

# **Message Center**

**Health PEI**

***Training Manual***

<b>1. OVERVIEW .....</b>	<b>3</b>
<b>2. ORDERS TO APPROVE .....</b>	<b>5</b>
<b>3. MANAGING A REFUSED ORDER .....</b>	<b>7</b>
<b>4. COMMUNICATION TO PHYSICIAN ORDERS .....</b>	<b>10</b>
<b>5. COSIGN ORDERS.....</b>	<b>11</b>
<b>6. REFUSING COSIGN ORDERS .....</b>	<b>12</b>
<b>7. VOIDING A COSIGN ORDER .....</b>	<b>13</b>
<b>8. WORKING WITH MESSAGE CENTER DOCUMENTS .....</b>	<b>14</b>
<b>9. VIEWING A DOCUMENT .....</b>	<b>15</b>
<b>10. SIGNING A DOCUMENT.....</b>	<b>16</b>
<b>11. SIGNING AND FORWARDING DOCUMENTS.....</b>	<b>17</b>
<b>12. FORWARDING A DOCUMENT WITHOUT SIGNING OR REFUSING IT .....</b>	<b>18</b>
<b>13. REFUSING A DOCUMENT .....</b>	<b>19</b>
<b>14. MARKING A DOCUMENT AS REVIEWED .....</b>	<b>20</b>
<b>15. REVIEWING AND FORWARDING DOCUMENTS .....</b>	<b>21</b>
<b>16. MODIFYING SIGNED DOCUMENTS.....</b>	<b>22</b>
<b>17. MODIFY AN UNVERIFIED DOCUMENT .....</b>	<b>23</b>
<b>18. TO FORWARD THE DOCUMENT .....</b>	<b>25</b>
<b>19. WORKING WITH RESULTS .....</b>	<b>26</b>
<b>20. RESULTS TO ENDORSE.....</b>	<b>27</b>
<b>21. VIEWING A RESULT.....</b>	<b>28</b>
<b>22. ENDORSING A RESULT .....</b>	<b>29</b>
<b>23. VIEWING TRENDING INFORMATION FOR A RESULT .....</b>	<b>30</b>
<b>24. FORWARDING A RESULT WITHOUT ENDORSING OR REFUSING IT.....</b>	<b>31</b>
<b>25. ENDORSING AND FORWARDING RESULTS .....</b>	<b>32</b>
<b>26. RECEIVING FORWARDED RESULTS TO SIGN OR REVIEW .....</b>	<b>33</b>
<b>27. KEY NOTIFICATIONS.....</b>	<b>34</b>
<b>28. WORK ITEMS.....</b>	<b>35</b>
<b>29. SAVED DOCUMENTS.....</b>	<b>35</b>
<b>30. DOCUMENTS TO DICTATE .....</b>	<b>35</b>
<b>31. PAPER BASED DOCUMENTS .....</b>	<b>36</b>
<b>32. PROXY CAPABILITIES.....</b>	<b>39</b>
<b>33. PROXY AUTHORIZATION.....</b>	<b>39</b>
<b>34. VIEWING MESSAGES AS A PROXY .....</b>	<b>40</b>
<b>35. VIEWING PROXY AUTHORIZATIONS GRANTED TO YOU .....</b>	<b>41</b>
<b>36. VIEWING PROXY AUTHORIZATIONS THAT YOU HAVE GRANTED .....</b>	<b>42</b>
<b>37. GRANTING PROXY AUTHORIZATION .....</b>	<b>43</b>
<b>38. UPDATING PROXY AUTHORIZATION .....</b>	<b>44</b>
<b>39. CHANGING PROXY START AND END TIMES .....</b>	<b>45</b>
<b>40. REMOVING PROXY AUTHORIZATIONS THAT HAVE BEEN TAKEN OR GRANTED .....</b>	<b>45</b>

## Section 1

### Overview



- Message Center allows physicians, physician learners, and nurse practitioners to review or sign telephone or verbal orders, documents and results.
- The Message Center is organized in two areas: the Inbox Summary and the Inbox Summary Workspace.
- Folders selected in the Inbox Summary are displayed in the Inbox Summary Workspace.
- The number adjacent to the folder name indicates the number of Inbox items in that folder.

The screenshot displays the Message Center interface. On the left, the 'Inbox Summary' pane shows a list of folders: 'Inbox Items (45)', 'Orders (45/45)', 'Orders to Approve (9/9)', 'Cosign Orders (6/6)', 'Renewal Orders (28/28)', 'Documents (0/6)', 'Sign (0/3)', 'Review (0/3)', 'Work Items (16)', 'Saved Documents (0/1)', 'Documents to Dictate (16/17)', 'Paper Based Documents', 'Notifications', 'Sent Items', and 'Trash'. The 'Orders (45/45)' folder is selected, and a red callout box labeled 'Inbox Summary' points to it. The main area shows the 'Orders' workspace with a table of orders. A red callout box labeled 'Inbox Summary Workspace' points to the table. The table has columns for Patient Name, Order Name, Details, Order Comment, and Originator Name. The first few rows are:

Patient Name	Order Name	Details	Order Comment	Originator Name
PHARMNET, BETTY	XR Chest 1 View	copd, SOB, Routine, Date: 201...		Test, CPOE RN, RN
PHARMNET, BETTY	CBC w/ Auto Diff	Blood Stat collect, Start: 201...		Test, CPOE RN, RN
PHARMNET, BETTY	Full Fluids Diet	Start: 2013-Jan-30 13:45		Test, CPOE RN, RN
PHARMNET, BETTY	Notify Physician if	Start: 2013-Jan-30 13:45		Test, CPOE RN, RN

The display defaults to the last 90 days.  
If you are a “Results to Endorse” Physician, the display range is defaulted to 30 Days



\*\* You may need to change your default display by picking the black delta symbol adjacent to your default setting or the ellipses to choose a date from the calendar.\*\*

To access the contents of a folder from the Inbox Summary:

1. Click the subfolder you would like to work with, example - Orders to approve.
2. Double-click the item from the work space.
3. New items display in a bolded font.

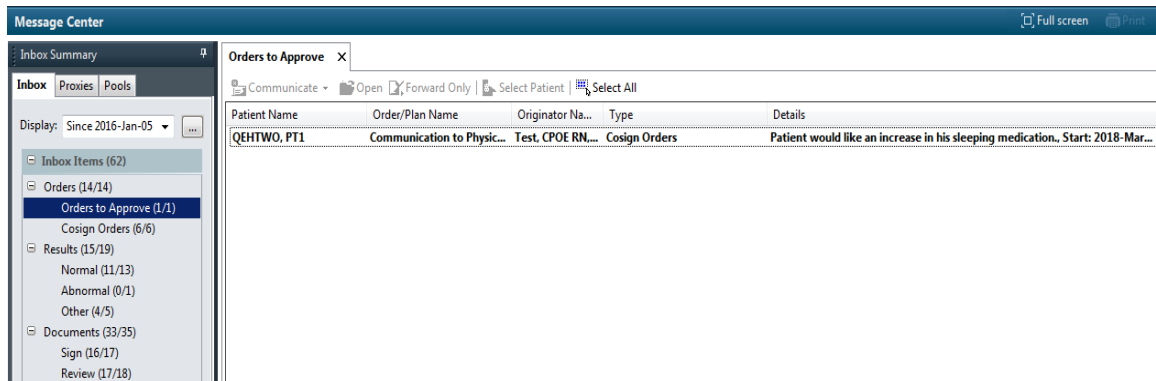
The screenshot shows the Message Center interface. On the left, the 'Inbox Summary' pane is visible, showing a tree view of folders: 'Inbox Items (62)', 'Orders (14/14)', 'Orders to Approve (1/1)', 'Cosign Orders (6/6)', 'Results (15/19)', 'Normal (11/13)', 'Abnormal (0/1)', 'Other (4/5)', 'Documents (33/35)', 'Sign (16/17)', and 'Review (17/18)'. The 'Normal (11/13)' folder is selected. The main pane displays a list of messages with the following columns: 'Create Da...', 'From', 'Notification C...', 'Patient Name', 'Result Status', 'Result Type', 'Status', 'Subject', and 'Type'. The messages are listed as follows:

Create Da...	From	Notification C...	Patient Name	Result Status	Result Type	Status	Subject	Type
2016-Dec-21 1...			NOTOUCH, WHMEDTRN	Auth (Verified)	MBO	Opened	Blood Culture-...	Results to Endo...
2016-Dec-21 1...			NOTOUCH, CHOPHYS	Auth (Verified)	MBO	Opened	Throat Culture	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOPHYS	Auth (Verified)	MBO	Pending	Blood Culture-...	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOPHYS	Auth (Verified)	MBO	Pending	Blood Culture-...	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOMEDCIL	Auth (Verified)	MBO	Pending	Throat Culture	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOMEDCIL	Auth (Verified)	MBO	Pending	Blood Culture-...	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOMEDCIL	Auth (Verified)	MBO	Pending	Blood Culture-...	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOMEDCNE	Auth (Verified)	MBO	Pending	Throat Culture	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOMEDCNE	Auth (Verified)	MBO	Pending	Blood Culture-...	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOMEDCNE	Auth (Verified)	MBO	Pending	Blood Culture-...	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOMEDTRN	Auth (Verified)	MBO	Pending	Throat Culture	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOMEDTRN	Auth (Verified)	MBO	Pending	Blood Culture-...	Results to Endo...
2016-Dec-21 ...			NOTOUCH, CHOMEDTRN	Auth (Verified)	MBO	Pending	Blood Culture-...	Results to Endo...

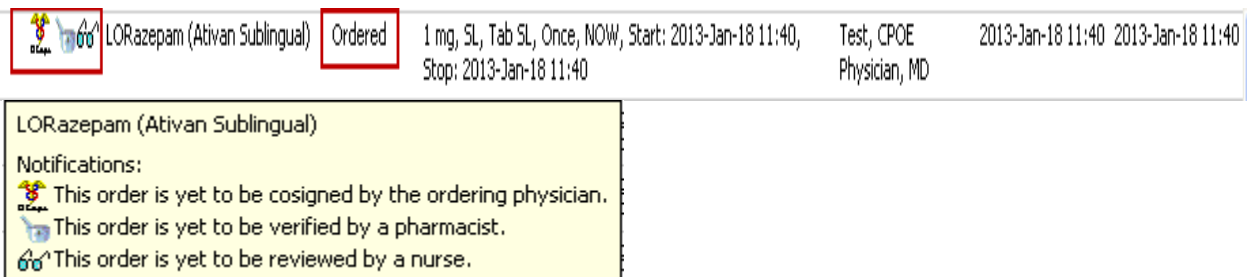
## Section 2

### Orders to Approve

- Orders for approval are telephone, verbal, and communication to physician orders that are entered in the system by clinicians.
- When any of the above orders are placed, the following happens:
  1. The order routes for approval in the ordering physicians Message Center



2. The order has an Ordered status, and
3. A caduceus icon appears on the orders page indicating that this order has not been cosigned by the ordering physician



To sign an Order to Approve:

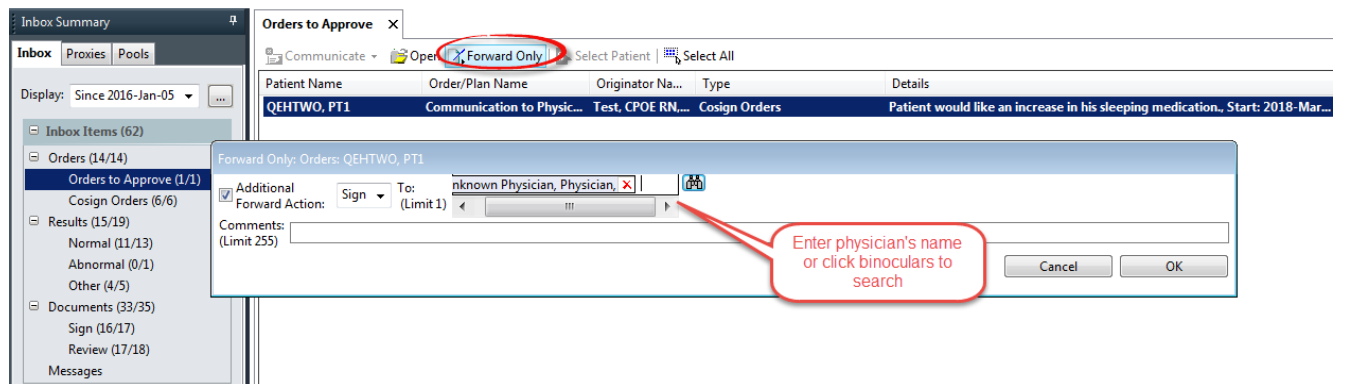
1. Double click order from the Inbox Summary Workspace. This will open in a new tab.
2. Review the order details (The action is defaulted to Approve in the Action Pane)
3. Click OK or OK & Next

**Note:** Approving the order from your Message Center will remove the caduceus icon and remove it from the message centre.

**Only refuse an order as a last resort. It is recommended that physician's only refuse a TO/VO if they cannot forward the message to the appropriate physician nor correct/discontinue the order personally.**

To forward an Order to Approve

1. Double click the order to approve from the Inbox Summary Workspace. This will open a new tab.
2. Click forward ONLY.
3. Enter the physician's name in the To: field
4. Click OK.



## Section 3

### To refuse an Order to Approve

1. Double click the order to approve from the Inbox Summary Workspace. This will open a new tab.
2. Select Refuse and select a reason for refusal

Original order entered and electronically signed by Test, CPOE RN, RN on 2013-Jan-18 at 11:52 .  
Telephone order by Test, CPOE Physician, MD  
Pharmacy Department  
acetaminophen-oxycodone (Percocet)

**Details** Additional Info History Comments Validation Results Ingredients Pharmacy Compliance History

**Details**

Volume dose	<input type="text" value="1"/>
Volume dose unit	<input type="text" value="tab(s)"/>
Route of administration	<input type="text" value="Oral"/>
Drug Form	<input type="text" value="Tab"/>
Frequency	<input type="text" value="q4h interval"/>
PRN	<input type="text" value="Yes"/>
PRN reason	<input type="text" value="Pain"/>
Start Date/Time	<input type="text" value="2013-Jan-18 11:52"/>
Next dose date and time	<input type="text" value="2013-Jan-18 11:52"/>

**Action Pane**


Approve (No dose range)  Refuse Reason:

Comments: (Limit 255)

Did not order  
Did not order the result(s)  
Do not follow this patient  
Forwarded deficiency from HIM




3. Click OK or OK & Next

**Note:** Once you select OK or OK & Next, the caduceus icon changes to include a red exclamation mark indicating the order has been refused for approval by the ordering physician

 acetaminophen-oxycodone (Percocet)	Ordered	1 tab(s), Oral, Tab, q4h interval, PRN for Pain, Start: 2013-Jan-18 11:52	Test, CPOE Physician, MD	2013-Jan-18 11:52	2013-Jan-28 11:51
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acetaminophen-oxycodone (Percocet)

Notifications:

-  The ordering physician has refused to cosign this order.
-  This order is yet to be verified by a pharmacist.
-  This order is yet to be reviewed by a nurse.

**Note:** Refusing an order to approve from your Message Center does not stop or cancel it. To cancel/discontinue the order, you must enter the patient's chart and cancel/discontinue the order from the Orders page.

**To enter the chart and manage the refused order, do the following:**

1. Click OK to document your refusal.

Orders to Approve | Cosign Orders: QEHTWO, PT1

Forward Only

**QEHTWO, PT1** Age:71 years Sex:Male LOC:Unit 2 QEH; 205; 1 ARO:  
Inpatient [2016-Dec-15 08:15 - <No - Discharge date>] DOB:1946-Jun-23 MRN:019000024 \*\* Allergies \*\* RESUS:Do Not Resuscitate

Original order entered and electronically signed by Test, CPOE RN, RN on 2018-Mar-05 at 10:21 .  
Telephone order by Test, CPOE Physician, MD  
Pharmacy Department  
**morphine (morphine immediate release)**

Details Additional Info History Comments Validation Results Ingredients Pharmacy Compliance History

**Details**  
Strength dose: 1  
Strength dose unit: mg  
Route of administration: Oral  
Drug Form: Tab  
Frequency: q4h timed  
PRN: Yes

**Action Pane**  
 Approve (No dose range)  Refuse Reason: Order information is incorrect  
Comments: (Limit 212)  
Next OK OK & Next

2. Click the delta icon adjacent to the patient's name as shown in the screenshot below.
3. Select orders from the drop down list (This will bring you directly to the orders page of this patient's chart.)

QEHTWO, PT1

Recent - MRN

Orders to Approve | Cosign Orders: QEHTWO, PT1

Forward Only

**QEHTWO, PT1** Age:71 years Sex:Male LOC:Unit 2 QEH; 205; 1  
Inpatient [2016-Dec-15 08:15 - <No - Discharge date>] DOB:1946-Jun-23 MRN:019000024 \*\* Allergies \*\*

Original order entered and electronically signed by Test, CPOE RN, RN on 2018-Mar-05 at 10:21 .  
Telephone order by Test, CPOE Physician, MD  
Pharmacy Department  
**morphine (morphine immediate release)**

Details Additional Info History Comments Validation Results Ingredients Pharmacy Compliance History

**Details**  
Strength dose: 1  
Strength dose unit: mg  
Route of administration: Oral  
Drug Form: Tab  
Frequency: q4h timed  
PRN: Yes


**Action Pane**  
 Approve (No dose range)  Refuse Reason:  
Comments: (Limit 212)  
Next OK OK & Next

- Patient Summary
- Discharge Summary
- Transfusion Summary Report
- Orders**
- Overview
- Results Review
- Problems and Diagnoses
- Histories
- Assessments
- I O
- Documents
- Form Browser
- MAR Summary
- MAR
- Med List
- Allergies
- Reference Text Browser
- Patient Schedule
- Patient Info



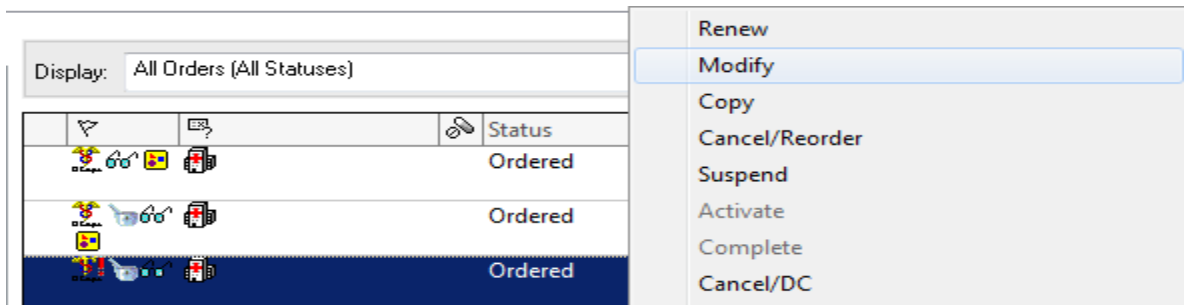
- Find your refused order ( note the red exclamation icon indicating the order has been refused).

---







	Ordered	<a href="#">morphine (morphine 0.1 mg, Oral, Tab, q4h timed, PRN for Pain, immediate release)</a>	Test, CPOE Physician, MD
		Start: 2018-Mar-05 10:22	

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- Right click the order and manage the order by either modifying or canceling it.



The screenshot shows a table with three rows of orders, all with a status of 'Ordered'. The third row is highlighted in blue. A context menu is open over the third row, listing actions: Renew, Modify (highlighted), Copy, Cancel/Reorder, Suspend, Activate, Complete, and Cancel/DC.

Display: All Orders (All Statuses)		
		 Status
		Ordered
		Ordered
		Ordered

- Renew
- Modify
- Copy
- Cancel/Reorder
- Suspend
- Activate
- Complete
- Cancel/DC

## Section 4

### Communication to Physician orders

- In the orders to approve folder
- Always approve these orders regardless if you agree or not.
- Approving is acknowledging that you have read the communication.

Patient Name	Order/Plan Name	Originator Na...	Type	Details
QEHTWO, PT1	Communication to Physic...	Test, CPOE RN...	Cosign Orders	Patient would like an increase in his sleeping medication. Start: 2018-Mar...

**Note:** Do NOT refuse Suggest / Communication to Physician orders. If you do not agree with the suggest order, approve the message in your Message Center to manage the order in the chart, but do not follow through and place the order. See section on Suggest Orders for further explanation.

## Section 5

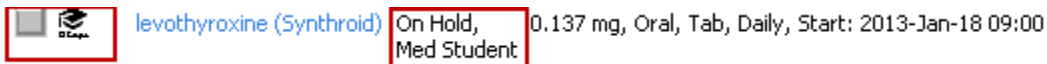
### Co-Sign Orders

- Co-sign orders are orders placed by medical students, and require co-signature from a physician.
- When a Medical Student places a single order, the following happens:
  1. The medication routes for CoSign in the Precepting physician's Message Center

The screenshot shows the Message Center interface with a 'Cosign Orders' tab selected. The interface includes an 'Inbox Summary' on the left and a main table of orders. The table has columns for Patient Name, Order/Plan Name, Originator Name, Type, and Details. The orders listed are for a patient named QEHTHREE, PT3, and all are of type 'MED STUDENT ORDERS'. The details for each order include medication names like ketorolac, XR Chest 1 View, morphine, Diabetic Diet, CBC w/ Auto Diff, and acetaminophen/caffeine.

Patient Name	Order/Plan Name	Originator Na...	Type	Details
QEHTHREE, PT3	ketorolac (Toradol inj)	Test, CPOE Me...	MED STUDENT ORDERS	15 mg, IV, Injection, Once, PRN for Pain, Start: 2016-Dec-20 12:12, Stop: ...
QEHTHREE, PT3	XR Chest 1 View (CXR 1 ...	Test, CPOE Me...	MED STUDENT ORDERS	RU Pneumonia, Cough and Fever, Routine, Date: 2016-Dec-20 12:12
QEHTHREE, PT3	morphine (morphine inj)	Test, CPOE Me...	MED STUDENT ORDERS	2.5 - 5 mg, Subcutaneous, Injection, q4h timed, PRN for Pain, Start: 2016-...
QEHTHREE, PT3	Diabetic Diet	Test, CPOE Me...	MED STUDENT ORDERS	Start: 2016-Dec-20 12:12
QEHTHREE, PT3	CBC w/ Auto Diff	Test, CPOE Me...	MED STUDENT ORDERS	Blood, Stat collect, Start: 2016-Dec-20 12:12
QEHTHREE, PT3	acetaminophen/caffeine...	Test, CPOE Me...	MED STUDENT ORDERS	1 tab(s), Oral, Tab, q6h timed, PRN for Pain, Start: 2016-Dec-20 12:12

2. The medication goes into a HOLD status, and
3. The Medical Student icon appears on the Orders page



To sign a Co-Sign Order:

1. Select Cosign Orders from the Inbox Summary
2. Double click the cosign order from the Inbox Summary Workspace. This will open another tab. (The action is defaulted to Approve in the Action Pane)
3. Click OK or OK & Next

**Note:** Approving a CoSign order from your Message Center will change the status of the order from Hold to Ordered and the Pharmacy Verification and Nurse Review icons will replace the Medical Student icon.

The screenshot shows a list of medications under the 'Medications' section. The first medication is levothyroxine (Synthroid) with a quantity of 0.137 mg, Oral, Tab, Daily, Start: 2013-Jan-18 09:00. The status is 'Ordered', which is highlighted with a red box. The second medication is lidocaine-prilocaine topical (Emla 2.5%-2.5% topic...), with a quantity of 1 application, Topical, Cream, Unscheduled, PRN for Pain, Start: 2013-Jan-09 14:59, and a status of 'Ordered'.

Order Name	Status	Details
levothyroxine (Synthroid)	Ordered	0.137 mg, Oral, Tab, Daily, Start: 2013-Jan-18 09:00
lidocaine-prilocaine topical (Emla 2.5%-2.5% topic...	Ordered	1 application, Topical, Cream, Unscheduled, PRN for Pain, Start: 2013-Jan-09 14:59 Prior ro IV/IM/Venipuncture

## Section 6

### Refusing Cosign Orders

To refuse a Cosign Order:

1. Select Cosign Orders from the Inbox Summary
2. Double click the cosign order from the Inbox Summary Workspace. This will open another tab.
3. Select Refuse and a reason for refusal.


The screenshot shows a medical order management interface. At the top, there are navigation buttons: 'Forward Only' and 'Modify Order Details'. Below this is a patient header with the following information: 'POWERPLANTEST, THREE', 'Age: 18 years', 'Sex: Male', 'LOC: SURG PCH; 2...ARO:', 'Inpatient [2013-Jan-08 15:47 - <N... DOB: 1994-Jul-17 MRN: 888000599 \*\* Allergies Not ...]'. Below the header, there is a note: 'Original order entered and electronically signed by Test, Medical Student, MEDSTUDENT on 2013-Jan-17 at 13:19 . Routed to Test, CPOE Physician, MD for activation. Pharmacy Department LORazepam (Ativan)'. The main content area has a tabbed interface with 'Details' selected. The 'Details' tab shows the following information: Strength dose: 1, Strength dose unit: mg, Route of administration: Oral, Drug Form: Tab, Frequency: Once, PRN: No, Start Date/Time: 2013-Jan-17 13:19, Next dose date and time: 2013-Jan-17 13:19. Below the details is an 'Action Pane' with a yellow background. It contains two radio buttons: 'Approve (No dose range)' and 'Refuse'. The 'Refuse' radio button is selected. To the right of the 'Refuse' radio button is a 'Reason:' dropdown menu. The dropdown menu is open, showing a list of reasons: 'Did not order', 'Did not order the result(s)', 'Do not follow this patient', and 'Forwarded deficiency from HTM'. Below the dropdown menu is a text input field for 'Comments: (Limit 255)'. At the bottom right of the 'Action Pane' are two buttons: 'OK' and 'OK & Next'.

4. Click OK or OK & Next

**Note:** Once you select OK or OK & Next, the Medical Student icon changes to include a red exclamation mark indicating the order has been refused for cosignature by the ordering physician and a notification is sent to the Medical Student's Message Center. From there, the medical student can right click on the order and select void to remove the order from the patients char

#### LORazepam (Ativan)

Notifications:


 This order was placed by a medical student and has been refused for cosignature by the ordering physician.

## **Section 7**

### **Voiding a Co-Sign Order**

To Void an Order for Cosign

1. Select Cosign Orders from the Inbox Summary
2. Right click on the order you would like to Void.
3. Select Void

 **Note:** Selecting Void removes the order from the chart; however, it does not notify the medical student that the order has been voided.

## **Section 8**

### **Working with Message Center Documents**

- The " Documents Folder", contain documents that need to be signed or reviewed, as well as documents forwarded to you for signature from another clinician.
- Documents can be modified prior to signature
- Dictated documents will also route here also for editing and verification.

## **Section 9**

### **Viewing a Document**

To view a document:

1. Navigate to the Documents folder of the Inbox Summary.
2. Double click a document.
3. View the Document.
4. Sign, refuse, forward, or complete Additional Forward Action

## **Section 10**

### **Signing a Document**

To sign individual Documents in the Documents to Sign folder:

1. Navigate to the Documents to Sign folder in the Inbox Summary.
2. Double-click a document
3. Review the Document (The document is defaulted to Sign)
4. Enter any comments
5. Click OK or OK & Next



## **Section 11**

### **Signing and Forwarding Documents**

You may sign a document and then forward it to another clinician in one action.

To forward a document:

1. Open the document
2. Review the content (The Action pane is defaulted to Sign)
3. Select an option from the Additional Forward Action list
4. Type the physician's name beginning with the last name or click on the binoculars.
5. Enter any comments
6. Click OK or OK & Next

## **Section 12**

### **Forwarding a Document without Signing or Refusing It (Forward Only)**

- You can forward a document to another clinician without signing or refusing the document. For example, if you are a medical student or nurse practitioner student, you could forward a document to a physician for their review and signature.

To forward a document without signing it:

1. Open the Document.
2. Review the content and click Forward only.
3. Select an option from the Additional Forward Action list.
4. Type the physician's name beginning with the last name or click on the binoculars
5. Enter any comments.
6. Click OK.

## **Section 13**

### **Refusing a Document**

To refuse a document:

1. Open the Document.
2. Review the document and select Refuse from the action pane.
3. Select a reason for refusal.
4. Enter any comments.
5. Click OK or OK & Next.

## **Section 14**

### **Marking a Document as Reviewed**

To mark a document as reviewed:

1. Open the Document.(The document is defaulted to Review.)
2. Enter any comments.
3. Click OK or OK & Next.

## Section 15

### Reviewing and Forwarding Documents

To mark a document as reviewed, complete the following steps:

1. Open the Document.
2. Review the document (The Action pane will be defaulted to Review)
3. Type the physician's name beginning with the last name or click on the binoculars
4. Enter any comments.
5. Click OK or OK & Next.

**Note:** If you do not want to perform an action exit out of the Notification by selecting the 'X' located beside the patient name or select Next to move from one document to the next.



OR



## Section 16

### Modifying Signed Documents

- Physicians can modify a document, by adding an addendum.
- No modifications can be made to the body of the original signed / verified document.
- An addendum can only be inserted at the bottom of the signed document.

If a signed document requires modifications

1. Find and open the correct document in the documents tab or open the document in Message Center.
2. Right click and select **Modify** or click the **Modify Icon**

Sign x SIGN\_DOC: ZZTESTQEHED, PT1ADULTRACK x

Forward Only Print Select Patient Mark Unread

ZZTESTQEHED, PT1ADULTRACK Age: 71 years Sex: Male LO  
Emergency [2016-Dec-12 08:15 - 2016-Dec-15 10:51] DOB: 1946-Jun-23 MRN: 099000125 \*\*

**History and Physical**  
History and Physical (Unverified)  
COPIES TO:  
ADMITTING DIAGNOSIS: Suspected large bowel obstruction  
PATIENT SUMMARY:  
Xx is an xx year old man who is very pleasant and has dementia. He lives at home with his wife. The only history I was able to obtain was from him today. He states that he started to have vomiting yesterday morning. He has been admitted on a number of occasions with the same issue and treated with constipation in the past. His last admission for this was in April of this year. At that time he was treated with enemas and polyethylene glycol. Harold denies any abdominal pain. He is unable to tell me when his last bowel movement was. He says that he did not have any vomiting overnight having been admitted yesterday evening. The physicians report from the emergency department suggest that his vomiting started a little earlier in the week than just yesterday.

OR


Modify

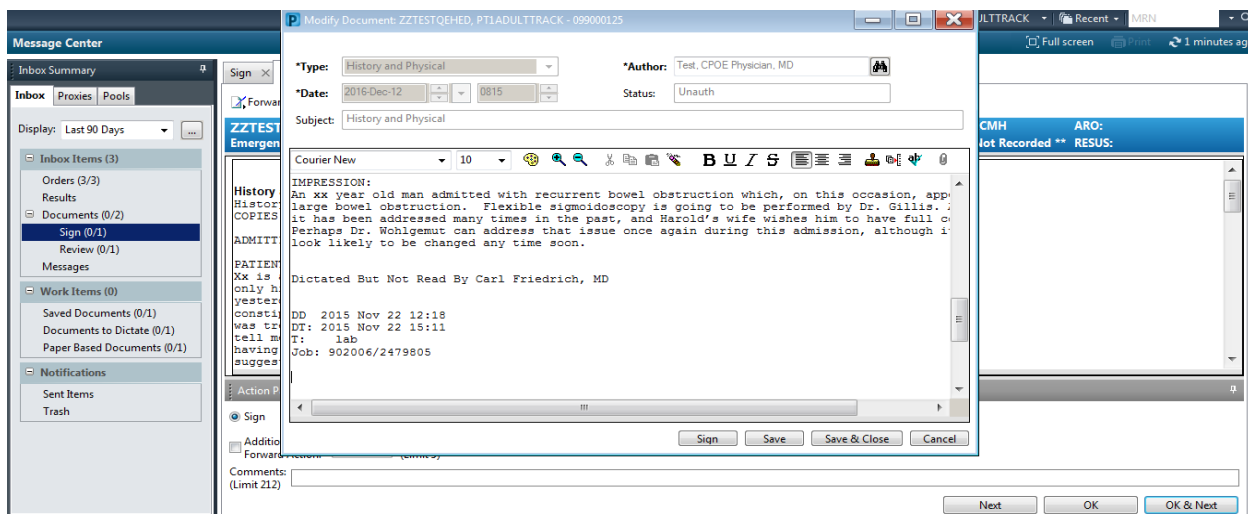
## Section 17

### Modify an Unverified Document

Documents that show up in an unverified status are dictations. They can still be edited when they are unverified.

To modify an unverified document:

1. Open the document to sign.
2. Click the modify icon  and a new window will open.
3. Edit the body of the document.



4. Click sign (signing will verify the documentation).

**Note:** If a Copy To physician was missed during dictation, the physician name will have to be added to the Copies To list, in order for the missed CC To physician to receive a copy of the document.

1. Type the missing Physician's name into the Copies To list.
2. Other modifications can also be made at this time. Once modifications are completed, **Click Sign**.

**Modify Document: ZZ TEST, DOCUMENTS - 010075737**

\*Type: Discharge Summary      \*Author: Physician, Dictaphone  
\*Date: 2010-Oct-21      0000      Status: Unauth  
Subject: Discharge Summary

Times New Roman      12      **B U I S**

**COPIES TO:** Dr. Gil Grimes|

**Admission Date:**  
**Discharge Date:**

**ADMISSION DIAGNOSIS:**  
**FINAL DIAGNOSIS:**  
**SECONDARY DIAGNOSIS:**  
**PROCEDURES:**  
**COMPLICATIONS:**  
**CONDITION ON DISCHARGE:**

Testing

Sign      Save      Save & Close      Cancel

**Note:** In order for the added CC To Physician to receive a copy of the document; the document must be forwarded to that Physician.



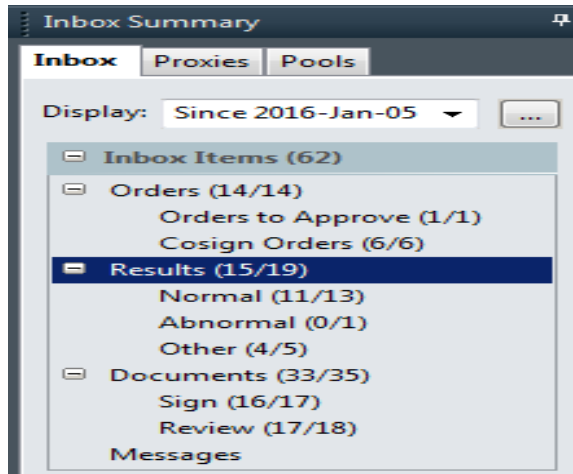
## **Section 18**

### **To forward the document**

1. Select an option from the Additional Forward Action list or forward only.
2. Select any recipients from the To: box.
3. Enter any comments.
4. Click OK or OK & Next.

## Section 19

### Working with Results



## **Section 20**

### **Results (to Endorse)**

- The Results folder contains normal, abnormal, critical and other (DI) results that require physician review. Results in this folder can be Endorsed, Signed, Reviewed, Refused, or Forwarded to another clinician.
- Inpatient and outpatient results will route to here also.
- The default message center does not contain a results folder. Each clinician has the option to request this.

## Section 21

### Viewing a Result

To view a result:

1. Navigate to the Results section in the Inbox Summary.
2. Double-click a result.
3. View the result. **Normal results display in blue and abnormal and critical in red.**
4. Endorse, Sign, Refuse, Review or Forward the result. **You may need to scroll to view all results before signing.**

**Note:** If you double click on the patient that has the critical result you will see all the lab values and note critical in red.

Event Date	<input checked="" type="checkbox"/> Event	Result	Ref. Range	Trend
2012-Sep-17 14:00	<input checked="" type="checkbox"/> Sodium Level	L 123 mmol/L	(135 - 145)	Trend
	<input checked="" type="checkbox"/> Potassium Level	C >10.0 mmol/L	(3.5 - 5.1)	Trend
	<input checked="" type="checkbox"/> Chloride	L <50 mmol/L	(96 - 109)	Trend
	<input checked="" type="checkbox"/> Total CO2	C 78 mmol/L	(21 - 30)	Trend
	<input checked="" type="checkbox"/> Anion Gap	C >-5 mmol/L	(4 - 12)	Trend

## **Section 22**

### **Endorsing a Result (Signing)**

To endorse (sign) individual results:

1. Navigate to Results folder in the Inbox Summary.
2. Double-click a result.
3. Review the result.(The action pane will be defaulted to Endorse.)
4. Enter any comments.
5. Click OK or OK & Next.

## **Section 23**

### **Viewing Trending Information for a Result**

To view trending information for a result, complete the following steps:

1. Navigate to the Results section in the Inbox Summary.
2. Double-click the result.
3. Select the appropriate result(s) from the Item column and click Trend.

## **Section 24**

### **Forwarding a Result without Endorsing or Refusing It (Forward Only)**

It is possible to forward a result to another clinician without signing or refusing it.

To forward a result without signing it, complete the following steps:

1. Open the Result.
2. Review the content and click Forward only (located above the demographic banner).
3. Select an option from the Additional Forward Action list.
4. Type the physicians name beginning with the last name or click on the binoculars to search for the name.
5. Enter any comments.
6. Click OK.

## **Section 25**

### **Endorsing and Forwarding Results**

You may endorse a result and then forward it on to another clinician.

To forward a result after endorsing it, complete the following tasks:

1. Open the Result.
2. Review the content.(The Action pane will be defaulted to Endorse.)
3. Check the box adjacent to the Additional Forward Action from the action pane (below the refuse action)
4. Type the physicians name beginning with the last name or click on the binoculars to search for the name
5. Enter any comments.
6. Click OK or OK & Next.



## **Section 26**

### **Receiving Forwarded Results to Sign or Review**

- A user may choose to forward a result to you to Sign or Review.
- A comment may be added to relay the reason the results are being forwarded.

To Review or Sign a forwarded result, complete the following steps:

1. View the Results that were sent.
2. The notification will either be defaulted to Sign or Review depending on the Action the person forwarding the result would like you to perform.
3. Enter any comments.
4. Click OK or OK & Next.

Dr...	Patient Name	Result Status	Result Type	Subject	Type	Update Date
	ITPCH, CPOETHREE	Auth (Verified)	MBO	REVIEW	Forwarded Results to Review	2012-Dec-14 12...
	ITQEHTWO, ONE	Auth (Verified)	MBO	Respiratory Cult...	Results to Endorse	2012-Oct-25 09...
	ITQEHTWO, ONE				Results to Endorse	2012-Dec-14 12...
	ITPCHTWO, ONE	Auth (Verified)	MBO	Respiratory Cult...	Results to Endorse	2012-Oct-22 10...
	ITPCH, CPOETWO	Auth (Verified)	MBO	Respiratory Cult...	Results to Endorse	2012-Oct-10 14...
	ITPCH, CPOETHREE	Auth (Verified)	MBO	Urine Culture	Results to Endorse	2012-Dec-14 12...

## **Section 27**

### **Key Notifications** **Abnor.: 1** **Criti.: 5**

Alerts you when specific notifications are received in your Inbox. For example, Key Notifications are set to indicate when Abnormal Results or Critical Results post. Clicking the notification name opens the corresponding Inbox folder allowing you to view the details of the notification

## **Section 28**

### **Work Items**

<b>Work Items (5)</b>
Saved Documents (0/3)
Documents to Dictate (5/16)
Paper Based Documents (0/6)

## **Section 29**

**Saved Documents** are documents originated by the physician from the patient's chart such as Progress Notes and ED PowerNotes. They have been saved but not signed. Sign action is required and can be completed from this folder.

## **Section 30**

**Documents to Dictate** are populated by system or manual requests to dictate. These items are reminders for the physician to dictate. Complete action can occur when the dictation has been completed or if no action is taken, the document to dictate notification will drop out of the folder when the document is transcribed and interfaced to CIS for signature.

**\*\*ONLY Refuse a document to dictate if you are NOT the physician responsible for the dictation.**

## Section 31

**Paper-Based Documents** are populated and **completed** by Medical Records.

- For most cases, these documents are sent to Message Centre as a reminder for the physician to go to Medical Records and physically sign the document. Once the signature is completed, Medical Records will remove the Paper-Based Document from the Message Center.
- For most occasions, NO ACTION is required **within** Message Centre for Paper Based documents.
- Do NOT OPEN documents in the Paper Based documents folder.
- **DO NOT REFUSE** documents that are in the Paper Based Document folder.

Exception to this is the “discharge order needed electronically” message. This indicates a patient was discharged from acute care without a discharge order.

Discharge Order Needed Electronically in Powerchart

- When a patient’s chart is analyzed in Health Records a deficiency for a “Discharge Order Needed Electronically” will be added for the Inpatient encounter if a Discharge Order is not entered and signed.
- Exceptions as per Hospital Act will apply, ie against medical advice.
- In Message Centre the deficiency will display as a Paper Based Document:

The screenshot shows the Message Center interface. On the left is the 'Inbox Summary' pane with a tree view of folders: Inbox (62), Orders (14/14), Results (15/19), Documents (33/35), and Work Items (4). The 'Paper Based Documents' folder is selected. The main pane shows a table of documents:

Patient Name	Description	Due Date	Create Da...
ZZTESTWHMED, PTMD1_2	Discharge Order needed Electronically		2017-Aug-22 1...
ZZTESTKCMHED, PTMD1	Missing Final Dx		2017-Aug-22 ...
ZZTESTWHMED, PTMD1	Physician Orders		2017-Aug-22 ...
ZZTESTQEHEH, PT1ADULTNO...	Physician Orders		2017-Aug-22 1...

Right click on the deficiency and select Open Patient Chart > Orders. This will open Powerchart directly to the correct encounter.

**\*\*DO NOT select Open.\*\***

Scheduling Discharge Readiness Dashboard Intranet cih PEI antibiotic/micro guidelines PEIPharmacare Formulary Health PEI IV.M

M Conversation Patient Product Inquiry Collections Inquiry Documents Depart Medical Rec

**Paper Based Documents** x

Communicate Open Forward Only Select Patient Select All

Patient Name	Description	Due Date	Create D
ZZTESTWHMED, PTMD1_2	Discharge Order needed Electronically		2017
ZZTESTKCMHED, PTMD1	Missing Final Dx		
ZZTESTWHMED, PTMD1	Physician Orders		
ZZTESTQEHEHED, PT1ADULTNO...	Physician Orders		

Context Menu:

- Patient Summary
- Discharge Summary
- Transfusion Summary Report
- Orders
- Overview
- Results Review
- Problems and Diagnoses
- Histories
- Assessments
- I O
- Documents
- Form Browser
- MAR Summary
- MAR
- Med List
- Allergies
- Reference Text Browser
- Patient Schedule
- Patient Info

Callout: Clicking Open will not open the correct patient encounter!

Menu Item: Open Patient Chart

A new relationship will need to be assigned as chart relationships are inactivated when the encounter is discharged. Assign a Relationship.

**P Assign a Relationship** [X]

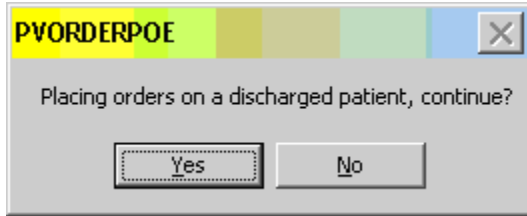
For Patient: QEHTHREE, PTMD1

Relationships: Comment:

- Consulting Physician
- ED Physician
- Family Physician
- Hospitalist
- On Call Physician
- Ordering Physician
- Quality Assurance (Enter Com
- Record Completion**
- Resident

OK Cancel

Open the Orders page and a message will display to alert that orders are being placed on a discharge encounter, select Yes.



Search for a discharge order and then refer the discharge date and time in the banner bar for the correct information. Once it is changed sign the order.

SHMED, PT3  
Emergency [2016-Dec-01 09:36 - 2016-Dec-03 04:30]

Age: 71 years      Sex: Male      Loc: Emerg KCMH      ARO:  
DOB: 1946-Jun-23      MRN: 013000004      \*\* Allergies Not Recorded \*\*      RESUS:

Menu      Orders      Full screen      Print      0 minutes ago

Reconciliation Status  
Meds History      Admission      Discharge

Orders for Signature

Search:      Starts with:      Type: All Orders      Search within: All

Orders for Signature

Order Name	Status	Start	Details
Emerg KCMH FIN/ENC:1700000004 Admit: 2016-Dec-01 09:36			
Admit/Transfer/Discharge			
Discharge	Order	2018-Mar-05 12:26	Date: 2018-Mar-05 12:26

Details for Discharge

Details      Order Comments


Disposition:      Location:      Discharge Date: 2016-Dec-03      1226

0 Missing Required Details      Sign

The deficiency will remain under Work Items until it is removed by Health Records.

## **Section 32**

### **Proxy Capabilities**

 **Note:** In order to view another user's inbox, you must have proxy rights

## **Section 33**

### **Proxy Authorization**

Granting proxy authorization enables a provider to access an Inbox and work with it as a proxy. A proxy can perform any activities for which you have granted them authorization, such as signing, refusing and forwarding messages and results. When granting proxy authorization, you specify the provider, the specific Inbox folder(s) to which you wish to give proxy as well as the effective dates for the proxy.

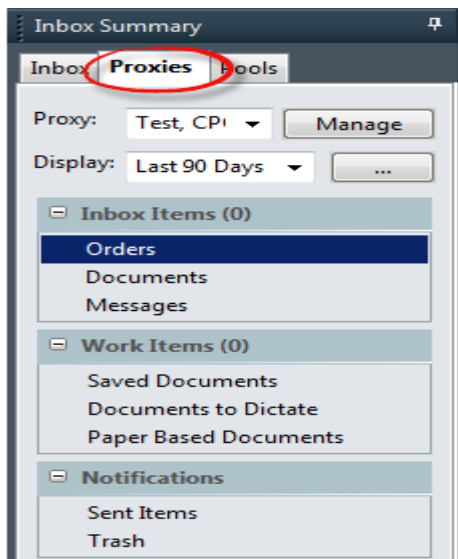
As a proxy to another user's Inbox you have access to the folders and functions that have been granted to you. The proxy Inbox has the same look and feel as your Inbox, except that all actions that you take are on behalf of the individual for which you are proxy. Note that any activities that you perform as a proxy are logged.

## Section 34

### Viewing Messages as a Proxy

To view another user's Inbox that has granted you proxy, complete the following tasks:

1. Click the Proxies tab in the Inbox Summary.
2. From the Proxy list, select the name of the user's Inbox you want to work with. The folders to which you have been given proxy authorization are displayed in the Inbox Summary. At this point, you are able to complete all of the tasks for which you have proxy rights.



**Note:** If you sign an Inbox item as a proxy, the signature will state you have signed on behalf of the individual's Inbox you have proxied. If you review an item and want to leave it for the original provider to review as well, close the notification or move to the next Inbox item. Do not sign, refuse, or forward the notification.

3. When you are finished working in the proxy Inbox. Click the Inbox tab in the Inbox Summary. Your Inbox folders are displayed.

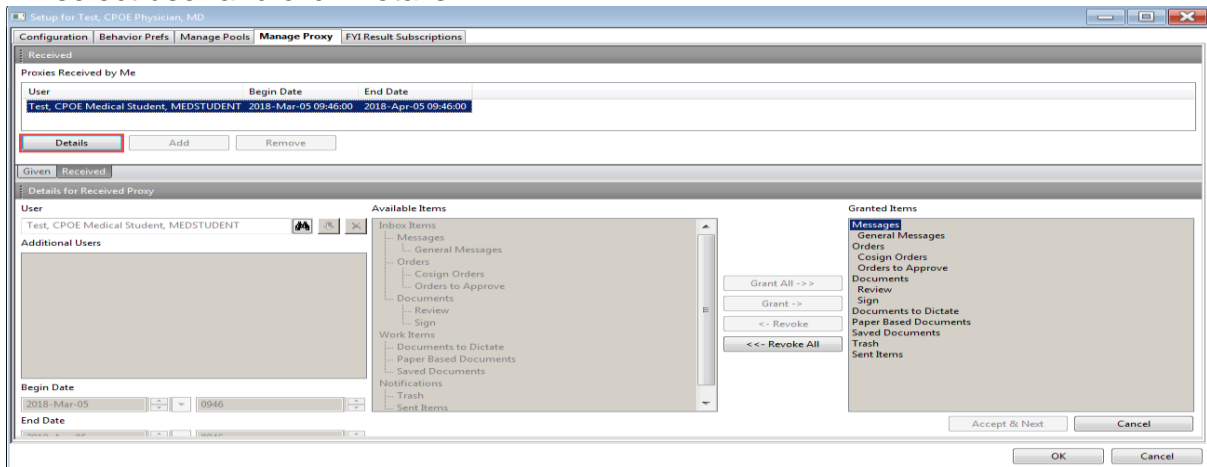


## Section 35

### Viewing Proxy Authorizations Granted to You

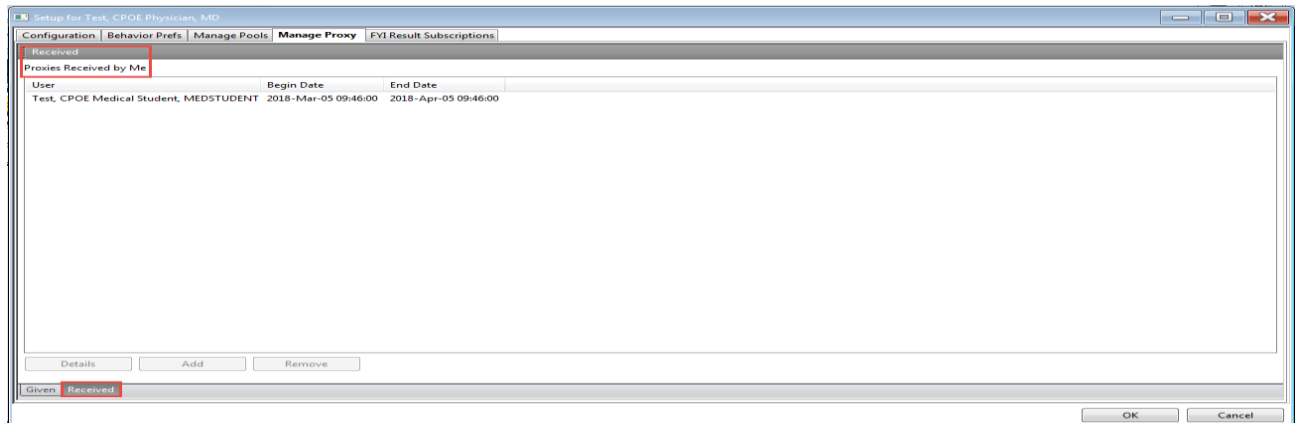
To view a list of all providers and document types for which you have been granted proxy authorization, complete the following steps:

1. From the Inbox menu, select Manage Proxy.
2. Click the Received tab.
3. The users displayed in the Proxies Received by Me pane are authorizations that have been granted to you.
4. To view detailed information about the privileges granted by a particular user, select user and click Details.



## **Section 36**

### **Viewing Proxy Authorizations that you have granted**



To view a list of all individuals to which you have granted proxy authorization, as well as specific permissions of each authorization, complete the following steps:

1. From the Inbox menu, select Manage Proxy and click the Manage Proxy tab.
2. All proxies that you have granted are listed in the Proxies Given By Me pane.
3. Select the proxy that you would like to view and click Details. The specific permissions that you have granted are displayed.

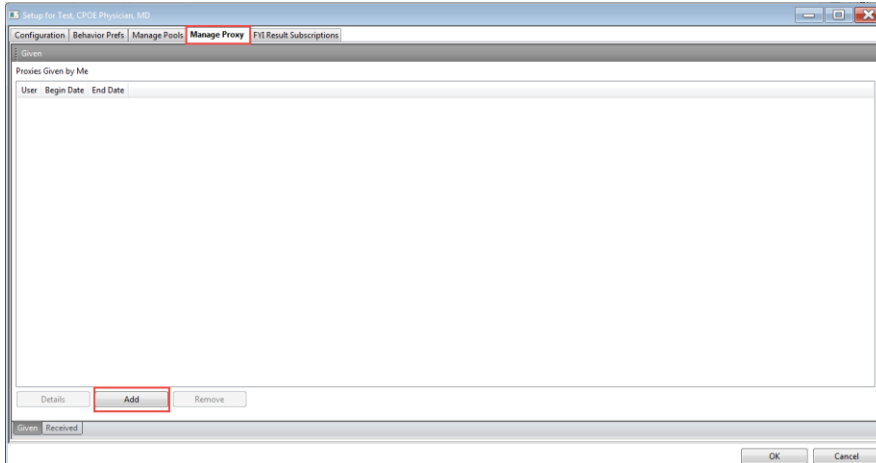
## Section 37

### Granting Proxy Authorization

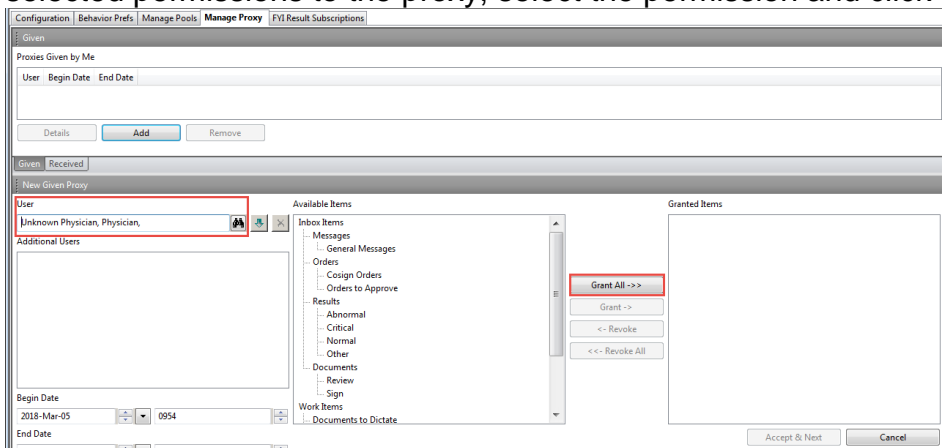
Granting proxy authorization to another provider or provider group enables the proxy to perform any activities for which you have granted them authorization, such as signing, refusing and forwarding messages and results.

To grant proxy authorization to another provider, complete the following steps:

1. From the Inbox menu, select Manage Proxy and click the Manage Proxy tab.
2. Click Add.



3. From the User list select the user that you want to give proxy to.
4. To grant proxy to more than one user use the arrow to move the current user to the additional user's box and continue searching.
5. Specify a Start Date/Time and End Date/Time. For example, if you will be out of the office for two weeks, specifying the Start Date/Time and End Date/Time ensures the proxy will be able to access your Inbox during that period only.
6. To grant all permissions to the selected user, click the Grant All. To grant selected permissions to the proxy, select the permission and click Grant.



7. Click OK.

## **Section 38**

### **Updating Proxy Authorization**

Once you have granted proxy authorization, you can update the proxy as necessary. Complete the following steps to update a proxy that has been previously configured.

1. From the Inbox menu, select Manage Proxy and click the Manage Proxy tab.
2. From the Proxy list, select the proxy you want to update and click Details.
3. Modify the proxy as needed. You can grant or revoke inbox items.
4. Click Accept and Next and OK.

## **Section 39**

### **Changing Proxy Start and End Times**

Once you have granted proxy authorization, you can update the effective dates and times as necessary. Complete the following steps to change start and end times for a proxy that has been previously configured:

1. From the Inbox menu, select Manage Proxy and click the Manage Proxy tab.
2. From the Proxy list, select the authorization you want to update and click Details.
3. Modify the Start Date/Time and End Date/Time. For example, if you will be out of the office for two weeks, specifying the Start Date/Time and End Date/Time ensures the proxy will be able to access your Message Center messages during that period only.
4. Click Accept and Next and OK.

## **Section 40**

### **Removing Proxy Authorizations that have been Taken or Granted**

To remove an existing proxy authorization, complete the following steps:

1. From the Inbox menu, select Manage Proxy and click the Manage Proxy tab.
2. All proxies that you have granted are listed in the Proxies Given By Me pane.
3. Select a proxy.
4. Click Remove. The proxy authorizations are removed.
5. Click OK.