

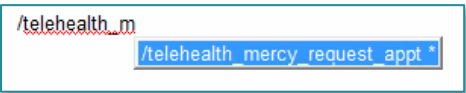

As part of the Mercy Telemedicine workflow, a phone message is created in Cerner to request a Telemedicine Clinic Appointment using the Virtual Clinic – Appointment Needed template. This flyer reviews the workflow for creating a message to the NL Mercy Telemedicine PSR Staff Pool who will schedule the patient for a Mercy Telemedicine Clinic Appointment.

Creating the Virtual Clinic – Appointment Needed Phone Note

- From the patient's current Inpatient, Ambulatory, or Outpatient Encounter/FIN#:
- Click the **Communicate** button to start a new message. 
 - The **New Message** window now displays with the patient name in the **Patient** and **Caller** fields.
 - In the upper-right of the **New Message** window, enter NL Mercy Telemedicine PSR Staff in the **To:** field and click the **Binoculars** button to search. 
 - Select Pool.
 - Right-click NL Mercy Telemedicine PSR Staff to **Add to Personal Address Book**.
 - Double-click NL Mercy Telemedicine PSR Staff to move to the **Send** to view pane.
 - Select OK.

NOTE: Adding a recipient to your **Personal Address Book** will allow you to select the recipient from the **To:** in the message.

- In the **Subject** field drop-down, select “Virtual Clinic – Appointment Needed” as the **Subject** of the message.
- In the body of the message, enter **/telehealth_**.
- With the **/telehealth_mercy_request_appt*** AutoText phrase highlighted, either double-click the phrase or press the **Enter** key. 
 - The **Telehealth Mercy Request Appt** AutoText phrase will populate in the message.

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

- After entering the AutoText phrase, select the drop-down fields for time frame and reason for referral in the **New Message**.
- Click the **Send** button in the lower right.
- A Phone Note has now been created on the patient's current encounter.