guide is designed to assist you in efficiently routing work items within the (Work Queue Management (WQM) system. By following the steps outlined below, you will be able to navigate your department's queue, preview and select work items, and accurately route documents to their appropriate locations. This ensures that work items are processed smoothly and efficiently within the clinic.

1. **Select the work item to be routed** by double-clicking on the work item to open its details.

2. **Click on the building icon next to the "Location" field** (located below the blue banner).

3. **Find the main facility location that you want to route this document to** and **click on the plus sign (+)** on the very left of that facility name.
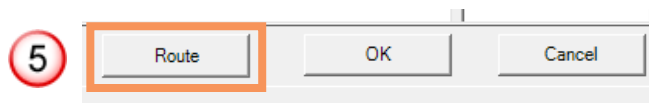
4. **Find and click the on the correct location** within that facility.

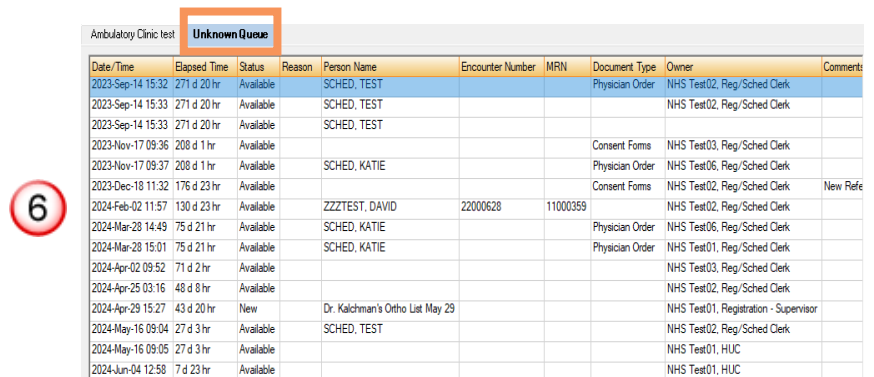If the specific area is known, expand using the ⊞ button. Select the correct area within the site.

Select "OK". This window will close.
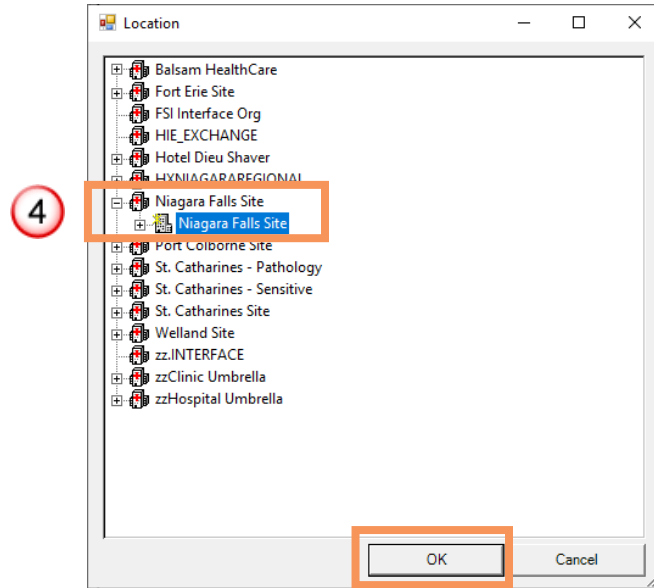
5. Navigate to the bottom right corner of this window. **Select "Route".**

6. **Click on the "Unknown Queue" tab** to ensure the document you just routed is not there.

By following these steps, you can efficiently route work items to the appropriate queues within WQM.