



# 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.

Name	Birth Date	Sex	Phone	Address	City	State	Zip C...	Pres

\*\* The system was unable to match the request from the pharmacy to a patient. \*\*  
\*\* A patient and encounter must be selected before the renewal can be accepted. \*\*

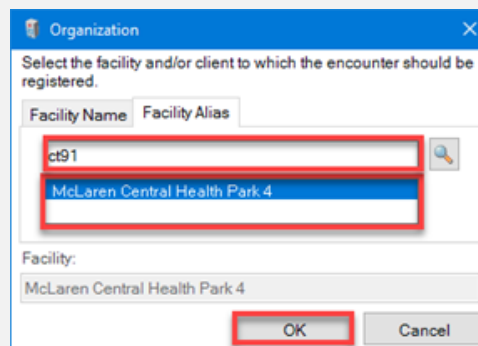
Weight	Name	Maiden Na...	Birth Date	Sex	MRN	Phone	Address	City	State	Zip C...	F^

Facility	Nurse Unit	Reg Date	Disch Date	Enc Type	FIN	Medical Service	Atte^
Central	CMI Hist OP	8/15/2020 7:11	8/15/2020 23:59	History		Medicine - General	
McLaren Medical Group	MMG Hist OP	8/13/2020 14:00	8/13/2020 23:59	Outpatient		Medicine - General	CER
Central	CMI Hist OP	8/6/2020 7:25	8/6/2020 23:59	History		Medicine - General	

Add Encounter OK Cancel

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

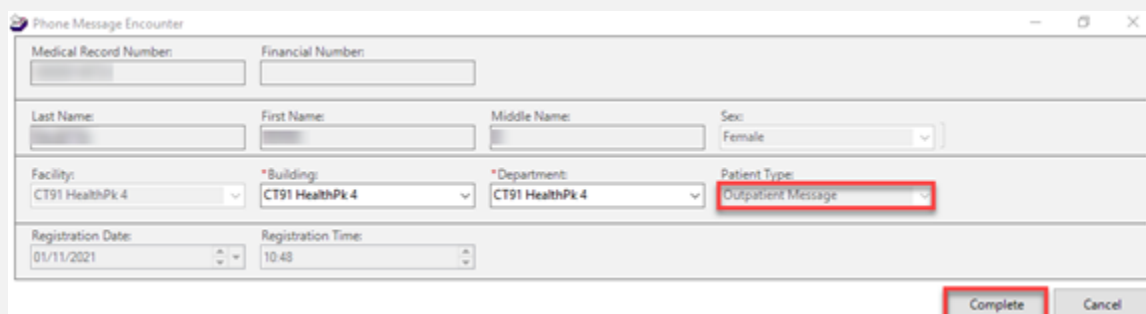
a. Click **OK**.



The 'Organization' dialog box prompts the user to 'Select the facility and/or client to which the encounter should be registered.' It features two tabs: 'Facility Name' and 'Facility Alias'. Under 'Facility Name', a search input contains 'ct91', and a dropdown menu shows 'McLaren Central Health Park 4' selected. Below, the 'Facility' field is populated with 'McLaren Central Health Park 4'. 'OK' and 'Cancel' buttons are at the bottom.

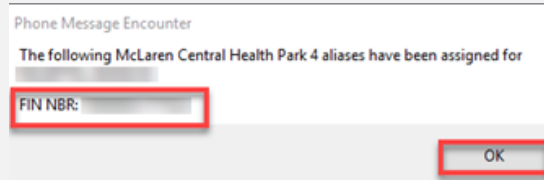
3.) The **Phone Message Encounter** window will display. The **Patient Type** field will default to Outpatient Message Encounter.

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



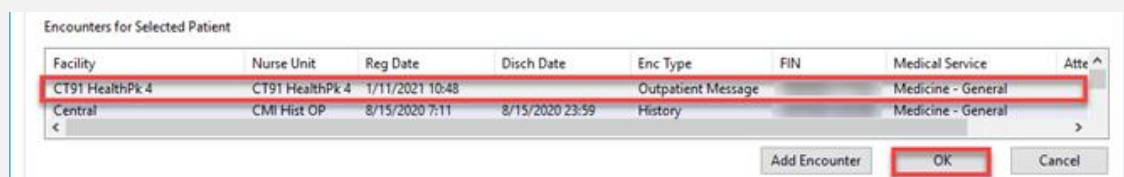
The 'Phone Message Encounter' form contains the following fields: Medical Record Number, Financial Number, Last Name, First Name, Middle Name, Sex (set to Female), Facility (CT91 HealthPk 4), Building (CT91 HealthPk 4), Department (CT91 HealthPk 4), Patient Type (Outpatient Message), Registration Date (01/11/2021), and Registration Time (10:48). The 'Complete' button is highlighted at the bottom right.

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



The confirmation dialog states: 'The following McLaren Central Health Park 4 aliases have been assigned for [redacted]'. It includes a 'FIN NBR:' field with a redacted value and an 'OK' button.

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



Facility	Nurse Unit	Reg Date	Disch Date	Enc Type	FIN	Medical Service	Atte ^
CT91 HealthPk 4	CT91 HealthPk 4	1/11/2021 10:48		Outpatient Message		Medicine - General	
Central	CMI Hist OP	8/15/2020 7:11	8/15/2020 23:59	History		Medicine - General	

Buttons: Add Encounter, OK, Cancel