

Cerner Flash

May 12, 2022

Cerner Revenue Cycle Preferences MUST BE RESET Post RHO Flip

Update Cerner Revenue Cycle Preferences

Positions Impacted: Any users using Revenue Cycle

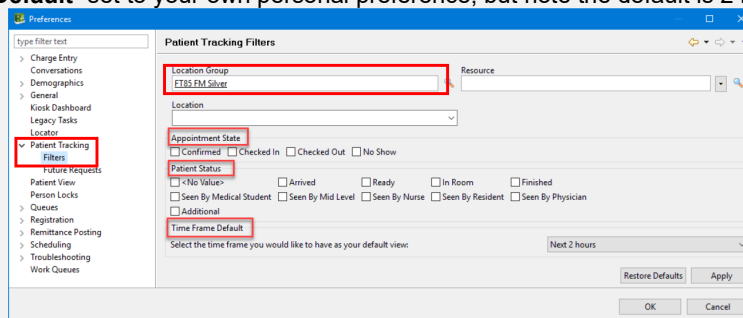
Summary: All Preferences were removed after the RHO transition and thus requires end users to reset their Preferences

Impact: If preferences are not set, certain features within Revenue Cycle won't work correctly.

See the attached document which shows all Preferences that should be set. Below are some example impacts.

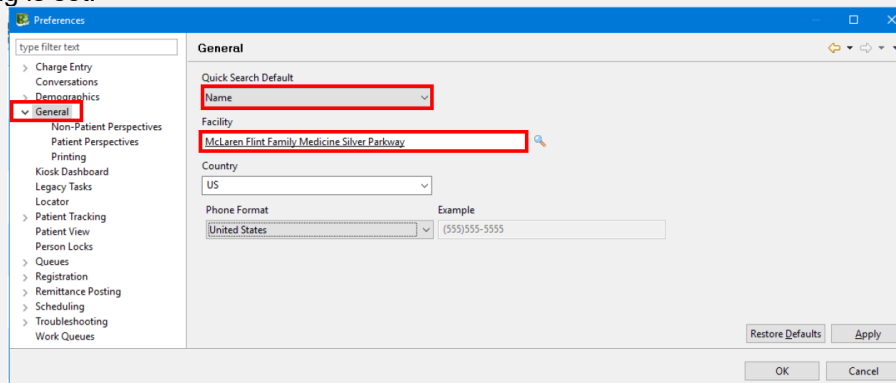
Example Issues and Related Preferences-

- 1) Reports of patients "missing" from the **Patient Tracking** board. This was due to the **Patient Status** filters being set incorrectly. Please ensure the following is set:
 - a. **Location Group-** set to your clinic
 - b. **Appointment State-** leave all blank
 - c. **Patient Status-** leave all blank
 - d. **Time Frame Default-** set to your own personal preference, but note the default is 2 hours.



The screenshot shows the 'Patient Tracking Filters' window in Cerner. The 'Location Group' dropdown is set to 'FTS-EM Silver'. The 'Appointment State' section has 'Confirmed', 'Checked In', 'Checked Out', and 'No Show' all unchecked. The 'Patient Status' section has 'Arrived', 'Ready', 'In Room', and 'Finished' all unchecked. The 'Time Frame Default' is set to 'Next 2 hours'.

- 2) Reports of Experian not working. This was due to the **Facility** not being set under **General** Preferences. Please ensure the following is set.



The screenshot shows the 'General' preferences window in Cerner. The 'Quick Search Default' is set to 'Name'. The 'Facility' dropdown is set to 'McLaren Flint Family Medicine Silver Parkway'. The 'Country' is set to 'US' and the 'Phone Format' is set to 'United States'.