

## Using Cerner HIM Patient Information Request

### To Access HIM Patient Information Request:

Double Click on **Cerner Applications** from the *MyApps* page  
Click on the **Medical Folder**, Click **OK** @ the Warning pop up box  
Double Click on **HIM Patient Information Request** icon

### Requesting a Chart from Medical Records

1. Indicate the **Date** and **Time** that the chart is needed (current date/time is default).
2. Choose **University Hospital** in the *Facilities* field.
3. Type <Requester's last name> in the *Requester* field.
4. Type <Patient's lastname, firstname> in the *Patient Name* field and click the **Find Patient** icon.
5. Highlight the correct patient in the *Patient Search* window and click the **All Encounters** button.
6. **Deselect** (remove the blue checkmark) from all volumes except the one that is needed (usually the most recent or highest numbered volume).
7. Click the **Location** button (hospital building with a red cross) in the *Requesting Location* field to indicate the chart's destination.
8. Select the correct **Location Category** and correct **Location** then click **OK**.
9. Leave the *Request Status* as **INITIAL**. This is the default status.
10. Select the appropriate **Request Type**.
11. Click **Send Request** on the toolbar.
12. Record your **Request Number** in your chart request log (or wherever appropriate).
13. Enter any additional comments in the **Contents** column displayed in the *Note View Form* window.
14. Click the **Save** button to save the note, then click **Exit Button** icon (door with arrow).

### Notifying Medical Records of a Chart's Movement

If you have the chart and it is moving to a new location you must notify medical records by moving the chart in the computer system so it accurately reflects the new location of the chart.

1. Indicate the **Date** and **Time** that the chart is needed (current date/time is default).
2. Choose **University Hospital** in the *Facilities* field.
3. Type <Requester's last name> in the *Requester* field.
4. Type <Patient's lastname, firstname> in the *Patient Name* field and click the **Find Patient** icon.
5. Highlight the correct patient in the *Patient Search* window and click the **All Encounters** button.
6. **Deselect** (remove the blue checkmark) from all volumes except the one that is needed (usually the most recent or highest numbered volume).
7. Click the **Location** button (hospital building with a red cross) in the *Requesting Location* field to indicate the chart's destination.
8. Select the correct **Location Category** and correct **Location** then click **OK**.
9. Change the *Request Status* to **Complete**.
10. Select **Patient Care Immediate** or **Review Immediate** as the *Request Type*.
11. Click **Send Request** on the toolbar.
12. Type <transfer> in the **Contents** column displayed in the *Note View Form* window.
13. Click the **Save** button to save the note, then click **Exit Button** icon (door with arrow).

The system automatically updates the location and indicates if there is a new person responsible for the chart. A paper slip is generated in Medical Records, and is placed in the Out guides.

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### Modifying a Request to Notify Medical Records of the Chart's Current Location

You order a chart; however, the chart is in another area so Medical Records has placed your order in a "Reserved" status. This means the chart has not been returned to Medical Records or is in another area of Medical Records such as Chart Completion.

You may contact the other area and arrange to retrieve the chart. To indicate this process:

1. Click **Get Request** button on the toolbar.
2. Type <Request Number> (found on your request slip).
3. Click **OK**. Your original will appear with a status of *Reserved*.
4. Verify that the *Requester*, *Requesting location*, and *Volume* are accurate.
5. Change the *Request Status* to **Complete**.
6. Click the **Modify Request** button.
7. Type <picked up chart> in the **Contents** column displayed in the *Note View Form* window.
8. Click the **Save** button to save the note, then click **Exit Button** icon (door with arrow).

### HIM Patient Information Request TIPS

**De-Selecting and Selecting a Volume** - double-click on a volume to deselect it, right-click on a volume to select it.

**Order Only One Volume at a Time** – Multiple volume orders cannot be accepted.

**Locating a Specific Volume for a Specific Visit** – If you are looking for a visit, but are not sure which of the patient's volumes contain that visit, you can view a list of date ranges associated with the patient's volumes by clicking *View Patient Notes* on the toolbar (yellow piece of paper with a paperclip). The patient's name must be highlighted in the lower panel in order to activate View Patient Notes. Click on the **Note Date** in the left panel of the *Note View* window. A list of the patient's volumes and folders appear. A **visit date range** is listed for each volume, and the **admit date** is listed for each folder. Once you know which volume you want, close the *Note View Form* window and select the desired volume.

**Removing a Patient From the Window** - Click on the **Remove Patient** button (a green man with a red X) on your toolbar. The patient's name must be highlighted in the lower panel in order to activate **Remove Patient**.

**Duplicate Requests** - If you order a patient's chart again before the item has been processed by Medical Records and placed in the **Complete** status, you will get a duplicate request box. If you receive this box, it means you have already ordered the chart. Do not order the chart again.

**Setting Your Options** - Click **View / Options** on the file menu. If desired **Deselect " Search for patients in other requests when sending"** to eliminate request warnings. Once you set this option, it is set until you change it again.

**When to call Medical Records** – If you place any **Immediate Request**, or if you place a request for a chart after 3pm that you need the next morning call **Medical Records Chart Retrieval Front Desk: 882-2278**