Coding Queries
Using Cerner Message Center
(Ambulatory Practices)

Instructions for Providers

Responding to a Coding Query

When a coder discovers they need more information, from a provider, in order to complete coding, they will create a coding query in Cerner Message Center.

The Coding Query will appear in the provider's Message Center under General Messages.

Responding to a Coding Query

- Double-click anywhere on the query information.

- Review query from the coder.
- Open the patient's chart by clicking on the patient name in the dark banner bar at the top of the screen.
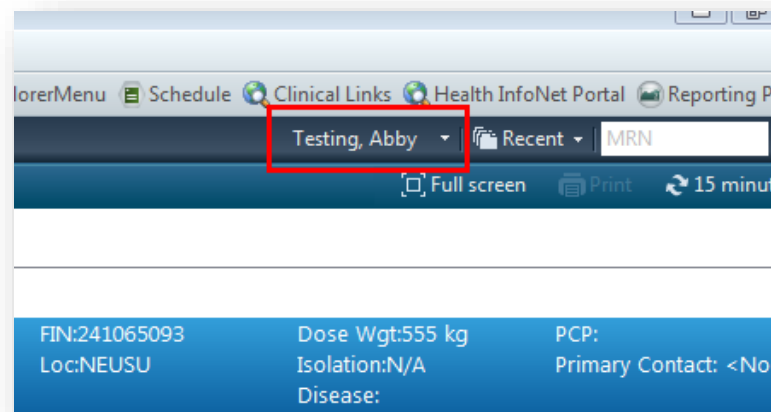
Responding to a Coding Query

- Add addendum in patient's chart or create document with additional information being requested.
- Go back to Message Center. Where it says "Add Addendum" type response stating what action you took (i.e. "Added additional diagnosis to the office note" or "Reviewed chart and nothing further to add"). Click Save Addendum.
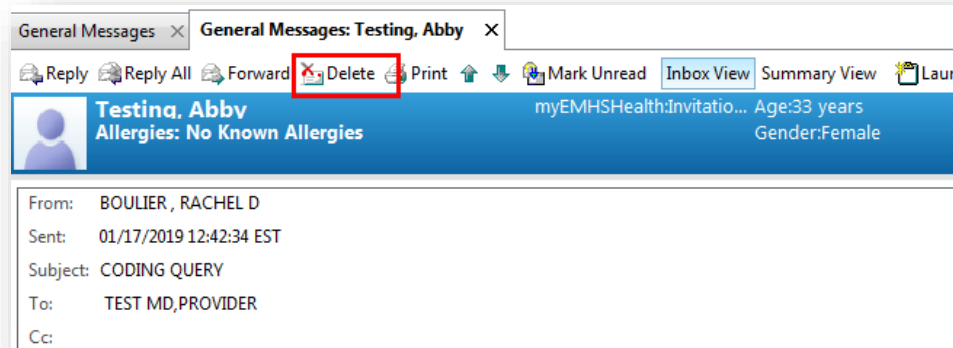- Click Reply.

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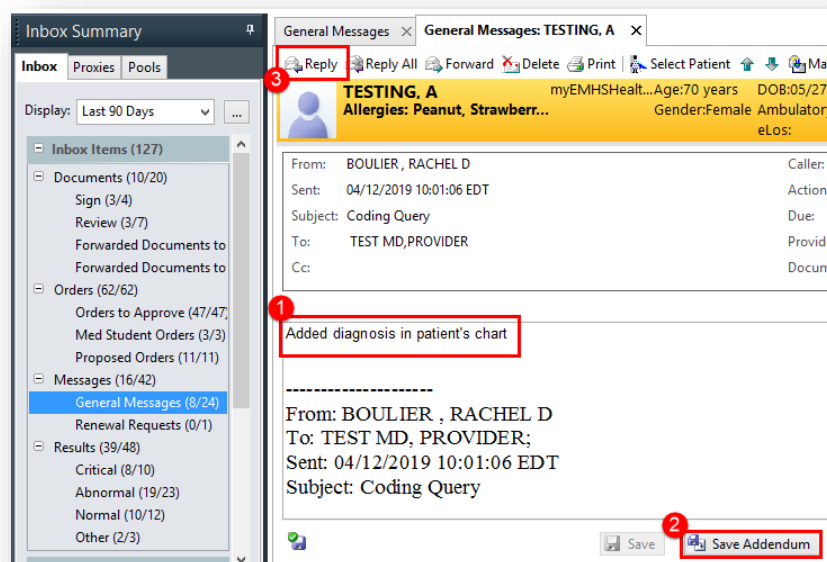
Responding to a Coding Query

- Click Send
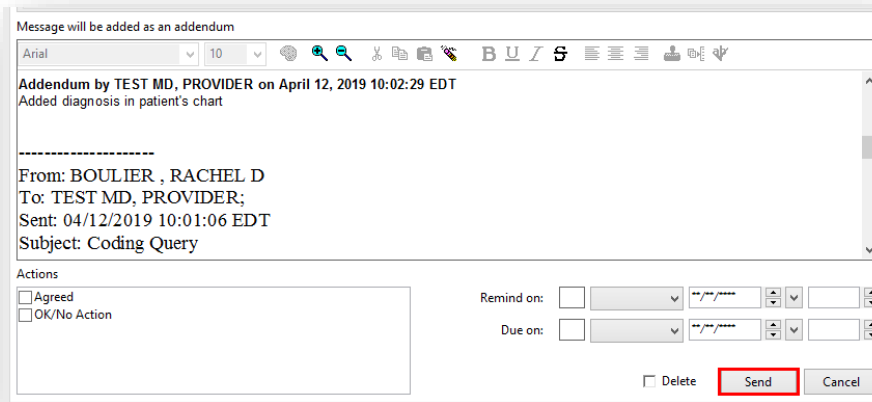
- Click Delete to remove the query from your Message Center.

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This completes the coding query process.

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