Cerner Flash

Errors Generated in Narxcare / eRx
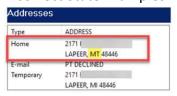### Verify Patient Demographics- RevCycle Clinics

This is intended for all McLaren Health Care Patient Access RevCycle (CPM) users. When registering patients, registrars should be verifying the demographics and ensuring the correct information is on file. Please ensure that all fields for the phone number and address, including the state and zip codes are populated correctly.

The following are some examples of incorrect demographics that have caused issues:

Incorrect Phone Number Examples

Incorrect State Examples

We are experiencing issues / errors with eRxs and Narxcare when patient's address or phone number appear as if they are out of country codes. If a phone or home address associated to the patient is non-US (i.e. country code for phone number begins with 0), it generates an error for the provider when attempting to eprescribe or on the Narxcare MPage.

Again, please ensure that all patient information is correct before completing the registration. These demographic issues result in many different issues downstream.

Doing what's best