CERNER FLASH

Ambulatory – Add Encounter Button Enhancement

Wednesday, January 13, 2021

Add Encounter Button Enhancement Overview

Enhancement: Effective 1/13/21, users will have access to an Add Encounter button within the Patient Match window when matching eRx non-matches from the pharmacy. This will allow users to create an Outpatient Message encounter for matching purposes when the patient does not have an existing encounter that is appropriate for the request.

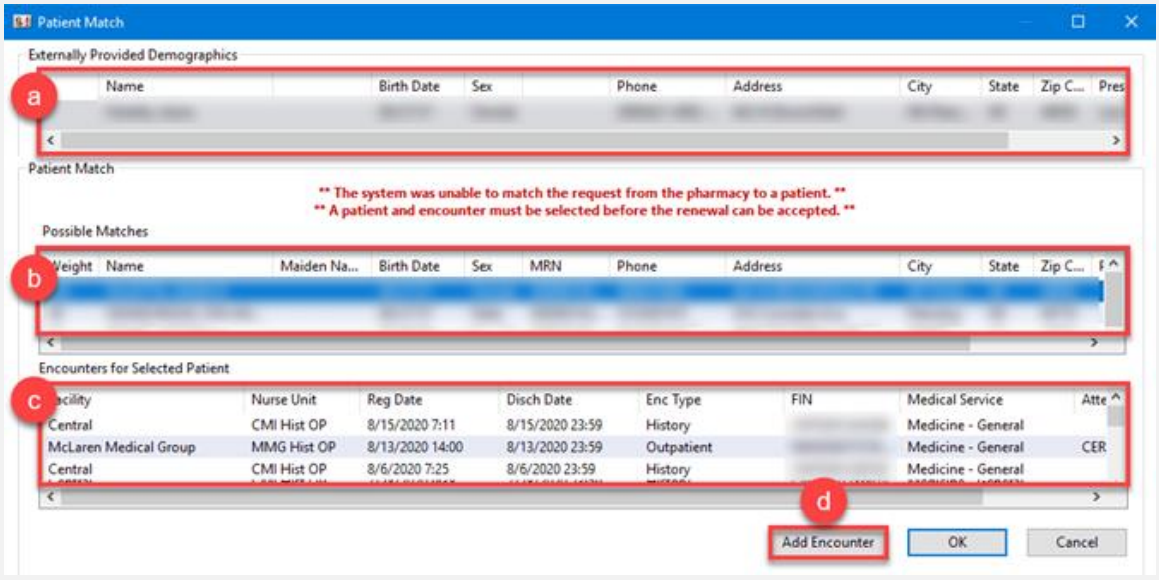
Positions Impacted: All Ambulatory Clinical Staff positions that perform eRx Non-Matches.

Add Encounter Button Workflow

1.) From the Message Center **Pools** tab, open a message within the **eRx Non-Matches** folder. The **Patient Match** window will display.

a. Under **Externally Provided Demographics**, review the patient and patient demographics provided from the pharmacy.
b. Under **Possible Matches**, select the appropriate patient.
c. Scroll through the **Encounters for Selected Patient** and choose the appropriate encounter to match the eRx request to.
d. **NEW FEATURE**: If the patient does not have an applicable encounter, select the **Add Encounter** button to create an **Outpatient Message** encounter for your clinic location. This feature can be used for both Revenue Cycle and WIN32 clinics.

- ***Important Note:*** *Scroll through the whole list of encounters for the selected patient to ensure that they do not have an OP Message encounter already created for your clinic to avoid duplicates.*
- ***Important Note:*** *Do **NOT** choose a History encounter type when matching the patient. The provider will not be able to fulfill the refill request.*



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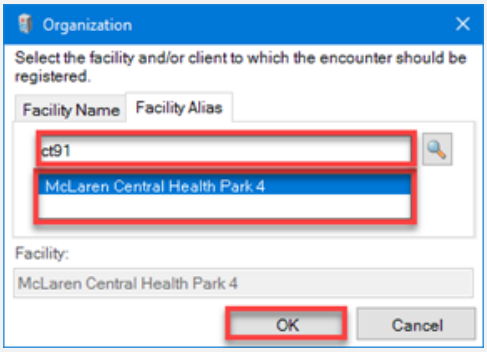
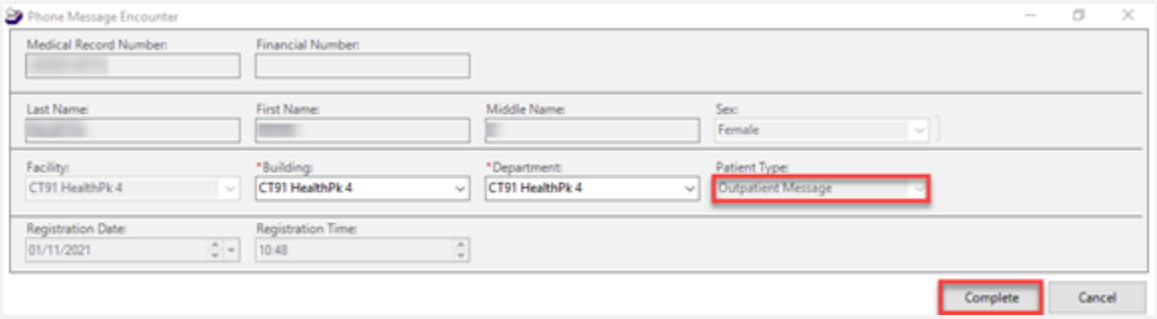
2.) The **Organization** window will display. Search and select your clinic location.

a. Click **OK**.

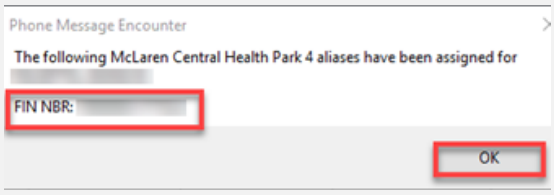
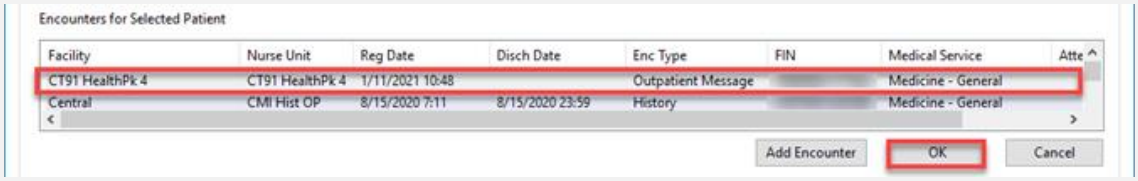


3.) The **Phone Message Encounter** window will display. The **Patient Type** field will default to Outpatient Message Encounter.

a. Ensure all other fields are correct and click **Complete**.



4.) The **Phone Message Encounter** dialog box will display with the FIN that was just created. Click **OK**.



5.) The **Outpatient Message Encounter** will now be available within the **Patient Match** window for users to link the eRx request to.