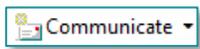
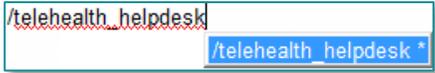

As part of the Patient Facing Help Desk workflow, a phone message is created in Cerner to notify providers that the patient has been contacted regarding Telehealth technical setup and coordination. This flyer reviews the workflow for creating the Phone Note for the Patient Facing Help Desk.

Creating the Patient Facing Help Desk Phone Note

➤ From Message Center:

- Click the **Communicate** button to start a new message. 
- In the upper left of the **New Message** window, enter the patient's name in the **Patient** field and click the **Binoculars** button to search. 
- From the **Patient Search** window, use the search fields on the left of the window to further narrow results, if needed.
- From the results pane in the upper right of the window, confirm and select the correct patient row, using the available patient identifiers (date of birth, age, middle initial, etc.).

IMPORTANT: Do not select an encounter from the window in the lower right of the patient Search Window.

- After selecting the correct patient row in the upper right of the **Patient Search** window, click the **OK** button in the lower right of the window.
 - The **New Message** window now displays with the patient name in the **Patient** and **Caller** fields.
- In the Subject field, enter "**TeleHealth Patient Help Desk**" as the **Subject** of the message.
- In the body of the message, enter **/telehealth_helpdesk**. 
- With the **/telehealth_helpdesk** AutoText phrase highlighted, either double click the phrase or press the **Enter** key.
 - The **Telehealth Patient Help Desk AutoText** phrase will populate in the message.

NOTE: This AutoText Phrase contains all needed documentation for the Phone Note.

- After entering the AutoText phrase, leave the remaining fields in the **New Message** window as defaulted.
- Click the **Send** button in the lower right.
 - Confirm that you don't want to send the message to anyone by clicking **Yes**.
 - Choose the appropriate location for the patient identified in the message.
- A Phone Note has now been created on an in-between encounter for the location selected.

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.
