Stupid Cerner Tricks: Volume II

"REVENGE OF THE MESSAGE CENTER"

1. **Reply, Delete, Append**

DELETE removes the message from your desktop. I **mentally renamed this button in my head to "REMOVE"** because that is more accurate about what it does.

Here is a sample lifecycle of a document:

Created->Replied or Forwarded->Replied again(n times) ->DELETED=>turns into a Chart DOCUMENT

When you receive a message, be careful with your actions. It's easy to lose a message- if you just start typing then hit DELETE it will leave your desktop but not go anywhere. Especially if this button has been toggled ON:
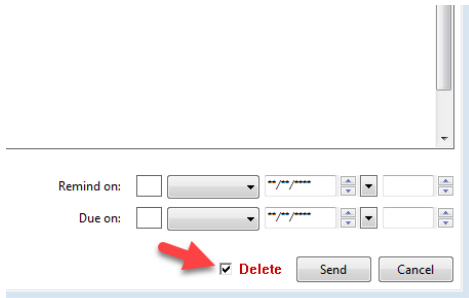
Anything you type in a message BEFORE you hit reply will turn on the APPEND button. This just adds your typing to that document. It does not Send it anywhere. Use Append if you want to time/date stamp when you reviewed an action. Otherwise if you're done with the message you can just REMOVE it by Deleting it.
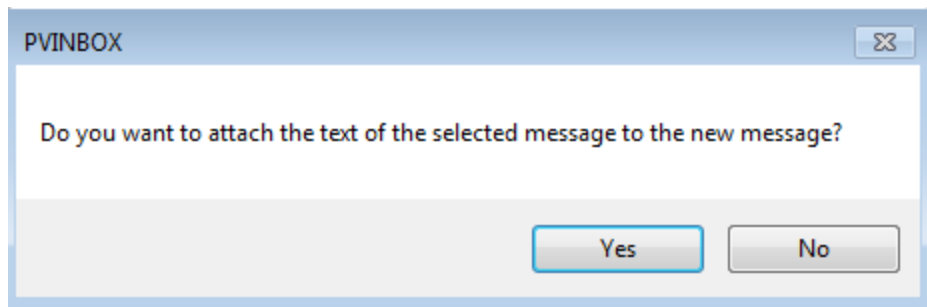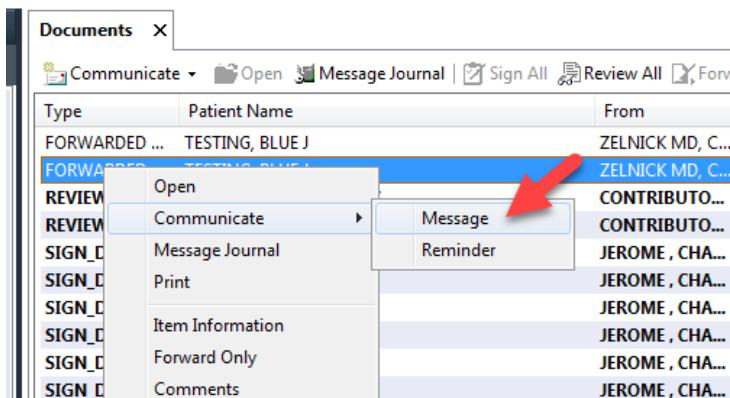
Be aware of everything the Accept All +Next) button does…esp SIGNS ORDERS
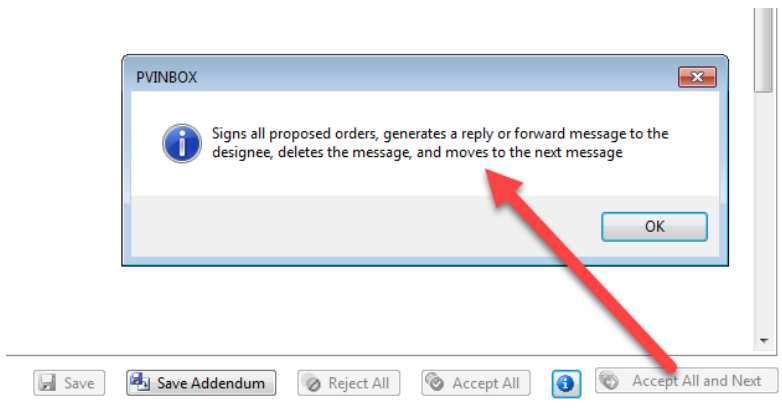
2. Sometimes **a message chain is ended by mistake**, and the message is living only as a Document in the chart. But all is not lost- you can Forward the Document to yourself, then RIGHT CLICK:


This turns the Document back into a Message that contains the Document information, which can be Replied, etc.

3. Another way to retrieve or check on old Messages is to **check the SENT and TRASH folders**. If you DELETED (REMOVED) a message by mistake, it will be in the TRASH. If you SENT it and want to see what happened to it, you can retrieve it from Trash and check the Message Journal. IN both instances, you can revive the Message by creating an new Message or a Reminder to go in the chart/to someone to followup on.
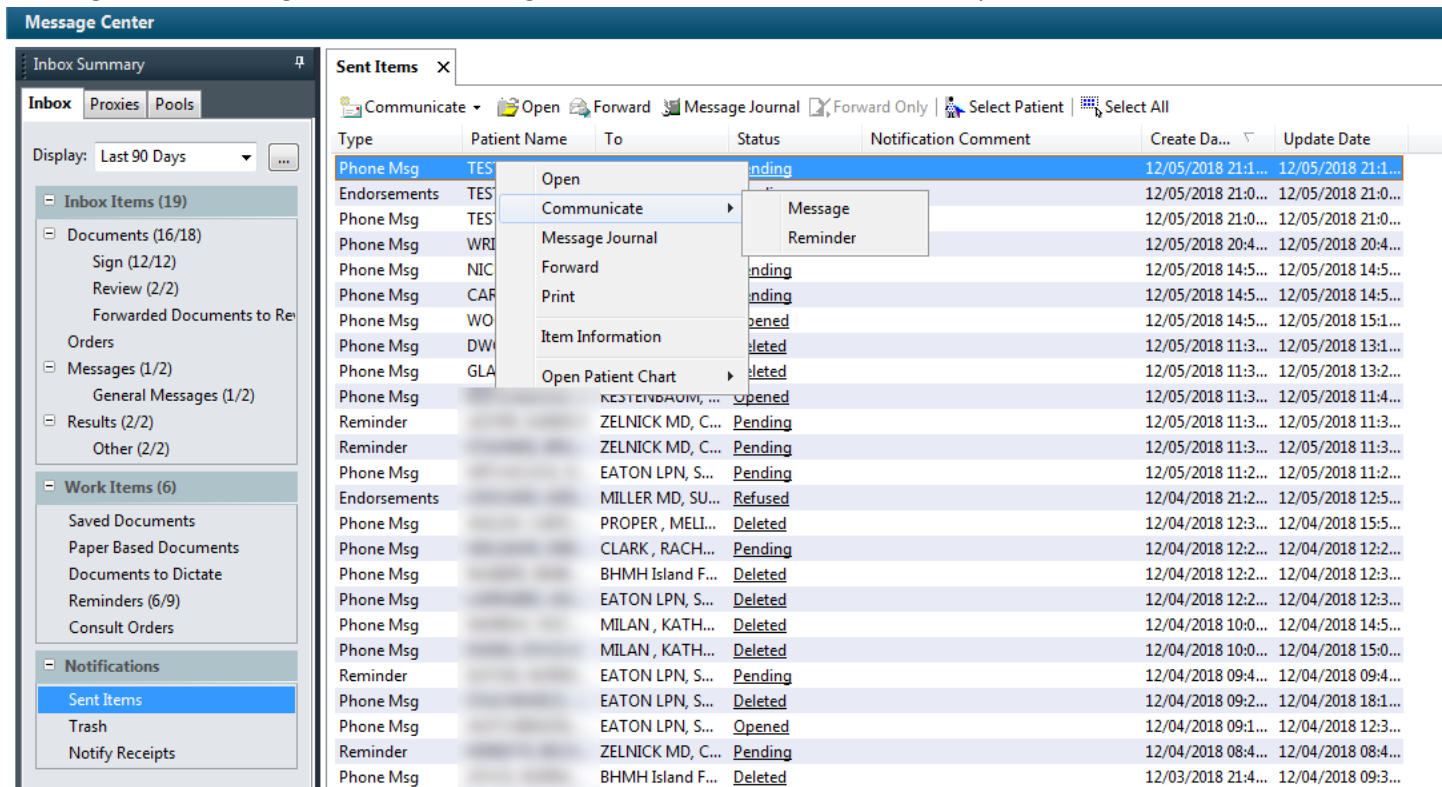
4. The **NOTIFY function is useful when you want to be SURE a message is acted upon**. Say I want to send a message to another PCP but I'm not sure she is in the office this week? I could add a NOTIFY to my Message or Reply and then it will show up in my Message center if it is undelivered..
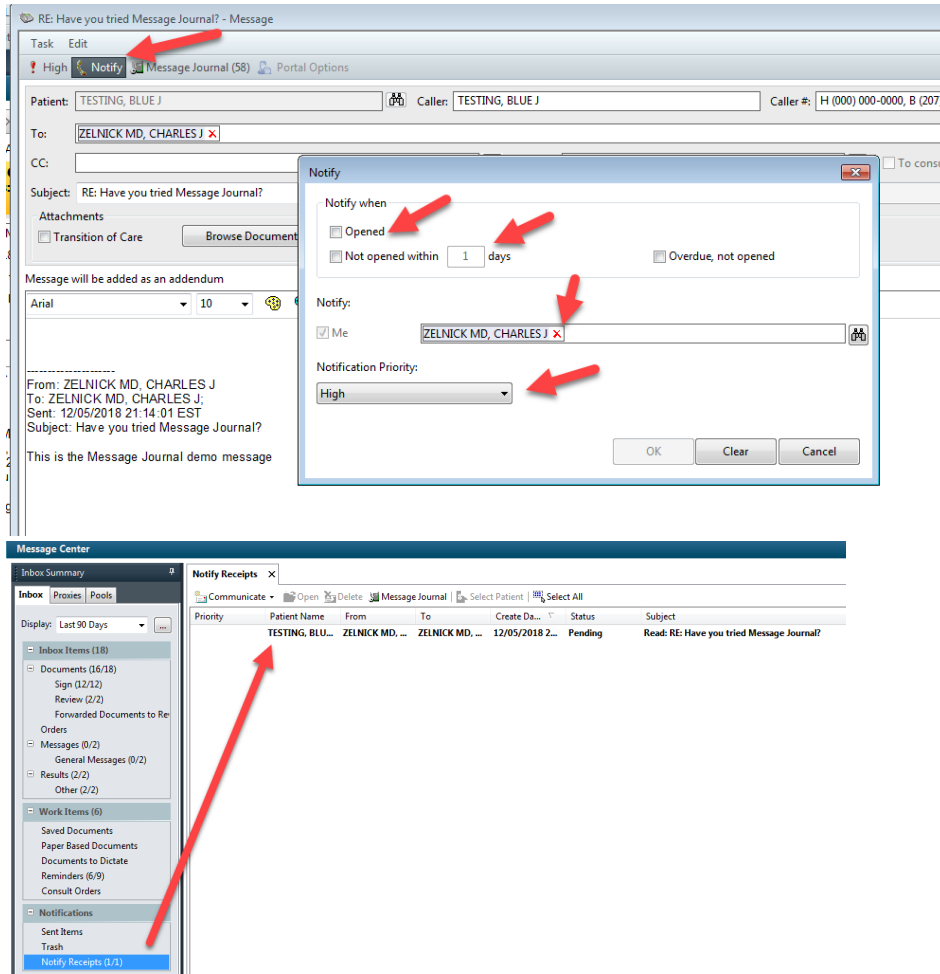

5. Sometimes there are **3 or more messages about the same patient flying around the office**. One way to check up multiple messages is to use Message Journal. Note that the button on the Message bar does NOT work; you

need to Right Click on the message… (this Button DOES work if you are in a Message Reply window however)
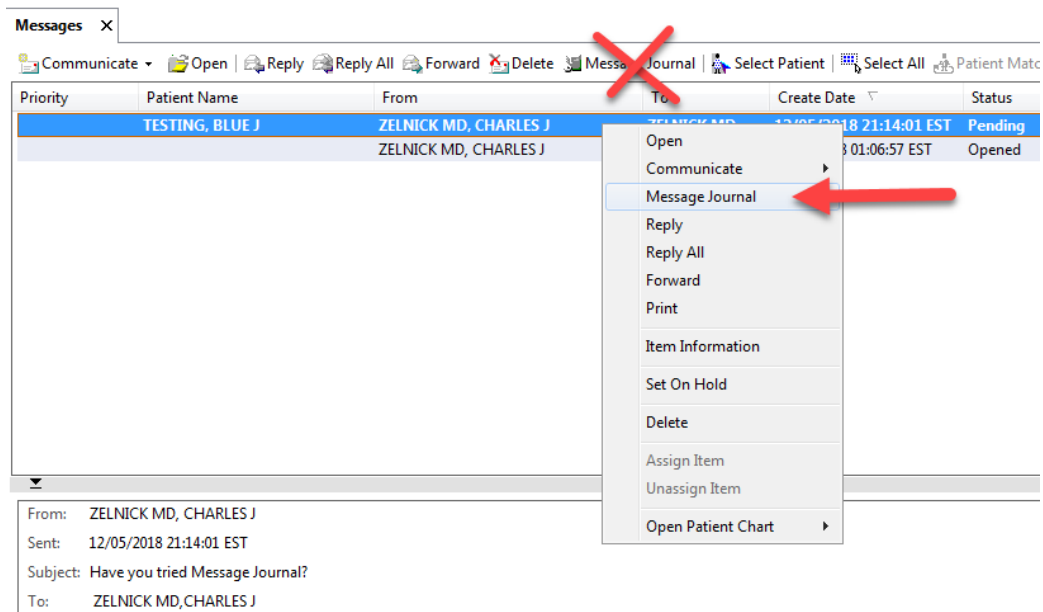
And you can see and review all the recent Messages, including the time and replies, in order…
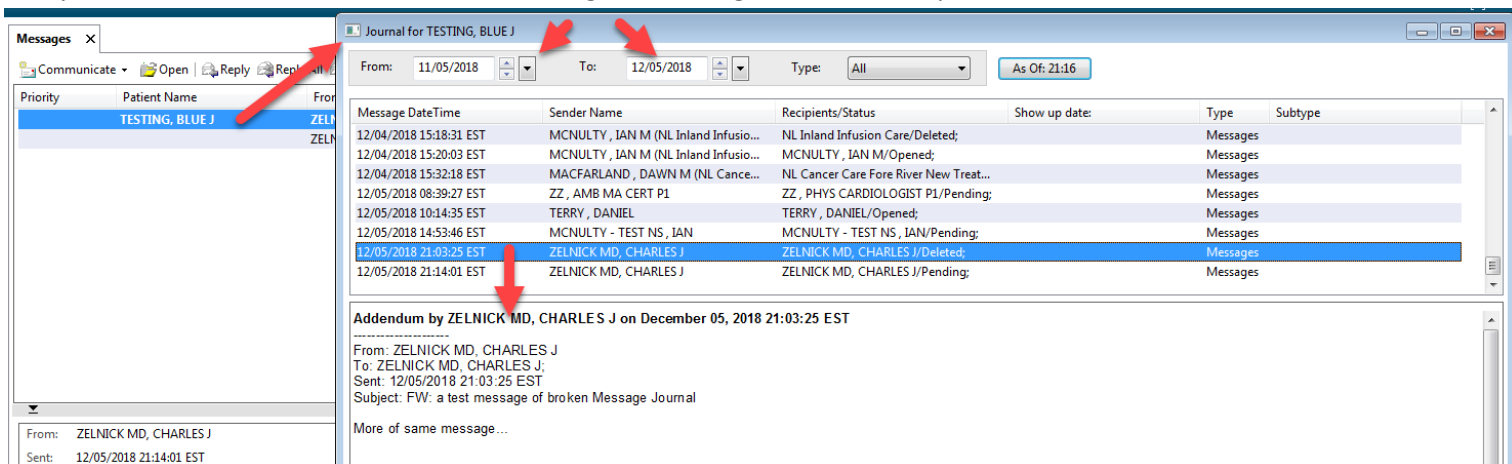
6. Create Message to Web Portal from Results: In any Result; you pick the dropdown like for a Patient Letter, but instead pick Consumer (it will be NOT greyed out if the patient has signed up for the Portal)
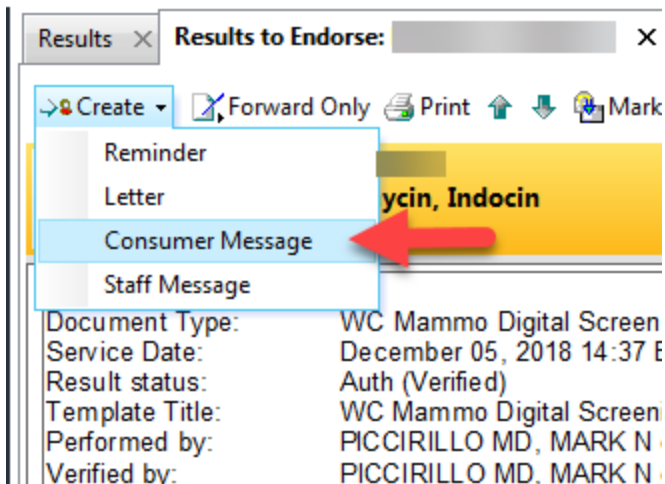
Create your letter as you normally would, but be sure the Send to Consumer button is checked (will be by default if you pick Consumer Message on dropdown).