PowerChart – Message Centre

Managing patient results, orders and documents

| Doctor orders a test for patient. | → | Test is completed and result appears in PowerChart. | **!** | How does the doctor keep track of the test and the result? | **?** | The Message Centre delivers to the doctor their patient's test results. Results are signed or endorsed and comments can be added to show that it has been reviewed. | ✓ |
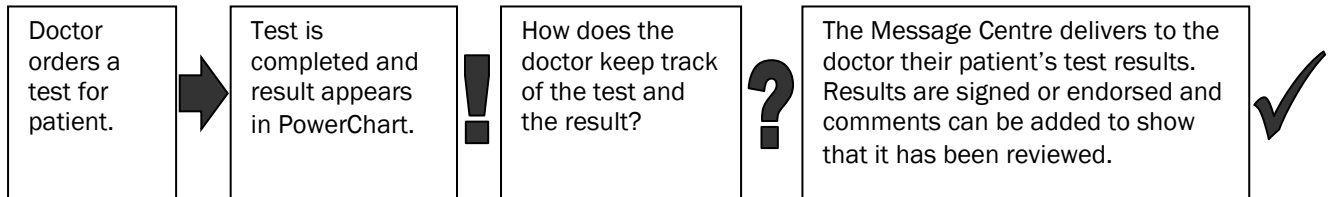
The PowerChart Message Centre serves to notify clinical staff of the results of pathology and medical imaging investigations they have ordered and allows them to sign-off and add comments to the results. It also allows results to be forwarded to others for signature or review. Results should be reviewed and signed to comply with the hospital's Minimum Clinical Documentation Standard policy on results and reports. Results will only be available for signing in the Message Centre for 30 days after posting.

The Message Centre also delivers for review and signature any orders that have been placed on your behalf by nursing staff.

To access the Message Centre ….

- Click on the **Message Centre** icon on the toolbar

OR

- From the **View** menu, click on **Message Centre.**

The Message Centre comprises of three tabs: Inbox, Proxies and Pools
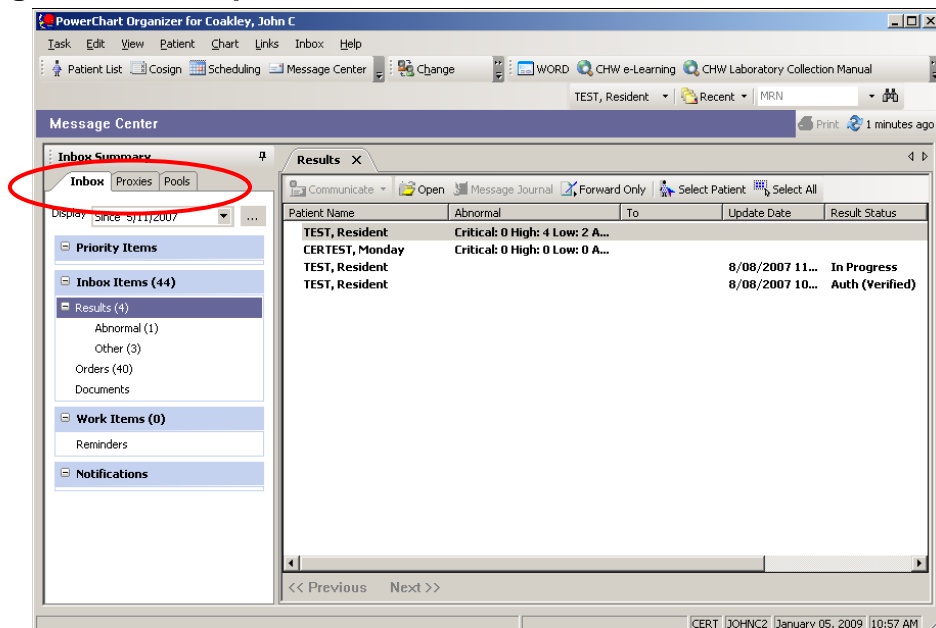
- The **Inbox** displays patients where you are the ordering or reviewing doctor.
- **Proxies** allows you to view the messages sent to another clinician (i.e. view their Inbox).

- **Pools** displays messages sent to a team and is based on rules around the attending doctor.

Note:	Once a result has been endorsed, either via the **Inbox,** a **Pool** or **Proxy**, it is not required to be endorsed by another user and is removed from all other users Message Centre.

1. Inbox

The Message Centre Inbox is grouped into three categories; **Results**, **Orders** and **Documents**.

1.1   Working with Results in the Inbox

The **Results** category displays a list of all patients for whom you have ordered the test.

Patients who have a result that has been flagged by pathology as abnormal (i.e. not within the reference range), will also appear in the **Abnormal** sub-folder.

> *NB not all pathology departments have reference ranges or abnormal flags for their results eg haematology and microbiology reports*

Patients who do not have a flag on the results (eg Medical Imaging, Anatomical pathology) will also display in the **Other** sub-folder.

| *Note:*	It is possible you may see a message in your Inbox relating to a test you have not ordered. This may be because Pathology or Medical Imaging, have used you as the ordering doctor. If you receive a message relating for a patient you are not associated with, then you are able to forward the message to the correct clinician (see section 'Forwarding Messages').

Signing (endorsing) results sent to your Inbox

When a test result is available, PowerChart displays the result in the ordering clinician's Inbox as well as the patient's chart. All results are required to be endorsed and the details of endorsement are recorded with the result. Once endorsed, the message will disappear from your Inbox (after refreshing the screen).
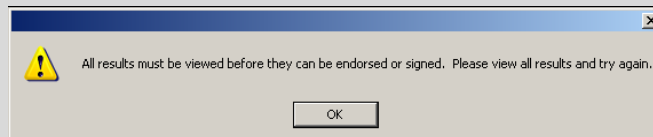

To endorse results:

- Double-click on the patient's result 'message' from the Inbox.
 A list of the patient's tests and results sorted in date and time order will display:
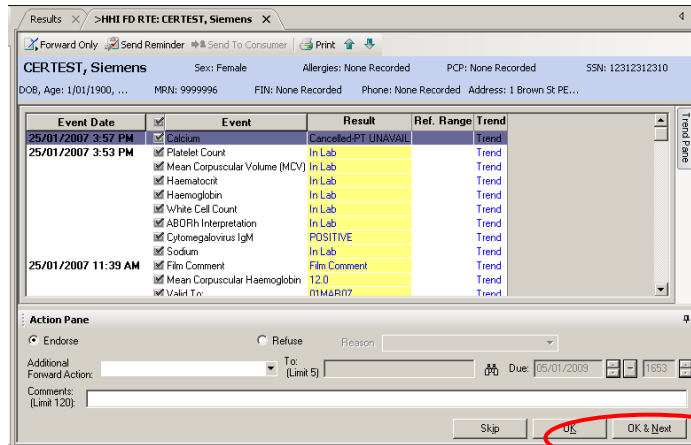
NB The first test will be highlighted with a purple bar which can make the information difficult to read especially for abnormal results in red

- Click **OK** to endorse all results for the patient, or **OK and Next** to endorse all results and move to the next patient on your list.

Note: The following message will appear if you try to endorse all results without viewing them:

It means that the list of results for the patient extends beyond what appears on the screen. You must use the vertical scrollbar to view all additional results before you can endorse.
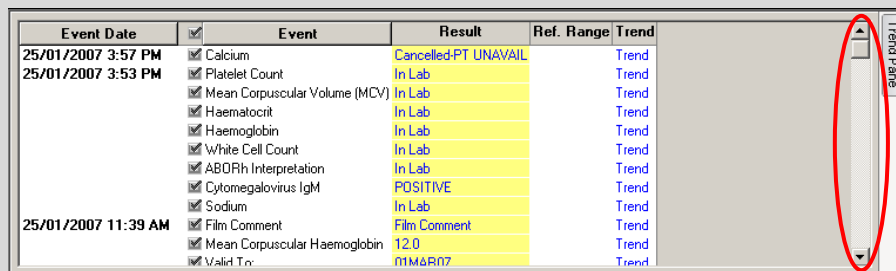
Viewing Result Trends

The **Trend** feature enables a display of the last 5 results for a test.

- Click on the **Trend** text at the end of the result.

- A list of previous results for the selected test appears in the **Trend Pane** on the right-hand side. To display an additional result trend, click on **Trend** next to that result.
- Click on **Hide** or click the **X** in the top right to close the **Trend Pane**.

Adding Comments to Results

Single result detail

A comment can be entered against a specific result prior to endorsing which is then visible on the results flowsheet on the patient's chart. Results with comments are identified by an asterisk. For example, a positive result may require follow-up by the LMO - a comment stating that the LMO was contacted may then be entered against that result.

An asterisk beside the result indicates a comment (right-click and select view comment)

To add a comment to a test result

- right-click on the result

- Select **Add Comment**

- Type your comment, then click on **OK**

    Contacted LMO 15/01/2009 with result

- An asterisk appears in front of the result value, indicating the presence of a comment

    ☑ Glucose   * 3.9

- To view a comment, right-click on the result and select **View Comments**.

Note:	If you wish to add comments to reports, such as medical imaging, you are unable to use the right-click option to add the comment. You can add a comment in the comments field at the bottom of the result view screen

Text Result

- When endorsing text based reports eg micro, medical imaging, use the Comments field in the Action Pane section to record details (limit of 120 characters).

- Click **OK** or **OK & Next** (this will save the comment and endorse the results)

Forwarding Messages

At times you may wish to forward a result for signature or review. Even if a result is forwarded, there is still a requirement for it to be endorsed by the original recipient. The action of endorsing a result may be taken at the same time as forwarding,

- To endorse and forward a result, click on the **Additional Forward Action** drop-down arrow in the **Action Pane**, and select either **Sign** or **Review**.

    NB : ***Signing*** *is where "I am signing for the result and am responsible for it"*

    Review *is where "I have looked at the result but am not responsible for it"*

- Click on the binoculars icon   next to the **To** field to select a recipient from the address book.

Hint: to view all staff within the hospital, select Global Address Book from the Show names from drop-down list.
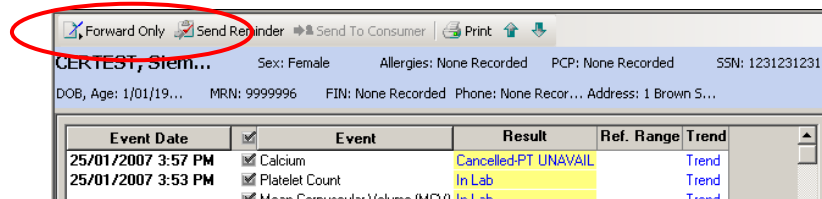
- After selecting the recipient(s), enter a comment, and then click **OK** or **OK & Next**. A copy of your message will

be sent to the recipient's Inbox.

Hint: a name can be added to your Personal Address Book using the right click option on the name
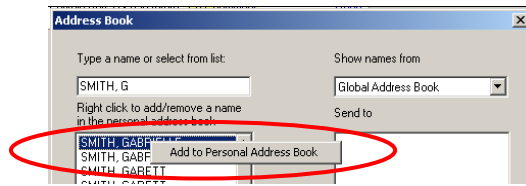
- To forward a result without endorsing, click on **Forward Only** at the top of the screen.

- Complete the details as above

   NB Results forwarded via the "Forward Only" option will remain in your inbox until endorsed by you

1.2 Working with Orders in the Inbox

The **Orders** category of the Inbox displays a list of orders that nursing staff have placed on your behalf. These are also referred to as **cosign** orders.

Approve a test ordered on your behalf (cosign)

- Double-click on the order 'message' from the Inbox.
  An additional window opens, displaying the details of the order.

- Click on **OK** to approve the order or **OK and Next** to approve the order and automatically display the next order in the list.

1.3 Working with Documents in the Inbox

The **Documents** category of the Inbox displays text reports that have been forwarded to you for signature or review

Sign or review the documents as you would for endorsing entering comments as required

2. Proxies

A proxy is access to another person's Inbox. Messages appear and are treated the same as those within the Inbox.

Proxy access can either be granted to you or taken by you. This is useful when colleagues are required to cover periods of leave. The term used for viewing another inbox is 'stealing'. You can 'steal' any other clinician's inbox and they can 'steal' it back. It means they still have their inbox, but you have a copy also. You can endorse any results from their inbox, but the system records YOU as the endorser.

Note: When your inbox has been 'stolen' by proxy, you are notified by an exclamation icon ![icon] in the Inbox. Click on the icon to view who has taken the proxy. The icon will disappear once it has been viewed.
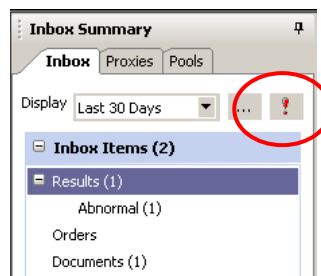

3. Pools

Pools allow clinicians that work in a team to manage the endorsing of results and documents for their patients. Results are sent to a Pool based on a series of rules around the attending doctor and/or speciality. Pools can be created for an individual attending doctor or by a group of attending doctors.

Messages appear and are treated the same as those within the Inbox, the only difference is that they can be viewed and be actioned by any member of that pool.

Each medical team will define how the Pool function is to be used for the team. You will need to find out from your team what the guidelines are for result checking for their patients.
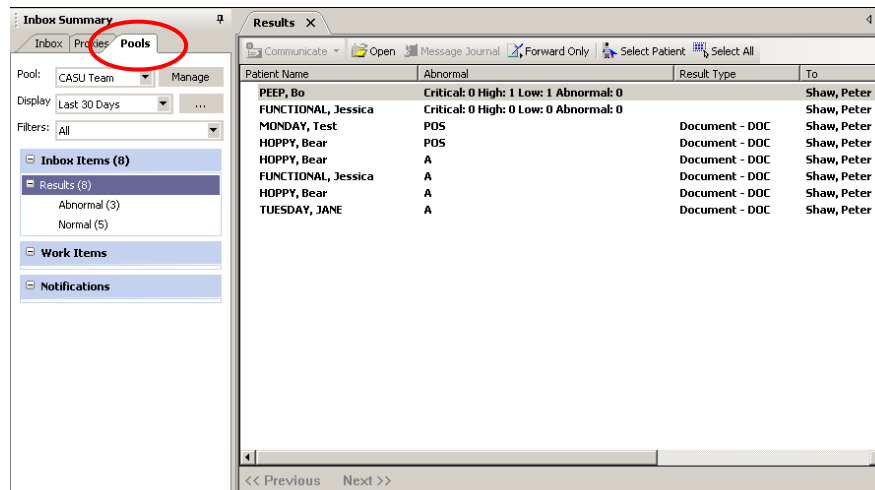
Important information about management of the message centre

- Critical or urgent results will continue to be notified by phone as per existing Laboratory and Medical Imaging Department policies.

- Irrespective of the Message Centre function, all patient results can still be viewed in PowerChart.

- Results that have not been endorsed in the Message Centre will be automatically removed after a period of 30 days. This is necessary to ensure system speed is optimal.

- The Message Centre is designed to notify clinical staff of patient results and provide a mechanism to record that a result has been viewed