

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 [here](#) 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
- 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**

Browse Documents

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

1. Click **Browse Documents**.

The screenshot shows the 'New Message' window. The 'Attachments' section is at the bottom, with 'Browse Documents' and 'Other Attachments' buttons. 'Browse Documents' is highlighted with a red rectangle.

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

The screenshot shows a dialog box titled 'Please select the clinical documents you wish to attach.' It contains a table with columns for 'D...', 'Subject', 'Author', and 'Type'. The document '1/3/2022 Additional Information Needed for Prior Authorization' is selected. The 'OK' button is highlighted.

D...	Subject	Author	Type
<input type="checkbox"/>	1/12/2022 Clinic Visit Summary		Clinic Visit Summary
<input type="checkbox"/>	1/12/2022 Clinic Visit Summary		Clinic Visit Summary
<input type="checkbox"/>	1/12/2022 Reminder		Phone Msg
<input type="checkbox"/>	1/11/2022 Test Message	Zzztest, RN OP	Phone Msg
<input type="checkbox"/>	1/11/2022 - Cancer and Blood Disorders Clinic: test		Phone Msg
<input type="checkbox"/>	1/3/2022 Interpreter Services		Interpreter Services Note
<input type="checkbox"/>	1/3/2022 Clinic Intake	Zzztest, RN OP	Clinic Intake
<input checked="" type="checkbox"/>	1/3/2022 Additional Information Needed for Prior Authorization	Zzztest, RN OP	Prior Authorizations

3. Your attached document displays under the **Browse Documents** option.

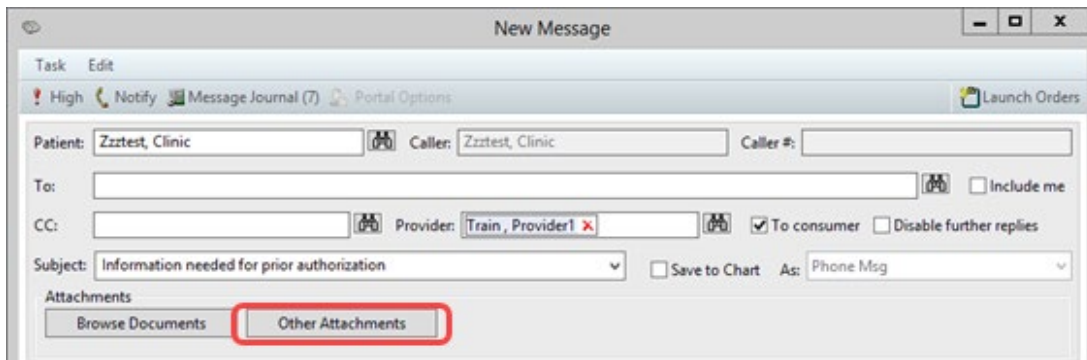
The screenshot shows the 'New Message' window. The 'Attachments' section now shows the attached document '(1/25/2022) (1/3/2022) Clinic Intake' under the 'Browse Documents' button. The document is highlighted with a red rectangle.

Other Attachments

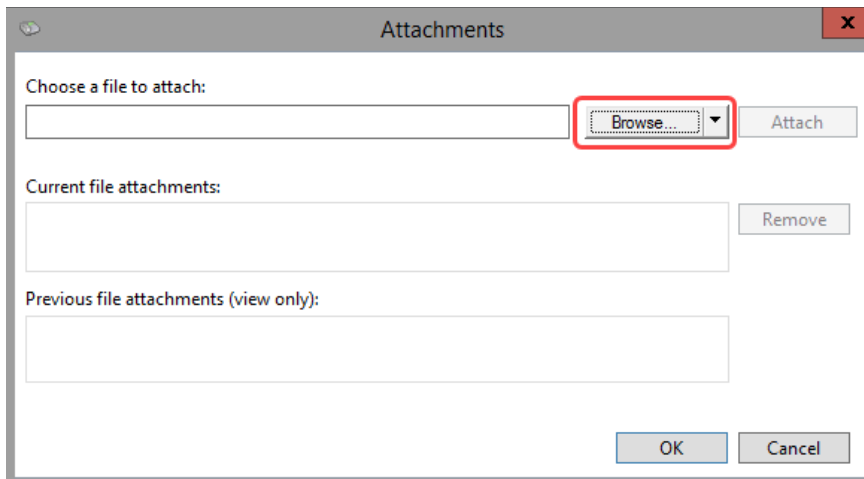
Other Attachments allows you to attach a document from a network drive or attach a Cerner document not found within the **Browse Documents** option.

Attach a document from a network drive

1. Select **Other Attachments**.

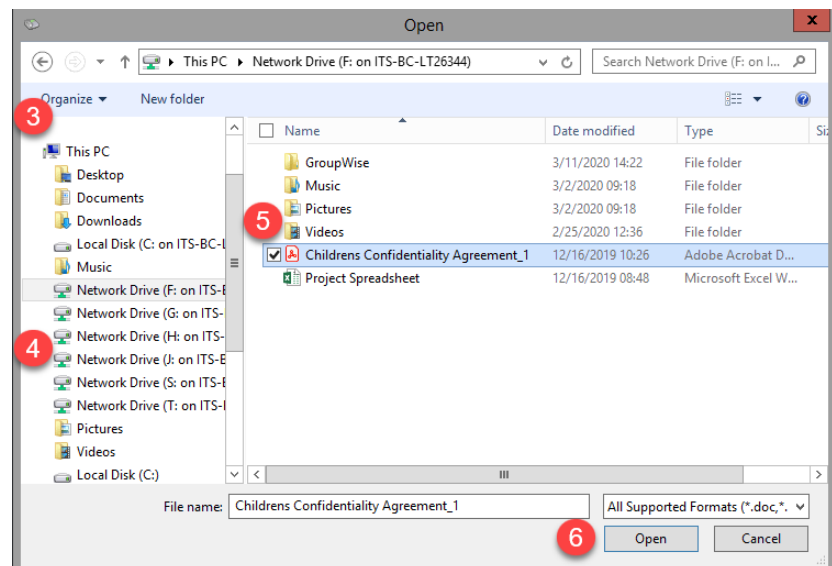


2. Click the **Browse** button which allows you to search the network folders on your Children's computer.



3. To locate a document, expand the PC folder to display the network drives.
4. Select the appropriate network drive.
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 a network drive.



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

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

9. The document now displays under the **Other Attachments** option.

Attach a Cerner document not found within the Browse Documents option

1. Select **Other Attachments**.

The screenshot shows the 'New Message' window. In the 'Attachments' section, the 'Other Attachments' button is highlighted with a red rectangle.

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

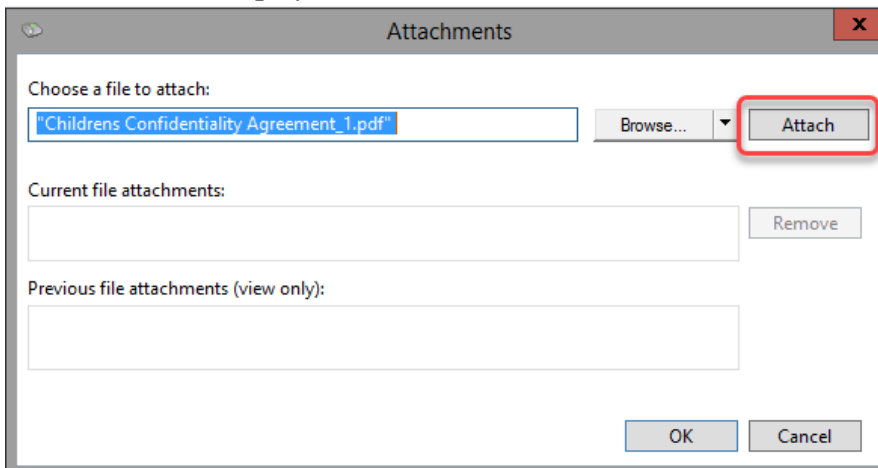
The screenshot shows the 'Attachments' dialog box. The 'Browse...' button has a dropdown arrow next to it, which is highlighted with a red rectangle. The dropdown menu is open, showing 'MultiMedia Manager' as the selected option.

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

The screenshot shows the 'MultiMedia Manager' window. It displays a list of files with columns for Name, Date Modified, Service Date, and Size. The file '(1/3/2022) Clinic Intake' is selected. The 'Include' button is visible at the bottom.

Name	Date Modified	Service Date	Size
Clinical Attachment			
(1/3/2022) 001 Cycling server instructions and other comman...	1/3/2022 11:42	1/3/2022 11:42	14 kb
(1/3/2022) Clinic Intake	1/3/2022 11:45	1/3/2022 11:45	5 kb

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



Attachments

Choose a file to attach:

"Childrens Confidentiality Agreement_1.pdf" Browse... Attach

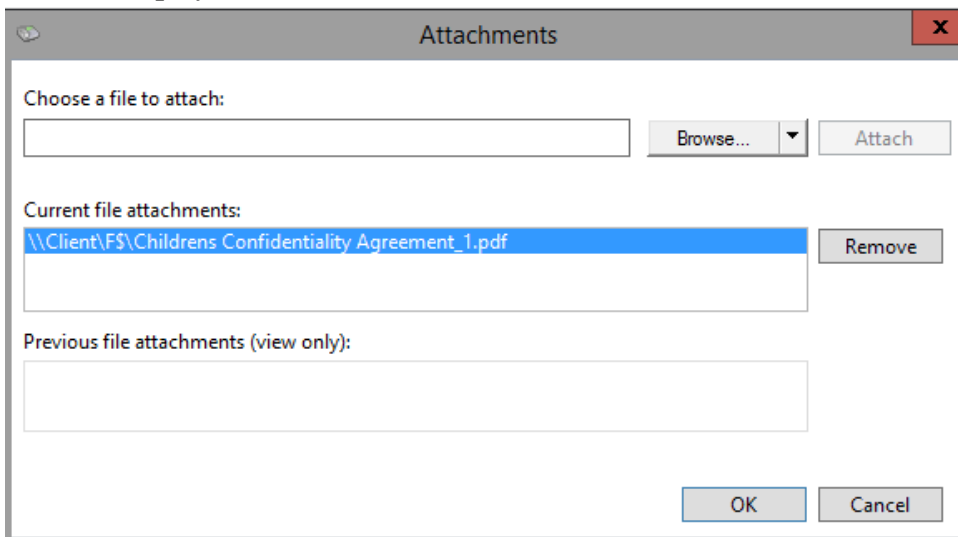
Current file attachments:

Remove

Previous file attachments (view only):

OK Cancel

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



Attachments

Choose a file to attach:

Browse... Attach

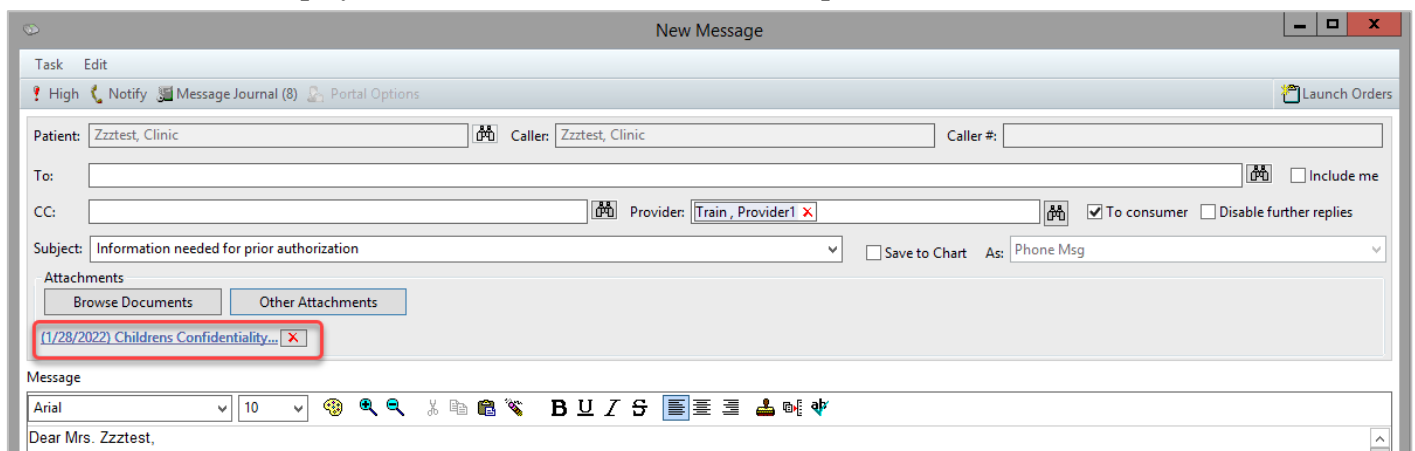
Current file attachments:

\\Client\\FS\\Childrens Confidentiality Agreement_1.pdf Remove

Previous file attachments (view only):

OK Cancel

6. The document now displays under the **Other Attachments** option.



New Message

Task Edit

High Notify Message Journal (8) Portal Options Launch Orders

Patient: Zzztest, Clinic Caller: Zzztest, Clinic Caller #:

To: Include me

CC: Provider: Train, Provider1 To consumer Disable further replies

Subject: Information needed for prior authorization Save to Chart As: Phone Msg

Attachments

Browse Documents Other Attachments

(1/28/2022) Childrens Confidentiality... X

Message

Arial 10

Dear Mrs. Zzztest,

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