

SmartZone is a passive alerting window available in all areas of the patient's chart. This option displays information, warnings, and non-critical alerts. These passive alerts display when entering and refreshing the view in a patient's chart, acting as reminders on items that need attention, while minimizing disruption to workflow.

SmartZone Alert Notification Location in Cerner


SmartZone alerts are found in the **Notifications** sections of the **Banner Bar**. The number displayed indicates how many notifications there are for the patient.






➤ Collapsed View

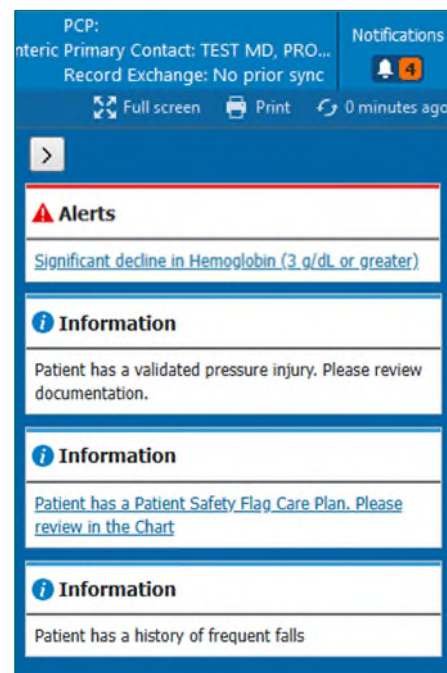
- Clicking **Notifications** opens the SmartZone panel on the right side of the chart.

➤ Expanded View:

- Lists all SmartZone alerts on the patient's chart.
- The **Hide** button  collapses the notification window.

Types of SmartZone Alerts

Icon	Type of Alert	Description
	Alert	Designated for high-priority items
	Warning	Indicates items that should be considered for possible intervention
	Information	Information notification related to the patient or their visit




Addressing SmartZone Alerts

➤ Information Hyperlinks

- Blue hyperlinked text in the SmartZone message links to the area of the chart to access/view information.

➤ Information Only

- Information alerts on actions needed or notifications.

NOTE: Certain SmartZone alerts include a dismiss option that user-specific and can be manually dismissed by a user clicking the  icon within the alert. This action hides the alert for that user until the triggering condition occurs again. As a result, when a user dismisses an alert, it is only hidden for that individual and remains visible to other users.

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.