

Coding Queries Using Cerner Message Center (Ambulatory Practices)

Instructions for Providers

10.24.2018 | Rachel Boulier, Revenue Cycle- HIM

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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.

The screenshot displays the Cerner Message Center interface. On the left, the 'Inbox Summary' pane shows a list of categories: Documents (43/49), Orders (21/21), Messages (3/11), and Results (28/33). The 'Messages (3/11)' category is selected, and a sub-item 'General Messages (2/7)' is highlighted. The main window shows a list of messages under the 'General Messages' tab. The first message is highlighted with a red border:

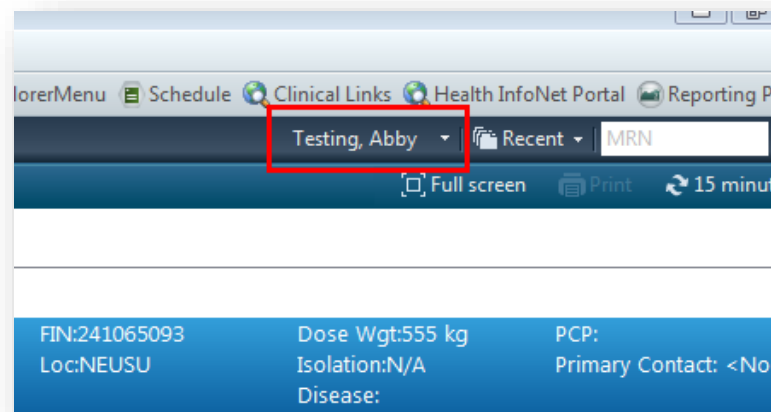
Prio...	Patient Name	From	Subject	Create Date	Status	To	Type	Due Date
	Testing, Abby	BOULIER, RACHEL D	CODING QUERY	10/24/2018 09:54:5...	Pending	TEST MD, PROVIDER	General Messages	
	TESTING, BLUE J	BLAIR, ERIN	MSG Phone Note	10/16/2018 09:49:41 E...	Opened	TEST MD, PROVIDER	General Messages	
		STETSON, DEVON A	Test	10/11/2018 16:02:01 E...	Opened	TEST MD, PROVIDER	General Messages	
		STETSON, DEVON A	Pool Membership Update	10/10/2018 14:55:0...	Pending	TEST MD, PROVIDER	General Messages	
	TESTING, BLUE J	TEST MD, PROVIDER	FW: Test Duplication Message	09/19/2018 13:19:29 E...	Opened	TEST MD, PROVIDER	General Messages	
	TESTING, BLUE J	MOODY LPN, VICTORL...	RE: Test Duplication Message	08/13/2018 13:09:34 E...	Opened	TEST MD, PROVIDER	General Messages	
	TESTING, BLUE J	MOODY LPN, VICTORL...	RE: Test Duplication Message	08/13/2018 13:08:20 E...	Opened	TEST MD, PROVIDER	General Messages	

Responding to a Coding Query

- Double-click anywhere on the query information.

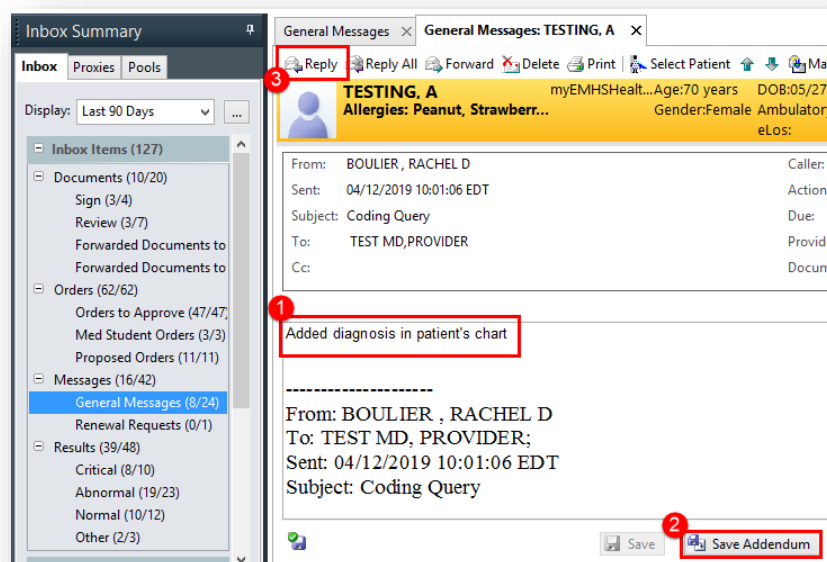
Prio...	Patient Name	From	Subject	Create Date	Status	To	Type	Due Date
	Testing, Abby	BOULIER, RACHEL D	CODING QUERY	10/24/2018 09:54:5...	Pending	TEST MD, PROVIDER	General Messages	
	TESTING, BLUE J	BLAIR, ERIN	MSG Phone Note	10/16/2018 09:49:41 E...	Opened	TEST MD, PROVIDER	General Messages	
		STETSON, DEVON A	Test	10/11/2018 16:02:01 E...	Opened	TEST MD, PROVIDER	General Messages	
		STETSON, DEVON A	Test	10/11/2018 11:55:0...	Opened	TEST MD, PROVIDER	General Messages	

- 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.



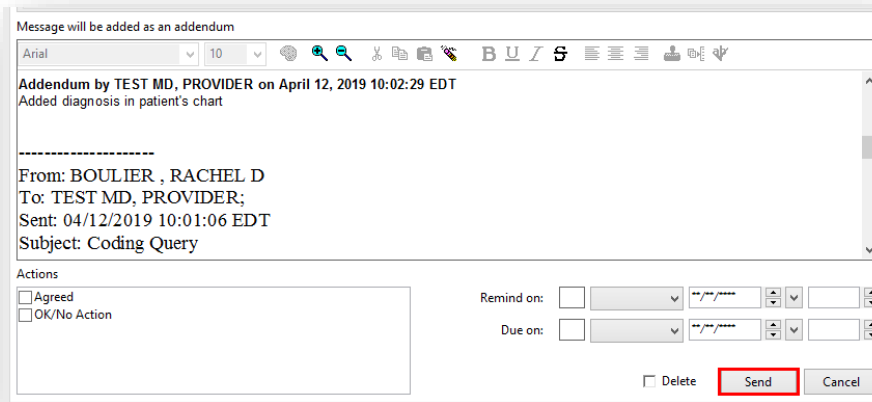
Responding to a Coding Query

- 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.

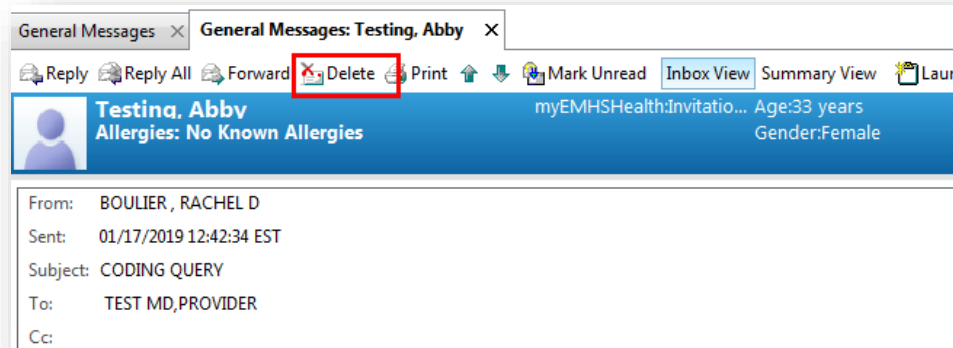


Responding to a Coding Query

- Click Send



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



This completes the coding query process.