



Future State: Work Queue Management - Enterprise Document Management - WQM with Referral Management

Cerner Workflow ID: 14057 (v. 9.0) Client Workflow ID: 1023

Last updated by Corinne Romanin, May 15, 2024 11:26am (UTC -4 hours)

Workflow Details:

Workflow Name: Work Queue Management - Enterprise Document Management - WQM with Referral Management

Workflow State: Future State

Workstream: Operations Management

Venue: Ambulatory

Client Owner:

Cerner Owner:

Standard: No

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): Cerner Document Imaging
Work Queue Management

Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP

TestBuilder Script(s):

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Client Workflow ID: 1023

Workflow Notes:

Introduced By: WS 2

Validated By: IT 1

Swim Lane:

Role(s): Clerk/Practice Management

Department(s):

Security Position(s):

Start/Stop [3]

Description: Incoming fax received in Work Queue Monitor

Decision [243]

Description: Work item matches routing criteria?

System [281]

Description: Work Item routed to Unknown Queue

Off Page Reference [272]

Workflow Link: Enterprise Document Management - WQM Clarify

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System [74]

Description: Work Item(s) routed to queue

Work Step [269]

Description: Select queue

Work Step [20]

Description: Review Work Item

Work Step [19]

Description: Open Work Item

Decision [21]

Description: Needs clarification?

Work Step [27]

Description: Search for Patient

Decision [130]

Description: Patient found?

Work Step [28]

Description: Select Patient and Encounter (if applicable)

Decision [88]

Description: Split Work Item?

Work Step [29]

Description: Select Document Type

Work Step [26]

Description: Update status to Complete

Decision [131]

Description: Add new patient?

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Work Step [132]

Description: Add Patient/Encounter

Off Page Reference [274]

Workflow Link: Enterprise Document Management - WQM Split

Decision [58]

Description: Add request?

Work Step [182]

Description: Index Work Item

Off Page Reference [276]

Workflow Link: Enterprise Document Management - WQM Add Request

Work Step [134]

Description: Select New Patient from Category field

Decision [282]

Description: Select OK

Start/Stop [135]

Description: Document routed to Patient Access view

Work Step [289]

Description: Confirm documents are in the patients records

Decision [298]

Description: Does this need to be reviewed or can it be scheduled directly?

Decision [286]

Description: Determine the correct referral management pool, and forward the document to the Referral team

Off Page Reference [295]

Workflow Link: Ambulatory - Referrals (Receiving)