

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:

**STEP 1:** From the hospital's Home Intranet Page, search for Cerner Millennium in My Quick Links.

**STEP 2:** Select the **Plus** icon to add the link to My Quick Links.

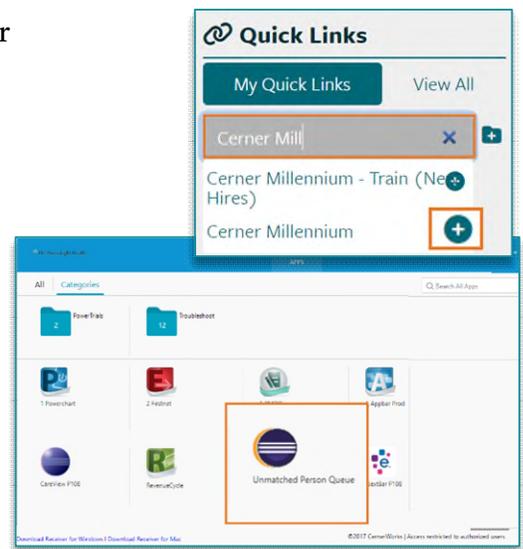
**STEP 3:** Select **Cerner Millennium**.

**STEP 4:** Select the **Unmatched Person Queue**.

**STEP 5:** Enter the **search criteria**.

- Select **Unmatched Person Information** from the **Status** from dropdown options.
- Record From Date.
- Record To Date.

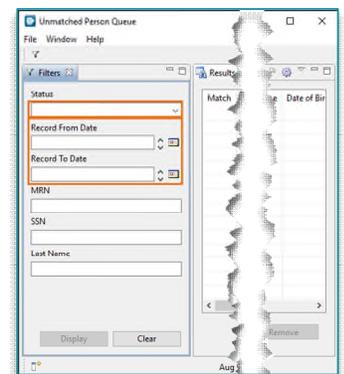
**STEP 6:** Select **Display**.



**NOTE:** 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.



➤ To search for the person matches in the Millennium database:

**STEP 1:** Click the box and highlight the patient row.

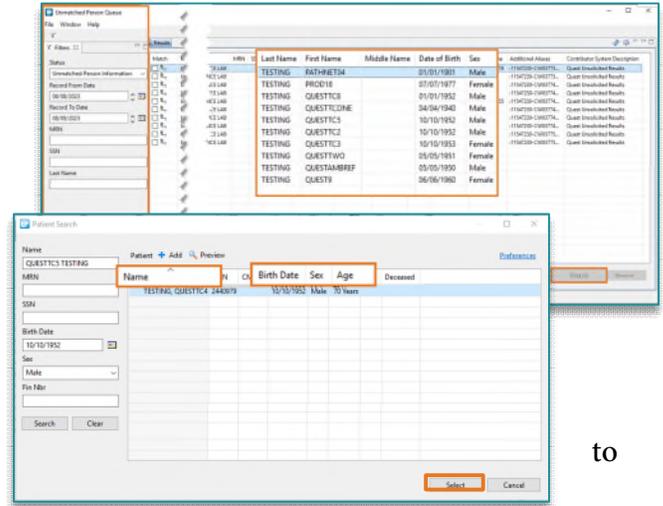
**STEP 2:** Select **Person Search**.

- Patient search window opens allowing search for an existing person in the database by Name, DOB, etc..

**STEP 3:** Select the person searching for from the display.

**STEP 4:** Review and match the person demographics correct person.

**STEP 5:** When patient is matched, click **Select**.



to

**NOTE:** 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.

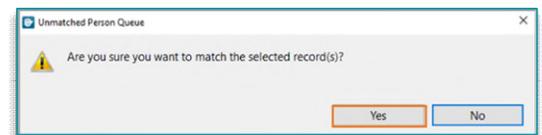
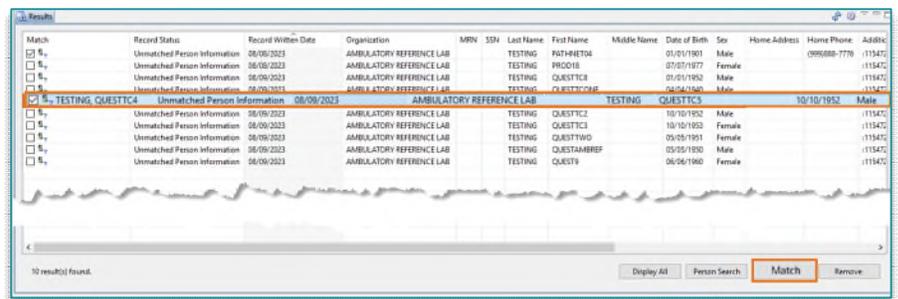
If unable to locate a patient match, contact Quest Diagnostics to research.

**STEP 6:** Click in the Match Box

**STEP 7:** Select **Match**.

- This removes the person from the unmatched queue and allows results to post to a Results Only encounter for the patient.
- Message displays asking are you sure you want to match records.

**STEP 8:** Select **Yes** to confirm records match.



**To View the Match Person Information:**

**NOTE:** The Matched Person Information shows what was matched but cannot do anything further.

**STEP 1:** Select **Matched Person Information** from Status options.

**STEP 2:** Select Display.

**STEP 3:** 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.