

# Message Center

Enhanced View

# Course Objectives

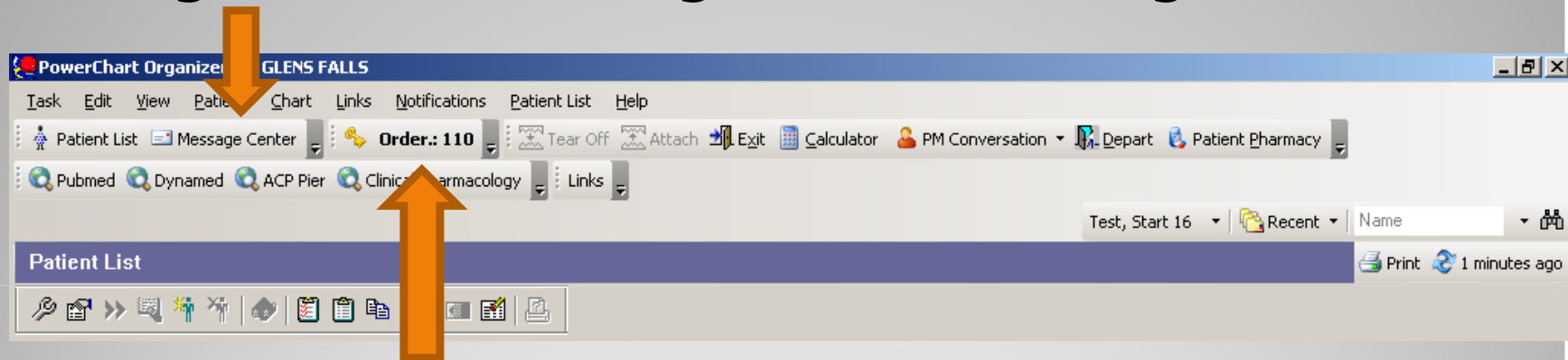
Upon completion of the lesson you will be able to:

- Navigate to Message Center within PowerChart
- Use Message Center to review and co-sign or refuse verbal/phone orders.
- Use Message Center to review and renew orders.
- Address Easy Script routing error messages.

# Orders to Approve

Co-signing Orders

- Use the button at the top of PowerChart Organizer to navigate to Message Center



- The button to the right of Message Center button indicates how many orders have been routed to your Inbox. You may also use it to go directly to Message Center.

**PowerChart Organizer for GLENS FALLS**

Task Edit View Patient Chart Links Notifications Inbox Help

Patient List Message Center **Order.: 110** Tear Off Attach Exit Calculator PM Conversation Depart Patient Pharmacy

Pubmed Dynamed ACP Pier Clinical Pharmacology Links

**Message Center**

**Inbox Summary**

Inbox Proxies Pools

Display Last 30 Days

- Priority Items
- Inbox Items (110)**
  - Orders (110/110)
    - Orders to Approve (75/75)
    - Renewal Orders (35/35)
  - Work Items
  - Notifications

**Orders to Approve**

Communications

Patient Name

test, CPOE1 FUDD

Test, Start 12	acetaminophen-hydrocodone (acetaminophen-hydrocodone)	100 MG = 1 ...	Test EV, Reg...	08/26/11
test, CPOE2	docusate (Colace)	100 MG = 1 ...	Test EV, Reg...	09/25/11
Test, Start 10	docusate (Colace)	2 caps, form=...	Test EV, Reg...	09/25/11
test, CPOE5	albuterol (albuterol CFC free 90 mcg/inh inhalation aero...	= 2 PUFF, In...	Test EV, Reg...	
test, CPOE5	albuterol (Proventil)	2.5 MG = 3 M...	Test EV, Reg...	09/24/11
test, CPOE5	furosemide (Lasix)	10 MG, form=...	Test EV, Reg...	09/25/11
test, CPOE4	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg...	09/07/11
test, CPOE4	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg...	09/24/11
Test, Start 17	sotalol (sotalol 80 mg oral tablet)	80 MG = 1 T...	Test EV, Reg...	
TESTRHO, VALID ...	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg...	09/23/11
TESTRHO, VALID ...	aspirin	81 MG = 1 T...	Test EV, Reg...	09/24/11
TESTRHO, VALID ...	docusate (Colace)	100 MG, PO, ...	Test EV, Reg...	09/23/11
test, CPOE6	docusate (Colace)	100 MG = 1 ...	Test EV, Reg...	09/24/11
test, CPOE6	escitalopram (Lexapro)	10 MG = 1 T...	Test EV, Reg...	09/24/11
test, CPOE2	digoxin	25 MG = 500 ...	Test EV, Reg...	09/23/11
test, CPOE2	metoprolol (Lopressor 50 mg oral tablet)	25 MG = 1 T...	Test EV, Reg...	09/23/11
test, CPOE6	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Ren	09/23/11

B38 FALL5G 21 September 2011 13:23

The Inbox is separated into two folders:

- Orders to Approve
- Renewal Orders

The numbers to the right indicate the number of unopened items, and total number of items in each folder.

Double click on an order to open for review of detail.

**Inbox Summary**

**Inbox** Proxies Pools

Display Last 30 Days

- Priority Items
- Inbox Items (110)**
  - Orders (110/110)
  - Orders to Approve (75/75)
  - Renewal Orders (35/35)
- Work Items
- Notifications

**Orders to Approve**

Patient Name	Order Name	Details	Originator Name	Stop Date
test, CPOE4	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg...	09/07/11
FUDD, ELMER	Discharge Pa...	08/24/11 16:...	Test EV, Reg...	
test, med rec 2	Misc. Medication (Drug A)	Drug A, 1 CA...	Huntington R...	08/29/11
Test, Start 17	furosemide (Lasix)	40 MG = 1 T...	Test EV, Reg...	09/25/11
Test, Start 17	sotalol (sotalol 80 mg oral tablet)	80 MG = 1 T...	Test EV, Reg...	09/24/11
Test, Start 1	acetaminophen-hydrocodone (Vicodin 5 mg-500 mg oral ...)	1 TAB, PO, Q...	Test EV, Reg...	08/25/11
Test, Start 1	carvedilol (Coreg 3.125 mg oral tablet)	See Instructi...	Test EV, Reg...	
test, CPOE2	acetaminophen-hydrocodone (Vicodin 5 mg-500 mg oral ...)	2 TAB, PO, Q...	Test EV, Reg...	09/07/11
Test, Start 12	docusate (Colace)	100 MG = 1 ...	Test EV, Reg...	09/25/11
test, CPOE2	acetaminophen-hydrocodone (acetaminophen-hydrocodo...	1 TAB, form=...	Test EV, Reg...	08/26/11
test, CPOE2	docusate (Colace)	100 MG = 1 ...	Test EV, Reg...	09/25/11
Test, Start 10	docusate (Colace)	2 caps, form=...	Test EV, Reg...	09/25/11
test, CPOE5	albuterol (albuterol CFC free 90 mcg/inh inhalation aero...	= 2 PUFF, In...	Test EV, Reg...	
test, CPOE5	albuterol (Proventil)	2.5 MG = 3 M...	Test EV, Reg...	09/24/11
test, CPOE5	furosemide (Lasix)	10 MG, form=...	Test EV, Reg...	09/25/11
test, CPOE4	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg...	09/07/11
test, CPOE4	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg...	09/24/11
Test, Start 17	sotalol (sotalol 80 mg oral tablet)	80 MG = 1 T...	Test EV, Reg...	
TESTRHO, VALID ...	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg...	09/23/11
TESTRHO, VALID ...	aspirin	81 MG = 1 T...	Test EV, Reg...	09/24/11
TESTRHO, VALID ...	docusate (Colace)	100 MG, PO, ...	Test EV, Reg...	09/23/11
test, CPOE6	docusate (Colace)	100 MG = 1 ...	Test EV, Reg...	09/24/11
test, CPOE6	escitalopram (Lexapro)	10 MG = 1 T...	Test EV, Reg...	09/24/11
test, CPOE2	digoxin	25 MG = 500 ...	Test EV, Reg...	09/23/11
test, CPOE2	metoprolol (Lopressor 50 mg oral tablet)	25 MG = 1 T...	Test EV, Reg...	09/23/11
test, CPOE6	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg...	09/23/11

It is also possible to select multiple orders and approve as a batch without opening each to review.

The screenshot shows the 'PowerChart Organizer for GLENS FALLS' application. The main window displays a list of medical orders. A context menu is open over one of the rows, showing options: 'Forward Only', 'Approve (no dose range checking)', 'Refuse', 'Assign Item', and 'Unassign Item'. The 'Orders' tab is active, and the 'Inbox Summary' on the left shows 'Orders (75/75)' and 'Orders to Approve (75/75)'. The status bar at the bottom indicates 'B38 FALLSG 22 September 2011 15:14'.

Patient Name	Order Name	Originator Name	Stop Date
test, CP0E4	metoprolol (Lopressor 50 mg oral tablet)	Test EV, Reg...	09/07/11
FUDD, ELMER	Discharge Patient	Test EV, Reg...	
test, med rec 2	Misc. Medication (Drug A)	Huntington R...	08/29/11
Test, Start 17	furosemide (Lasix)	Test EV, Reg...	09/25/11
Test, Start 17	sotalol (sotalol 80 mg oral tablet)	Test EV, Reg...	09/24/11
Test, Start 1	acetaminophen-hydrocodone (Vicodin 5 mg-500 mg oral tablet)	Test EV, Reg...	08/25/11
Test, Start 1	carvedilol (Coreg 3.125 mg oral tablet)	Test EV, Reg...	
test, CP0E2	acetaminophen-hydrocodone (Vicodin 5 mg-500 mg oral tablet)	Test EV, Reg...	09/07/11
Test, Start 12	docusate (Colace)	Test EV, Reg...	09/25/11
test, CP0E2	acetaminophen-hydrocodone (acetaminophen 500 mg/ hydrocodone 2.5 mg oral tablet)	Test EV, Reg...	08/26/11
test, CP0E2	docusate (Colace)	Test EV, Reg...	09/25/11
Test, Start 10	docusate (Colace)	Test EV, Reg...	09/25/11
test, CP0E5	albuterol (albuterol CFC free 90 mcg/inhaler)	Test EV, Reg...	
test, CP0E5	albuterol (Proventil)	Test EV, Reg...	09/24/11
test, CP0E5	furosemide (Lasix)	Test EV, Reg...	09/25/11
test, CP0E4	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg... 09/07/11
test, CP0E4	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg... 09/24/11
Test, Start 17	sotalol (sotalol 80 mg oral tablet)	80 MG = 1 T...	Test EV, Reg...
TESTRHO, VALID ...	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg... 09/23/11
TESTRHO, VALID ...	aspirin	81 MG = 1 T...	Test EV, Reg... 09/24/11
TESTRHO, VALID ...	docusate (Colace)	100 MG, PO, ...	Test EV, Reg... 09/23/11
test, CP0E6	docusate (Colace)	100 MG = 1 ...	Test EV, Reg... 09/24/11
test, CP0E6	escitalopram (Lexapro)	10 MG = 1 T...	Test EV, Reg... 09/24/11
test, CP0E2	digoxin	25 MG = 500 ...	Test EV, Reg... 09/23/11
test, CP0E2	metoprolol (Lopressor 50 mg oral tablet)	25 MG = 1 T...	Test EV, Reg... 09/23/11
test, CP0E6	metoprolol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg... 09/23/11

PowerChart Organizer for GLENS FALLS

Task Edit View Patient Chart Links Notifications Inbox Help

Patient List Message Center Order.: 74 Tear Off Attach Exit Calculator PM Conversation Depart Patient Pharmacy

Pubmed Dynamed ACP Pier Clinical Pharmacology Links

Test, Start 17 Recent Name

Message Center Print 0 minutes ago

**Inbox Summary**

**Inbox** Proxies Pools

Display Last 30 Days

**Inbox Items (73)**

**Orders (73/74)**

Orders to Approve (72/73)

Renewal Orders (1/1)

**Work Items**

**Notifications**

Orders **Cosign Orders: Test, Start 17**

Forward Only Select Patient

**Test, Start 17** Sex: MALE Allergies: nettles, Vytorin, cipro... PCP: HALE MD, PATRICIA L ... SSN: 999036677

DOB, Age: 12/13/1952, ... MRN: 88-99-25 FIN: 9900001214 Phone: None Recorded Address: None Recorded

Original order entered by Test EV, Registered Nurse on 08/25/11 at 13:58.  
Phone/Verbal R/B order by GLENS FALLS  
Pharmacy Department

**furosemide (Lasix)**

Details Ingredients Comments Validation Additional Info History Results Pharmacy

**Details**

Strength dose	40
Strength dose unit	MG
Volume dose	1
Volume dose unit	TAB
Drug Form	TAB

**Action Pane**

Approve (No dose range)  Refuse Reason

Comments: (Limit 120):

Next **OK** **OK & Next**

B38 FALLSG 22 September 2011 15:46

To accept (co-sign) an order, click 'OK' or 'OK & Next' after reviewing detail.

PowerChart Organizer for GLENS FALLS

Task Edit View Patient Chart Links Notifications Inbox Help

Patient List Message Center Order.: 74 Tear Off Attach Exit Calculator PM Conversation Depart Patient Pharmacy

Pubmed Dynamed ACP Pier Clinical Pharmacology Links

Test, Start 17 Recent Name

Message Center Print 0 minutes ago

Inbox Summary

Inbox Proxies Pools

Display Last 30 Days

Inbox Items (73)

Orders (73/74)

Orders to Approve (72/73)

Renewal Orders (1/1)

Work Items

Notifications

Orders Cosign Orders: Test, Start 17

Forward Only Select Patient

Test, Start 17 Sex: MALE Allergies: nettles, Vytorin, cipro... PCP: HALE MD, PATRICIA L ... SSN: 999036677

DOB, Age: 12/13/1952, ... MRN: 88-99-25 FIN: 9900001214 Phone: None Recorded Address: None Recorded

Original order entered by Test EV, Registered Nurse on 08/25/11 at 13:58.  
Phone/Verbal R/B order by GLENS FALLS  
Pharmacy Department

**furoseide (Lasix)**

Details Ingredients Comments Validation Add

Details

Strength dose	40
Strength dose unit	MG
Volume dose	1
Volume dose unit	TAB
Drug Form	TAB

Action Pane

Approve (No dose range)  Refuse Reason

Comments: (Limit 120):

Next OK OK & Next

B38 FALL5G 22 September 2011 15:46

Clicking the Next button will take you to the next order but will not sign the current one.

PowerChart Organizer for GLENS FALLS

Task Edit View Patient Chart Links Notifications Inbox Help

Patient List Message Center Order.: 74 Tear Off Attach Exit Calculator PM Conversation Depart Patient Pharmacy

Pubmed Dynamed

Test, Start 17 Recent Name

Print 2 minutes ago

**Message Center**

**Inbox Summary**

**Inbox** Proxies Pod

Display Last 30 Days

**Inbox Items (73)**

- Orders (73/74)**
  - Orders to Approve (72/73)
  - Renewal Orders (1/1)
- Work Items**
- Notifications**

Allergies: nettles, Vytorin, cipro... PCP: HALE MD, PATRICIA L ... SSN: 999036677

IN: 9900001214 Phone: None Recorded Address: None Recorded

Original order entered by Test... on 08/25/11 at 13:58.  
Phone/Verbal R/B order by GL... Pharmacy Department

**furosemide (Lasix)**

**Details** Ingredients Comments Additional Info History Results Pharmacy

**Details**

Strength dose	40
Strength dose unit	MG
Volume dose	1
Volume dose unit	TAB
Drug Form	TAB

**Action Pane**

Approve (No dose range)  **Refuse** Reason

Comments: (Limit 120):

Next OK OK & Next

B38 FALLSG 22 September 2011 15:47

To Refuse an order click the Refuse button in the Action Pane.

Message Center

Inbox Summary

Inbox Proxies Pools

Display Last 30 Days

Inbox Items (73)

Orders (73/74)

Orders to Approve (72/73)

Renewal Orders (1/1)

Orders Cosign Orders: Test, Start 17

Forward Only Select Patient  
**Test, Start 17** Sex: MALE Allergies: nettles, Vytorin, cipro... PCP: HALE M SSN: 999036677  
DOB, Age: 12/13/1952, ... MRN: 88-99-25 FIN: 9900001214 Phone: None Recorded

Original order entered by Test EV, Registered Nurse on 08/25/11 at 13:58.  
Phone/Verbal R/B order by GLENS FALLS  
Pharmacy Department

**furosemide (Lasix)**

Validation Additional Info History Results Pharmacy

Comments may be entered in the Comments field.

Select a Reason for refusal from the drop down menu.

1  
TAB  
TAB

Action Panel

Approve (No dose range)

Refuse

Reason  
Did Not Order  
Not My Patient  
Other

Comments: (Limit 120): Enter comments here

Next

OK

OK & Next

PowerChart Organizer for GLENS FALLS

Task Edit View Patient Chart Links Notifications Inbox Help

Patient List Message Center Order.: 110 Tear Off Attach Exit Calculator PM Conversation Depart Patient Pharmacy

Pubmed Dynamed ACP Pier Clinical Pharmacology Links

Test, Start 12 Recent Name

Message Center Print 4 minutes ago

Inbox Summary

Inbox Proxies Pools

Display Last 30 Days

- Inbox Items (108)
  - Orders (108/110)
    - Orders to Approve (74/75)
    - Renewal Orders (34/35)
  - Work Items
  - Notifications

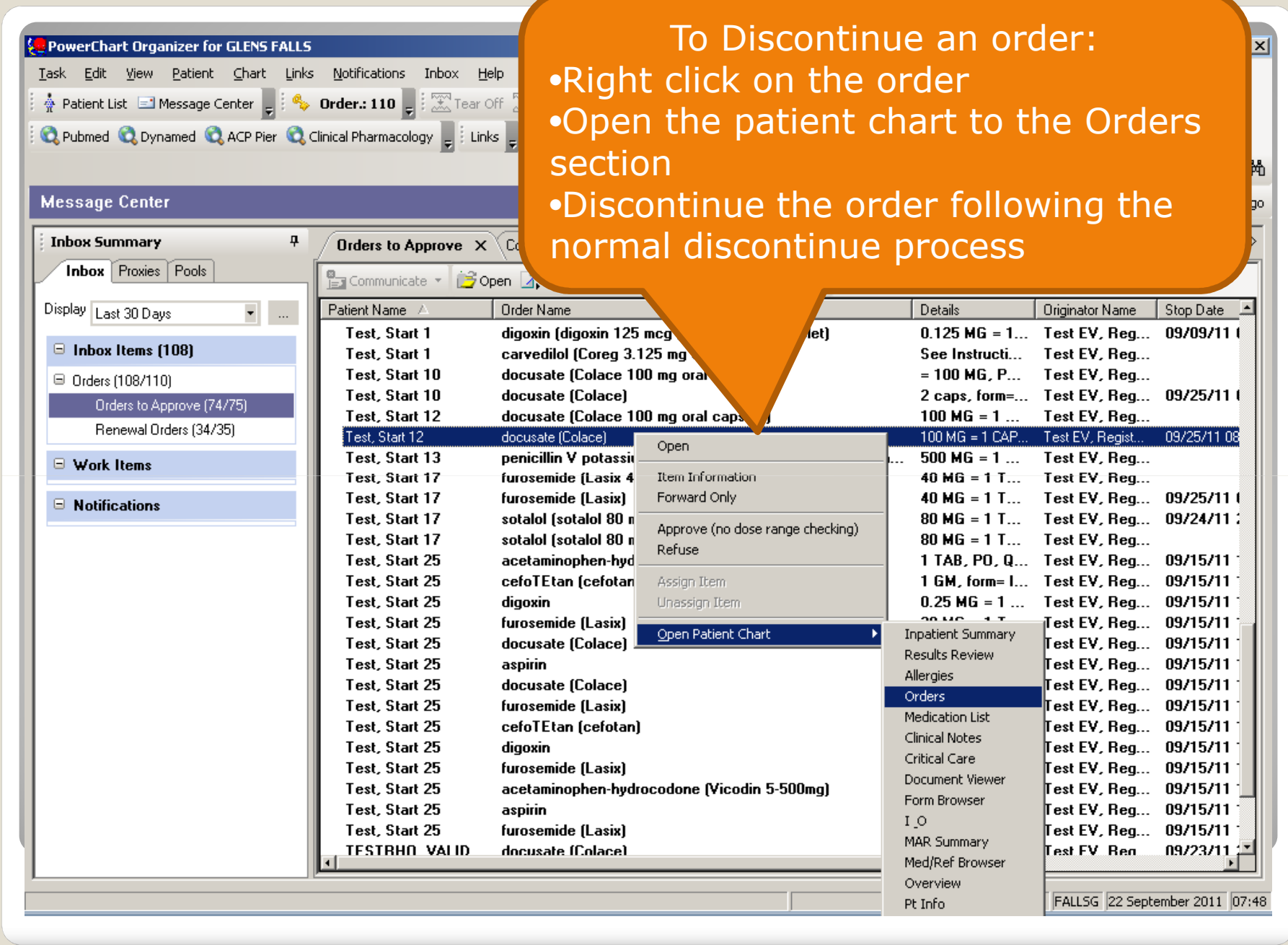
Orders to Approve X Cosign Orders: Test, Start 12 X

Communicate Open Forward Only Select Patient Select All

Patient Name	Name	Details	Originator Name	Stop Date
test, CP0E6	lorol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg...	09/23/11 ;
test, CP0E6	lorol (Lopressor 50 mg oral tablet)	50 MG = 1 T...	Test EV, Reg...	
test, CP0E6	ate (Colace 100 mg oral capsule)	100 MG = 1 ...	Test EV, Reg...	
test, med rec 2	medication (Drug A)	Drug A, 1 CA...	Huntington R...	08/29/11 ;
TEST, PAUL		81 MG = 1 E...	Test EV, Reg...	08/26/11 (
TEST, PAUL	(Colace)	100 MG = 1 ...	Test EV, Reg...	08/26/11 (
TEST, PAUL	phen (Acephen)	1, form= SUP...	Test EV, Reg...	08/26/11 (
TEST, PAUL		0.125 MG = 1...	Test EV, Reg...	08/26/11 (
TEST, PAUL		500 MG = 2 ...	Test EV, Reg...	08/26/11 (
TEST, PAUL	antac 150)	150 MG = 1 ...	Test EV, Reg...	08/26/11 (
TEST, PAUL	asix)	40 MG = 1 T...	Test EV, Reg...	08/26/11 (
Test, Rick EV	ient	08/25/11 14:...	Test EV, Reg...	
	ate 100 mg oral tablet, ext...	100 MG = 1 ...	Test EV, Reg...	
	Vicodin 5 mg-500 mg oral ...	1 TAB, PO, Q...	Test EV, Reg...	08/25/11 ;
	25 mg) oral tablet)	0.125 MG = 1...	Test EV, Reg...	09/09/11 (
	al tablet)	See Instructi...	Test EV, Reg...	
	capsule)	= 100 MG, P...	Test EV, Reg...	
	capsule)	2 caps, form=...	Test EV, Reg...	09/25/11 (
	capsule)	100 MG = 1 ...	Test EV, Reg...	
	in V potassium 500 mg ora...	100 MG = 1 CAP...	Test EV, Regist...	09/25/11 08
	tablet)	500 MG = 1 ...	Test EV, Reg...	
		40 MG = 1 T...	Test EV, Reg...	
		40 MG = 1 T...	Test EV, Reg...	09/25/11 (
		80 MG = 1 T...	Test EV, Reg...	09/24/11 ;
		80 MG = 1 T...	Test EV, Reg...	
Test, Start 17	sotalol (sotalol 80 mg oral tablet)	80 MG = 1 T...	Test EV, Reg...	09/24/11 ;
Test, Start 17	sotalol (sotalol 80 mg oral tablet)	80 MG = 1 T...	Test EV, Reg...	
Test, Start 25	acetaminonhen-hydrocodone (Vicodin 5-500mg)	1 TAB PO Q	Test FV Ren	09/15/11 ;

B38 FALLSG 22 September 2011 07:47

You may use these tabs to navigate from the Orders to Approve view to individual orders details. Use the X to close a window.



### To Discontinue an order:

- Right click on the order
- Open the patient chart to the Orders section
- Discontinue the order following the normal discontinue process

# Orders for Renewal

Renewing Orders

PowerChart Organizer for GLENS FALLS

Task Edit View Patient Chart Links Notific...

Patient List Message Center Order:..

Pubmed Dynamed ACP Pier Clinical Ph...

Message Center

3 minutes ago

**Inbox Summary**

Inbox Proxies Pools

Display Last 30 Days

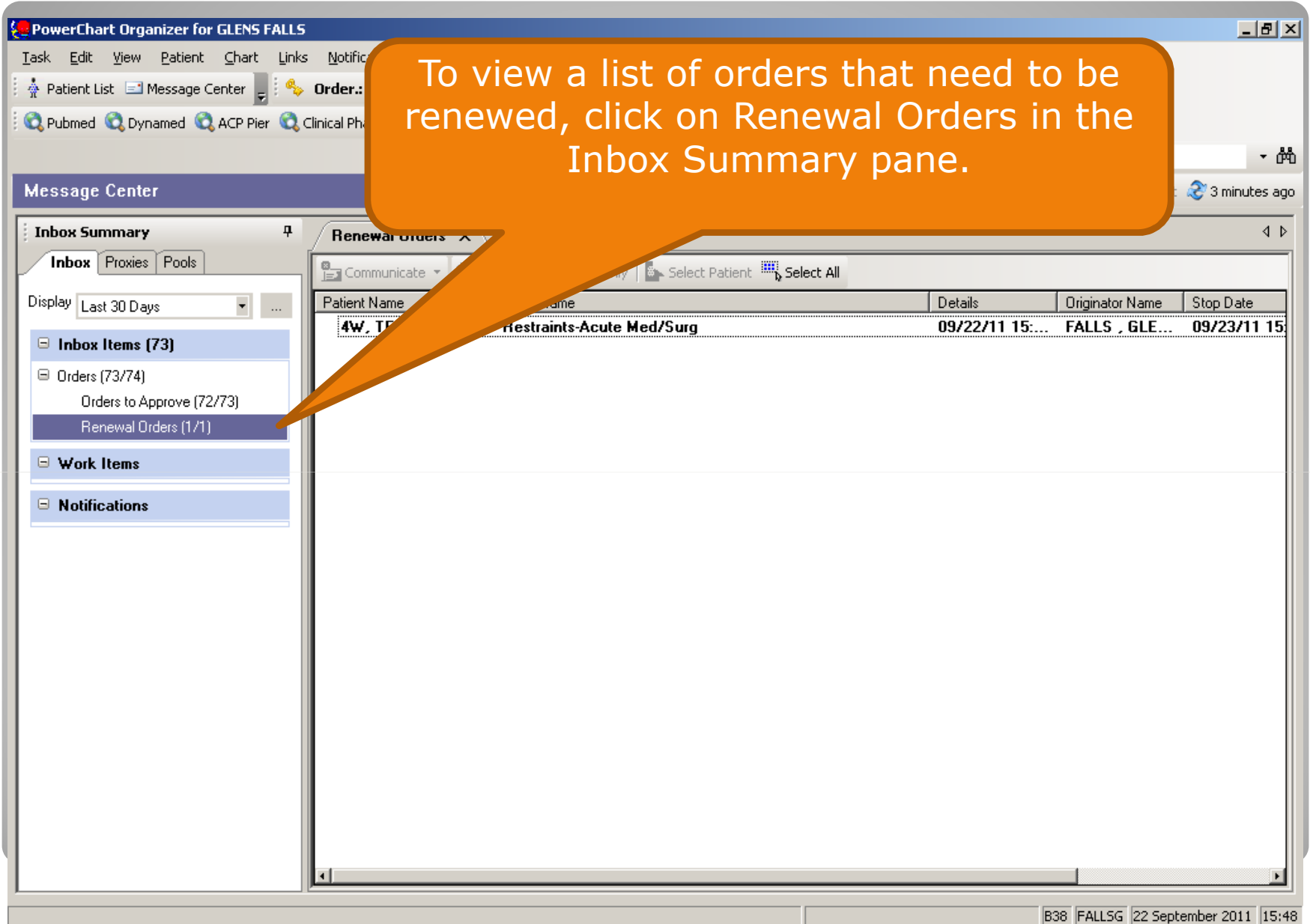
- Inbox Items (73)
  - Orders (73/74)
    - Orders to Approve (72/73)
    - Renewal Orders (1/1)**
  - Work Items
  - Notifications

**Renewal orders**

Communicate Select Patient Select All

Patient Name	Details	Originator Name	Stop Date
4w, TE	Restraints-Acute Med/Surg	09/22/11 15:...	FALLS, GLE... 09/23/11 15:

B38 FALLSG 22 September 2011 15:48



To view a list of orders that need to be renewed, click on Renewal Orders in the Inbox Summary pane.

PowerChart Organizer for GLENS FALLS

Task Edit View Patient Chart Links Notifications Inbox Help

Patient List Message Center Order.: 74 Tear Off Attach Exit Calculator PM Conversation Depart Patient Pharmacy

Pubmed Dynamed ACP Pier Clinical Pharmacology Links

4W, TEST GFH 1 Recent Name

Print 4 minutes ago

Message Center

Inbox Summary

Inbox Proxies Pools

Display Last 30 Days

Inbox Items (73)

- Orders (73/74)
  - Orders to Approve (72/73)
  - Renewal Orders (1/1)
- Work Items
- Notifications

Renewal Orders X

Communicate Open Forward Only Select Patient Select All

Patient Name	Order Name	Details	Originator Name	Stop Date	Stop Type
4W, TEST GFH 1	Restraints-Acute Med/Surg	09/22/11 15:32:...	FALLS GFH	09/22/11 15:31	Hard Stop

- Open
- Item Information
- Forward Only
- Approve (no dose range checking)
- Assign Item
- Unassign Item
- Open Patient Chart

Right click an order to Open for details, or click the Approve choice to renew the order from this window.

B38 FALLSG 22 September 2011 15:49

**PowerChart Organizer for GLENS FALLS**

Task Edit View Patient Chart Links Notifications Inbox Help

Patient List Message Center Order.: 74 Tear Off Attach Exit Calculator PM Conversation Depart Patient Pharmacy

Pubmed Dynamed ACP Pier Clinical Pharmacology Links

**Message Center**

**Inbox Summary**

Inbox Proxies Pools

Display Last 30 Days

**Inbox Items (72)**

- Orders (72/74)
  - Orders to Approve (72/73)
  - Renewal Orders (0/1)
- Work Items
- Notifications

**4W, RESTRAINTS** SSN: 999251010

DOB, Age: 01/01/1963, ... MRN: 88-10-10 FIN: 9920079450

Original order entered by GLENS FALLS on 09/22/11 at 15:32.  
Patient Care Department

**Restraints-Acute Med/Surg**

Details Ingredients Comments Validation Additional Info History Results

**Action Pane**

Approve (No dose range) Reason

Next OK OK & Next

B38 FALLSG 22 September 2011 15:50

To Approve (Renew) the order after reviewing detail, Click the 'OK' or 'OK & Next' button.

To Discontinue an order:

- Right click on the order
- Open the patient chart to the Orders section
- Discontinue the order following the normal discontinue process

# Easy Script Routing Errors

Using Message Center to manage routing errors

Inbox Summary

Inbox Proxies Pools

Display Last 30 Days

Inbox Items (1)

- Orders (1/1)
- Prescription Orders (1/1)
- Messages (0/1)
- eRx Routing Errors (0/1)**

Work Items

Notifications

eRx Routing Errors

Assigned	Create Date	Due Date	From	Patient Name	Priority	Status	Subject	To
	09/16/11 15:06...		FUDD, ELMER		!	Opened	Prescription routing temporarily unavailable	Test EV, F

eRX Routing error messages will come to the Messages folder in Inbox. These errors occur when a prescription is unable to reach the intended Pharmacy.

Message Center

Inbox Summary

Inbox Proxies Pools

Display Last 30 Days

- Inbox Items (1)
  - Orders (1/1)
    - Renewal Orders (1/1)
  - Messages (0/1)
    - eRx Routing Errors (0/1)
- Work Items
- Notifications

eRx Routing Errors

Communicate Open Reply Reply All Forward Delete Select Patient Select All Patient Match

Assigned	Create Date	Due Date	From	Patient Name	Priority	Status	Subject	To
----------	-------------	----------	------	--------------	----------	--------	---------	----

09/15/11 15:00				FUDD, ELMER		Opened	Prescription routing temporarily unavailable	Test EV, F
----------------	--	--	--	-------------	--	--------	--	------------

- Open
- Reply
- Reply All
- Forward
- Print
- Item Information
- Set On Hold
- Delete
- Assign Item
- Unassign Item
- Open Patient Chart

Right click on the routing error message for options. Select 'Open' for detail.

Message Center

Inbox Summary

Inbox Proxies Pools

Display Last 30 Days

Inbox Items (1)

- Orders (1/1)
  - Renewal Orders (1/1)
- Messages (0/1)
- eRx Routing Errors (0/1)**

Work Items

Notifications

eRx Routing Errors eRx Routing Errors: FUDD, ELMER (0)

Med List

**FUDD, ELMER** Sex: MALE Allergies: No Known A

DOB, Age: 12/10/1959, ... MRN: 88-26-87 FIN: 9920082907 Pho

From: CVS Pharmacy # 419 5187937314

Sent: 09/16/11 15:06:13

Subject: Prescription routing temporarily unavailable Due:

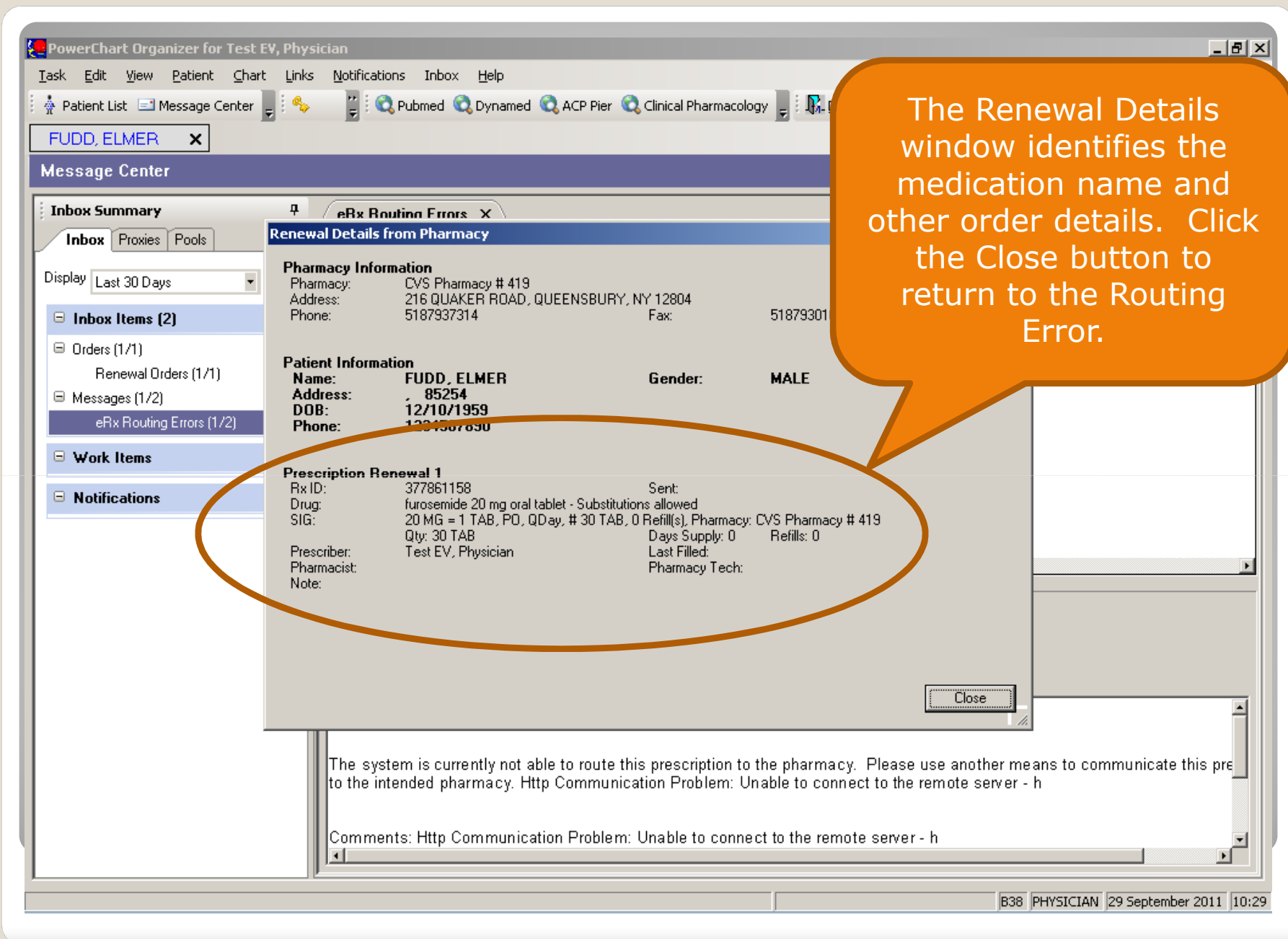
Show Additional Details

<Add Text>

The system is currently not able to route this prescription to the pharmacy. Please use another means to communicate this pre to the intended pharmacy. Http Communication Problem: Unable to connect to the remote server - h

Comments: Http Communication Problem: Unable to connect to the remote server - h

Left click on the Pharmacy name that the error is coming back from for details on the original medication order.



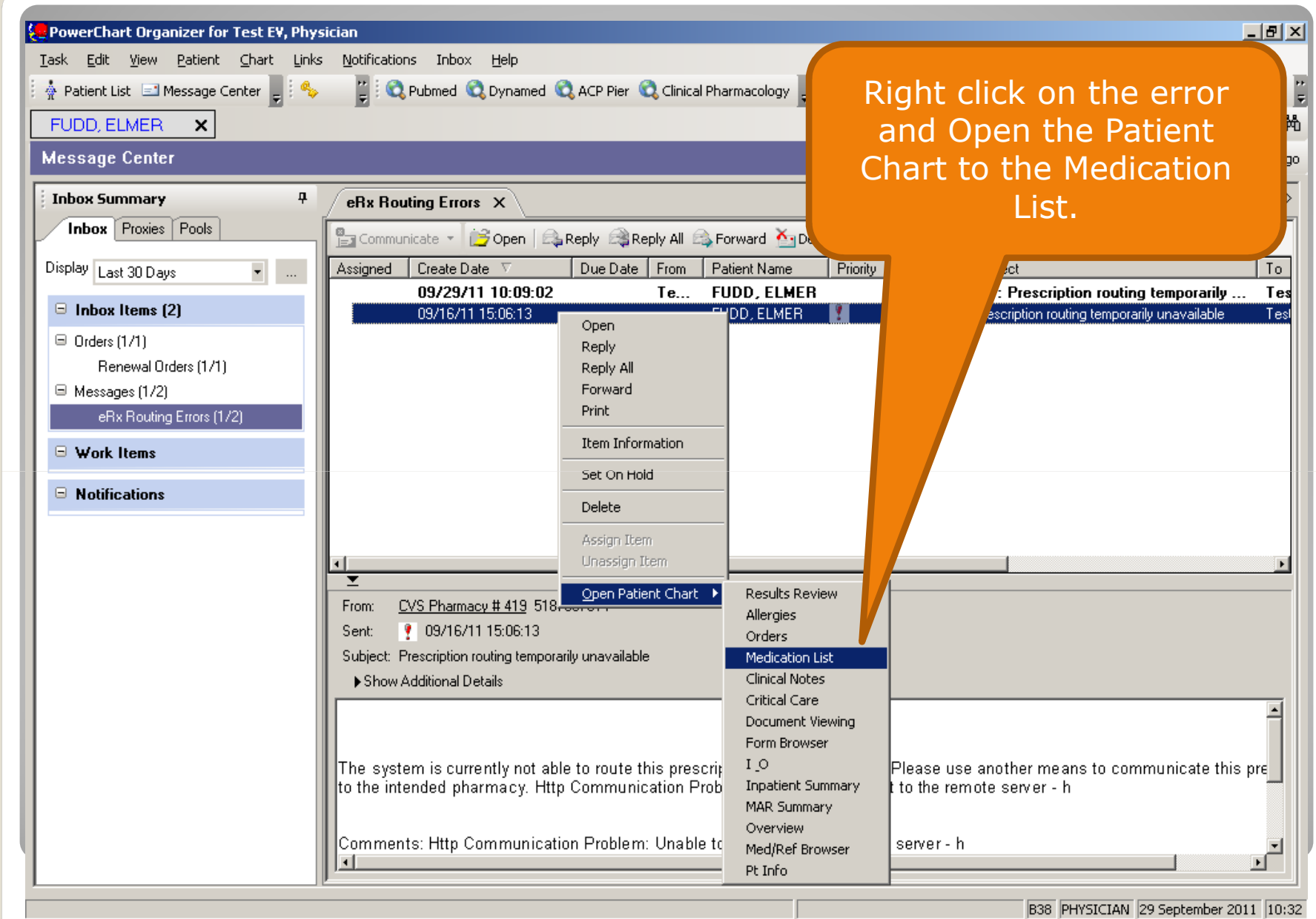
The Renewal Details window identifies the medication name and other order details. Click the Close button to return to the Routing Error.

**Prescription Renewal 1**  
Rx ID: 377861158 Sent:  
Drug: furosemide 20 mg oral tablet - Substitutions allowed  
SIG: 20 MG = 1 TAB, PO, QDay, # 30 TAB, 0 Refill(s), Pharmacy: CVS Pharmacy # 419  
Qty: 30 TAB Days Supply: 0 Refills: 0  
Prescriber: Test EV, Physician Last Filled:  
Pharmacist: Pharmacy Tech:  
Note:

Close

The system is currently not able to route this prescription to the pharmacy. Please use another means to communicate this pre to the intended pharmacy. Http Communication Problem: Unable to connect to the remote server - h

Comments: Http Communication Problem: Unable to connect to the remote server - h



Right click on the error and Open the Patient Chart to the Medication List.

Right click on the original medication order for a list of options. Resend is one available choice.

The screenshot shows a medical software interface for a patient named FUDD, ELMER. The main window displays a 'Medication List' with a table of orders. A context menu is open over the furosemide order, showing various actions like Renew, Modify without Resending, Copy, Cancel/Reorder, Suspend, Activate, Complete, Cancel/DC, Delete, Convert to Inpatient Order, Resend..., Add/Modify Compliance, Order Information..., Comments..., Reference Information..., Print, and Advanced Filters... The 'Resend...' option is highlighted. The interface includes a menu bar, a toolbar, and a sidebar with navigation options like 'Orders for Signature', 'Medication List', 'Inpatient', 'Outpatient', 'Prescription', and 'Documented Medications by Hx'. The status bar at the bottom shows 'B38 PHYSICIAN 29 September 2011 10:33'.

Order Name	Status	Details
atorvastatin (Lipitor 10 mg oral tablet)	Ordered	10 MG = 1 TAB, PO, QD
metoprolol (Metoprolol Tartrate 25 mg oral tablet)	Ordered	25 MG = 1 TAB, PO, BID
ranitidine (Zantac 150 oral tablet)	Ordered	150 MG = 1 TAB, PO, BID
furosemide (furosemide 20 mg oral tablet)	Ordered	20 MG = 1 TAB, PO, QD
docusate (Colace 100 oral capsule)		
<b>Documented Medications by Hx</b>		
Lorazepam (Ativan)		
ranitidine (Zantac 150 oral tablet)		
metoprolol (Metoprolol Tartrate 25 mg oral tablet)		
aspirin		
digoxin		

# Message Center

This concludes our overview of Message Center. After completing this (Depart Process and Enhanced View Features and Functionality) you should be ready to participate in the Enhanced View training class.