

From the Office of Health Informatics **Oracle Health (Cerner) Ambulatory Patient Letter**

April 28, 2025

🛓 Communicate 💌

Patient Letter

Provider Letter

Message Reminder

Patient Letters can be sent from both Message Center or by the Communicate button within the patient's chart.

Creating a Patient Letter

Communicate button

From within the patient's chart, select Patient Letter from the dropdown list on the Communicate toolbar button.

Subject: Patient Letter V Save As: Patient Letter V Browse Documents	🔁 Launch Orders
Patient Message	
Arial 🗸 12 🗸 🛞 🔍 🔍 🐇 📾 🕅 🕱 🖪 🙂 🖌 5 📑 🗐 🛎 🕬 🕸	
Type message to the patient here.	^
** Submitted: ** <u>Qrder,Basic</u> Metabolic Panel (BMP) ONCE Testing patient only Details: BLOOD, Routine, Order for Future Visit, *Est. Start: 04/28/2025, PERFORMED OUTSIDE OF EMHS, ONCE, Screening due,	
<u>×</u>	
Results	関 Add Results
Result Name 🖸 Current Result Dat	ate 🗹 Previous Result Date Reference Range
Other Results Available To Include	
Hemoglobin (g/dL) 🗵 11.7 03/	/14/2025 10.5 - 13.5
Hematocrit (%) 🛛 34.8 03/	/14/2025 30.0 - 40.0
Action Pane	
Print Now O To Consumer O Do Not Print Now	
□ Additional Review ∨ To*: (Limit 5)	
Comments:	
"Not Printed On Letter	OK Cancel Preview

- Select the appropriate Subject: and Save As: options from the dropdown.
- Type the message to the patient in the **Patient Message** window.
- Click the Launch Orders Click the Launch Orders button to go to the Orders section of PowerChart, as appropriate.
 - These orders will pull into the patient letter.
- Results
 - Click the Add Results Madd Results button to select results from the patient's chart to include in the patient letter.

		Select A	Include Selected	Close
Blood Culture - Routine <				>
Blood Culture		_		
Hematocrit	34.8	33.0		
Hemoglobin	11.7	(H) 18.2		

- This opens a pane that looks similar to • **Results Review.**
- Clicking a result will select it; CTRL and left-click to select multiple results.
- Once desired results are selected, click the Include Selected button. •
 - These selected results now display in the results section of the patient letter.

- Action Pane
 - Choose to either **Print Now** or **Do Not Print Now**.
 - Check the **Additional Forward Action** box to forward **Patient Letter** to other care team providers.
 - Search for care team member name in the **To:** field.
 - Use the **binoculars** the button to further refine the search results.
- Type brief comments for the healthcare team in the comments field.
- Click **Preview** button to see a print preview of the patient letter. Click **Cancel** to close the Letter Preview window.
- Click **OK** to create the letter.
 - Letters will be saved to the **Patient Letters** folder as part of the patient's Electronic Health Record.

Message Center Results

Patient letters can be created from the results that appear in the providers Results section in Message Center.

- From Message Center, click the Results filter from the Inbox navigator.
- Double-click the result message to open.
- Click the dropdown arrow on the **Create** button and select **Letter** from available options.
 - The Create Letter window will display.
 - Follow the process outlined above to complete the patient letter.

Locating Patient Letters

Patient letters can be found in different areas of the patient's chart. The most efficient and recommended way to view documentation within the patient's chart is from the Documents comment on workflow MPage.

Documents Workflow MPage Component

This component allows users to see clinical documents within the patient's chart.

- From the workflow MPage, select the **Documents** component from the navigator pane.
- Clicking the document name will open the detail pane which shows additional document details as well as a preview of the document.

Inbox Proxies Pools
Display: Last 90 Days
Documents (1/1)
Forwarded Documents to Sig
Orders
Messages (1/1)
General Messages (1/1)
Results (0/4)
Other (0/3)
Normal (0/1)



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	υu	u		eı	105	(50)

<u>NOTE</u>: To filter documents to view only patient letters, click the Change Filter button and select Phone Messages, Correspondence and Letters option.

Clicking the Note Type header will also filter documents by document type.

- Documentation
 - Go to the **Documentation** link from the **Menu**.
 - Click the **Type** header to filter available documents by document type.
 - Locate Patient Letter or Patient Results Letter type of documents.

Documents (50)			+ V All Visits Last 18 months Last 24 hours L	ast 7 da	
		Dis	play: Multiple note types Change Filter Last 50 Notes	My No	
Time of Service \checkmark	Subject	N		V	
• In Progress (3)				^	
APR 03, 2025 06:46	Post-Op '	0	Provider Documentation		
DEC 13, 2024 10:03	PCP/Peds	Pr	Admission and ID Consult Notes		
- Completed (47)			Office Visits, OP Consultations, Office Procedures		
APR 25, 2025 07:47		Ph	Discharge Documentation		
APR 23, 2025 17:19	Diabetes	TF	Emergency Documentation		
APR 22, 2025 16:59	-	Ph	Nursing Documentation		
APR 22, 2025 16:31	Nutrition	TF	Procedure and Operative Notes		
APR 14, 2025 12:35	Patient Ir	TF	Phone Messages, Correspondence and Letters		
APR 10, 2025 17:48	Height/W	TF	Nursing Intake		
APR 07, 2025 16:15	Provider I	Pr	Rehabilitation and Respiratory Therapy Notes		
APR 04, 2025 10:44	Imaging I	TF	All Documents		
APR 03, 2025 09:33	Consult N	Cc			
APR 03, 2025 09:32	Consult N	Co			
MAR 16, 2025 19:21	Results C	EC	Reset to default Apply	Cancel	

Service Date/Ti	Subject	Туре	Facility
03/04/2025 11:05:00 EST	Patient Letter	Patient Letter	NL ENDOCF
09/09/2024 12:06:00 E	Patient Letter	Patient Letter	AMBULATO
09/05/2024 08:15:00 E	Provider Letter	Provider Letter	VNA HOME

> Notes

- Go to the **Notes** link from the **Menu**.
 - Using the Filter options at the bottom of the window, select **By Type**.
 - Navigate tot the following folder path: Letters > Patient Letters.
 - Double-click to preview the Patient Letter.



For questions regarding process and/or policies, please contact your unit's Clinical Educator or Health Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.