

Cerner Flash

12/21/22

Provider Message Center Modifications

Due to an identified patient safety issue related to ordering providers not being aware of new results:

- A modification was made to ensure that all results go to the ordering provider's message center.
- This change excludes those in Behavioral Health, Hospitalist, and Emergency Provider positions who will experience message center changes in January with separate notification and education.
- Outside Client Extended Care Facility results are excluded as they are delivered directly to the outside facility.
- As a result of this change, you may be seeing an increase in your message center results volume.
- Only results that were not reviewed in the message center previously will be seen.
- 90 days of data will initially be seen at the time of the change. We understand that this is a lot of data but by system design this time cannot be further limited on the initial change.

Please keep in mind that these are items that would not have been previously delivered to your message center so please review the results.

Thank You for your patience as we try to improve the process for patient safety.

If there are questions, please contact your local Clinical Information Specialist.