

Ambulatory: Issues Post Upgrade and Interim Workarounds December 13, 2023

Issues Post Upgrade Overview There have been multiple issues identified since the recent Cerner Upgrade. Cerner is diligently working on resolutions. Please see below for a description of the issues and interim workarounds. Impacted Positions: All Ambulatory Staff. Description of Issue Interim Workaround

Description of issue	Interim Workaround				
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. Result: Users are unable to propose the medication refill request to	Open the patient's chart, create a new message, and propose the medication refill to the provider (see the issues section below for further instruction).				
the provider when the medication is in a Documented status on the Med List.					
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.	From the computer's Task Bar at the bottom of the screen, click the New Message Window to display (see the issues section below for further instruction).				
Result: The New Message Window displays behind the chart, instead of in the forefront.					
Issue #3: Unable to access and manage Referral Management Worklists within Rev Cycle.	Users can access their Referral Management Worklist from PowerChart or follow the interim workflow below:				
<u>Result</u> : Users are unable to view attached documents and add inbound referral (provider search window does not load). These issues are only in Referral Management when accessed via	 From within the Rev Cycle application, select the Referral Management clipboard icon on the left- hand side. 				
Rev Cycle.	 Select View in the upper left corner of the screen. Hover over Open View and choose Referrals. Yo referral worklist will be displayed. 				
	Revenue United States Base Experience - Referrals - Opened by Schnell, Stephanie Help Open Perspective Open View Referrals Perspective Layout Referrals View results resulting on the results of the r				
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Issue #4: Unable to rotate pdf documents when single document scanning directly into PowerChart. Result: When the document is imported, the rotate arrow icons are dithered and unable to select.	Rotation is disabled permanently since the rotation of the image can lead to degradation of image quality while importing. Ensure that the document is in the correct position prior to importing into Cerner. Users <u>will</u> be able to rotate the image when viewing the document post import.
Issue #5: Discerns will not load in Rev Cycle, page displays an error. This only occurs when launching Rev Cycle from the Toolbar in PowerChart.	Access Rev Cycle via the stand-alone icon in your storefront to see your Discern queue.
Issue #6: When Providers are reviewing results in their Message Center, the first line of the result is highlighted in black. Event Date Image: Trend Comments 12/5/2023 9:49 EST Image: Trend Comments Image: Trend Comments Image: Trend Comments <	No workaround – visual change only.
Issue #7: When running Business Objects reports via the Discern Reporting Portal, an additional Business Objects login screen displays.	Enter your username and password in the Business Objects login screen. Click Log On. This window should not display again when running future reports. SAP BusinessObjects OpenDocument Figure screen if your screen if foundate, contact your system commenters and disk "Log On". Figure screen if your screen if your screen if your system commenters
Issue #8: The Insurance Plan and Insurance Carrier fields on the Demographics Bar in Schapptbook do not display the corresponding information. The fields are blank. This only applies to users who have added the Demographic Bar to their view and have manually added these fields to display. Name: MMGTRAIN, SAMANTHA	The patient's insurance plan and carrier information will have to be viewed with the registration window.





ISS	sue 1: Medication Refill from the Message Center
1)	From the Message Center, the end user forwards an existing message to propose a medication refill to the provider. • <u>Note:</u> This also occurs when attempting to create a new message via the Communicate dropdown. $\frac{Note:}{Note:} = \frac{1}{1000} \frac{1}{1000$
2)	In the Message Window, satisfy the appropriate fields and click Launch Orders.
3)	From the Medication List tab, right-click on a Documented medication and choose Covert to Prescription. • Issue: The page blinks, but the Ordering Physician Window does not display as it should. • Issue: The page blinks is though as it should. • Issue: The page blinks display displa
4)	Click Done to close the Orders window. a. Click Cancel to close the Message window.
<u>Int</u> 5)	 erim Workaround: From the Message Center with the message selected, click the patient's name in the upper right-hand corner of the screen to open the patient's chart. a. Select Communicate from the Toolbar to create a new message and follow the existing medication refill workflow.





lss	ue 2: New Message Window Minimizes to Ta	sk Bar
	From the patient's chart, select the Communicate dropdown on the Toolbar and choose Message .	erience Scheduling seCoach Auto Ter rsation - Communicate - Patient Educa Message Reminder Patient Letter Provider Letter
,	 The New Message Window displays. a. Satisfy the appropriate fields and click Launch Orders. 	1212, M (248)666-6666
3)	 Select the Medication List tab. a. Right-click on the medication that needs refill. b. Choose Convert to Prescription if the medication is in a Documented status. c. Choose Renew if the medication is in a Prescribed status. 	ZZTEST, MARIA Ministry provide site of a statistic EcceNT A RAY Office Code Statistic Advance Direct HVA Robinson Statistic Robinson Robinson Statistic Robinson Robinson Statistic Ro
	 The Ordering Physician Window displays. a. Select the Proposal radio button. b. Search and select the Provider's name. c. Select Cosign Required. d. Click OK. 	Cordering Physician Order Physician name Schafer, MD, Michael William Order Date/Time 12/07/2023 Costign Required Paper Modify Lab Order Details Wave 5 PathNet Cutover Kancel Kancen Kancen Kancel Kancen Kancen Kancen Kan
5)	Click Orders for Signature and then Sign . <u>Issue:</u> Users are routed back to the patient's chart, <u>in</u> 	nstead of the New Message Window .
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Interim Workaround:

- 6) The New Message Window displays behind the patient'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 send the message.

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