

### 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.**


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	3243242424	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	Clarfy	Invalid Order		11000501	Physician Order	NHS Test02, Reg/S
ZZZTEST, BRIAN		2024-Feb-21 08:42	110 d 5 hr	Available			11000501	Physician Order	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-Mar-19 11:31	83 d 3 hr	In Process					Cemer Test, RadNet
		2024-Apr-02 09:51	69 d 5 hr	Failed					Little, Robert
		2024-Apr-02 09:52	69 d 5 hr	Supplemental					NHS Test02, Reg/S
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
ISCHED, TEST	2222566888	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
ZZPREHAB, 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

1

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

Location:

St. Catharines Site//St. Catharines Site//SC BD



2

**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.**

Location

- + Balsam HealthCare
- + Fort Erie Site
- + FSI Interface Org
- + HIE\_EXCHANGE
- + Hotel Dieu Shaver
- + HXNIAGARAREGIONAL
- + Niagara Falls Site
- + Port Colborne Site
- + St. Catharines - Pathology
- + St. Catharines - Sensitive
- + St. Catharines Site
- + Welland Site
- + zz.INTERFACE
- + zz.Clinic Umbrella
- + zz.Hospital Umbrella

OK Cancel

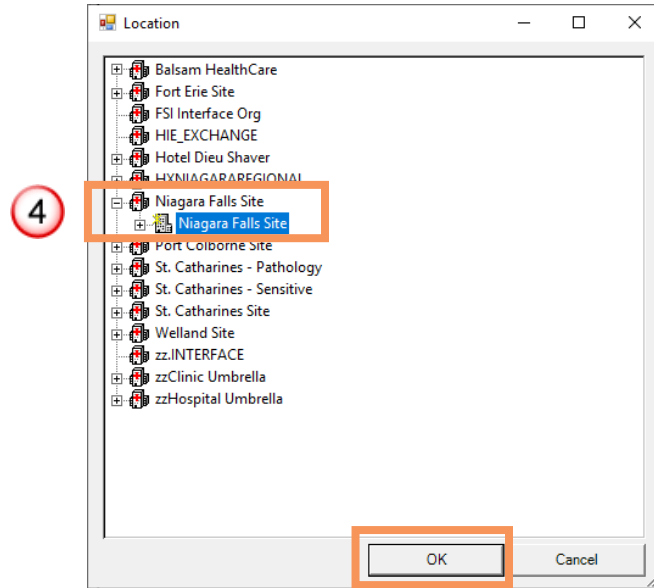
3

## WQM – ROUTE WORK ITEM HOSPITAL INFORMATION SYSTEM (HIS)

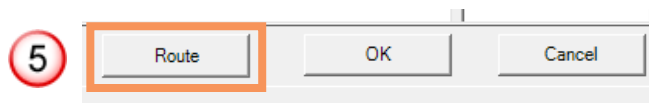
4. Find and click the on the correct location within that facility.

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

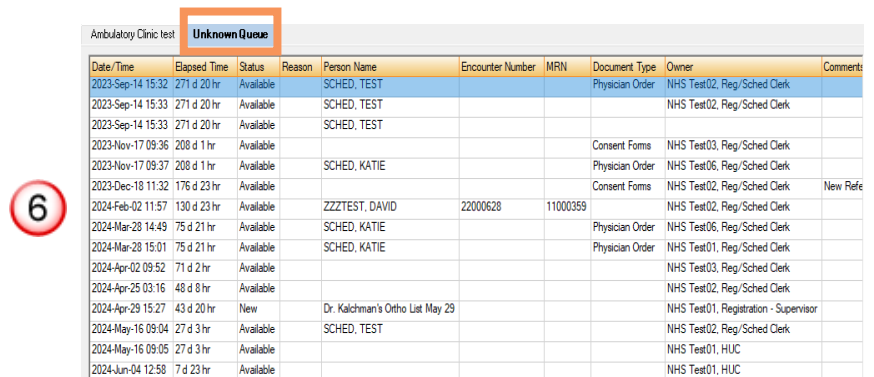
Select “OK”. This window will close.



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.



Date/Time	Elapsed Time	Status	Reason	Person Name	Encounter Number	MRN	Document Type	Owner	Comments
2023-Sep-14 15:32	271 d 20 hr	Available	SCHED, TEST				Physician Order	NHS Test02, Reg/Sched Clerk	
2023-Sep-14 15:33	271 d 20 hr	Available	SCHED, TEST					NHS Test02, Reg/Sched Clerk	
2023-Sep-14 15:33	271 d 20 hr	Available	SCHED, TEST						
2023-Nov-17 09:36	208 d 1 hr	Available					Consent Forms	NHS Test03, Reg/Sched Clerk	
2023-Nov-17 09:37	208 d 1 hr	Available	SCHED, KATIE				Physician Order	NHS Test06, Reg/Sched Clerk	
2023-Dec-18 11:32	176 d 23 hr	Available					Consent Forms	NHS Test01, Reg/Sched Clerk	New Refe
2024-Feb-02 11:57	130 d 23 hr	Available		ZZZTEST, DAVID	22000628	11000359		NHS Test02, Reg/Sched Clerk	
2024-Mar-28 14:49	75 d 21 hr	Available	SCHED, KATIE				Physician Order	NHS Test06, Reg/Sched Clerk	
2024-Mar-28 15:01	75 d 21 hr	Available	SCHED, KATIE				Physician Order	NHS Test01, Reg/Sched Clerk	
2024-Apr-02 09:52	71 d 2 hr	Available						NHS Test03, Reg/Sched Clerk	
2024-Apr-29 03:16	43 d 8 hr	Available						NHS Test02, Reg/Sched Clerk	
2024-Apr-29 15:27	43 d 20 hr	Available		Dr. Kalchman's Ortho List May 29				NHS Test01, Registration - Supervisor	
2024-May-16 09:04	27 d 3 hr	Available	SCHED, TEST					NHS Test02, Reg/Sched Clerk	
2024-May-16 09:05	27 d 3 hr	Available						NHS Test01, HUC	
2024-Jun-04 12:58	7 d 23 hr	Available						NHS Test01, HUC	

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