



# Northern Light Health Oracle Health (Cerner) Millennium EHR Updates

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## Week of September 18 – September 24, 2025

For more information on how to navigate this Flash Flyer effectively, click [here](#).

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## EHR Updates

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## Behavioral Health Staff

### Ambulatory Only

### BH Diagnostic Evaluation Updates

**WHAT:** The **BH Diagnostic Evaluation** Dynamic Documentation template will now include the documentation from the BH Outpatient Intake Assessment when a patient does not have a PCP, along with the PCP recommendations provided.

The image shows two overlapping EHR form windows. The top window is titled "Care Team" and has a field for "Primary Care Provider" with a dropdown menu. Below this field is a radio button labeled "No PCP". The bottom window is titled "Primary Care Provider Recommendations" and contains two radio button options: "Per patient report, they have no pcp and provider recommends they do, patient was provided a list of providers in the community." and "Per patient report, they have no pcp and provider recommends they do, however the patient declines a list of providers in the community."

**WHY:** The update aligns the documentation requirements for patient's that do not have a primary care provider and the associated recommendations the patient chose.

**WHEN:** Thursday, September 18, 2025

**WHERE:** The change will affect the following venue(s):

- Ambulatory

**At the following NLH Member Organization(s):**

- NL Acadia Clinic locations

**WHO:** The change will affect the following staff at the above noted locations:

- Clinicians
  - Providers performing Intake and Annual Evaluations
-

## EHR Updates

### Week of September 18 – September 24, 2025

#### Quest Laboratory Order Favorites

**WHAT:** A portion of **ambulatory** labs will be sent to the Quest lab in Marlborough, MA, for processing. To support this process, new lab orders in Oracle (Cerner) will be built. Click [here](#) to view a crosswalk of orders.

#### Action Needed:

- **Lab Order Favorites Review:** Please take a few moments to review the [spreadsheet](#) to verify your current selections.

#### Instructions to Filter the Spreadsheet to Your Name:

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- Step 2:** Click the **dropdown arrow** in that column.
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- Step 4:** Click in the **box** next to your name, if not checked.
- Step 5:** Click **OK**, the spreadsheet will now only show the rows of current Favorites that are impacted.

**NOTE:** The spreadsheet may not include lab order favorites added after today. It will be updated weekly through go-live, so please check the link regularly for the latest information.

- **Support Planning Survey:** To help us prepare for any at-elbow support you may need, please complete this brief survey. It will only take a minute. [Click here to access the survey.](#)

**If there are any questions or concerns, reach out to the office Super User, connect with a Health Informatics team member or enter a ServiceNow ticket.**

**WHY:** In 2023, NLH contracted with Quest lab to process NLH lab tests.

**WHEN:** Tuesday, September 23, 2025

**WHERE:** The change will affect the following venue(s):

- Ambulatory/WIC

**At the following NLH Member Organization(s):**

- All NLH Hospitals (excluding Mayo)
-

**WHO:** The change will affect the following staff at the above noted locations:

- MAs
- Nurses
- Pharmacists
- Providers

## Medical Nutrition Therapy Referral Order Update

**WHAT:** The **Outpatient Nutrition Therapy Referral Order** is being updated to its own referral order, titled **Medical Nutrition Therapy**.

### What's Changing?

- Updated referral order, **Medical Nutrition Therapy**.
- New **Supervising Provider** field on the referral order.
  - The Supervising Physician will receive the referral for co-signature in Message Center.
  - Notes and other referral-related communications will continue to go to the Ordering Provider, who remains listed as the Referring Provider.

The screenshot displays the 'Details for Referral Order Medical Nutrition Therapy' form. Key fields include: 'Supervising Provider' (highlighted with a red box), '\*Medical Service' (dropdown menu set to 'Medical Nutrition Therapy (D...' and highlighted with a red box), '\*Reason For Referral' (text field), 'Referral Order Type' (dropdown menu), '\*Requested Start Date/Time' (09/04/2025 1150 EDT), and 'Urgent' (radio buttons for Yes/No). A 'Referrals' sidebar is visible on the right, showing 'Referrals - In-Person consultations' and 'Referral Order Medical Nutrition Therapy'.

**NOTE:** Primary Care can locate this order on the Primary Care Quick Orders Page.

## EHR Updates

### Week of September 18 – September 24, 2025

**WHY:** The update ensures **compliance with Medicare guidelines**, which state:

- Only physicians (MD or DO) can order MNT services.
- Advanced Practitioners (e.g., Nurse Practitioners, Certified Nurse Midwives, Physician Assistants) must **include a Supervising Physician** on MNT referrals.

#### Key Details to Know

- The Supervising Physician field will auto-populate with the last charted value.
  - It only needs to be updated if the supervising physician **has changed**.
- The Supervising Physician will not receive notes or updates about the referral—only the co-signature request.
- The **Ordering Provider** remains the **primary contact** for all referral-related communications.
- Use the **Diabetes Education Referral** for patients with a **diagnosis of diabetes** (Click [Here](#) to review the flyer).
- Use the **Medical Nutrition Therapy Referral** for **all other diagnoses** requiring nutrition therapy services, such as renal disease, cardiovascular conditions, gastrointestinal disorders, weight management, and malnutrition.

**WHEN:** Wednesday, September 24, 2025

**WHERE:** The change will affect the following venue(s):

- Ambulatory (excluding WIC)

**At the following NLH Member Organization(s):**

- All Member Organizations (excluding Mayo)

**WHO:** The change will affect the following staff at the above noted locations:

- Dietitians
  - Providers
-

## Clinical Decision Support Updates

### Weekly Newsletter

- Please reference our [CDS Portal](#) for additional information and previous newsletters.
- Any questions should be directed to our [CDS Team](#) for review.

*To open the links in the table, right-click and select "Open link in new tab."*

| Release Date | Venues Affected | CDS Tool  | Summary  |
|--------------|-----------------|---|--|
| 9/22/2025    | All             | <a href="#">Digoxin Lab Alert</a>                                 | New alert to prompt pertinent lab result review when ordering digoxin  |
| 9/23/2025    | All             | <a href="#">Avoid Med Alert</a>                                   | New order build and alert to improve safety of Avoid Med process   |
| 9/16/2025    | Ambulatory      | <a href="#">AMB Heart Failure CHF Diuretic Titration Protocol</a> | CDS Review, Moderate updates, added Oral ONLY Protocol language and IV medication prescriptions for Oral and IV Protocol |
| 9/23/2025    | Ambulatory      | <a href="#">Health Maintenance</a>                                | Health Maintenance updates   |
| 9/24/2025    | Inpatient       | <a href="#">Neonatal and Pediatric Cosyntropin Stim Test</a>      | New PowerPlan to support Cosyntropin Stim Test ordering in the Neonatal and Pediatric populations. EMMC Only             |
| 9/30/2025    | Inpatient       | <a href="#">PICU Ventilator Module</a>                            | CDS Review. Removal of meds. Paring down labs. EMMC only.  |

## Nursing, CNA, Medical Assistants

### Ambulatory/WIC

### Digital Care – Colonoscopy Screening Questionnaire – AR Gould Only

**WHAT:** Digital Care platform will be used to generate an email with an embedded link for patients to complete a scheduling questionnaire on referral orders placed for PCP Colonoscopy Screening procedures being performed at AR Gould Hospital.

Placing the appropriate referral for the procedure will generate the email.

Click [here](#) to see the workflow for ordering the procedure and reviewing if the email with embedded link was generated.

## EHR Updates

### Week of September 18 – September 24, 2025

**NOTE:** Patients must have an email address on file.

**WHY:** To improve efficiency and enhance patient experience, patients will receive an email containing embedded link to complete the necessary information for scheduling their procedure. This will eliminate phone calls with patients, accelerate referral processing, and improve patient safety and satisfaction.

**WHEN:** Monday, September 22, 2025

**WHERE:** The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- NL Physician Practice Central Ops – AR Gould (Review questionnaire responses)
- NL Primary Care – Caribou (Order placement)
- NL Primary Care – Fort Fairfield (Order placement)
- NL Primary Care – Presque Isle (Order placement)
- NL Surgical Services – Presque Isle (Review questionnaire responses)

**WHO:** The change will affect the following staff at the above noted locations:

- Clerical Staff
- Clinical Staff
- Providers

## Quest Laboratory Order Favorites

**WHAT:** A portion of **ambulatory** labs will be sent to the Quest lab in Marlborough, MA, for processing. To support this process, new lab orders in Oracle (Cerner) will be built. Click [here](#) to view a crosswalk of orders.

### Action Needed:

- **Lab Order Favorites Review:** Please take a few moments to review the [spreadsheet](#) to verify your current selections.

### Instructions to Filter the Spreadsheet to Your Name:

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**Step 5:** Click **OK**, the spreadsheet will now only show the rows of current Favorites that are impacted.

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- **Support Planning Survey:** To help us prepare for any at-elbow support you may need, please complete this brief survey. It will only take a minute. [Click here to access the survey.](#)

**If there are any questions or concerns, reach out to the office Super User, connect with a Health Informatics team member or enter a ServiceNow ticket.**

**WHY:** In 2023, NLH contracted with Quest lab to process NLH lab tests.

**WHEN:** Tuesday, September 23, 2025

**WHERE:** The change will affect the following venue(s):

- Ambulatory/WIC

**At the following NLH Member Organization(s):**

- All NLH Hospitals (excluding Mayo)

**WHO:** The change will affect the following staff at the above noted locations:

- MAs
  - Nurses
  - Pharmacists
  - Providers
-

## EHR Updates

### Week of September 18 – September 24, 2025

## NEW Colorectal Screening (76-85 Shared Decision) Recommendation

**WHAT:** A new **Colorectal Screening (76–85 Shared Decision) Recommendation** will be added to the Recommendations component, including two new actions and auto text to support providers in documenting decision-making.

### New Actions Options

- After shared decision, no further screening recommended (Cancel Permanently)
- Patient declined for now after informed discussion (Snooze 1 year)

**IMPORTANT:** If the patient has had a Total Colectomy, the recommendation must be permanently canceled to prevent it from continuing to fire.

### New AutoText

- A new auto text `/sdmcrscreen7685*` has been created to assist providers with documenting decision making.

**NOTE:** Click [here](#) for more information on using the Recommendations component.

**WHY:** The **Colorectal Screening (76–85 Shared Decision) Recommendation** provides patients aged 76–85 with personalized information on the risks and benefits of continued screening. It encourages shared decision-making by inviting patients to engage in an informed discussion with their provider about the advantages and disadvantages of screening.

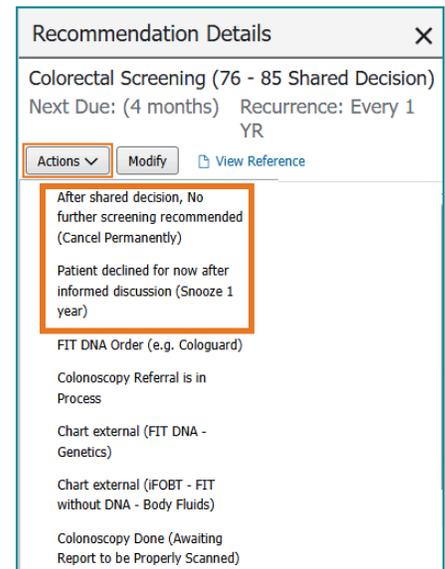
**WHEN:** Tuesday, September 23, 2025

**WHERE:** The change will affect the following venue(s):

- Ambulatory

**At the following NLH Member Organization(s):**

- All NLH Hospitals (excluding Acadia and Mayo)

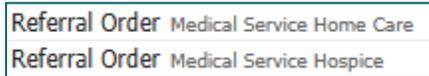


**WHO:** The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

## Home Care and Hospice Referrals – effective 10/01/25

**WHAT:** Home Care and Hospice Referrals will now be considered an inbound referral. To ensure throughput of the referral, use the **Referral Order** with the medical service of **Home Care or Hospice**.



If further information is necessary for the referral, Message Center will be used to communicate, ensuring all documentation is reflected in the medical record.

**WHY:** The process will allow for a streamlined referral process for all patients both on the sending and receiving end. Referral throughput will also be visible in the patient record.

**WHEN:** Wednesday, October 1, 2025

**WHERE:** The change will affect the following venue(s):

- Ambulatory

**At the following NLH Member Organization(s):**

- All NLH locations (excluding Acadia and Mayo)

**WHO:** The change will affect the following staff at the above noted locations:

- Clinical Staff
  - Providers
-

## EHR Updates

### Week of September 18 – September 24, 2025

## Nutrition

### Ambulatory

## Medical Nutrition Therapy Referral Order Update

**WHAT:** The **Outpatient Nutrition Therapy Referral Order** is being updated to its own referral order, titled **Medical Nutrition Therapy**.

### What's Changing?

- Updated referral order, **Medical Nutrition Therapy**.
- New **Supervising Provider** field on the referral order.
  - The Supervising Physician will receive the referral for co-signature in Message Center.
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The screenshot displays the 'Details for Referral Order Medical Nutrition Therapy' form. Key fields are highlighted with orange boxes: the 'Supervising Provider' field, which is currently empty, and the '\*Medical Service:' dropdown menu, which is set to 'Medical Nutrition Therapy (D...'. Other visible fields include 'Reason For Referral', 'Referral Order Type', '\*Requested Start Date/Time' (09/04/2025 1150 EDT), and 'Urgent' (Yes/No). A 'Referrals' window is overlaid on the bottom right, showing 'Referrals - In-Person consultations' and 'Referral Order Medical Nutrition Therapy'.

**NOTE:** Primary Care can locate this order on the Primary Care Quick Orders Page.

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### Key Details to Know

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- The **Ordering Provider** remains the **primary contact** for all referral-related communications.
- Use the **Diabetes Education Referral** for patients with a **diagnosis of diabetes** (Click [Here](#) to review the flyer).
- Use the **Medical Nutrition Therapy Referral** for **all other diagnoses** requiring nutrition therapy services, such as renal disease, cardiovascular conditions, gastrointestinal disorders, weight management, and malnutrition.

**WHEN:** **Wednesday, September 24, 2025**

**WHERE:** **The change will affect the following venue(s):**

- Ambulatory (excluding WIC)

**At the following NLH Member Organization(s):**

- All Member Organizations (excluding Mayo)

**WHO:** **The change will affect the following staff at the above noted locations:**

- Dietitians
  - Providers
-

## EHR Updates

### Week of September 18 – September 24, 2025

## Pharmacists & Pharmacy Technicians

### Ambulatory/WIC

### Quest Laboratory Order Favorites

**WHAT:** A portion of **ambulatory** labs will be sent to the Quest lab in Marlborough, MA, for processing. To support this process, new lab orders in Oracle (Cerner) will be built. Click [here](#) to view a crosswalk of orders.

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**WHY:** In 2023, NLH contracted with Quest lab to process NLH lab tests.

**WHEN:** Tuesday, September 23, 2025

---

**WHERE:** The change will affect the following venue(s):

- Ambulatory/WIC

**At the following NLH Member Organization(s):**

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**WHO:** The change will affect the following staff at the above noted locations:

- MAs
- Nurses
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## Physicians, Physician Assistants, Nurse Practitioners

### Ambulatory/WIC

### Reminder: Ordering New MRI Exam Orders – EMMC Only

**WHAT:** This is a reminder that the following MRI exams should be ordered as **Outpatient only**:

- MRI Liver w & w/o Eovist Contrast
- MRI Abdomen Iron Quant w/wo Contrast
- MRI Abdomen Iron Quant w/o Contrast

**WHY:** These MRI orders are intended **exclusively for outpatient use**.

**NOTE:** When placing any one of these orders, a reminder will appear in the **Prep section** of the order indicating that they should be used for outpatient encounters only.

**WHEN:** Effective Immediately

**WHERE:** The change will affect the following venue(s):

- Acute/Inpatient
- Ambulatory

**At the following NLH Member Organization(s):**

- NL EMMC
-

## EHR Updates

### Week of September 18 – September 24, 2025

**WHO:** The change will affect the following staff at the above noted locations:

- Providers

### Digital Care – Colonoscopy Screening Questionnaire – AR Gould Only

**WHAT:** Digital Care platform will be used to generate an email with an embedded link for patients to complete a scheduling questionnaire on referral orders placed for PCP Colonoscopy Screening procedures being performed at AR Gould Hospital.

Placing the appropriate referral for the procedure will generate the email.

Click [here](#) to see the workflow for ordering the procedure and reviewing if the email with embedded link was generated.

**NOTE:** Patients must have an email address on file.

**WHY:** To improve efficiency and enhance patient experience, patients will receive an email containing embedded link to complete the necessary information for scheduling their procedure. This will eliminate phone calls with patients, accelerate referral processing, and improve patient safety and satisfaction.

**WHEN:** Monday, September 22, 2025

**WHERE:** The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- NL Physician Practice Central Ops – AR Gould (Review questionnaire responses)
- NL Primary Care – Caribou (Order placement)
- NL Primary Care – Fort Fairfield (Order placement)
- NL Primary Care – Presque Isle (Order placement)
- NL Surgical Services – Presque Isle (Review questionnaire responses)

**WHO:** The change will affect the following staff at the above noted locations:

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  - Clinical Staff
  - Providers
-

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**WHEN:** Tuesday, September 23, 2025

**WHERE:** The change will affect the following venue(s):

- Ambulatory/WIC

**At the following NLH Member Organization(s):**

- All NLH Hospitals (excluding Mayo)
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## EHR Updates

### Week of September 18 – September 24, 2025

**WHO:** The change will affect the following staff at the above noted locations:

- MAs
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- Providers

## New Colorectal Screening (76-85 Shared Decision) Recommendation

**WHAT:** A new **Colorectal Screening (76–85 Shared Decision) Recommendation** will be added to the Recommendations component, including two new actions and auto text to support providers in documenting decision-making.

### New Actions Options

- After shared decision, no further screening recommended (Cancel Permanently)
- Patient declined for now after informed discussion (Snooze 1 year)

**IMPORTANT:** If the patient has had a Total Colectomy, the recommendation must be permanently canceled to prevent it from continuing to fire.

### New AutoText

- A new auto text `/sdmcrscreen7685*` has been created to assist providers with documenting decision making.

**NOTE:** Click [here](#) for more information on using the Recommendations component.

**WHY:** The **Colorectal Screening (76–85 Shared Decision) Recommendation** provides patients aged 76–85 with personalized information on the risks and benefits of continued screening. It encourages shared decision-making by inviting patients to engage in an informed discussion with their provider about the advantages and disadvantages of screening.

Recommendation Details

Colorectal Screening (76 - 85 Shared Decision)  
Next Due: (4 months) Recurrence: Every 1 YR

Actions ▾ Modify View Reference

After shared decision, No further screening recommended (Cancel Permanently)

Patient declined for now after informed discussion (Snooze 1 year)

FIT DNA Order (e.g. Cologuard)

Colonoscopy Referral is in Process

Chart external (FIT DNA - Genetics)

Chart external (iFOBT - FIT without DNA - Body Fluids)

Colonoscopy Done (Awaiting Report to be Properly Scanned)

**WHEN:** Tuesday, September 23, 2025

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- Ambulatory

**At the following NLH Member Organization(s):**

- All NLH Hospitals (excluding Acadia and Mayo)

**WHO:** The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

## Medical Nutrition Therapy Referral Order Update

**WHAT:** The **Outpatient Nutrition Therapy Referral Order** is being updated to its own referral order, titled **Medical Nutrition Therapy**.

### What's Changing?

- Updated referral order, **Medical Nutrition Therapy**.
- New **Supervising Provider** field on the referral order.
  - The Supervising Physician will receive the referral for co-signature in Message Center.
  - Notes and other referral-related communications will continue to go to the Ordering Provider, who remains listed as the Referring Provider.

The screenshot displays the 'Details for Referral Order Medical Nutrition Therapy' in an EHR system. The interface includes tabs for 'Details', 'Order Comments', and 'Diagnoses'. Key fields are highlighted with red boxes: the 'Supervising Provider' field, which is currently empty, and the '\*Medical Service' dropdown menu, which is set to 'Medical Nutrition Therapy (D...'. Other visible fields include 'Reason For Referral', 'Referral Order Type', '\*Requested Start Date/Time' (09/04/2025, 1150 EDT), and 'Urgent' (Yes/No). A 'Referrals' window is open in the bottom right corner, showing a list of referrals with 'Referral Order Medical Nutrition Therapy' highlighted in green.

**NOTE:** Primary Care can locate this order on the Primary Care Quick Orders Page.

## EHR Updates

### Week of September 18 – September 24, 2025

**WHY:** The update ensures **compliance with Medicare guidelines**, which state:

- Only physicians (MD or DO) can order MNT services.
- Advanced Practitioners (e.g., Nurse Practitioners, Certified Nurse Midwives, Physician Assistants) must **include a Supervising Physician** on MNT referrals.

#### Key Details to Know

- The Supervising Physician field will auto-populate with the last charted value.  
It only needs to be updated if the supervising physician **has changed**.
- The Supervising Physician will not receive notes or updates about the referral—only the co-signature request.
- The **Ordering Provider** remains the **primary contact** for all referral-related communications.
- Use the **Diabetes Education Referral** for patients with a **diagnosis of diabetes** (Click [Here](#) to review the flyer).
- Use the **Medical Nutrition Therapy Referral** for **all other diagnoses** requiring nutrition therapy services, such as renal disease, cardiovascular conditions, gastrointestinal disorders, weight management, and malnutrition.

**WHEN:** **Wednesday, September 24, 2025**

**WHERE:** **The change will affect the following venue(s):**

- Ambulatory (excluding WIC)

**At the following NLH Member Organization(s):**

- All Member Organizations (excluding Mayo)

**WHO:** **The change will affect the following staff at the above noted locations:**

- Dietitians
  - Providers
-

## Home Care and Hospice Referrals – effective 10/01/25

**WHAT:** **Home Care and Hospice Referrals** will now be considered an inbound referral. To ensure throughput of the referral, use the **Referral Order** with the medical service of **Home Care or Hospice**.

|                |                           |
|----------------|---------------------------|
| Referral Order | Medical Service Home Care |
| Referral Order | Medical Service Hospice   |

If further information is necessary for the referral, Message Center will be used to communicate, ensuring all documentation is reflected in the medical record.

**WHY:** The process will allow for a streamlined referral process for all patients both on the sending and receiving end. Referral throughput will also be visible in the patient record.

**WHEN:** **Wednesday, October 1, 2025**

**WHERE:** **The change will affect the following venue(s):**

- Ambulatory

**At the following NLH Member Organization(s):**

- All NLH locations (excluding Acadia and Mayo)

**WHO:** **The change will affect the following staff at the above noted locations:**

- Clinical Staff
- Providers

## Emergency

## Reminder: Proper Use of Fast Stroke MRI Orders – EMMC Only

**WHAT:** This is a reminder regarding the correct use of the following MRI orders:

- MRI Head Fast Stroke w/o Contrast
- MRI Head Limited Fast Peds w/o Contrast

There have been recent instances where these orders were used incorrectly by providers. These orders are designed to be placed **only** by specific providers:

---

## EHR Updates

### Week of September 18 – September 24, 2025

- **MRI Head Fast Stroke w/o Contrast** should be ordered **only by Neurology or Neurology consults**, specifically for patients who may require TPA within a 4-hour window.
- **MRI Head Limited Fast Peds w/o Contrast** should be ordered **only by Neurosurgery or Neurosurgery consults**.

**NOTE:** If a provider has been asked to place the order following a Neurology consult, please ensure the **consulting provider's name** is entered in the **Consulting Provider** field within the order.

**WHY:** These orders were specifically created for Neurology use only.

**WHEN:** Effective Immediately

**WHERE:** The change will affect the following venue(s):

- Acute/Inpatient (to include ED)

At the following NLH Member Organization(s):

- NL EMMC

**WHO:** The change will affect the following staff at the above noted locations:

- Providers

## Inpatient

### Reminder: Ordering New MRI Exam Orders – EMMC Only

**WHAT:** This is a reminder that the following MRI exams should be ordered as **Outpatient only**:

- MRI Liver w & w/o Eovist Contrast
- MRI Abdomen Iron Quant w/wo Contrast
- MRI Abdomen Iron Quant w/o Contrast

**WHY:** These MRI orders are intended **exclusively for outpatient use**.

**NOTE:** When placing any one of these orders, a reminder will appear in the **Prep section** of the order indicating that they should be used for outpatient encounters only.

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**WHEN:** Effective Immediately

**WHERE:** The change will affect the following venue(s):

- Acute/Inpatient
- Ambulatory

**At the following NLH Member Organization(s):**

- NL EMMC

**WHO:** The change will affect the following staff at the above noted locations:

- Providers

## Reminder: Proper Use of Fast Stroke MRI Orders – EMMC Only

**WHAT:** This is a reminder regarding the correct use of the following MRI orders:

- MRI Head Fast Stroke w/o Contrast
- MRI Head Limited Fast Peds w/o Contrast

There have been recent instances where these orders were used incorrectly by providers. These orders are designed to be placed **only** by specific providers:

- **MRI Head Fast Stroke w/o Contrast** should be ordered **only by Neurology or Neurology consults**, specifically for patients who may require **TPA within a 4-hour window**.
- **MRI Head Limited Fast Peds w/o Contrast** should be ordered **only by Neurosurgery or Neurosurgery consults**.

**NOTE:** If a provider has been asked to place the order following a Neurology consult, please ensure the **consulting provider's name** is entered in the **Consulting Provider** field within the order.

**WHY:** These orders were specifically created for Neurology use only.

**WHEN:** Effective Immediately

**WHERE:** The change will affect the following venue(s):

- Acute/Inpatient (to include ED)

**At the following NLH Member Organization(s):**

- NL EMMC
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## EHR Updates

### Week of September 18 – September 24, 2025

**WHO:** The change will affect the following staff at the above noted locations:

- Providers

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## Physician Practice Central Ops

### Digital Care – Colonoscopy Screening Questionnaire – AR Gould Only

**WHAT:** Digital Care platform will be used to generate an email with an embedded link for patients to complete a scheduling questionnaire on referral orders placed for PCP Colonoscopy Screening procedures being performed at AR Gould Hospital.

Placing the appropriate referral for the procedure will generate the email.

Click [here](#) to see the workflow for ordering the procedure and reviewing if the email with embedded link was generated.

**NOTE:** Patients must have an email address on file.

**WHY:** To improve efficiency and enhance patient experience, patients will receive an email containing embedded link to complete the necessary information for scheduling their procedure. This will eliminate phone calls with patients, accelerate referral processing, and improve patient safety and satisfaction.

**WHEN:** Monday, September 22, 2025

**WHERE:** The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- NL Physician Practice Central Ops – AR Gould (Review questionnaire responses)
  - NL Primary Care – Caribou (Order placement)
  - NL Primary Care – Fort Fairfield (Order placement)
  - NL Primary Care – Presque Isle (Order placement)
  - NL Surgical Services – Presque Isle (Review questionnaire responses)
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**WHO:** The change will affect the following staff at the above noted locations:

- Clerical Staff
- Clinical Staff
- Providers