From the Office of Clinical Informatics

Mercy Telemedicine Clinic
Clinical Staff Workflow FirstNet

April 15, 2020

The following flyer outlines the FirstNet workflow for Clinical Staff at the Mercy Telemedicine Clinic.

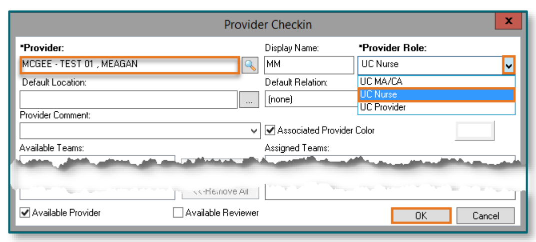
Getting started in FirstNet

➢ **Click the FirstNet Icon on the Cerner Store front page.**

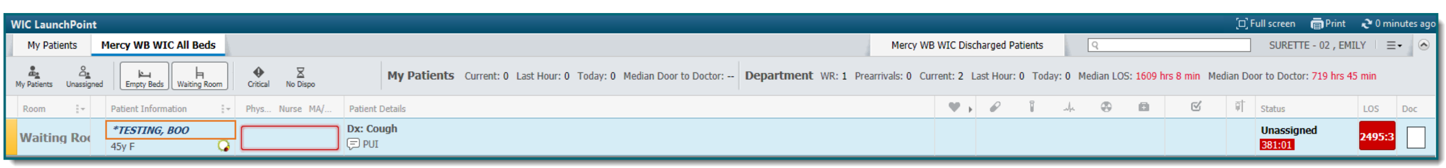
- Log in using your system username and password.
    - LaunchPoint is the default view.

➢ **From LaunchPoint:**

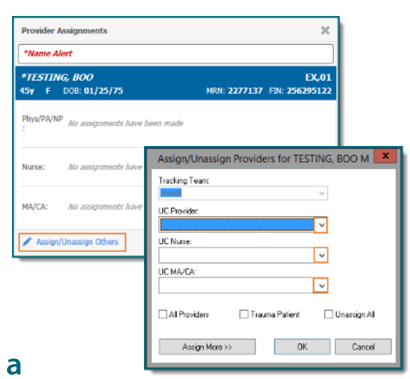
- Locate the drop-down menu icon in the upper right corner of your screen.
    - Select **Change Location.**
    - Choose NL **Mercy Telemedicine Clinic.**
    - Click **OK.**
- Return to the drop-down menu and select **Check In.**
    - Your name will populate in the provider field.
    - Click the **Provider Role** drop-down at the top right to assign your role.
    - Select a Default Relation.
    - Click OK.



- Locate patient on LaunchPoint.



- Click **Waiting Room** in the **Room** column to assign the patient to the appropriate exam room.
- Click **Phys… Nurse MA/CA** assignment column within the patient row to assign yourself and the treating provider to the patient.
- The **Provider Assignments** communication box will pop-up. Select **Assign/Unassign Others** hyperlink in the bottom left-hand corner of this communication box.
- The Assign/Unassign Providers communication box will then pop-up. In each drop-down menu, select the appropriate providers name (please assign the provider and nurse or MA here), then select OK.



NOTE: **Providers and Staff must Check In prior to assigning themselves to a patient.**

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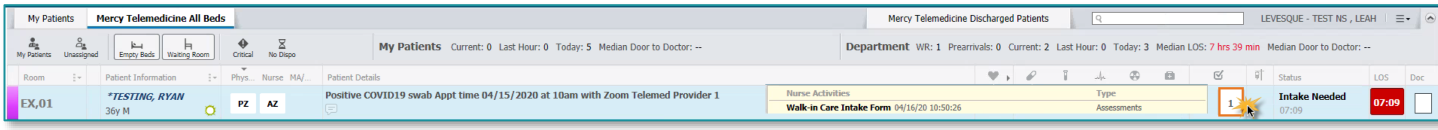
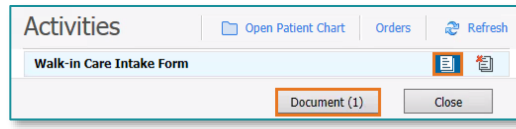
- Select the number in the Nurse Activities column to complete the Walk-In Care Intake Form.



- Click the chart icon.
- Click Document.
- Complete Intake form.



➢ **Follow Telehealth Visit Workflow**

- Clinical Staff calls patient 15 minutes prior to schedule appointment.
- Verifies Name and DOB.
- Completes Intake form.
- Reviews Meds/Allergies.
- Obtain HPI.
- Enters home vitals.
- Instruct patient to click on Zoom link from email.
- Confirm patient can get into the Zoom Waiting Room.
- IM provider that patient is ready and in Zoom Waiting Room.

➢ **Discharging a patient from LaunchPoint**

- Right-click within the patient row.
- Select **Discharge Visit.**
  - Complete the discharge details fields.