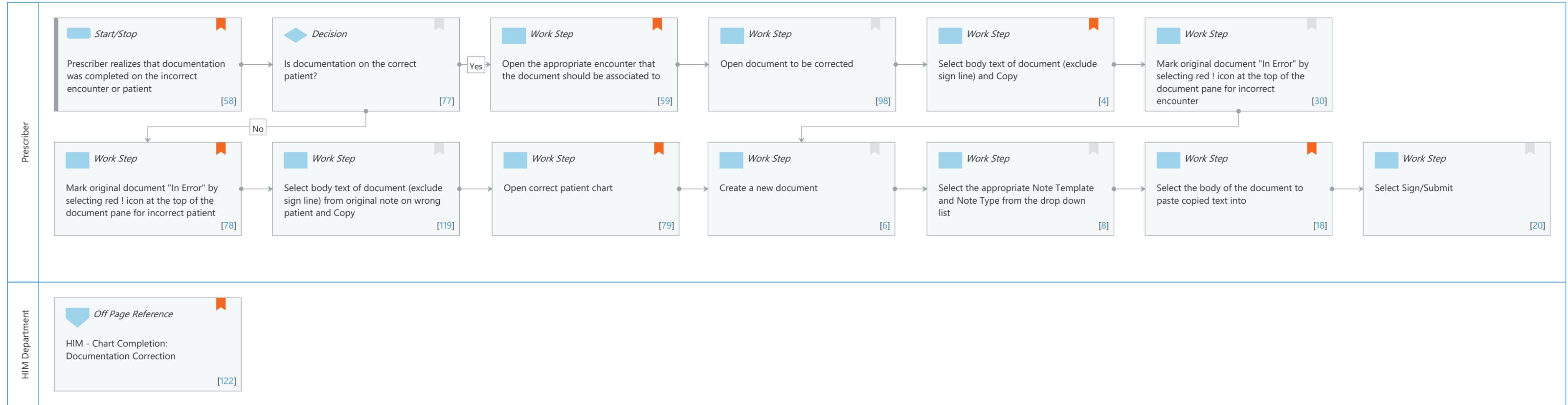


Future State: Phys Track- Prescriber Workflow - Documentation Correction (Wrong Encounter or Patient)

Cerner Workflow ID: 15382 (v. 11.0)

Client Workflow ID: 986

Last updated by Tina Van Egmond, Apr 06, 2024 4:03pm (UTC -4 hours)



## Future State: Phys Track- Prescriber Workflow - Documentation Correction (Wrong Encounter or Patient)

Cerner Workflow ID: 15382 (v. 11.0) Client Workflow ID: 986

Last updated by Tina Van Egmond, Apr 06, 2024 4:03pm (UTC -4 hours)

**Workflow Details:**

Workflow Name: Phys Track- Prescriber Workflow - Documentation Correction (Wrong Encounter or Patient)

Workflow State: Future State

Workstream: Ongoing Assessment and Treatment

Venue: Acute Care

Ambulatory

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

**Workflow Summary:**

Service Line:

Related Solution(s): Cerner Millennium EMR - Acute

Project Name: Niagara Health System:OPT-0297674:NIAG\_CD Niagara HIS RFP

TestBuilder Script(s):

Cerner Workflow ID: 15382 (v. 11.0)

Client Workflow ID: 986

Workflow Notes:

Introduced By: WS 6

Validated By: WS 7

**Swim Lane:**

Role(s): Prescriber [Custom]

Department(s):

Security Position(s): Physician - Dermatology

Physician - Endocrinology

Physician - Hospitalist

Physician - Nephrology

Physician - Primary Care

Physician - Rheumatology

Physician - Urgent Care

Physician Assistant

Nurse Practitioner

Urgent Care - Nurse Practitioner

Physician - Pulmonology

Physician - Neurology

Medical Student

Resident

## Future State: Phys Track- Prescriber Workflow - Documentation Correction (Wrong Encounter or Patient)

Cerner Workflow ID: 15382 (v. 11.0) Client Workflow ID: 986

Last updated by Tina Van Egmond, Apr 06, 2024 4:03pm (UTC -4 hours)

**Start/Stop [58]**

Description: Prescriber realizes that documentation was completed on the incorrect encounter or patient

Comments: A Prescriber could either realize that they documented on the wrong patient/encounter on their own or by another member of the health care team without HIM involvement, or they could be notified of a deficiency at any point during patient care or after discharge by HIM.

**Decision [77]**

Description: Is documentation on the correct patient?

**Work Step [59]**

Description: Open the appropriate encounter that the document should be associated to

Comments: Patient is correct but documentation is on the wrong encounter.

**Work Step [98]**

Description: Open document to be corrected

**Work Step [4]**

Description: Select body text of document (exclude sign line) and Copy

Comments: Can use traditional copy methods, or tagging. Tagging can only be used if it's on the same patient and different encounters (not if it's different patients).

**Work Step [30]**

Description: Mark original document "In Error" by selecting red ! icon at the top of the document pane for incorrect encounter

**Work Step [78]**

Description: Mark original document "In Error" by selecting red ! icon at the top of the document pane for incorrect patient

Comments: If documentation on wrong patient, ensure that the note makes sense on the correct patient (i.e. lab values, vital signs etc.) before signing.

## Future State: Phys Track- Prescriber Workflow - Documentation Correction (Wrong Encounter or Patient)

Cerner Workflow ID: 15382 (v. 11.0) Client Workflow ID: 986

Last updated by Tina Van Egmond, Apr 06, 2024 4:03pm (UTC -4 hours)

**Work Step [119]**

Description: Select body text of document (exclude sign line) from original note on wrong patient and Copy

**Work Step [79]**

Description: Open correct patient chart

Comments: Keep the original incorrect patient's chart open so you can copy and paste the contents of your note onto the correct patient

**Work Step [6]**

Description: Create a new document

**Work Step [8]**

Description: Select the appropriate Note Template and Note Type from the drop down list

**Work Step [18]**

Description: Select the body of the document to paste copied text into

Comments: Review any formatting issues that may arise from the copy/paste workflow and correct as needed using the formatting toolbar above the document.

**Work Step [20]**

Description: Select Sign/Submit

**Swim Lane:**

Role(s): HIM Department

Department(s):

Security Position(s):

**Off Page Reference [122]**

Workflow Link: HIM - Chart Completion: Documentation Correction

Comments: HIM would only get involved if:

1. phoned or emailed by the Prescriber - the HIM Manager moves documentation to the correct patient OR
2. the documentation correction was caught during our QA process if there was a correction required on the correct patient/encounter the Prescriber would be notified through the Prescriber Inbox as a deficiency (or coding query if found at

## Future State: Phys Track- Prescriber Workflow - Documentation Correction (Wrong Encounter or Patient)

Cerner Workflow ID: 15382 (v. 11.0) Client Workflow ID: 986

Last updated by Tina Van Egmond, Apr 06, 2024 4:03pm (UTC -4 hours)

time of coding).

If documentation was found to be on the wrong patient or encounter an IRS is completed, the

HIM Manager moves documentation to the correct patient & notifies the Prescriber by phone as done in in current state.

HIM will have 1 Inbox

dedicated for NH and 1 Inbox dedicated for HDS for any refusal of orders or refusal to sign/cosign documents.

**Facilities:**

Facility Name: Niagara Health System (All five acute hospitals) and Hotel Dieu Shaver

Status: Approved

Facility Cerner Owner: Baker, Chrissy M

Facility Client Owner: Van Egmond, Tina

Authorize Date: Feb 08, 2024

Facility Comments: