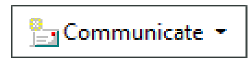
From the Office of Clinical Informatics

Cerner Millennium Ambulatory
Creating a Between Visit Encounter

April 14, 2022

Between Visit Encounters are created to document contact with a patient not seen in the office and to place orders for a patient outside of an office visit.

From Message Center



STEP 1: Click the **Communicate** button to open a new message.

STEP 2: Type the patient's name in the **Patient** field and click the binoculars to search.

STEP 3: When the search window opens, select the correct patient in the top field.

NOTE: **Do not select an encounter in the bottom field. By selecting the patient's name in the top field, and clicking OK, this will create a Between Visit Encounter.**

- When the Between Visit Encounter is created, a FIN number will generate. Look for the **Between Visit** location in the banner bar and encounter selection pane.
- The patient's name populates in the **Patient** and **Caller** boxes and their phone number populates the **Caller #** box.

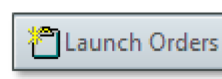
STEP 4: Check the box in front of **Save to Chart** as **PhoneMsg** will be selected by default.

STEP 5: Add a **Subject** (i.e., the reason for the patient contact).

STEP 6: Use the body of the message to document the detail of patient contact.

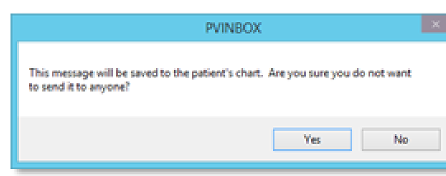
Entering Orders

NOTE: **Dahl-Chase orders cannot be created from an in-between visit encounter. Please place those orders from an established FIN associated with your practice.**



STEP 1: Use the **Launch Orders** button in the upper-right corner of the window.

STEP 2: Add orders using the normal workflow.



STEP 3: After **Signing** orders, the **New Message** window will display again with the new order information displayed in the body of the message.

- Additional information can be entered into the body of the message if context is needed for entering orders.

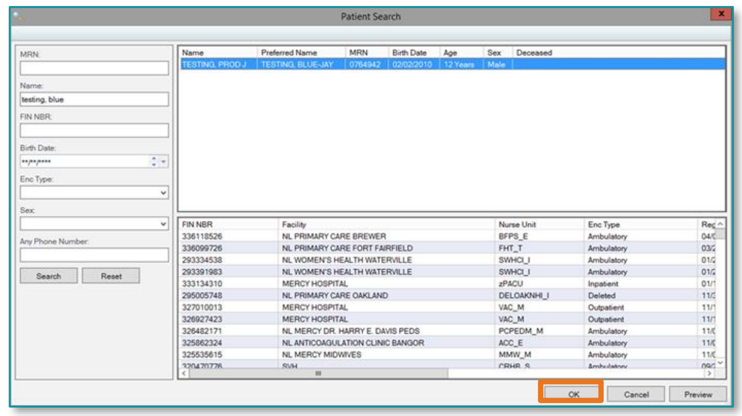
STEP 4: Click **Send.**

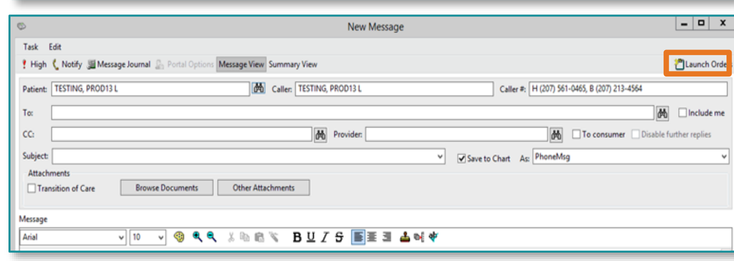
NOTE: **If you do not want to send the message to a message pool or staff member and only save to the chart, click Yes in the pop-up window.**

➢ **The Between Visit Encounter is now added to the patient chart.**

From a Patient Chart – Request from another Internal Location

NOTE: **This process can be used when someone from outside of your office sends a message requesting an order. You cannot launch orders from the message received as it will not populate in the multi-patient task list and will be associated with the location the message was sent on.**





STEP 1: From the patient chart click the drop-down arrow on the **Communicate** button to open a new message.

STEP 2: When the message opens, the patient's name will be prepopulated. **Highlight** the patient's name, **delete**, and **re-enter** patient name and click the binoculars to search.

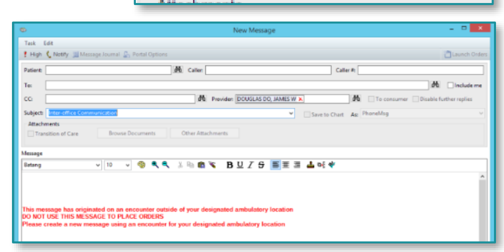
STEP 3: The **Patient Search** will pop up. Once you have the patient's name highlighted click **OK**. This ensures the orders will be associated with your location. Do **NOT** click an encounter.

STEP 4: Back on the message, click the **Launch Orders** button, this opens the orders window. Place and sign orders as appropriate.

STEP 5: Click **Send**.

NOTE: **Following this workflow will save you from putting in the order again and prevent your order from getting lost.**

Sending a Request to another Internal Provider outside of your Location



STEP 1: Open a **Message** from the patient chart.

STEP 2: Click the **Subject** drop down and select **Inter-office Communication.**

STEP 3: **Send** message.

NOTE: **The provider will see this communication and know to create a new in between note.**

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.