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MRN, FIN & Appointment Selection- Overview and Troubleshooting

While the process of getting to the Patient Search screen is dependent on if the patient is presenting to the office, lab, or hospital the Person Search box will still present the same.

Person Search Box:

1. Recommended to search patient's DOB, last name and/or first name.
2. Select the Search button
3. Patients based on the search criteria populates to the top right results panel.
4. Once Patient is selected from the top pane, the list of FIN or Encounters for that patient opens in the bottom right panel.
   a. Patient Selected for this example was ZZTEST, PATIENT FIVE. **Do NOT hit Enter as it will default to the first FIN. This will cause an automatic selection of the first encounter, possibly the wrong one.**
   b. The MRN represents the Patient within the system; this number will never change for the patient throughout the ONE McLaren system.
5. The FIN represents each visit (past and future) the patient has encountered within the ONE McLaren system
   a. Future Visits are established by several factors: Encounter Type and Est Arrival Date.
      i. Encounter Type: Prereg = pre-registered encounters for up-coming services (appointments or surgeries)
      ii. Est Arrival Date: Estimated Arrival Date of the patient to the Facility. This is the date/time the patient has been scheduled to arrive. This should correlate to the appointment date and time.

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How to determine if you can change the wrong FIN and open the correct one?

- What to do if you have picked the incorrect FIN?
  - Have you documented any **Orders** or **PowerChart** fields on the FIN?
    - **NO** → Change the FIN by steps below
    - **YES** → Did you initiate orders or chart within PowerChart?
      - **NO** initiation of orders → Cancel the orders and change your FIN by steps below
      - **YES** initiation of orders or PowerChart
        - Was anything initiated within the order, for instance- Medications administered, results reviewed?
          - NO → Cancel the order and change the FIN by steps below
          - YES → Continue with this FIN and immediately contact Patient Access and your management team to allow them to rectify situation. If possible provide them the FIN that *should* have been used.
        - Was anything documented within PowerChart?
          - NO → Change the FIN by steps below
          - YES → Cancel all Saved documentation and change the FIN by steps below

Changing the FIN

1. Observe the Patient Header, specifically the FIN

2. When you hover over the FIN, it will become a hyperlink; select the hyperlink.
3. A custom Information screen opens listing all of the patient's FIN's.

4. Select the correct FIN, by highlighting it and clicking OK.
5. Correct patient FIN opens.