

From the Office of Clinical Informatics Cerner Millennium – PathNet Unmatched Persons Queue

August 11, 2023

The Unmatched Person Queue is used to manually match unauthenticated interface patient records to patient records in Millennium when they do not meet the appropriate matching on the interface.

This tool is used to manually match unauthenticated interface patient records to patient records in Millennium when they do not meet the appropriate matching on the interface. For example, if a patient's labs were sent to LabCorp or otherwise not sent to Quest via the RLN and the patient presents at Quest for specimen collection, Quest would not have an order in their system. Quest would create the patient and send results back to Millennium which would need to be matched by two patient identifiers; including name and DOB so Results Only encounter can be created for result display.

Access the Unmatched Person Queue application:

- **<u>STEP 1</u>**: From the hospital's Home Intranet Page, search for Cerner Millennium in My Quick Links.
- **<u>STEP 2</u>**: Select the **Plus** icon to add the link to **My Quick Links**.
- **<u>STEP 3</u>**: Select **Cerner Millennium**.
- **<u>STEP 4</u>**: Select the **Unmatched Person Queue**.
- **<u>STEP 5</u>**: Enter the **search criteria**.
 - Select Unmatched Person Information from the Status from dropdown options.
 - Record From Date.
 - Record To Date.
- **<u>STEP 6</u>**: Select **Display**.

<u>NOTE</u>: Using Display All without setting the filters may display patients who will not need to be matched in the list.

Matching Person using the Unmatched Person Queue Application:

Any records received from the interface when the patient did not match will appear. All information Millennium received should display to assist with matching to an existing person.





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- To search for the person matches in the Millennium database:
- **<u>STEP 1</u>**: Click the box and highlight the patient row.
- **<u>STEP 2</u>**: Select **Person Search**.
 - Patient search window opens allowing search for an existing person in the database by Name, DOB, etc..
- **<u>STEP 3</u>**: Select the person searching for from the display.
- **<u>STEP 4</u>**: Review and match the person demographics correct person.
- **<u>STEP 5</u>**: When patient is matched, click **Select**.

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<u>NOTE</u>: If multiple patients display in the Patient Search and are the same Patient, a Patient Combine request will need to be submitted to merge the Patient MRN.

If unable to locate a patient match, contact Quest Diagnostics to research.

- **<u>STEP 6</u>**: Click in the Match Box
- **<u>STEP 7</u>**: Select Match.
 - This removes the person from the unmatched queue and allows results to post to a Results Only encounter for the patient.

Match	Record Status	Record Witten Date	Organization	MRN	35N	Last Name	First Name	Middle Name	Date of Birth	Ser	Home Address	Home Phote	Additic
28.	Unmatched Person Information	08/08/2023	AMBULATORY REFERENCE LAB			TESTING	PATHR4ET04		01/01/1901	Male		(9995/688-7776	(11547)
15,	Unmatched Person Information	16/08/2023	AMELULATORY REFERENCE LAB			TESTING	190018		07/07/1977	Female			1115472
36,	Unmatched Person Information	56/09/2023	AMBLILATORY REFERENCE LAB			TESTING	QUESTICE		01/01/1952	Male			(11547)
14.	Unsatched Reson Information	46/09/3511	AMPLE ATORY REFERENCE LAR	_	_	TEXTING	OL REAT DO ONE		nait4/Isin	Male			115475
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18,	Unmatched Person Information	36/(9/2323	AMELILATORY REFERENCE LAB	-	-	TESTING	QUESTIC2		10/10/1952	Male			(11547)
5,	Unmatched Person Information	08/09/3033	AMBULATORY REFERENCE LAB			TESTING	QUESTICS		10/10/1053	Fernale			:115472
35,	Unmatched Person Information	08/09/2023	AMBULATORY REFERENCE LAB			TESTING	QUESTIWO		05/05/1951	Female			1115472
5,	Unmatched Person Information	16/09/2023	AMELILATORY REFERENCE LAB			TESTING	QUESTAMEREF		05/05/1950	Male			1115472
15,	Unmatched Person Information	96/09/2023	AMBULATORY REFERENCE LAB			TESTING	QUESTR		06/06/1960	Female			:115472
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10 result(s) found.								Despiley	All Pens	n Search	Match	Rema	we.
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 Message displays asking are you sure you want to match records.

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A	Are you sure you want to match the selected record(s)?		
		Yes	No

<u>STEP 8</u>: Select **Yes** to confirm records match.

To View the Match Person Information:

<u>NOTE</u>: The Matched Person Information shows what was matched but cannot do anything further.

<u>STEP 1</u>: Select **Matched Person Information** from Status options.

<u>STEP 2</u>: Select Display.

<u>STEP 3</u>: Confirm the Patient was Matched.

NOTE: If there is a discrepancy contact Medical Records.

Click here to access the Self Service Portal to place an I need a MRN and FIN Combine.

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.