

From the Office of Clinical Informatics Cerner CommunityWorks Provider Letter Template Default October 31, 2023

Provider letters will default the contact information for the primary location for the end user who work at more than one location. When working at a secondary location, the end user will need to manually update the contact information.

Setting New Letter Default

The letter default will open the Provider letter as a Referral letter for staff working as referral specialists.

- **<u>STEP 1</u>**: From within the Message Center, select **Inbox**, then **Manage Preferences**.
- **<u>STEP 2</u>**: In **Behavior Prefs** tab, select **Reminder/Letter**.
- **<u>STEP 3</u>**: Navigate to **Defaults When Creating a New Letter**.
- **<u>STEP 4</u>**: Set **Document Type (Provider Letter)** to Referral Letter.
- **<u>STEP 5</u>**: Set **Template (Provider Letter)** to Referral Letter.

M	anage Out of Office
М	anage Pools
M	anage Preferences
M	anage Proxy

General Message Reminder/Letter Consult Request	Saving To Patient's Chart Automatically attempt to save a reminder to a patient's Ask me to confirm the save to chart when: Only When Completing a Reminder	hart ~		
	Defaults When Creating a New Reminder Template:	Doc	ument Type:	
	General Reminder	~ Rem	ninder Messages	~
	Defaults When Creating a New Letter Document Type (Patient Letter)	Doc	ument Type (Provider Letter)	
	Patient Letter	~ Ref	erral Letter	~
	Template (Patient Letter)	Tem	nplate(Provider Letter)	
	Result Letter	~ Ref	erral Letter	

<u>NOTE</u>: Letter defaults can be done for both Patient and Provider letters to the appropriate type and template for your role.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.