Message Center at Carolinas Health System

Carolinas HealthCare System
Uncompromising Excellence. Commitment to Care.

Proposed Orders

•Pharmacists can propose prescriptions based upon patient request or results on the callback report.

•Proposed Prescriptions for 1 patient are all viewed on one screen. Scrolling may be necessary to view total list.

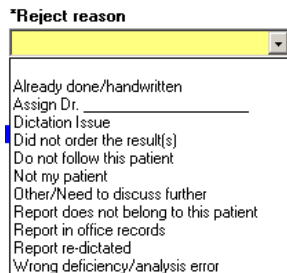•Prescriptions can be accepted or rejected as a group. (Accept is default)

Reject All and Next   Accept All and Next

•If changes desired, each prescription must be Accepted, Rejected or Modified.

•If Modified, the prescription fields appear for changing.

NOTE: To change medication requires a Reject action.
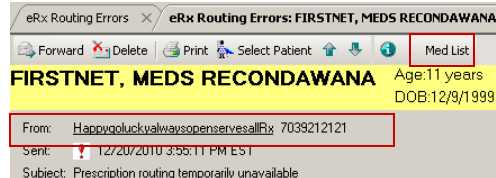
•If Rejected, a Reject reason must be chosen.

*Reject reason

Already done/handwritten
Assign Dr. _____
Dictation Issue
Did not order the result(s)
Do not follow this patient
Not my patient
Other/Need to discuss further
Report does not belong to this patient
Report in office records
Report re-dictated
Wrong deficiency/analysis error

Routing Errors

•If electronic Prescriptions fail, a notification appears in the eRx Routing Errors folder in the Messages section.

Priority Items (3)
Messages (3/4)
eRx Routing Errors (3/4)

•Routing errors must be printed, called/faxed, or resent electronically to another pharmacy.

eRx Routing Errors   eRx Routing Errors: FIRSTNET, MEDS RECONDAWANA (
Forward Delete Print Select Patient   Med List
FIRSTNET, MEDS RECONDAWANA   Age:11 years
DOB:12/9/1999
From: HappygoluckyalwaysopenservesallRx 7039212121
Sent: 12/20/2010 3:55:11 PM EST
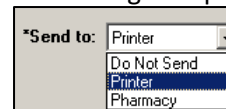Subject: Prescription routing temporarily unavailable

•Information for **calling** patient or pharmacy can be easily accessed by clicking the **From** field

•To **print** the prescriptions, click on **Med List** button.

•Right click on desired med(s), click on
Resend...
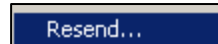
•In right-hand corner change drop –down to **Printer**
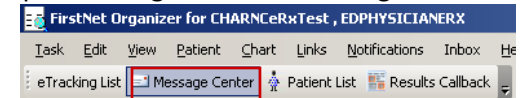*Send to: Printer
Do Not Send
Printer
Pharmacy

•To send **electronically** to another pharmacy

•Click **Resend** as above

•Choose Pharmacy. Choose from Patient Preferred or Search.

•Click OK

Overview

•Use Message Center to sign off on
- Documentation (PNED)
- Dictation
- Orders for Co-Signature
- Proposed Orders
- Respond to ePrescribe Routing Errors

•Click on Message Center button to open Message Center in the Organizer

FirstNet Organizer for CHARNCeRxTest , EDPHYSICIANERX
Task Edit View Patient Chart Links Notifications Inbox He
eTracking List Message Center Patient List Results Callback

•Note which folder has contents.

•Click on folder name on InBox tab to view contents on right.

•The Message Center can be filtered to show all items by Patient

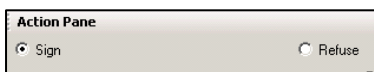•Note which patient requires multiple actions-Click on the patient

•Select "Select Patient"
Select Patient
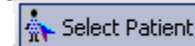
•Only the selected patient items will display in the folders
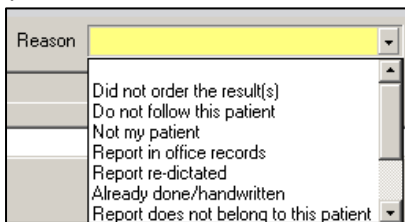
Co-Sign/Review PNED Documents

•PowerNotes will be forwarded for co-signature to the provider's Message Center.
•They will appear in the Documents to Sign folder, indicated by (#).

Documents (1/6)
  Forwarded Documents to Sign (1/3)
  Sign (0/3)
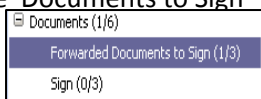
•Click on the folder to view the documents in the window.
•Double click on the document to view.
•To add attestation, click on Modify
•Autotext can be invoked to add attestation
•Documents can be signed or refused by clicking in appropriate field. (Sign is default)

Action Pane
  ○ Sign   ○ Refuse

•If refused, a reason must be chosen from the pull-down.

Reason
  Did not order the result(s)
  Do not follow this patient
  Not my patient
  Report in office records
  Report re-dictated
  Already done/handwritten
  Report does not belong to this patient

•You can forward it to the correct signer, if known. Choose Sign as the Forward Action.

•If unknown, forward to **Refused, HIMNE**. Choose **Review** as the Forward Action

Additional Forward Action: Review   To: (Limit 5) REFUSED , HIM NE;

•Click OK or OK & Next

Saved Documents

Saved Documents (3/3)

•PNED documents that are Saved, but not Signed to final status will appear in the Saved Documents folder.
•Presence of document(s) is indicated by (#) after the folder name.
•To complete documentation, double-click to open the note.
•If PNED is ready to sign to final, click OK with the default action of Sign chosen.
•To document further, right click on note and choose **Modify** from menu. Document should open in structured documentation mode.

   • The Modify icon can also be used

Documents to Dictate

•Documents to Dictate populates from HIM deficits. Upon transcription of your dictation, the item will be removed from the folder.
•If the document is not for your patient, click on forward to **Refused, HIMNE**.
•Choose **Review** as the Forward Action

Additional Forward Action: Review   To: (Limit 5) REFUSED , HIM NE;

•Hover over order to view sentence details
•(1) indicates order placed on current visit

Order for Co-Signature

•Verbal and Standing orders will appear for co-signature in the Message Center in the Order for Approval folder

•Click on the Orders to Approve folder to view the orders.

•Double-click on the line to open the order to view the details.

•For more order details, click on the History or Additional Info tabs

•To co-sign, click OK or OK& Next. (Approve is the default action.)

•To Refuse, a reason must be chosen. A comment can also be added.

NOTE: Orders for approval may be acted upon prior to co-signature.

NOTE: Orders may also be co-signed from the tracking board by clicking on the clipboard in the MD Cosign column

Key Notification: Denotes unopened items in InBox on toolbar in every window

SIGN: 0 DICT: 4 ORDER: 0