

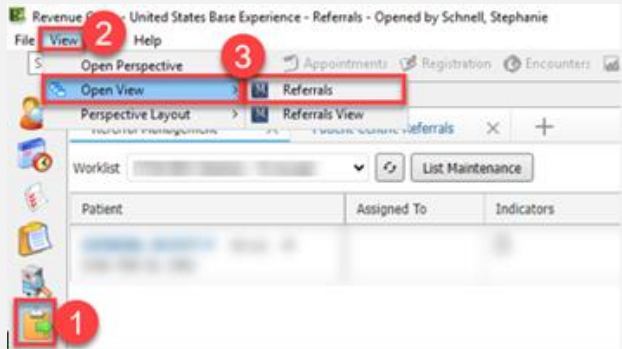
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Ambulatory: Issues Post Upgrade and Interim Workarounds **December 13, 2023**




Issues Post Upgrade Overview

There have been multiple issues identified since the recent Cerner Upgrade. Cerner is diligently working on resolutions. Please see below for a description of the issues and interim workarounds.

Impacted Positions: All Ambulatory Staff.

Description of Issue	Interim Workaround
<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>Open the patient's chart, create a new message, and propose the medication refill to the provider (see the issues section below for further instruction).</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>From the computer's Task Bar at the bottom of the screen, click the New Message Window to display (see the issues section below for further instruction).</p>
<p>Issue #3: Unable to access and manage Referral Management Worklists within Rev Cycle.</p> <p>Result: Users are unable to view attached documents and add inbound referral (provider search window does not load).</p> <p>These issues are only in Referral Management when accessed via Rev Cycle.</p>	<p>Users can access their Referral Management Worklist from PowerChart <u>or</u> follow the interim workflow below:</p> <ol style="list-style-type: none"> From within the Rev Cycle application, select the Referral Management clipboard icon on the left-hand side. Select View in the upper left corner of the screen. Hover over Open View and choose Referrals. Your referral worklist will be displayed. 

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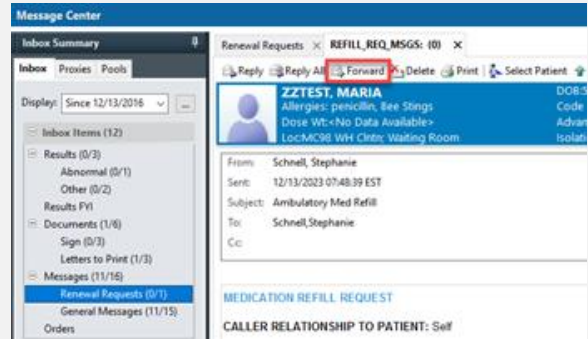
<p>Issue #4: Unable to rotate pdf documents when single document scanning directly into PowerChart.</p> <p>Result: When the document is imported, the rotate arrow icons are dithered and unable to select.</p>	<p>Rotation is disabled permanently since the rotation of the image can lead to degradation of image quality while importing.</p> <p>Ensure that the document is in the correct position prior to importing into Cerner.</p> <p>Users <u>will</u> be able to rotate the image when viewing the document post import.</p>																		
<p>Issue #5: Discerns will not load in Rev Cycle, page displays an error. This only occurs when launching Rev Cycle from the Toolbar in PowerChart.</p>	<p>Access Rev Cycle via the stand-alone icon in your storefront to see your Discern queue.</p>																		
<p>Issue #6: When Providers are reviewing results in their Message Center, the first line of the result is highlighted in black.</p>  <table border="1"> <thead> <tr> <th>Event Date</th> <th>Event</th> <th>Result</th> <th>Ref. Range</th> <th>Trend</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td>12/5/2023 9:49 EST</td> <td>WBC</td> <td>11.18 (H)</td> <td>(4.50 - 10.00)</td> <td>Trend</td> <td></td> </tr> <tr> <td></td> <td>RBC</td> <td>5.00</td> <td>(4.40 - 5.60)</td> <td>Trend</td> <td></td> </tr> </tbody> </table>	Event Date	Event	Result	Ref. Range	Trend	Comments	12/5/2023 9:49 EST	WBC	11.18 (H)	(4.50 - 10.00)	Trend			RBC	5.00	(4.40 - 5.60)	Trend		<p>No workaround – visual change only.</p>
Event Date	Event	Result	Ref. Range	Trend	Comments														
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<p>Issue #7: When running Business Objects reports via the Discern Reporting Portal, an additional Business Objects login screen displays.</p>	<p>Enter your username and password in the Business Objects login screen. Click Log On.</p> <p>This window should not display again when running future reports.</p> 																		
<p>Issue #8: The Insurance Plan and Insurance Carrier fields on the Demographics Bar in Schapptbook do not display the corresponding information. The fields are blank.</p> <p>This only applies to users who have added the Demographic Bar to their view and have manually added these fields to display.</p> 	<p>The patient's insurance plan and carrier information will have to be viewed with the registration window.</p>																		

Clinical Staff, please see below for further instruction on issues 1 and 2 regarding Medication Refills.

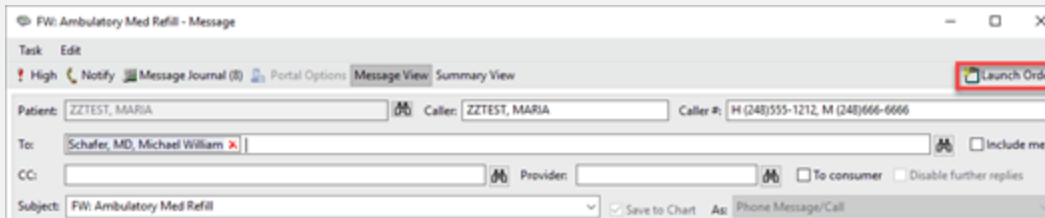
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Issue 1: Medication Refill from the Message Center

- 1) From the Message Center, the end user forwards an existing message to propose a medication refill to the provider.
 - **Note:** This also occurs when attempting to create a new message via the Communicate dropdown.

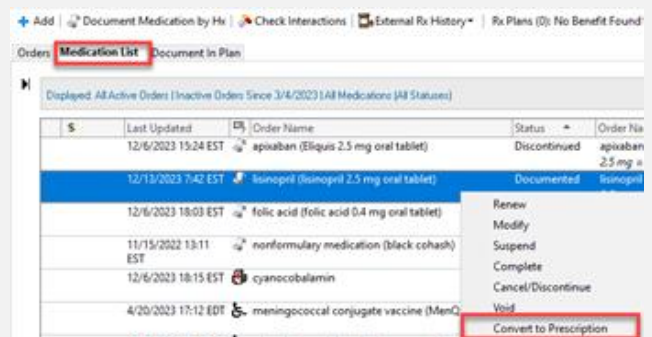


- 2) In the Message Window, satisfy the appropriate fields and click **Launch Orders**.



- 3) From the **Medication List** tab, right-click on a Documented medication and choose **Convert to Prescription**.

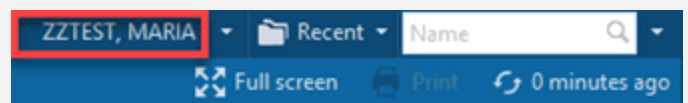
- **Issue:** The page blinks, but the Ordering Physician Window does not display as it should.



- 4) Click **Done** to close the Orders window.
 - a. Click **Cancel** to close the Message window.

Interim Workaround:

- 5) From the Message Center with the message selected, click the patient's name in the upper right-hand corner of the screen to open the patient's chart.
 - a. Select **Communicate** from the Toolbar to create a new message and follow the existing medication refill workflow.



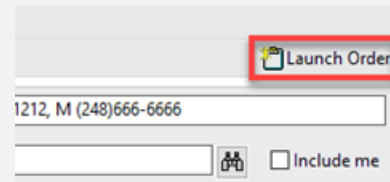
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Issue 2: New Message Window Minimizes to Task Bar

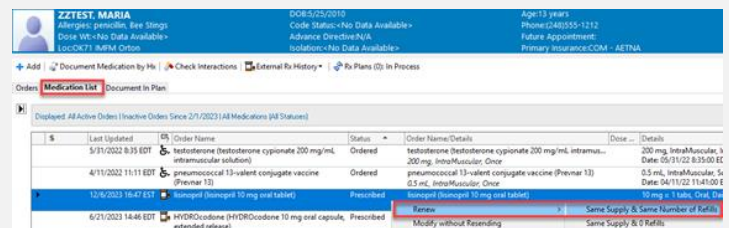
1) From the patient's chart, select the **Communicate** dropdown on the Toolbar and choose **Message**.



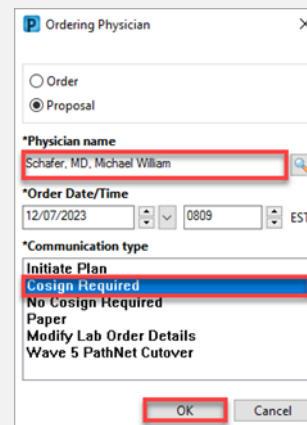
2) The **New Message Window** displays.
a. Satisfy the appropriate fields and click **Launch Orders**.



3) Select the **Medication List** tab.
a. Right-click on the medication that needs refill.
b. Choose **Convert to Prescription** if the medication is in a **Documented** status.
c. Choose **Renew** if the medication is in a **Prescribed** status.



4) The **Ordering Physician Window** displays.
a. Select the **Proposal** radio button.
b. Search and select the Provider's name.
c. Select **Cosign Required**.
d. 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.

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Interim Workaround:

- 6) The New Message Window displays behind the patient's chart, instead of in the forefront.
 - a. Hover over the PowerChart icon on the computer's Task Bar.
 - b. Select the **New Message Window** to open and send the message.

