

Cerner Flash

06/06/2021

MRN, FIN, & Appointment Selection Overview and Troubleshooting

While the process of getting to the Patient Search screen is dependent on if the patient is presenting to the office, lab, or hospital, the Person Search box will still present the same.

Search for the Patient and Select the FIN

1. Navigate to the Person Search window.

It's recommended to search using the patient's DOB, last name, and/or first name.

2. Click the Search button.

Patients based on the search criteria populate to the top-right results panel.

3. Select the patient. a. Once the patient is selected in the top pane, the list of FINs or encounters for that patient opens in the bottom-right pane.

b. The patient selected for this example was ZZTEST, PATIENT FIVE. Do NOT hit Enter as it will default to the first FIN. This will cause an automatic selection of the first encounter, possibly the wrong one.

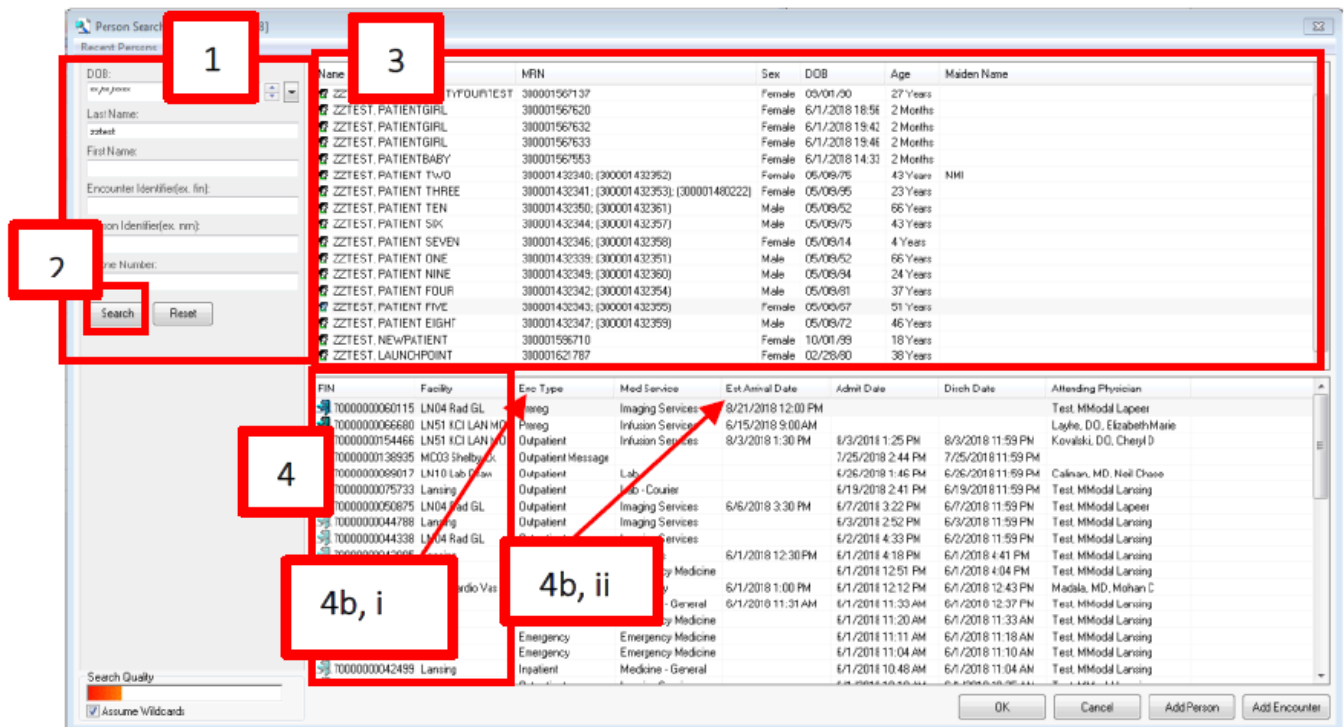
c. The MRN represents the patient within the system. This number will never change for the patient throughout the ONE McLaren system.

4. Review and select the FIN/encounter. a. The FIN represents each visit (past and future) the patient has encountered within the ONE McLaren system.

b. Future Visits are established by several factors: Encounter Type and Est Arrival Date. i. Encounter Type: Prereg = pre-registered encounters for up-coming services (appointments or surgeries)

ii. Est Arrival Date: Estimated Arrival Date of the patient to the Facility. This is the date/time the patient has been scheduled to arrive. This should correlate to the appointment date and time.

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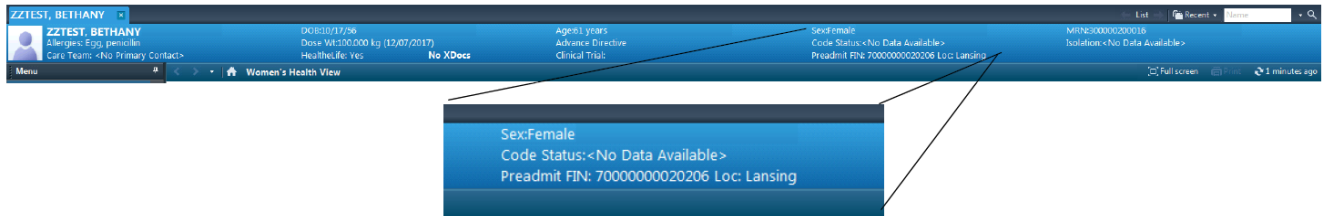
How to Determine if you can Change the Wrong Encounter and Open the Correct One

1. What should you do if you picked the incorrect FIN?
 - a. Have you documented any Orders or PowerChart fields on the FIN?
 - i. NO 🚫 Change the FIN using the steps below.
 - ii. YES → Did you initiate orders or chart within PowerChart?
 - a. NO initiation of orders 🚫 Cancel the orders and change your FIN using the steps below.
 - b. YES initiation of orders in PowerChart.
 - a. Was anything initiated within the order, for instance- Medications administered, results reviewed?
 - i. NO 🚫 Cancel the order and change the FIN using the steps below.
 - ii. YES 🚫 Continue with this FIN and immediately contact Patient Access and your management team to allow them to rectify situation. If possible, provide them the FIN that *should* have been used.
 - b. Was anything documented within PowerChart?
 - i. NO 🚫 Change the FIN using steps below.
 - ii. YES 🚫 Cancel all Saved documentation and change the FIN using the steps below.

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Change the FIN

1. Review the Patient Header, specifically the FIN.



2. Hover over the FIN; then click the hyperlink.

a. The Custom Information screen opens, listing of all the patient's FINs.

3. Click the correct FIN; then click OK.