

From the Office of Clinical Informatics Code Upgrade Project Clinical EHR Flash Flyer

Wednesday, June 12, 2024

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Code Upgrade

New Issues

Cerner and NLH IS teams are actively working on resolving all identified issues.

UPDATED: Home Medications

Reconcile is available to all providers, **excluding Walk-in Care**, if there are no medication updates or prescription needs.

• **Walk-in Care providers** will continue to use the discharge medication reconciliation workflow.

Medication reconciliation error

Users are getting an error when setting a medication reconciliation.

• Workaround: Click OK in the error message to continue working.

RESOLVED: Clairvia Staff Manager & Clairvia Web

Clairvia users were getting error messages following the upgrade.

RESOLVED: Between visit encounters

When users have a patient in context and they click the **Communicate** button and then click the binocular icon, it brings up the **Patient Search** screen, which does not display the patient in the person search results or any of their encounters.

Workaround: Users should backspace through the middle initial (including the space between that and the First Name), leaving only Last Name, First Name. Then click search, which should provide results in the person search window.

Active Physician Relationship defaulted on

- Active patient relationship only check box, defaulted as checked anywhere there is a Provider Selection dialog.
 - To search all Providers, uncheck this box.

•	Dutside Records. Check External RX History				Import Outside Reco
0	Information. The system is still processing health plans. Retry in a few r				
		Status:	Meds History	Outpatier	Reconcile View D
3600	Scation		Supply_	Respo	nsible Pr Reconcile
Ē,	fluticasone-salmeterol (Advair Diskus 100 mcg-50 mcg inhalation powder) I Puffs, DiHALATION, Twice Daily, 28 blister, 9 Refill(s)			TEST	MD, PROVIDER

Order Services		×
Modifying orders on o	discharged patie	nt, continue?
	Yes	No

Last name:	First name		Suffic:			_
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Name		Organization	s Services	Alia	101	Position
WEYMOUTH - TEST (T, WENDY	NL EASTER	N.M			Phys Er
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From the Office of Clinical Informatics Code Upgrade Flash Flyer

× Primary Care Quick Orders ×

09:08

OCT 31, 2023 09:10

Deselect all

Clinical Photos (1)

TEST IMAGE.

4

All Visits Last 18 Tagged Items

09:06

Unable to Remove Tag Unable to remove tag. Refresh the component. If the problem persists, contact your system administrator.

Laboratory

Search media

SSA 52 (Ro)(ENA) Ab, IgG

Smith/RNP (ENA) Antibod

+ All Visits All Visits Last 1 months Last 3 months Last 6 months 💙 🕗 🚍

 $\mathsf{Page}\ 3 \text{ of } 5$

🌲 o 📾 o 🚑 Discharged

Q Size

View (1) Remove Tag (1) Rename (1)

1 10/31/2023 09:10 EDT

> 4 /31/2023 09:10 EDT

Remove All

Known Issue Updates

Below are updates to issues identified during testing prior to Go-Live.

Tagged Items

Tagged text icon is not changing color to indicate items were tagged to the clipboard.

Ambulatory 2018

Labs Flowsheet

Remove Tag

- Rheumatology

Media Gallery (3)

Filters applied (View)

Clinical Photos (1)

Patient Entered Data Summar...

RAW Patient Entered Data (1)
Selected (1)

Smith/RNP (ENA) Antib.

- Remove Tag button does not update appropriately. Once you click remove tag, you must refresh the component and start tagging over for it to show accurate information.
- Remove Tag button in Media Gallery is throwing an error message when attempting to remove. Refreshing the component will remove the error message and tagged item.

Problem Favorites

- Organizing Folder Maintenance is not opening when clicking Organize Favorites in the dropdown.
 - Use the following steps to manage problem favorites.
 - Click Add.
 - Right-click the favorite folder name.
 - Click Organize Favorites.



	0	🛼 No Severity 🖣
Tagged Items		Remove All
Tagged Text		
Cardiology Office Visit Note	03/2	8/2024 15:08 EDT

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Magnifying glass on Provider search signing Dynamic Documentation

- Magnifying glass is missing when searching for a Provider within the sign/submit window.
 - Begin typing in the search box, the new Provider selection will open.

RESOLVED: Clairvia Mobile App

- Clairvia is not accessible via the Mobile App.
 - Use the Web to access Clairvia.
 - For instructions on how to access Clairvia Web click the link below.

Clairvia Clinical Team Scheduling Guide (northernlighthealth.org)

Letter button on Results Callback

Letter option in Results Callback is not functioning, calls must be made.

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	NL EASTERN MA	Borrelia burgdorfe	ri Abs Total		Non	reactive			03/19/2024 11:43
		Callbacks	Protocols						
	•		Home	Mobile		Work		PCP : TEST MD, PROVIDER (207) 222-2222	
	Þ	O No Answe	r						
TESTING, KIMBERLY	+	Left Mess Patient Co	Left Message Patient Contacted						
TESTING, ED	>	* 10 1	6 [
		Provider R	eview Required		ther action required			Canc]	etter Sign

Important Reminders

Help Desk Tickets

- Please submit Help Desk tickets through the Self-Service Portal or by calling the Help Desk 1-888-827-7728.
- For ease of access, education for the expected changes is available on a single page on the <u>Clinical</u> <u>Informatics Education Portal</u>. It is best to always reference this site, in order to have the most up-todate information available.

Sign/Submit Note		- 0 ×
Type:	Note Type List Filter:	
rimary Care Office Note		✓
Author:	Title:	*Date:
VEYMOUTH - TEST -03, WENDY	follow up note	04/15/2024 III 1032 EDT
Forward Options		-
Pro	vider Name Search	Provider Selection – – ×
Favorites Recent Relationships		Last name: First name: Suffix: Sawab
		Me V Jaach
ontacts	Recipients	Title: Alian: Alian type: New Provider
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		Linit by group Syn No data litering
		Elevent AMRH LATORY INITIATIVE EACH ITY
		Limit by position "Y No data filtering
		Limit by relationship ">" No data filtering

Name Organizations WEYMOUTH - TEST DT, WENDY NL EASTERN M.

44 40

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Click here for the latest Registration, Scheduling, Referral Management, Experian, Charge Management, and other Revenue Cycle updates!

Good to Know!

eCoach

- eCoach is a Cerner solution available within the Organizer toolbar in PowerChart that provides direct access to Northern Light learning materials. With eCoach, you can access custom Northern Light education "just in time" without having to leave the electronic health record.
- eCoach is located in the seventh position.



P											
Task	Edit	View	Patient	Chart	Links	Notifications	Navigation	Help			
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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.