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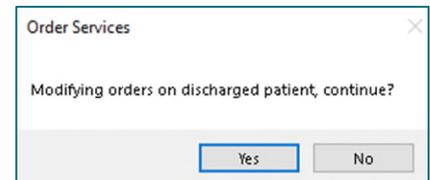
- **Walk-in Care providers** will continue to use the discharge medication reconciliation workflow.
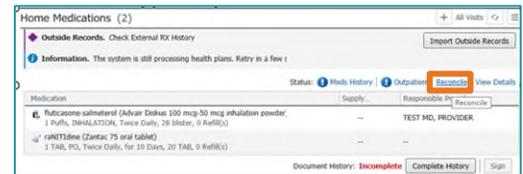
Medication reconciliation error

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.
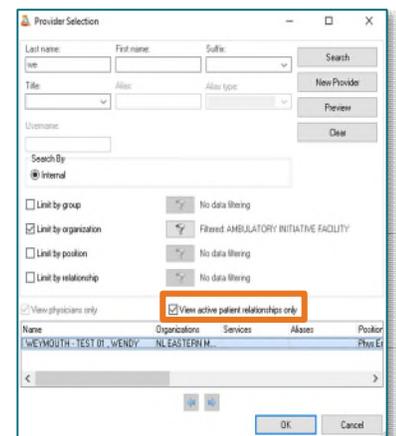
Known Issue Updates

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.

➢ **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.
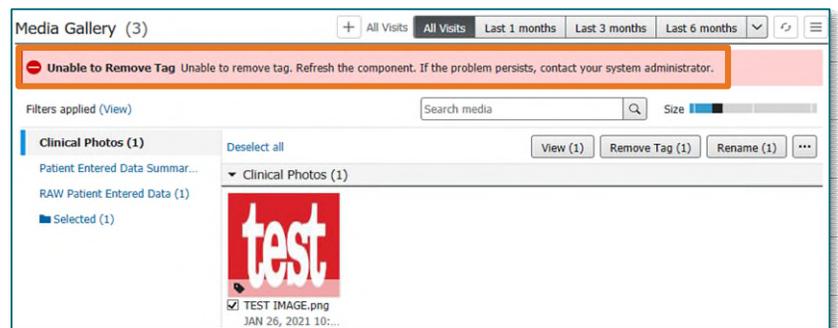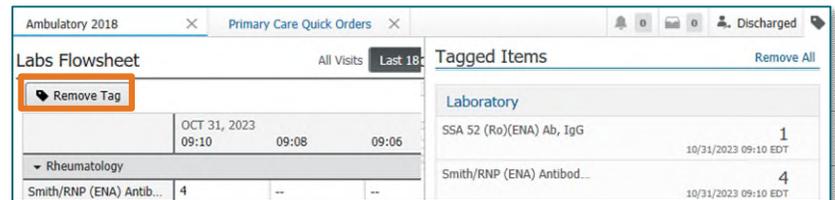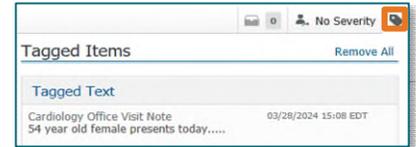
Problem Favorites

➢ 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**.
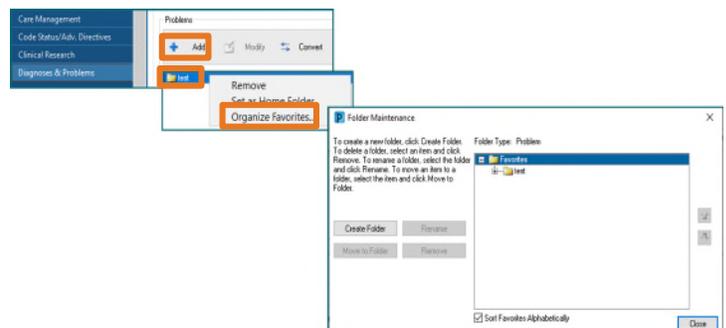
Magnifying glass on Provider search signing Dynamic Documentation

➢ 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.
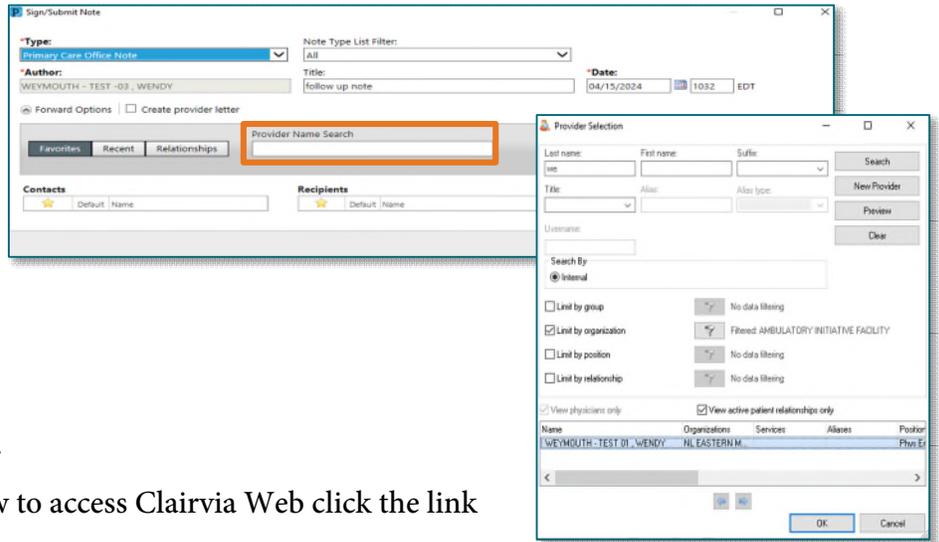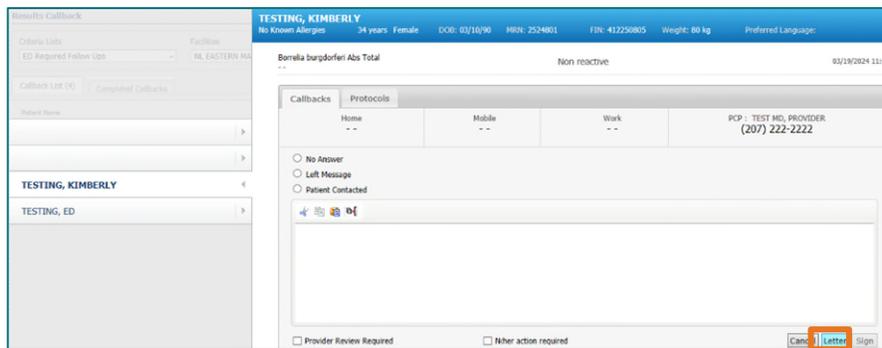
RESOLVED: Clairvia Mobile App

➢ 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.

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 Clinical Informatics Education Portal. It is best to always reference this site, in order to have the most up-to-date information available.

➢ [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.

[Click here to learn more.](#)
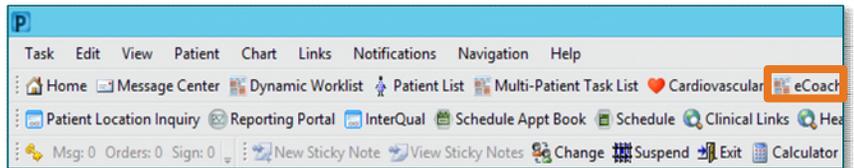
For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.

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