ONE McLaren

Cerner Flash

Ambulatory: Medication Renewal Requests from the Patient Portal   **August 17, 2023**

Medication Renewal Requests from the Patient Portal

Enhancement effective 8/22/223: Patients will have the ability to send a medication renewal request to their Provider via their Healthelife Patient Portal. This request will be routed to the clinic's Message Center Pool and display within the Consumer Messages sub-folder.

Positions Impacted: All Ambulatory Providers and Clinical Staff

Education: Please click the job aid link below for step-by-step instructions:

- **AMB Job Aid_ Cerner HealtheLife Portal -Medication Renewal Request.pdf**

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Overview of Workflow

Below provides a high-level overview of the workflow clinical staff and providers will follow to process HealtheLife renewal requests. Please refer to the job aid link listed above for detailed steps and screenshots.

Clinical Staff will follow the steps below to address the patient's request:

1. Clinical Staff will open the Message via the Clinic Pool.
2. Review the patient's request and determine if a medication Renewal is appropriate.
3. Forward message to Provider.
4. Propose the medication Renewal to the provider by clicking the Launch Orders button within the message.
5. Select the appropriate encounter to attach the message to (Outpatient Message encounter for your clinic).
6. Locate the requested medication on the Medication List within the patient's chart, then begin the renewal process.
7. Sign the medication proposal.
8. Back in the body of the message, add the .ambmed refill auto-text, then click Send.

Provider steps:

1. The provider receives a med Renewal request in the Renewal Request sub-folder in their Message Center.
2. The provider will review the message and take appropriate action on request.
3. The provider will Reply to the message to notify staff of the status of the request (filled or not filled).

Clinical Staff:

1. Clinical Staff receive reply from the Provider within the Renewal Requests sub-folder in the Message Center Pool.
2. Review the provider's reply and relay the status of the request to the patient via the patient portal.
   a. Click Forward within the message to send update to patient.
   b. Select the "To Consumer" checkbox so the message will route to the patient's portal.
   c. In the free text field, enter comments to patient, then click Send.

- *Important Note: When forwarding the message to the Patient, be aware that the patient will see all communication in the email string being sent. A new message can be created and sent if needed*

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