Wednesday, July 19, 2023

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Code Upgrade

## New Issues

Cerner and NLH IS teams are actively working on resolving all identified issues.

## Patient Visit Instructions/Patient Discharge Instructions

➢ An auto text conversion to HTML Notification alert may occur when using auto text within the Patient Visit Instructions/Patient Discharge Instructions. The error may occur when the following is applied:

- Using auto text in Patient Instructions.

- Typing auto text directly into the Patient Visit Instructions/Patient Discharge Instructions.

- Printing Patient Visit Instructions/Patient Discharge Instructions that contain auto text

➢ The error indicates the converted auto text may display differently between PowerNote / Clinical Notes / Message Center and Dynamic Documentation.
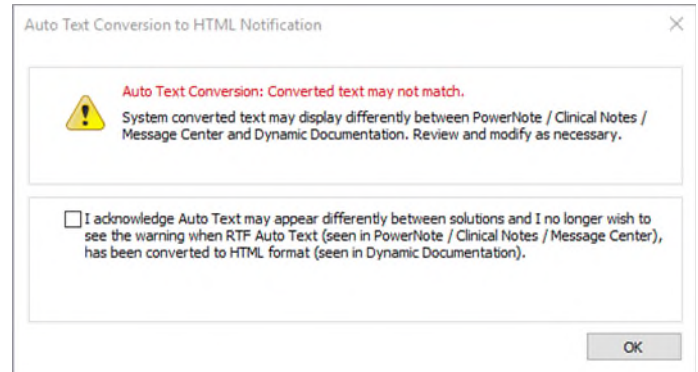
Ambulatory Organizer Missing Patient Names

➢ Patient Names on the Ambulatory Organizer may intermittently not appear.

➢ To view the patient name, right-click and select **Appointment View** from the menu.

- The patient's name will be listed under the General tab.

- The patient's DOB will display, but MRN and FIN will not be visible.
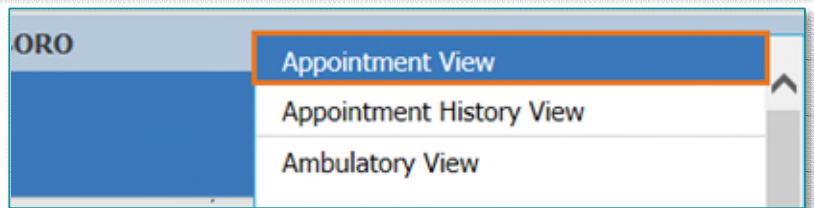
NOTE: Only the patient's DOB is available within the Appointment View window (i.e., MRN, FIN is not available.) It is imperative this information is verified with the patient at patient check in.

➢ The right-click menu will **not** allow clinical users to navigate inside the patient chart for patient names that are not displayed on the ambulatory organizer.

NOTE: Providers and clinical staff entering the patient chart will need to ensure the correct encounter is selected prior to documenting.

Pharmacy MedManager Scrolling Issue

➢ Within the MedManager window, if the mouse cursor hovers over any **dropdowns** while scrolling, it could inadvertently change the value of that field.

➢ Please refrain from scrolling within MedManager window.

NOTE: This does not affect fields with a carat.
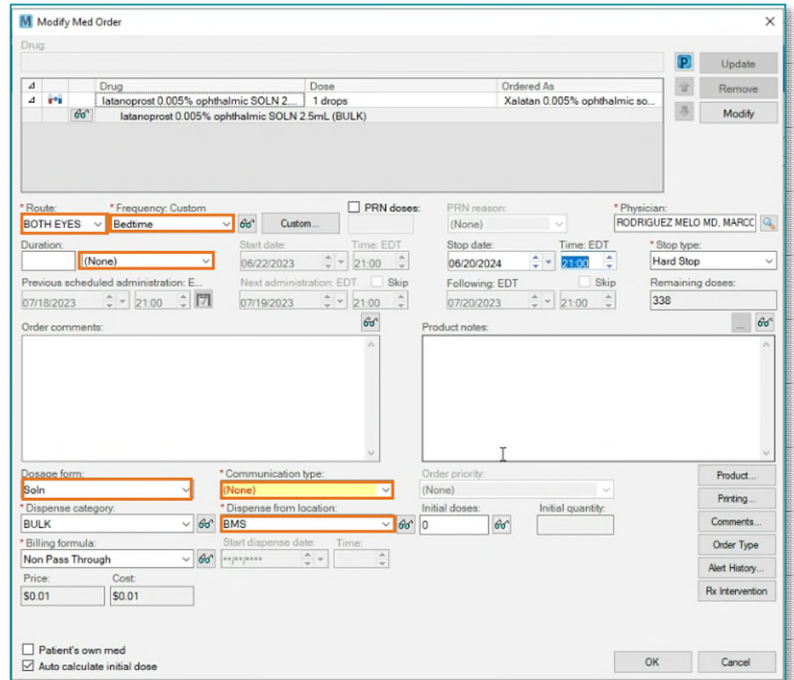
Known Issue Updates

Below are updates to issues identified during testing prior to Go-Live.

HealtheCare

➢ The Potential Cases List (PCL) displays only the initial list of up to 20 candidates when you filter, sort, or advance to additional pages of the candidate list.

Zooming in – Immunization Component

➢ The Workflow Immunizations component is not displayed correctly if you zoom in or open the component on various screen sizes.

Special Characters – CM Note

➢ A known issue is currently occurring that is adding special characters to the discharge planning notes.

Patient Information	FIN/Visit Reason/Type Med Svc/Attending/PCP	DRG	LOS/ELOS --- Registration Inpatient Admission	Payer | Health Plan | FIN Class (Primary/Secondary/Tertiary) --- Add'l Health Plans	Utilization Review --- Last Review	Discharge Planning --- Planned Discharge Date (PDD)	Add'l Notes
Testing, Upgrade9 MAR 04, 2000 - 23 y Female 6CARD 677 01	382857647 -- Inpatient Gastroenterology TEST MD, PROVIDER TEST MD, PROVIDER		6 Days 21 Hours 0 Days --- 15-JUN-2023 16:10	SELF PAY | SELF PAY XX | Self Pay	Next Review: ---	Next Assessment: --- 06/21/2023,	
Discharge Planning | Encounter-level | HOTCHKISS RN, COLLEEN M | 22-JUN-2023 13:58 | SUPPORTS%3A%20your%20mom%20%0AD%2FC%20PLANS%3A%20Private%20Jet%20transport%20to%20Aruba.%0ABARRIERS%3A%20Mercury%20in%20retrograde%2C%20full%20moon%2C%20solar%20eclipse.%0AADD%3A%206%2F29%2F23							
TESTING, PROD23 FEB 14, 2023 - 4 m Female 6CARD 668 01	382850840 -- Inpatient Cardiology TEST MD, PROVIDER TEST MD, PROVIDER		13 Days 2 Hours 0 Days --- 09-JUN-2023 11:37	SELF PAY | SELF PAY XX | Self Pay	Next Review: ---	Next Assessment: --- 06/27/2023,	
Discharge Planning | Encounter-level | MONCRIEFFE RN, ALLISON J | 22-JUN-2023 13:02 | 06%2F22%2F23%20home%20with%20NLHH%3B%20%20							

UPDATE: Printing a Patient List

➢ Clinical users are unable to find their designated printer when printing patient lists. Please follow the steps below:

**STEP 1:** Select Other Output Devices tab and select **Unknown.**

STEP 2: From the Device Name, select **Secure-Single.**

STEP 3: Right-click on the printer name to **Add to Favorites.**

STEP 4: Click **OK.**

NaviHealth/CarePort Errors

➢ Updated **7/12/23** – the Sporadic transmission issue has been resolved. With the package update to fix this, another potential issue has been revealed. The button that said **Upload to NaviHealth** has changed to **Upload to Undefined**. The button functions in the same way, it just has a name change.

➢ Sporadic issues are occurring, impacting successful transmission of packets. IS is working on a resolution. If a packet is not sent successfully, downtime process should be followed.
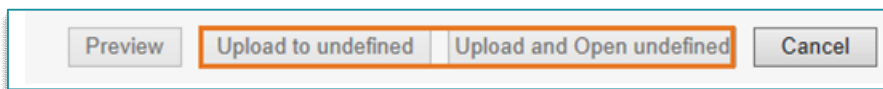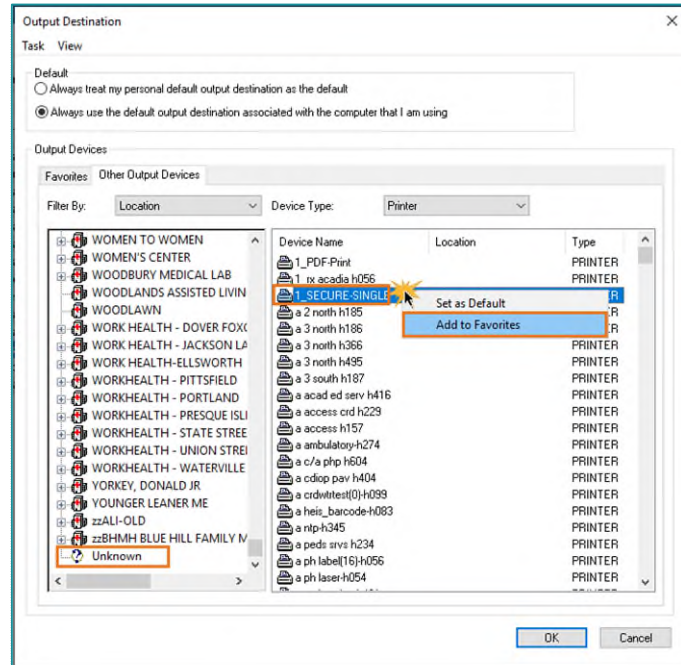
Cardiovascular March Out

➢ The March Out menu is still displaying on the screen when the viewer is minimized. Open the ECG study via the Cardiology Worklist to prevent this from occurring.

Pharmacy Medication Manager

➢ When a PRN order is placed from PowerChart or MedManager, the PRN reason is not displayed.

- Perform a Verify, Modify, Inquire, or History action to the order to view the PRN reason.

Power Trials

➢ Within the Clinical Trial Non-Therapeutic Protocol, View/Edit Enrollment is dithered when trying to right-click a patient name.

➢ When selecting Save Document then import, the document will not display to enable to select open.

➢ When trying to click Document Management, the Document Manager icon is dithered.

➢ When trying to select the Enrolled Patients tab and select the Add Enrollment button, Add Enrollment will not allow a user to save.

➢ When trying to right-click the initial protocol and select view document, view document is dithered.

Important Reminders

Help Desk Tickets

➢ Please submit Help Desk tickets through the Self-Service Portal or by calling the Help Desk 1-888-827-7728.

➢ For ease of access, education for the expected changes is available on a single page on the Clinical Informatics Education Portal. It is best to always reference this site, in order to have the most up-to-date information available.

➢ Click here for the latest Registration, Scheduling, Referral Management, Experian, Charge Management, and other Revenue Cycle updates!

Good to Know!

eCoach

➢ **eCoach** is a Cerner solution available within the Organizer toolbar in PowerChart that provides direct access to Northern Light learning materials. With eCoach, you can access custom Northern Light education "just in time" without having to leave the electronic health record.

➢ eCoach is located in the seventh position.
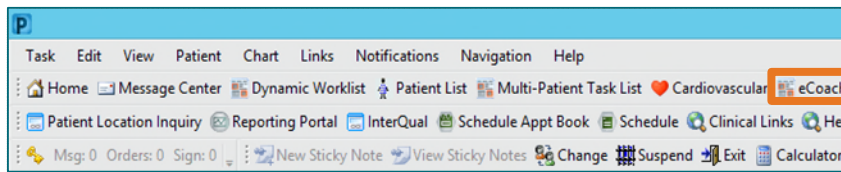
Click here to learn more.

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.

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