

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.

The screenshot shows the 'Person Search' window with the following components:

- 1:** Search criteria input fields (DOB, Last Name, First Name, etc.).
- 2:** Search and Reset buttons.
- 3:** The top results table showing patient information.
- 4:** A red arrow pointing to the row for 'ZZTEST, PATIENT FIVE' in the top table.
- 5:** The bottom table showing a list of encounters (FIN, Facility, Enc Type, Med Service, Est Arrival Date, Admit Date, Disch Date, Attending Physician).
- 5a, i:** A red arrow pointing to the 'Prereg' encounter type for Patient Five.
- 5a, ii:** A red arrow pointing to the '9/21/2018 12:00 PM' estimated arrival date for Patient Five.

Name	MRN	Sex	DOB	Age	Hidden Name
ZZTEST, SEVENTENTYFOURTEST	300001967120	Female	09/07/90	27 Years	
ZZTEST, PATIENT GIRL	300001967620	Female	6/1/2019 18:56	2 Months	
ZZTEST, PATIENT GIRL	300001967632	Female	6/1/2019 18:42	2 Months	
ZZTEST, PATIENT GIRL	300001967633	Female	6/1/2019 18:46	2 Months	
ZZTEST, PATIENT BABY	300001967633	Female	6/1/2019 18:42	2 Months	
ZZTEST, PATIENT TWO	300001432348 (300001432352)	Female	05/09/75	43 Years	NMI
ZZTEST, PATIENT THREE	300001432341 (300001432353) (300001480222)	Female	05/09/95	23 Years	
ZZTEST, PATIENT TEN	300001432358 (300001432361)	Male	05/09/52	66 Years	
ZZTEST, PATIENT SIX	300001432344 (300001432357)	Male	05/09/75	43 Years	
ZZTEST, PATIENT SEVEN	300001432346 (300001432358)	Female	05/09/74	4 Years	
ZZTEST, PATIENT ONE	300001432338 (300001432351)	Male	05/09/52	66 Years	
ZZTEST, PATIENT NINE	300001432345 (300001432360)	Male	05/09/54	34 Years	
ZZTEST, PATIENT FOUR	300001432342 (300001432354)	Female	05/09/61	37 Years	
ZZTEST, PATIENT FIVE	300001432343 (300001432355)	Female	05/09/67	51 Years	
ZZTEST, PATIENT EIGHT	300001432347 (300001432359)	Male	05/09/72	46 Years	
ZZTEST, NEWPATIENT	30000196719	Female	10/07/89	18 Years	
ZZTEST, LAUNCHPOINT	300001621707	Female	02/29/80	38 Years	

FIN	Facility	Enc Type	Med Service	Est Arrival Date	Admit Date	Disch Date	Attending Physician
70000000060115	LH04 Rad GL	Prereg	Imaging Services	9/21/2018 12:00 PM			Test, Wkhdsl,Lapost
70000000066880	LH51 KCL LAN	Prereg	Infusion Services	6/15/2018 9:00 AM			Lapost, DO, Elizabeth Marie
70000000154456	LH51 KCL LAN	Outpatient	Infusion Services	9/3/2018 1:30 PM	8/3/2018 1:25 PM	8/3/2018 11:59 PM	Kovatchi, DO, Cheryl D
70000000138893	LH03 Shell G	Outpatient Message			7/25/2018 2:44 PM	7/25/2018 11:59 PM	
70000000089617	LH10 Lab	Outpatient	Lab		6/25/2018 1:46 PM	6/25/2018 11:59 PM	Callison, MD, Neil Chase
70000000075733	LH03 Shell G	Outpatient	Lab, Toxins		6/19/2018 2:41 PM	6/19/2018 11:59 PM	Test, Wkhdsl,Lanong
70000000090679	LH04 Rad GL	Outpatient	Imaging Services	6/6/2018 3:30 PM	6/7/2018 2:22 PM	6/7/2018 11:59 PM	Test, Wkhdsl,Lanong
70000000044780	LH03 Shell G	Outpatient	Imaging Services		6/3/2018 2:52 PM	6/3/2018 11:59 PM	Test, Wkhdsl,Lanong
70000000044329	LH04 Rad GL	Outpatient	Imaging Services		6/2/2018 4:33 PM	6/2/2018 11:59 PM	Test, Wkhdsl,Lanong
70000000000000	LH03 Shell G	Outpatient - Bed	Obstetrics	6/1/2018 12:30 PM	6/1/2018 4:16 PM	6/1/2018 4:41 PM	Test, Wkhdsl,Lanong
70000000000000	LH03 Shell G	Inpatient	Emergency Medicine		6/1/2018 12:55 PM	6/1/2018 4:04 PM	Test, Wkhdsl,Lanong
70000000000000	LH52 Cardio Vas	Outpatient	Cardiology	6/1/2018 1:00 PM	6/1/2018 12:12 PM	6/1/2018 12:43 PM	Hedde, MD, Marlan C
70000000000000	LH03 Shell G	Inpatient	Medicine - General	6/1/2018 11:31 AM	6/1/2018 11:33 AM	6/1/2018 12:37 PM	Test, Wkhdsl,Lanong
70000000000000	LH03 Shell G	Emergency	Emergency Medicine		6/1/2018 11:30 AM	6/1/2018 11:33 AM	Test, Wkhdsl,Lanong
70000000000000	LH03 Shell G	Emergency	Emergency Medicine		6/1/2018 11:11 AM	6/1/2018 11:18 AM	Test, Wkhdsl,Lanong
70000000000000	LH03 Shell G	Emergency	Emergency Medicine		6/1/2018 11:04 AM	6/1/2018 11:10 AM	Test, Wkhdsl,Lanong
70000000000000	LH03 Shell G	Outpatient	Medicine - General		6/1/2018 10:48 AM	6/1/2018 11:04 AM	Test, Wkhdsl,Lanong

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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.

Custom Information: ZZTEST, BETHANY

Visit Type	Location	Admit Date	Discharge Date	FIN	Service	Visit Reason	Est
Outpatient	LAN5 Mamm	05/21/18 08:15:00 EDT	05/21/18 23:06:59 EDT	70000000040880	Imaging Services		
Outpatient	LAN5 Nur Med	04/30/18 12:00:00 EDT	04/30/18 23:58:59 EDT	70000000040558	Imaging Services		
Inpatient	BAIR 1MW Rehab 055 2	01/24/18 08:40:31 EST		70000000022308	Rehabilitation	PAIN	
Inpatient	LAN 35 ICU 300 1	11/15/17 14:00:00 EST	01/24/18 09:38:00 EST	70000000020158	Medicine - General	OB PREREG	01/2
Inpatient	LAN 252 Oncgy 272 1	11/04/17 12:25:00 EDT	01/24/18 09:57:00 EST	70000000020055	Cardiology	TESTING	11/0
Prereg	LAN5 Radiology			70000000020182	Imaging Services	ULTRASOUND	12/0
Preadmit	LAN 15E Fam Bth R			70000000020306	Newborn	pain	12/0

GENERAL INFORMATION

Full Name: ZZTEST, BETHANY EMC:

Reg Data/Time: EMC Phone:

D O S: Fin Number: 70000000020206

Nurse Unit: LAN 15E Fam Bth R

Room:

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