

## **Cerner Flash**

#### Ambulatory: Issues Post Upgrade - Status Updates

#### February 12, 2024

Issues Post Upgrade – Status Updates						
Impacted Positions: All Ambulatory Staff.						
Status	Description of Issue	Status Notes				
RESOLVED	<ul> <li>Issue #1: When creating a new message or forwarding an existing message from within the Message Center and Launching Orders via the Message window, the Ordering Physician Window <u>does not</u> display when attempting to convert a documented medication to a prescription.</li> <li>Result: Users are unable to propose the medication refill request to the provider when the medication is in a <b>Documented</b> status on the Med List.</li> </ul>	Update: A package was installed to resolve this issue in Production and has passed testing. This workflow is now working as designed, <u>Result:</u> The Ordering Physician Window now displays appropriately when converting a documented medication to a prescription via the Message Center.				
FAILED TESTING, NOT RESOLVED. PENDING REVIEW WITH CERNER	Issue #2: When creating a new message from within the patient's chart and launching orders to propose a medication refill to the provider, users are <u>not</u> routed back to the New Message window to send the request. Result: The New Message Window displays behind the chart, instead of in the forefront.	Update: A package was installed to resolve this issue but has <b>failed</b> testing. Result: Users must continue to follow the interim workaround below until further notice.				

Clinical Staff, please see follow the interim workaround for **Issue #2** as described below.

Issue #2: New Message Window Minimizes to Task Bar			
<ol> <li>From the patient's chart, select the Communicate dropdown on the Toolbar and choose Message.</li> </ol>	erience Scheduling Secoach Auto Ter rsation - Communicate - Patient Educa Message Reminder Patient Letter Provider Letter		
<ul> <li>2) The New Message Window displays.</li> <li>a. Satisfy the appropriate fields and click Launch Orders.</li> </ul>	1212, M (248)666-6666		



### Doing what's best



# **Cerner Flash**

3)	Se a. b. c.	elect the <b>Medication List</b> tab. Right-click on the medication that needs refill. Choose <b>Convert to Prescription</b> if the medicatio is in a <b>Documented</b> status. Choose <b>Renew</b> if the medication is in <b>a Prescribe</b> status.	EXTEST: MARIA Alergies periodiis, lies strongs Decoder: Maria     Cold Statisc-Ne O Dala Availables Advance To Persterin V/A Advance To Persterin V/A Advance To Persterin V/A Advance To Persterin V/A Advance To Persterin V/A Hours Adpointment: Hours Advanced To Advance Hours Advanced To Advanced To Person Maria Advanced To Person Maria To Person Maria Advanced To Person Maria Advanced To Pers			
4)	Th a. b. c. d.	e <b>Ordering Physician Window</b> displays. Select the <b>Proposal</b> radio button. Search and select the Provider's name. Select <b>Cosign Required</b> . Click <b>OK</b> .	Attended Finded     Model without Rearring     Some Supply & D Refin     Model without Rearring     Some Supply & D Refin     Conder     Order     Orde			
<ul> <li>5) Click Orders for Signature and then Sign.</li> <li>Issue: Users are routed back to the patient's chart, instead of the New Message Window.</li> </ul>						
Int	Interim Workaround:					
6)	Th	e New Message Window displays behind the patier	t's chart, instead of in the forefront.			
	a.	Hover over the PowerChart icon on the computer	s Task Bar.			
	b.	Select the New Message Window to open and se	and the message.			
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