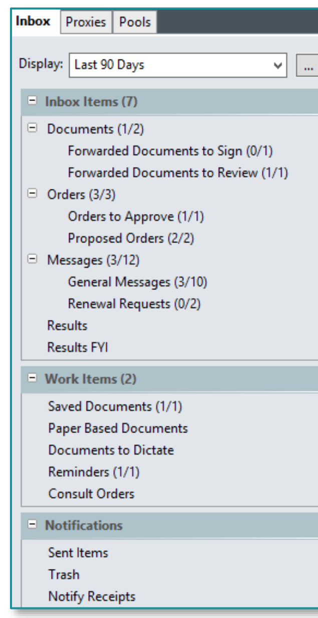
Cerner Millennium
Message Center Overview

April 28, 2022

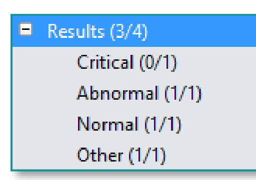
Message Center is an important tool for communicating and managing patient care workflow in the physician's office or healthcare facility. Message Center enables users to send messages, review and sign results, orders, documents, and prescription requests. Message Center also allows for communicating with patients via the patient portal.

Inbox Summary Tab

- **Documents**
  - Contains transcribed and/or scanned documents for signature, co-signature, or documents to review.
    - **Forwarded Documents to Sign** contains documents from care team members requiring signature from the supervising physician.
    - **Forwarded Documents to Review** contains documents for review only. These documents cannot be legally signed and are informational only.



- **Orders**
  - Contains orders requiring a co-signature.
    - **Orders to Approve** must be signed within 48 hours from the time it was entered.
    - **Medical Student Orders and Proposed** Orders will remain on hold until a provider has cosigned them.
- **Messages**
  - Contains patient communication from clinical, office staff, and providers. Messages are saved to the patient chart.
- **Results**
  - The **Results** section includes lab or test results that can be endorsed and communicated to the patient.



- **Results FYI**
  - Generates alerts to Primary Care Providers when their patients have been admitted, discharged, or seen in the ER or Walk-in Care.
  - Specialty Providers, Nurse Practitioners, and Physician Assistants will receive pathology results in Results FYI when there is an established patient relationship (in the EHR) of **Consulting**,

Covering, or **Attending Physician** and there is an electronically placed Dahl Chase Pathology order on the following encounter types:

- Emergency
- Inpatient
- Observation
- OP Occupying Bed
- Outpatient Surgery

Manage Results

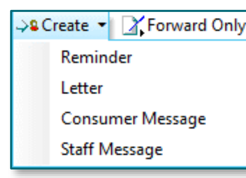
From **Message Center:**

STEP 1: Click **Results** in **Inbox Items**.

- The **Results** folder is divided into subfolders depending on the value range of the results: critical, abnormal, normal, or other.

STEP 2: Double-click the result you wish to view.

NOTE: **Before you can endorse results, you must review all the values within the window.**



STEP 3: Click the **Create** drop-down arrow; then click the message you wish to create regarding these results, if needed.

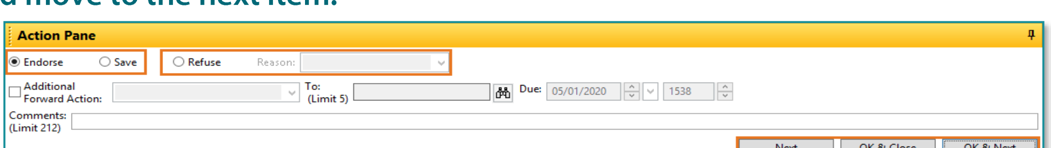
STEP 4: After you have created any necessary communications, click the appropriate action in the **Action Pane** for the item: **Endorse**, **Review**, **Save**, or **Refuse**.

- **Endorse** or **Review** indicates you have reviewed and taken any necessary actions on the results. Endorse is seen when the results are automatically in your inbox. Review is seen when the results are manually sent to you or you are in the Results FYI folder.
- **Save** allows you to address the results later.
- **Refuse** allows you to reject results that were received in error.

NOTE: **If you click Refuse, you must document a reason why in the Reason field.**

STEP 5: Click **OK & Close** to complete the action for this item and return to the Message Center Inbox.

NOTE: **In the Action Pane, you have the option to click OK & Next to apply your selected action and proceed to the next item in the folder or to click Next, which will leave the item in your Inbox and move to the next item.**



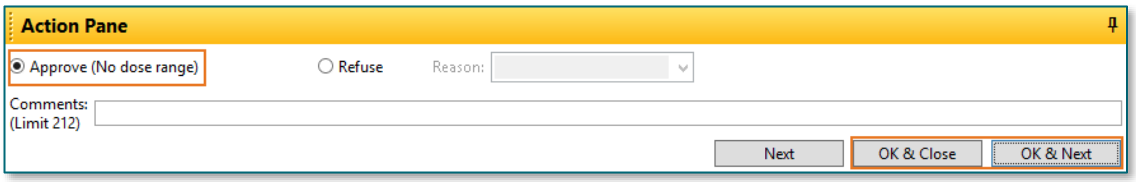
Review and Sign Orders in Message Center

STEP 1: Click the **Message Center** button on the toolbar.

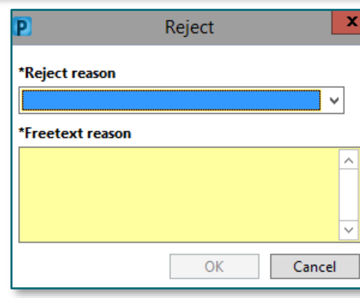
STEP 2: Select the **Orders** section to the left of the navigation pane.

STEP 3: Double-click the order you want to review.

STEP 4: Click the **Approve** button and **OK & Close** to sign the order or **OK & Next** to sign the order and move to the next order.



- **Proposed Orders**
  - When reviewing a proposed order:
    - Double-click the proposed order to review the information for the order.
    - Select **Reject All and Next** to reject the proposal or select **Accept All and Next** to accept the proposed order.
  - When rejecting a proposed order select a reason from the **Reject reason** drop-down menu or free text a reason in the **Freetext reason** box.

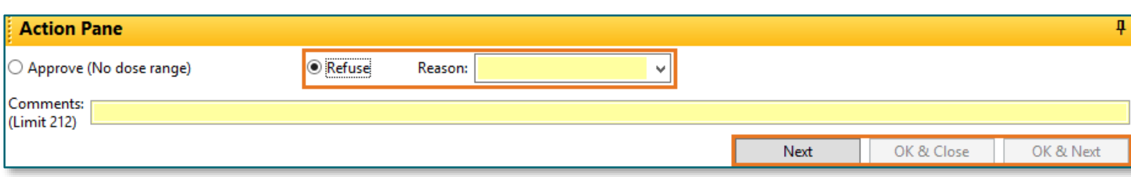


Refuse Orders in Message Center

STEP 1: Click the **Refuse** radio button.

STEP 2: Select the reason for refusing the order from the reason drop-down menu.

STEP 3: Click **OK & Close** or **OK & Next.**



Manage Documents

- **Viewing a document in Message Center**

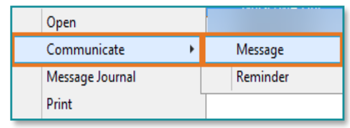
STEP 1: Navigate to the **Document** section in the **Inbox Summary**.

STEP 2: Double-click a document or select the document and click **Open**.

STEP 3: View the document.

STEP 4: To sign the document, click **OK & Close** or **OK & Next**.

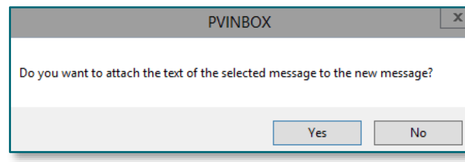
➢ **Forwarding a Document**



STEP 1: Right click the document you wish to forward.

STEP 2: Hover over **Communicate** then select **Message**.

STEP 3: Click **Yes** when the pop-up asks if you want to attach the text of the selected message to the new message.



STEP 4: Continue the normal workflow of sending a message.

Refusing a Document

STEP 1: Open and review the document. If the document was sent to the incorrect provider, the document must be sent back to HeIS.

STEP 2: In the **Action Pane**, select **Refuse** and select a reason from the **Reason** drop down.

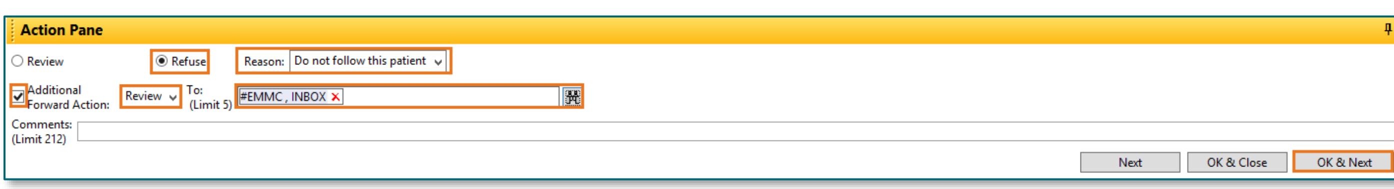
STEP 3: Select **Additional Forward Action.**

IMPORTANT: Do not select Sign. Non-providers cannot sign documents and must call the Help Desk to resolve the errors caused when they receive documents sent for signature.

STEP 4: Select the appropriate pool or person in the **To field**.

STEP 5: Enter a comment in the comments field indicting why the document is being forwarded for review, e.g. Not my patient.

STEP 6: Click **OK & Next** to move to the next document.



Messaging

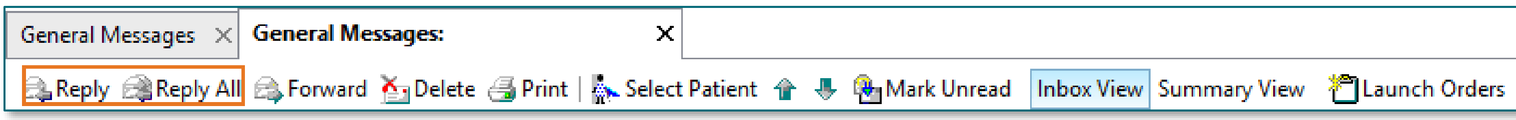
Most communication between ambulatory office staff, nursing staff, and providers will be in the form of Messaging within PowerChart. This a type of electronic message, like email, which allows communication about patients between members of the office practice. These communications are saved as a permanent part of the electronic medical record; therefore, it is very important that appropriate verbiage is used in messages.

Viewing and Managing Messages in Message Center

STEP 1: Click the **Messages** section. Messages will display in the right-hand window.

STEP 2: Double-click a message in the list to open it.

STEP 3: Click **Reply** or **Reply All**. This opens the message allowing the user to type a reply.



STEP 4: Click **Send.**

STEP 5: After the message has been sent, it is still viewable on the screen. To remove, click the **Delete** button.

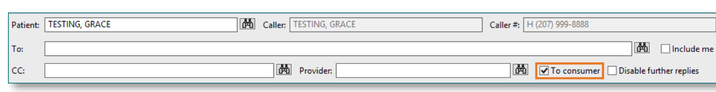
Patient Portal Messaging

NOTE: Click here to view the Patient Portal Messaging flyer.

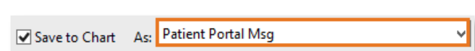
➢ **Creating a Patient Portal Message**

When initiating a patient portal message from Message Center, an in-between encounter will be created.

- Select **Communicate** from the toolbar.
- Search for your patient. **Do not** select an encounter.
- The patient's name will populate.
- Select the **To consumer** box.



- Change the **Save to Chart** to **Patient Portal Msg** from the e drop-down options.
- Enter your message in the message section of the **Communicate** window.

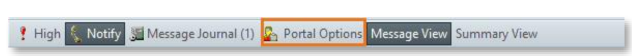


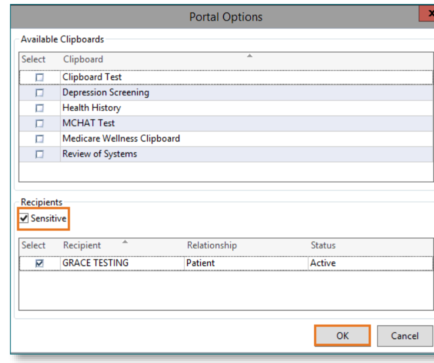
- Select **OK** and then select **Send** from the message

➢ **Sensitive Messaging Option**

When **Sensitive Messaging** is turned on, providers can send a message to the patient while excluding a designated portal proxy, if preferred.

- While in the message to the patient, select **Portal Options** in the message toolbar.





- Complete the following details:
  - Check the **Sensitive** box.
  - Check the box next to the patient's name.
  - Click **OK.**
- Compose your message to the patient as normal.
- Select **Send** once the message is complete.

➢ **Receiving a Patient Portal Message**

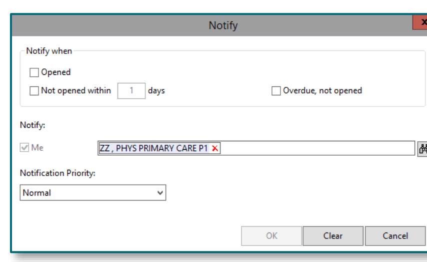
- Patient Portal Messages will come to the pool for your practice.
- The messages will be **CC Messages** in the Inbox portion of your pool.
- Highlight **CC Messages** and select the message to review.
- If the provider needs to respond, forward to the provider.

➢ **Replying to a Patient Portal Message**

- Select **Reply** and enter the response in the body of the message, verify that the message is set to display as a patient portal message.
- Check the **To Consumer** box.
- Send the message to the patient.
- Delete from Message Center.

NOTE: **If the message you are responding to has an attachment, use the Forward option to respond if you want to keep all attachments included in the messages.**

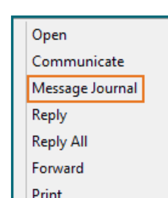
Notify Option



Use the **Notify** button (after creating a message) to indicate you wish to be notified as soon as your message is read by the receiver.

Message Journal

Message Journal can be used to determine if a message already exists in a patient's chart, track responses on a message stream or to find a message to use **Reply, Forward** or **Add Addendum.**



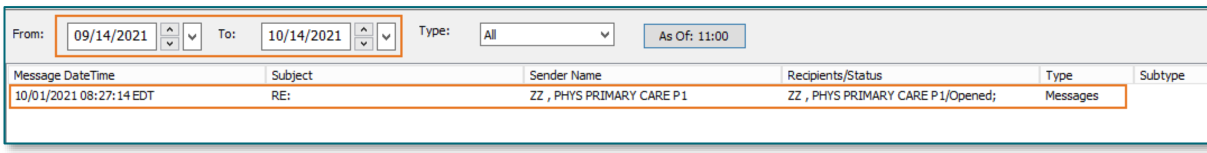
➢ To view messages in **Message Journal** for a patient:

- Right-click an existing message in your Message Center Inbox.
- Select **Message Journal.**
- Double-click a message to open.

OR: If the desired message stream is not active in your Message Center Inbox.

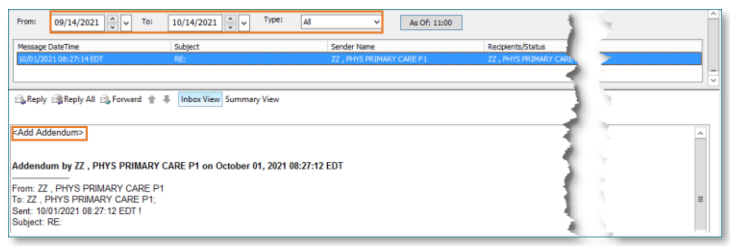
- Click the **Message Journal** button and search for a patient.
- Double-click the message to open.

➢ **Message Journal** shows existing message streams within the patient's chart. Using the search timeframe ranges at the top allows you to filter messages within a timeframe.



NOTE: **The default lookback range is set to one month prior to the current date.**

➢ **To act on a Message Journal message.**



- Open the message from **Message Journal**.
- Click the desired action from the toolbar.
  - Click **Reply** to send only to the sender.
  - Click **Reply All** to reply to the sender and all recipients of the message.
  - Click **Forward** if the message has an attachment.

➢ **Add an Addendum from the Message Journal.**

- Click **Add Addendum** and add the text for your addendum.
- Click **Save Addendum**.

Other Information

➢ Items in the **Sent Items** folder will automatically be purged from the system after a certain period has elapsed.

➢ Items in the **Trash** folder can be manually removed by clicking the **Trash** folder, then clicking the **Empty Trash** button.