



# CERNER FLASH

## Patient Messaging in the Cerner Healthelife Patient Portal

10/01/2019

**Audience:** Ambulatory Clinical Staff. This notice can be shared with providers as an FYI.

**Change:** Messaging in the Cerner Healthelife patient portal will be enabled for patients by EOB October 1<sup>st</sup>, 2019. This allows patients to directly message their care providers.

*\*\*Note: The ability to send messages from a patient portal is a CMS regulatory requirement for 2019.*

**Impact:** Any messages that patients send from the portal will flow into the **Pools** section of **Message Center** in Cerner Powerchart. Clinical staff will see messages in the **Consumer Messages** folder of the **ambulatory provider pools**.

**\*Please be sure to check your provider pools for messages\***

### Education Offerings:

1. Please see the attached educational supplement for full workflow details on messaging.
2. The below video link provides a visual demonstration of the following:
  - Overview of the Cerner Healthelife Patient Portal
  - How to Reply to Consumer Messages
  - How to Forward Consumer Messages
  - How to Complete and Delete Consumer Messages
  - How to Initiate a Consumer Message from Powerchart.

### Video Facts:

- Hold CTRL on your keyboard and click the link to launch the video.
- Video length = 9 minutes
- Speakers not required as the video has Closed Captioning subtitles.

<https://youtu.be/aPtGustU6a8>