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**

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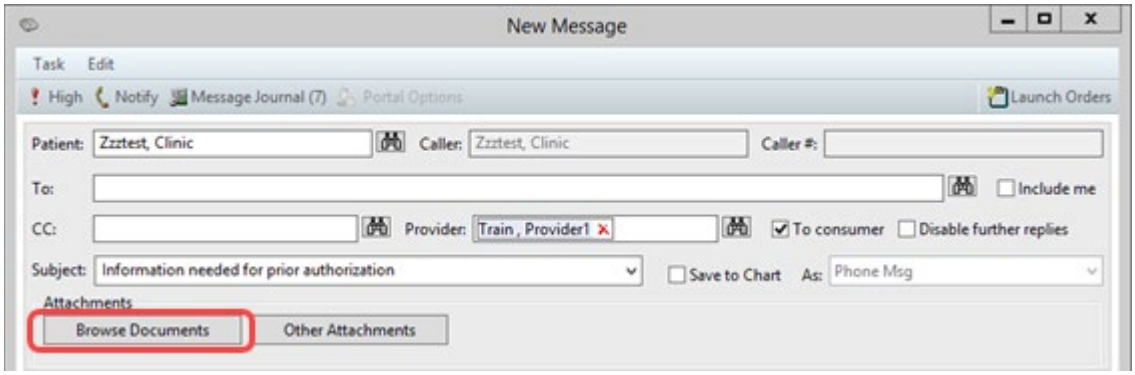
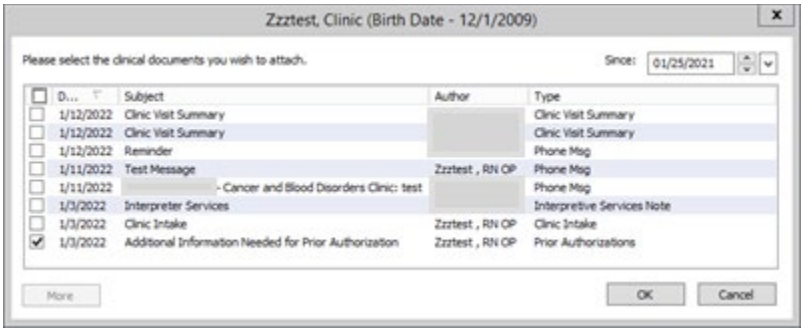
Browse Documents

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

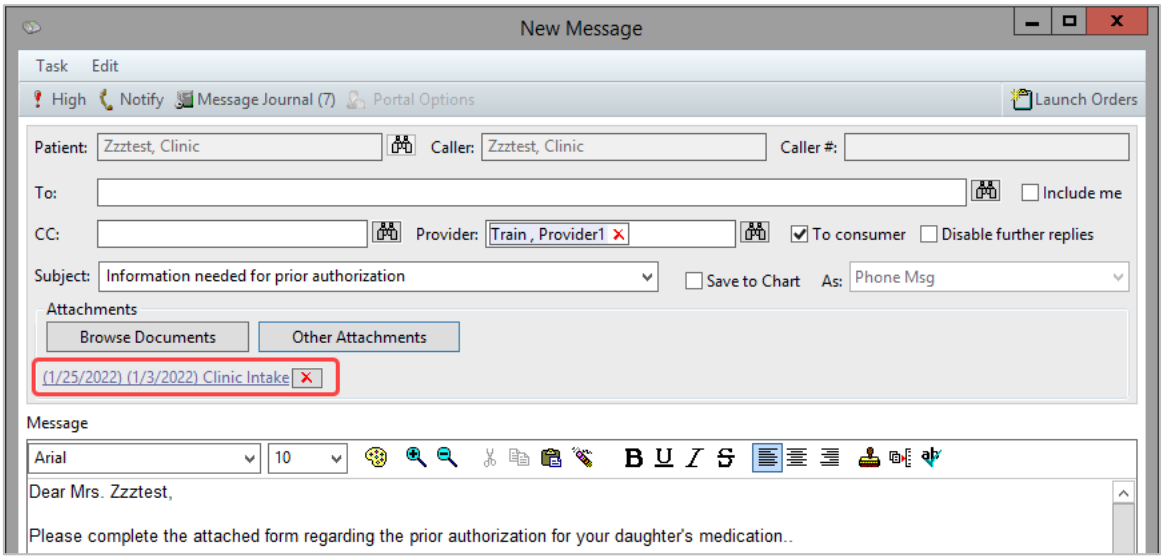
1. Click **Browse Documents**.



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



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

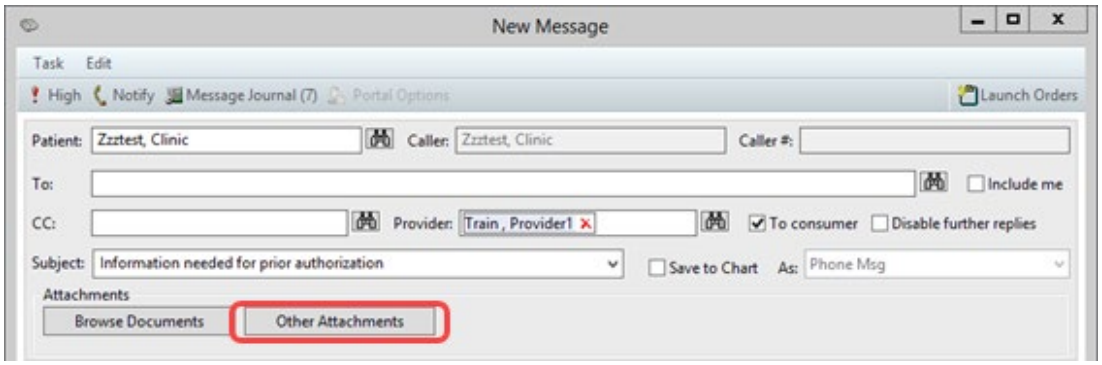


Other Attachments

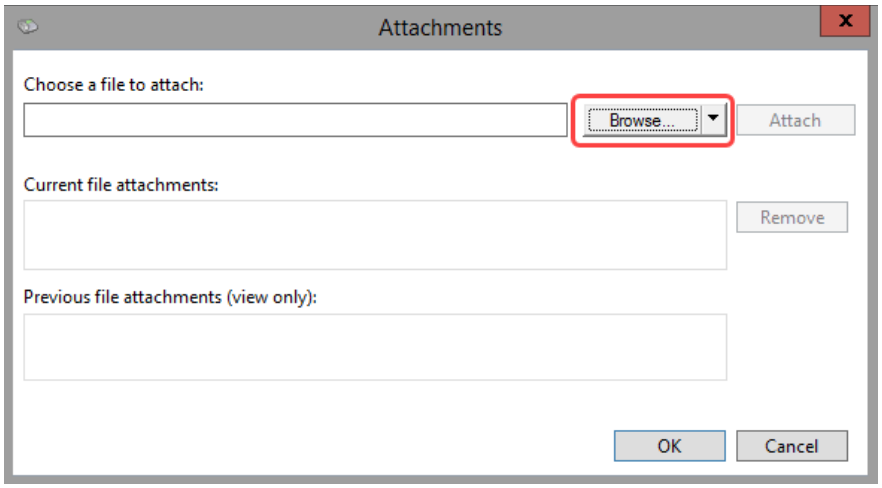
Other Attachments allows you to attach a document from a network drive or attach a Cerner document not found within the **Browse Documents** option.

Attach a document from a network drive

1. Select **Other Attachments**.

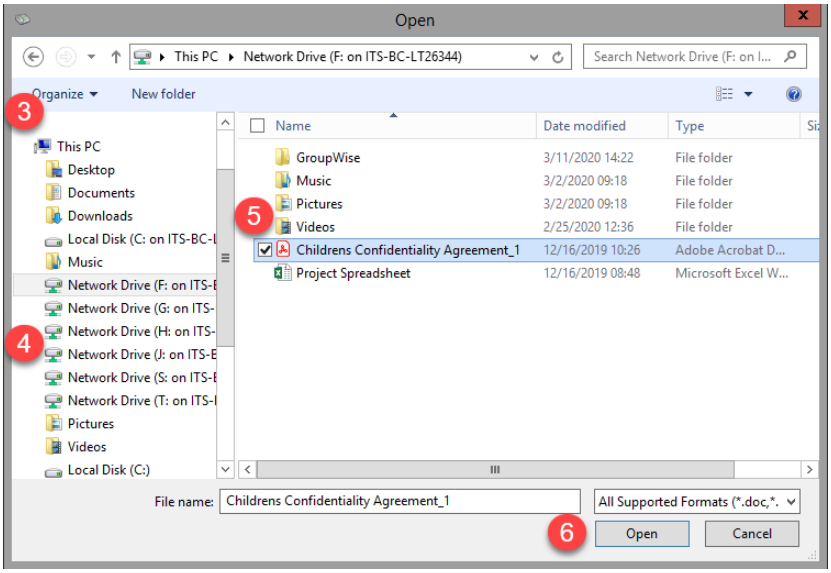


2. Click the **Browse** button which allows you to search the network folders on your Children's computer.

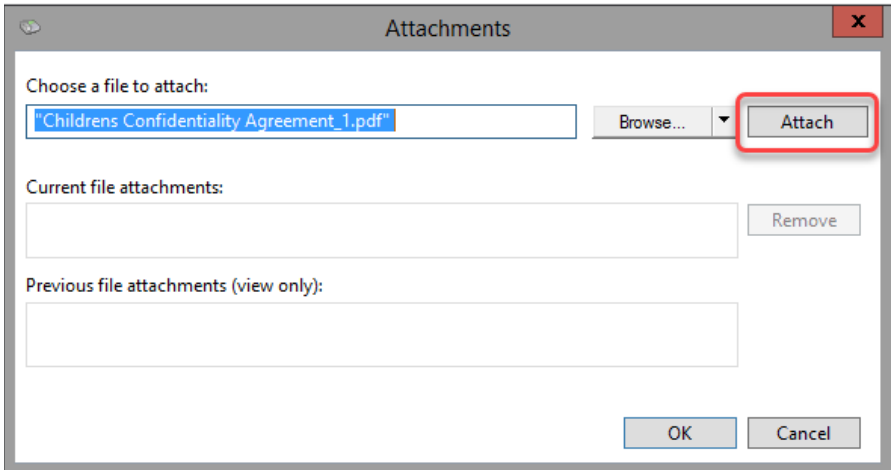


3. To locate a document, expand the PC folder to display the network drives.
4. Select the appropriate network drive.
5. Select the document to attach.
6. Click **Open**.

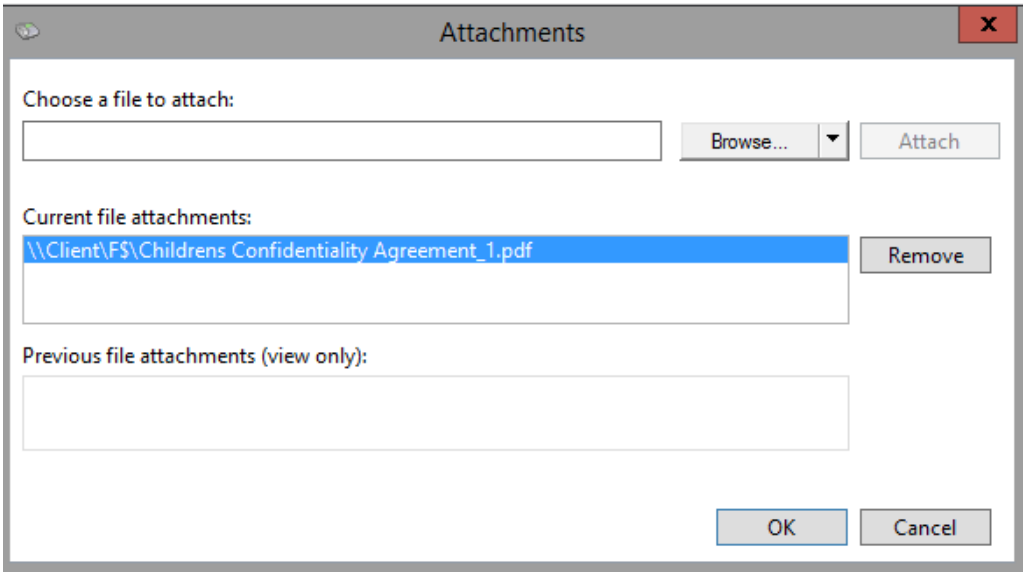
   Note: Documents saved to the desktop are not visible here to attach in Message Center. The document **must** be saved to a network drive.



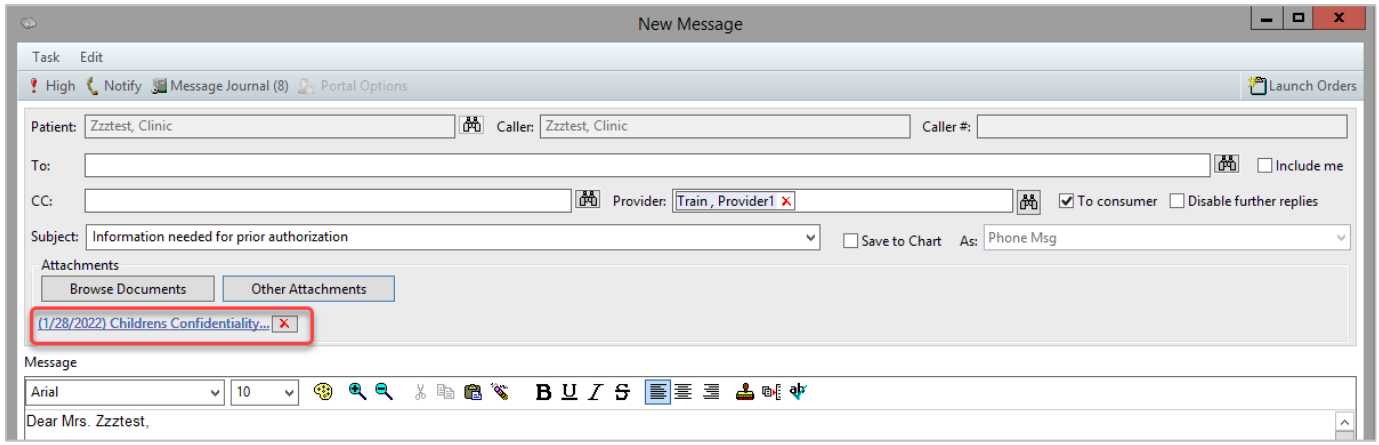
7. The selected file displays in the **Choose a file to attach** field. Click **Attach**.



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

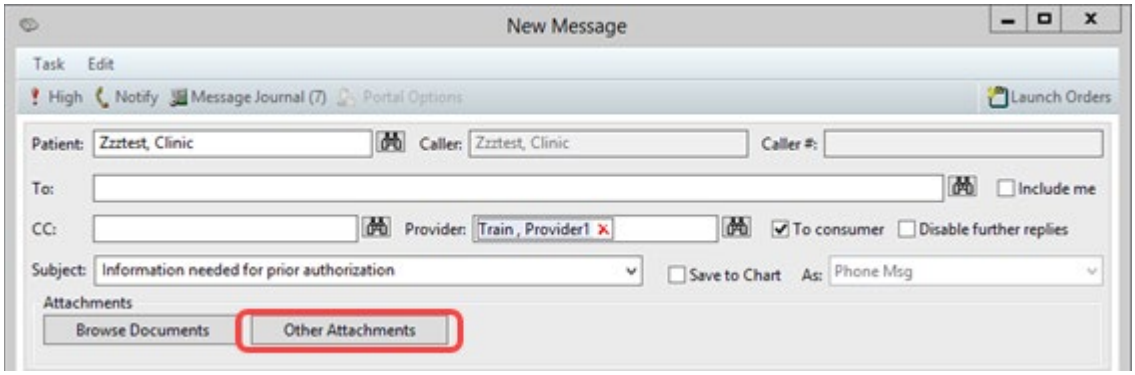


9. The document now displays under the **Other Attachments** option.

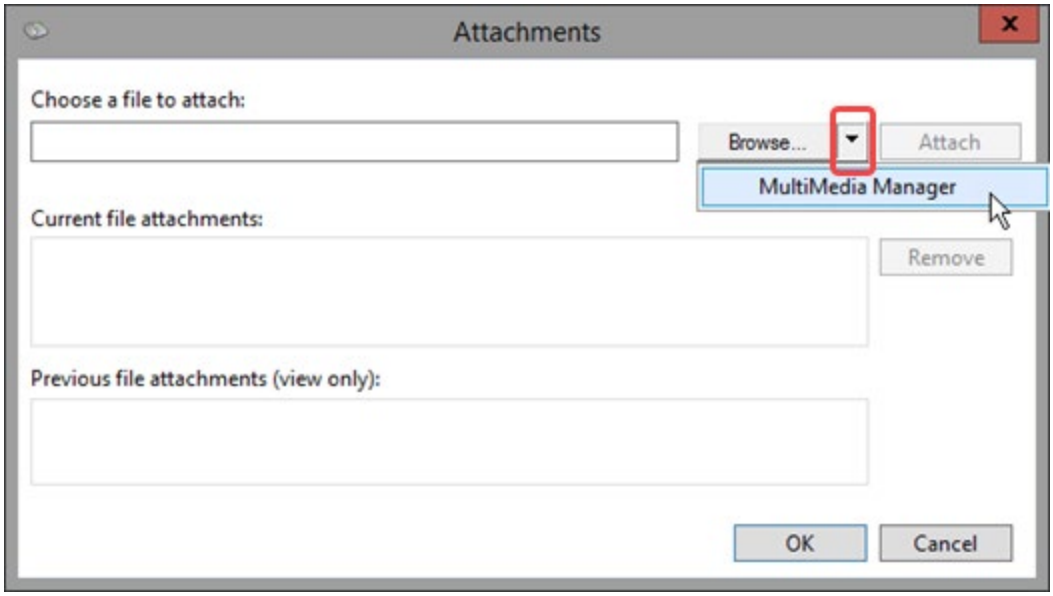


Attach a Cerner document not found within the Browse Documents option

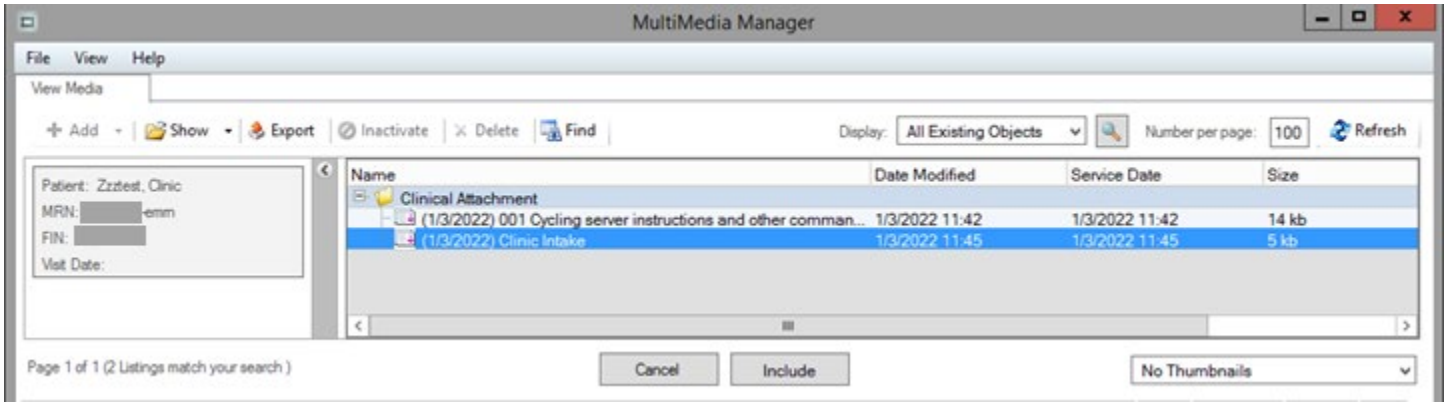
1. Select **Other Attachments**.



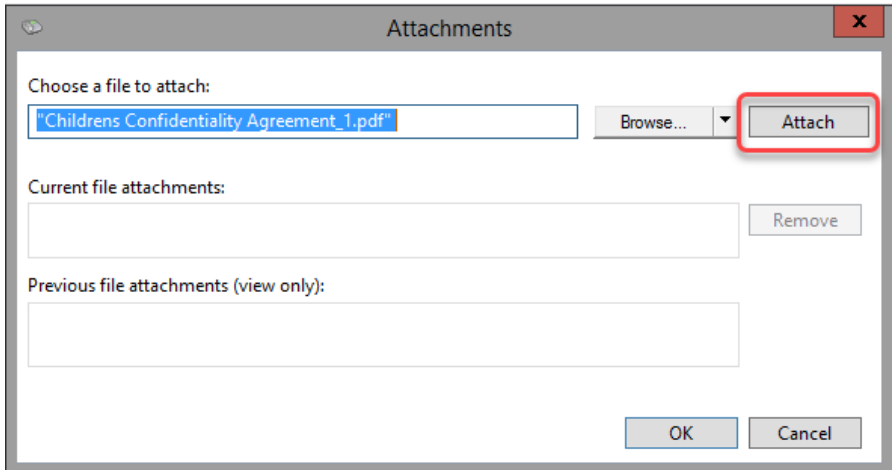
2. Click the Browse down arrow and click **MultiMedia Manager**.



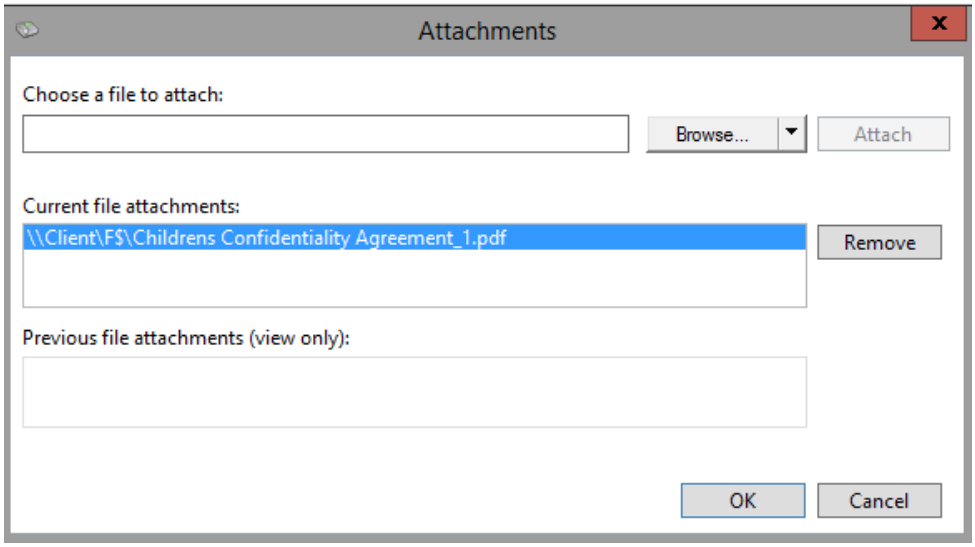
3. Select the document you would like to attach and click **Include**.



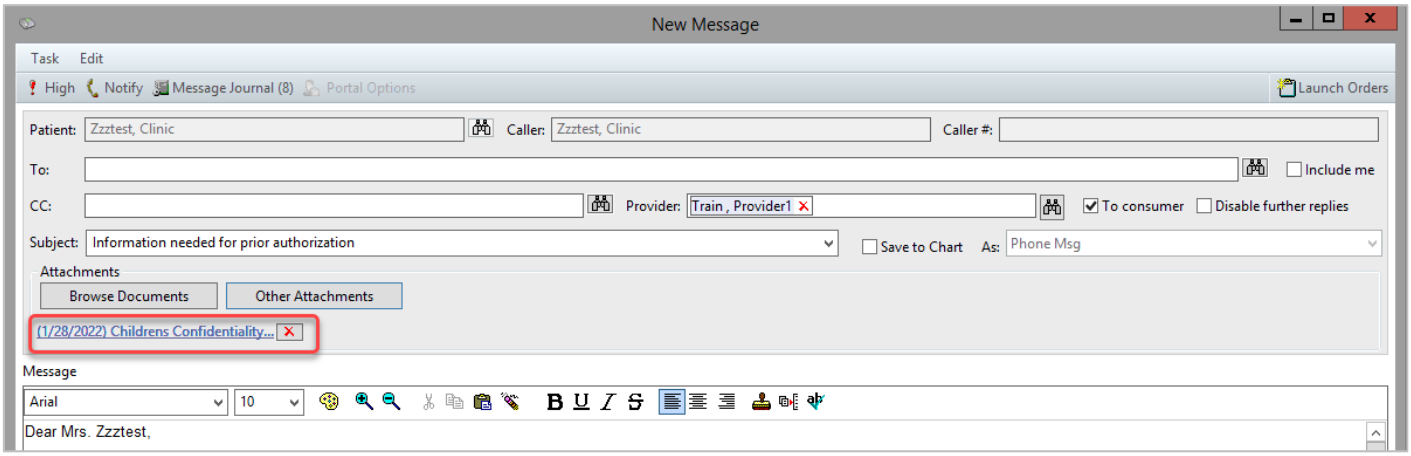
4. The selected file displays in the **Choose a file to attach** field. Click **Attach**.



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



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



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