

Sending Attachments from Cerner Message Center to MyChildren's Portal

Policies Governing Attachments

To enhance efficiency in communication with patients/families, Children's staff can attach documents to MyChildren's portal messages.

A policy to govern use was developed by legal/compliance with endorsement by the HIM committee to guide appropriate use of this feature.

Click <u>here</u> to view the complete Children's policy.

Authorized Attachments at Any Time

- Patient specific documents, forms and questionnaires, handouts and education materials which would be given to the patient in person at the clinic.
- Documents that can be given to patients/families by the front desk staff without prior conversation between clinicians and families.
 Note: These documents are also available on childrensmn.org. Examples include:
 - Patient-specific documents
 - Blank forms and questionnaires
 - Handouts and education materials

Authorized Attachments After Speaking with Families

The following documents are authorized to send once a conversation between the clinician and patient/family has occurred:

- Documents containing sensitive information.
- Documents containing abnormal results. Examples include abnormal pathology, radiology, or genetics results.

Prohibited Attachments

- Documents transmitted through the portal that would be a violation of law or regulation Examples include:
 - A prescription for a controlled substance.
 - o Confidential information documented in the chart.

Attachments: From Cerner Message Center to MyChildren's Portal

- 1. Click **Communicate** to create a new message.
- 2. Complete the appropriate message fields i.e., patient, subject, etc.
- 3. Click to select the **To consumer** box to send the message to the patient's portal.

Two attachment options are available: Browse Documents and Other Attachments.

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Browse Documents

Browse Documents allows you to attach a clinical document from within Cerner.

1. Click **Browse Documents**.

S New	Message						-		×
Task	Edit								
📍 High	🕻 Notify 📓 Message Journal 💈	Portal Options Mess	age View	Summary View				Launch	Orders
Patient:	Zzztest, Michelle	M	Caller:	Zzztest, Michelle	Calle	er #: M (000)000-0000			
To:							两		de me
CC:			网	Provider: Train , Provider1 🗙		To consumer	Disable fu	rther replie	es
Subject:	Information needed for prior aut	horization		~	Save to Chart	As: Phone Msg			
Attach	ments								
Trai	nsition of Care Browse	Documents C	ther Atta	achments					

1. Select the document(s) to attach and click **OK**.

ï	D T	Subject	Author	Type
ĩ	1/12/2022	Clinic Visit Summary		Clinic Visit Summary
1	1/12/2022	Clinic Visit Summary		Clinic Visit Summary
1	1/12/2022	Reminder		Phone Msg
1	1/11/2022	Test Message	Zzztest , RN OP	Phone Mag
3	1/11/2022	- Cancer and Blood Disorders Clinic: test		Phone Msg
1	1/3/2022	Interpreter Services		Interpretive Services Note
]	1/3/2022	Cinic Intake	Zzztest , RN OP	Clinic Intake
8	1/3/2022	Additional Information Needed for Prior Authorization	Zzztest , RN OP	Prior Authorizations

3. Your attached document displays.

© New Message	_
Task Edit	
📍 High 🖞 Notify 📓 Message Journal (7) 💁 Portal Options	🖰 Launch Orders
Patient: Zzztest, Clinic Caller: Zzztest, Clinic Caller	•
To:	🛱 🗌 Include me
CC: Provider: Train, Provider1 X	consumer 🔲 Disable further replies
Subject: Information needed for prior authorization	s: Phone Msg 🗸 🗸
Attachments	
Transition of Care Browse Documents Other Attachments	
(1/25/2022) (1/3/2022) Clinic Intake	
Message	
Arial 🗸 10 🗸 🧐 🔍 🔍 🖟 🛍 🛍 🕷 🕷 🖪 🖳 I S 🔳 🗐	📥 🖦 💠
Dear Mrs. Zzztest,	^
Please complete the attached form regarding the prior authorization for your daughter's medication	



Other Attachments

Other Attachments allows you to attach a document from OneDrive or attach a Cerner document not found within the **Browse Documents** option.

Attach a document from OneDrive

1. Select **Other Attachments**.

New Message			- 🗆 ×
Task Edit			
📍 High 🐧 Notify 📓 Message Journal 🔝 Portal Options	Message View	Summary View	Caunch Orders
Patient: Zzztest, Michelle	Caller:	Zzztest, Michelle	Caller #: M (000)000-0000
To:			dt □ Include me
cc:	M	Provider: Train , Provider1 X	To consumer Disable further replies
Subject: Information needed for prior authorization		✓ Save to	Chart As: Phone Msg
Attachments			
Transition of Care Browse Documents	Other Att	achments	

2. Click the Browse button which allows you to search the OneDrive folders on your Children's computer.

0	Attachments	X
Choose a file to attach:	Browse	Attach
Current file attachments:		Remove
Previous file attachments (view only):		
	Ok	Cancel

- 3. To locate a document, expand the OneDrive folder.
- 4. Select the appropriate OneDrive folder.
- 5. Select the document to attach.
- 6. Click **Open**.

Note: Documents saved to the desktop are not visible here to attach in Message Center. The document **must** be saved to OneDrive. You must be logged into M365 before launching Cerner to access OneDrive.





7. The selected file displays in the **Choose a file to attach** field. Click **Attach**.

0	Attachments		x
Choose a file to attach: "Childrens Confidentiality Agreement_1.pd	H"	Browse 🔻	Attach
Current file attachments:			Remove
Previous file attachments (view only):			
		OK	Cancel

8. The file displays in the **Current file attachments:** section. Click **OK**.

© Attachments	x
Choose a file to attach:	
	Browse 🔻 Attach
Current file attachments:	
\\Client\F\$\Childrens Confidentiality Agreement_1.pdf	Remove
Previous file attachments (view only):	
	OK Const
	UK Cancel

9. The attached document displays.

New Message	_ 🗆 🗙
Task Edit	
📍 High 🖞 Notify 📓 Message Journal (7) 💭 Portal Options	aunch Orders
Patient: Zzztest, Clinic Caller #	
To:	Include me
CC: M Provider: Train, Provider1 X M To consumer Disable fu	rther replies
Subject: Information needed for prior authorization	~
Attachments	
Transition of Care Browse Documents Other Attachments	
(1/25/2022) (1/3/2022) Clinic Intake	
Message	
Arial 🗸 10 🗸 🧐 🔍 🔍 🖟 🖻 🛍 🗞 🖪 🙂 🖊 5 🔳 🗄 🖓 🕸	
Dear Mrs. Zzztest,	^
Please complete the attached form regarding the prior authorization for your daughter's medication	

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Message Center: Attachments

Attach a Cerner Document Not Found within the Browse Documents Option

1. Select Other Attachments.

© New	Message					-		×
Task 6	dit							
? High	🕻 Notify 进 Message Journal 🦾 Portal Options	Messag	ge View	Summary View			Launch	Orders
Patient:	Zzztest, Michelle	两(Caller:	Zzztest, Michelle C	aller #:	M (000)000-0000		
To:						æ	Includ	e me
CC:			M	Provider: Train , Provider1 X	M	🗴 🗌 To consumer 🔲 Disable fu	rther replie	s
Subject:	Information needed for prior authorization			✓ Save to Cha	rt As	Phone Msg		~
Attach	ments							
Tran	sition of Care Browse Documents	Ot	her Att	chments				

2. Click the Browse down arrow and click MultiMedia Manager.

6	Attachments		×
Choose a file to attach:		_	
		Browse 💌	Attach
		MultiMedia	Manager
Current file attachment	6		13
			Remove
Previous file attachmen	s (view only):		
		OK	Cancel

3. Select the document you would like to attach and click Include.

•	MultiMedia Manage	r		×
File View Help View Media				
+ Add → Show → Stevent	Inactivate × Delete Find Name Clinical Attachment (1/3/2022) 001 Cycling server instructions and other co (1/3/2022) Clinic Intake	Display: All Existing Objects Date Modified mman 1/3/2022 11:42 1/3/2022 11:45	Vumber per page: Service Date 1/3/2022 11:42 1/3/2022 11:45	100 & Refresh Size 14 kb 5 kb
Page 1 of 1 (2 Listings match your search)	Cancel Includ	e	No Thumbnails	> v

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4. The selected file displays in the **Choose a file to attach** field. Click **Attach**.

0	Attachments		x
Choose a file to attach:	.pdf"	Browse 🔻	Attach
Current file attachments: Previous file attachments (view only):			Remove
		ОК	Cancel

5. The file displays in the **Current file attachments:** section. Click **OK**.

۲	Attachments		×
Choose a file to attac	:h:		
		Browse	Attach
Current file attachme	ents:		
\\Client\F\$\Children	is Confidentiality Agreement_1.pdf		Remove
Previous file attachm	ients (view only):		
		ОК	Cancel

6. The attached document displays.

0	New Message	_ 🗆 🗙
Task Edit		
📍 High 🐧 Notify 📓 Messa	ge Journal (7) 😓 Portal Options	Taunch Orders
Patient: Zzztest, Clinic	Caller: Zzztest, Clinic Caller #:	
То:		Dinclude me
CC:	🛱 Provider: Train , Provider1 🗙 🕅 🗹 To consumer 🗌 Dis	able further replies
Subject: Information neede	d for prior authorization Y Save to Chart As: Phone Msg	~
Attachments		
Transition of Care	Browse Documents Other Attachments	
(1/25/2022) (1/3/2022) Clinic	Intake	
Message		
Arial	▼ 10 ▼ 🧐 🔍 🔍 🐰 🗈 🛍 🖏 🖪 🙂 Z 号 🔳 🗮 📲 🗣 🕸	
Dear Mrs. Zzztest, Please complete the attach	ed form regarding the prior authorization for your daughter's medication	<u>^</u>

Once the message is sent from Cerner Message Center, it will display with attachment(s) in MyChildren's Portal.