From the Office of Health Informatics

# Oracle Health (Cerner) Millennium
# Creating a Between Visit Encounter

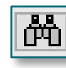
July 2, 2025

**Between Visit Encounters are created to document contact with a patient, send communication messages regarding patient to other staff in the practice, as well as systemwide, and to place orders for a patient outside of an office visit.**

## Creating Between Visit Encounters

➢ **From Message Center**


STEP 1: Click the **Communicate** button to open a new message.



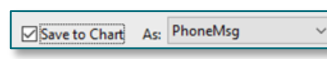
STEP 2: Type the patient's name in the **Patient** field and click the binoculars to search.

STEP 3: When the search window opens, select the correct patient in the top field.

NOTE: **Do not select an encounter in the bottom field. By selecting the patient's name in the top field, and clicking OK, this will create a Between Visit Encounter.**

- When the Between Visit Encounter is created, a FIN number will generate. Look for the **Between Visit** location in the banner bar and encounter selection pane.
- The patient's name populates in the **Patient** and **Caller** boxes and their phone number populates the **Caller #** box.

STEP 4: Save to chart by clicking the box in front of **Save to Chart** as **PhoneMsg**.




STEP 5: Add a **Subject** (i.e., the reason for the patient contact).

STEP 6: Use the body of the message to document the detail of patient contact.

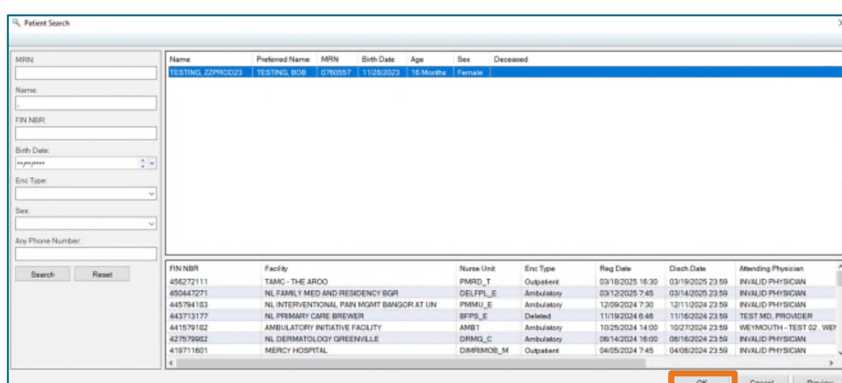
NOTE: **If a patient calls on the same day of a visit, create a phone note using the FIN number of that day's visit.**

➢ **From a Patient Chart – Request from Another Internal Location**

STEP 1: From the patient chart click the dropdown arrow on the **Communicate** button to open a new message.

STEP 2: Click the **binoculars** at end of patient field.

STEP 3: The **Patient Search** will pop up. Once you have the patient's name highlighted click **OK**. This ensures the orders will be associated with the correct location. Do **NOT** click an encounter.



**NOTE:** **This process can be used when someone from outside sends a message requesting an order. Orders cannot be launched from the message received as it will not populate in the multi-patient task list and will be associated with the location the message was sent on.**

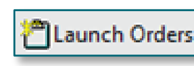
- Back on the message, click the **Launch Orders** button, this opens the orders window. Place and sign orders as appropriate.

**NOTE:** **Following this workflow will save from putting in the order again and prevent the order from getting lost.**

## Entering Orders

**NOTE:** **Dahl-Chase orders cannot be created from an in-between visit encounter. Place those orders from an established FIN associated with the practice.**

**STEP 1:** Use the **Launch Orders** button in the upper-right corner of the window.

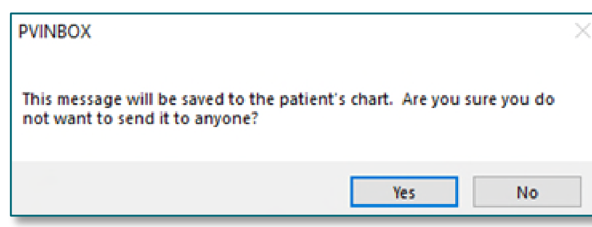



**STEP 2:** Add orders using the normal workflow.

**STEP 3:** After **Signing** orders, the **New Message** window will display again with the new order information displayed in the body of the message.

- Additional information can be entered into the body of the message if context is needed for entering orders.

**STEP 4:** Click **Send**.

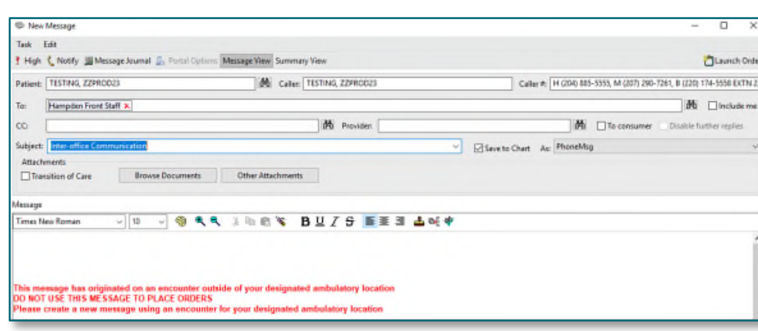



**NOTE:** **If the message does not need to be sent to a message pool or staff member and only needs to be saved to the chart, click Yes in the pop-up window.**

➢ The Between Visit Encounter is now added to the patient chart.

## Sending a Request to Another Internal Provider Outside of Current Location

Within the new message window.




**STEP 1:** Search for the appropriate pool or person to send the request in the **To:** field.

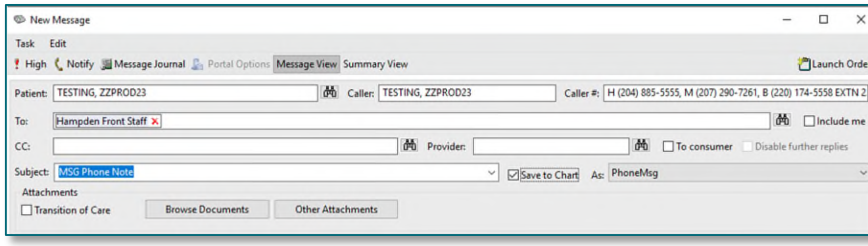
**STEP 1:** Click the **Subject** dropdown and select **Inter-office Communication**.

**STEP 2:** **Send** message.

**NOTE:** **The provider will see this communication and know to create a new in between note.**

## Creating a Phone Note

Within the new message window.




<u>STEP 1</u>: Search for the appropriate pool or person to send the request in the **To:** field.

<u>STEP 2</u>: Click the **Subject** dropdown and select **MSG Phone Note**.

- The body of the message updates to reflect information about the patient's concerns, their provider, and best time to call the patient back.
- Complete the fields in the message as appropriate and type additional information if necessary.

<u>STEP 3</u>: **Send** message.

- Message will populate to the appropriate person's or pool's message center for further action.

<u>NOTE</u>: **Several other subject dropdowns are available.**