

Cerner Flash

Ambulatory: Issues Post Upgrade - Status Updates

February 12, 2024

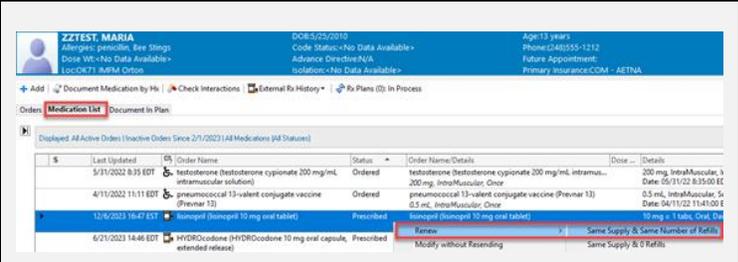
Issues Post Upgrade – Status Updates		
Impacted Positions: All Ambulatory Staff.		
Status	Description of Issue	Status Notes
RESOLVED	<p>Issue #1: When creating a new message or forwarding an existing message from within the Message Center and Launching Orders via the Message window, the Ordering Physician Window <u>does not</u> display when attempting to convert a documented medication to a prescription.</p> <p>Result: Users are unable to propose the medication refill request to the provider when the medication is in a Documented status on the Med List.</p>	<p>Update: A package was installed to resolve this issue in Production and has passed testing. This workflow is now working as designed.</p> <p>Result: The Ordering Physician Window now displays appropriately when converting a documented medication to a prescription via the Message Center.</p>
<p>FAILED TESTING, NOT RESOLVED.</p> <p>PENDING REVIEW WITH CERNER</p>	<p>Issue #2: When creating a new message from within the patient's chart and launching orders to propose a medication refill to the provider, users are <u>not</u> routed back to the New Message window to send the request.</p> <p>Result: The New Message Window displays behind the chart, <u>instead of</u> in the forefront.</p>	<p>Update: A package was installed to resolve this issue but has failed testing.</p> <p>Result: Users must continue to follow the interim workaround below until further notice.</p>
Clinical Staff, please see follow the interim workaround for Issue #2 as described below.		

Issue #2: New Message Window Minimizes to Task Bar	
1) From the patient's chart, select the Communicate dropdown on the Toolbar and choose Message .	
2) The New Message Window displays. <ol style="list-style-type: none"> Satisfy the appropriate fields and click Launch Orders. 	

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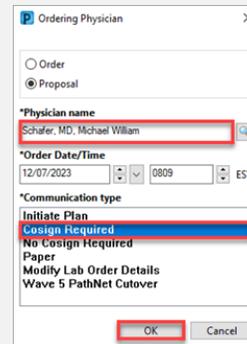
3) Select the **Medication List** tab.

- Right-click on the medication that needs refill.
- Choose **Convert to Prescription** if the medication is in a **Documented** status.
- Choose **Renew** if the medication is in a **Prescribed** status.



4) The **Ordering Physician Window** displays.

- Select the **Proposal** radio button.
- Search and select the Provider's name.
- Select **Cosign Required**.
- Click **OK**.



5) Click **Orders for Signature** and then **Sign**.

- Issue:** Users are routed back to the patient's chart, instead of the **New Message Window**.

Interim Workaround:

6) The New Message Window displays behind the patient's chart, instead of in the forefront.

- Hover over the PowerChart icon on the computer's Task Bar.
- Select the **New Message Window** to open and send the message.

