

Managing Spanish Messages/Appointment Requests in PowerChart Message Center

A **Change Language** setting allows patients and families to view portions of the Cerner patient portal in Spanish (Español). Clinical information will continue to be viewable in English. If the patient/family sends a message or appointment request, it may be in Spanish.

Note: Messaging should only be used for non-urgent communication.

		Viewing health record for Julie Lanezzztest	Settings	×
		Allergi	Account	
	S	No Known Allergies	Notifications	
Online access to your Children's Minnesota med	ical record	Latest Re	Access Logs	
		Routine Chemistries	Help	9
Vaccine distribution at Children's Minnesota Children's Minnesota is planning to offer scheduled COVID-19 vaccinations for patient families at or Our last mass COVID-19 vaccination clinic for first doses was on Saturday, May 22.	ur primary care clinics starting in early June.	Creatinine 4.12 mg/dl, May 25, 2021	Terms of Use Privacy Bolicy Change Language	s
 If you got your first dose at one of the mass vaccination clinics (in St. Paul, Minneapolis or second dose at the same location where you got your first dose. If you have questions, ple 8 p.m.). You can find locations to get your COVID-19 vaccination by going to the Minneapole COVID. 		JMom Lanezzztest	Ger Support Id	
	Viewing health record for Julie Lanezzztest	- Change Language X		
	Allergi	English - United States		
	No Known Allergies	Español - Estados Unidos		
	Latest Resu	ults		

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Clinic Staff: Managing the Message Center

The Consumer (patient/family) **Message** will be delivered to either the Inbox or Pools tab of Message Center. Patient/Family **Appointments** will always be delivered to the Pools tab.

- The subject displays in Spanish.
- Double click to open appointment request or message.
- Appointment information and message content display in Spanish.

Note: The same process is used for both messages and appointments.

Messages	×							
Commu	nicate 🔹 📷 Open 🙈 Reply 🙆	Reply All 🙆 For	ward 🛐 Delete 📓	Message Journal	Select Patient	Select All a Patient Match		
Туре	Patient Name	Priority	From	Create Da V	Update Date	Status	Subject	Assigned
Consume	Healthelife6, Patient6		Healthelife6, Pa	6/2/2021 14:15:	6/2/2021 14:16:03 C	Opened	Cancer and Blood Disorders Clinic: Solicitud de cita	
Consume	Healthelife6, Patient6		Healthelife6, Pa	5/27/2021 08:43	5/27/2021 08:50:42	Opened	Cancer and Blood Disorders Clinic: Appointment Cancellation Request	
Consume	Healthelife6, Patient6		Healthelife6, Pa	5/27/2021 08:43	5/27/2021 08:44:12	Opened	Cancer and Blood Disorders Clinic: Appointment Reschedule Request	
Consume	Lanezzztest, Julie		Lanezzztest, Julie	5/25/2021 09:46	5/25/2021 09:48:08	Opened	Cancer and Blood Disorders Clinic: Appointment Request	

Message Center				
Inbox Summary 🕴	Messages × Consumer Message: Healthelife6, Patient6 ×			
Inbox Proxies Pools	Reply Reply All S Forward S Delete Print S Select Pati	ent 😨 👼 🍓 Mark Unread 🛛 Launch (Orders	
Pool: HemOnc v Manage	Healthelife6, Patient6 Precautions Not Specified	Age 6 years Loc DOB MRN	Full Resuscitation	Clinic 06/01/21 11:19
Displey: Last 30 Days v Filters: All v filters: Items (00 Consumer Messages (0/4)	From: Healthelife6, Patient6 Sent: 6/2/2021 14:15:45 CDT Subject: Cancer and Blood Disorders Clinic: Solicitud de cita To: HemOnc Office. Cc:		Caller: Action: Due: Provider: Document:	MyChildrens , HemiOnc Clinic Phone Mag
Work Items Notifications Seet Rems Trach Notify Receipts	<add text=""> De: Father5 HealtheL/le6 en nombre de Patient6 Healthelfe6 Para: Concer and Blood Disorders Clinic (<u>HemOnc</u> Office) Emsiado: 66/02/2021 02:15 p.m. CDT Asunto: Solicitud de cita Gracias por au mensaje. Se ha enviado con éxito al equipo de cuto</add>	Appointment information th needs translati	t at on I	
	Nombre del paciente: Patient6 Healthelfe6 Esche de nacimiento del paciente: 01/01/2015 Tipo de cita: Request An Appointment Eschas de citae: Primara cita disposibile Dias preferida: lande Contacte al paciente mediante: Mensaje seguro Razón de la visita: En las cajas fscha/hora, escriba el INTERVALO de fschas y el IN	TERVALO de horas que prefere para la	App messag tra	ointment ge that needs inslation

1. Click the **Forward** button.





- 2. Click in the **To:** field, search for and select **Translation Services** pool. Compose a message to request the appointment be translated ("...please translate the following...").
- 3. Click Send. The message is sent to Interpreter Services.

0	FW: Ca	ncer and Blood	d Disorders Clinic	: Appointme	nt Request - M	essage			x
Task	Edit								
! High	🐛 Notify 📓 Message Journal (2) 🔝 Portal Opt							2 Launci	h Order
Patient:	Lanezzztest, Julie	Caller: L	anezzztest, Julie		Ca	ler #:			
Tax	Translation Services X								
10:	Translation Services X								de me
CC:		产	Provider: MyChildre	ens , HemOnc C	linic 🗙	一例	To consumer	isable further repli	es
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Subject	. Tw. cancer and blood Disorders Clinic: Appoint	nent Request		*	Save to Char	As: Phon	e Misg		Ŷ
Attach	hments	-							
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Need as	ssistance with translating message.								0
From: J	Mom Lanezzztest on behalf of Julie Lanezzzte	at	Т						
To: Can	cer and Blood Disorders Clinic (HemOnc Office)	~						
Sent: 05	5/25/2021 09:46 a.m. CDT								30
Subject	: Appointment Request								=
Thank y	you for your message. It has been successfull	sent to the appr	opriate care team.						
Patient	Name: Julie Lanezzztest								
Patient	DOB: 01/01/2011								
Appoin	tment Type: Request An Appointment								
Preferre	ed Provider: Linda Madsen								
Appoin	tment Dates: Between May 31, 2021 and Jun	04, 2021							
Preferr	ed Days: Tuesday Wednesday Thursday								
Contact	t Patient by: Secure Message								
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Reason	for Visit:								
									~
Actions	7 Y								-
Actions									
Phone	e msg requesting appointment			^	Remind on:		v	••	*
Phone	e msg appointment made e msg needs a Nurse to call back			=	Due on:		v//	• • v	^
Phone	e msg call the patient with results								~
Phone	e msg call the ordering physician						-		
							C Delete	Cond Co	



Interpreter Services

- 1. Receive message or appointment that requires translation in the Message Center pool.
- 2. Double click on the message or appointment to open.
- 3. Click **Reply**. Translate the message, and in the message window, indicate the English translation.
- 4. Click Send.

Messages: Interpreter Services will send the translated message back to the person requesting translation services. This may be either the clinician or clinic staff.

Appointments: Interpreter Services will send translated appointments back to clinic staff. Clinic staff will schedule the appointment.





Clinician Workflow

- 1. After translation, the message is returned to the clinician to review and provide additional messaging if necessary.
- 2. The message is sent back to Translation Services to translate the clinician's message.
- 3. Click the **Forward** button.



- 4. Click in the **To:** field, search for and select **Translation Services** pool. Enter a message to request the appointment be translated ("...please translate the following...").
- 5. Click Send. Message is sent to Interpreter Services.

	FW: Cancer and Blood Disor	ders Clinic: Appointme	ent Request - Mes	sage	×
Task Edit					
🖞 High 🐧 Notify 📓 Message Journal (2) 💁	Portal Options				Taunch Orde
Patient: Lanezzztest, Julie	Caller: Lanezzzt	est, Julie	Caller	#:	
To: Translation Services X					M Include me
CC:	Provide	r: MyChildrens , HemOnc	Clinic 🗙	To consumer Dis	able further replies
ubject: FW: Cancer and Blood Disorders Clinic	Appointment Request	~	Save to Chart	Ace Phone Msg	~
Attachments					
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leed assistance with translating message.					-
		-			
rom: JMom Lanezzztest on behalf of Julie L	anezzztest	T			
Sant: 05/25/2021 09:46 a.m. CDT	(inc Onice)				
Subject: Appointment Request					-
subject. Appointment request					
Thank you for your message. It has been su	ccessfully sent to the appropriate	care team.			
Patient Name: Julie Lanezzztest					
Patient DOB: 01/01/2011					
Appointment Type: Request An Appointme	nt				
Preferred Provider: Linda Madsen					
Appointment Dates: Between May 31, 2021	and Jun 04, 2021				
Preferred Days: Tuesday Wednesday Thurs	day				
Preferred Time: Morning					
Contact Patient by: Secure Message					
Reason for Visit:					
actions					
Phone msg requesting appointment		A	Remind on:	v//	^ v ·
Phone msg appointment made					
Phone msg needs a Nurse to call back		=	Due on:	v ···/···	÷ •
Phone msg call the patient with results					
Phone msg call the ordering physician					
Phone man call the nurse with results		~		Delete	Send Cancel

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Interpreter Services

Links Jahns Ma

- 1. Interpreter Services will receive the message for additional translation for the patient/family.
- 2. Double click on the message.
- 3. Click on **Reply**. Translate the message, and in the message window, indicate the English translation.
- 4. Click **Send**. The translated message is sent to the clinician.

Organizer C	RE: Cancer and Blood Disorders Clinic: Solicitud de cita - Message	×
Change \$	Task Edit	
	🖞 High 🖞 Notify, 🎬 Message Journal (7). 💭 Fortal Options	Launch Orde
_	Patient: Healtheilfel, Patientő Caller # (H (444)555-6666, B (444)555-2222	
and the second second	Ter HemOnc Office X	Include me
Reply E	CC. R Provide: MyChildrens, HemOnc Clinic X. M To consumer Disable fur	ther replies
	Subject: RE Cancer and Blood Disorders Clinic Solicitud de cita	
0.00 Z	Attachments	
ent 6	Browse Documents Other Attachments	
ubject: P		
. 1	Meisage	
a 🗖	<u></u>	
_	Enter the translation here	
	Prom: Zzztest , RN OP (HemOne Office)	
	To: Translation Services:	
om: Zzzt	Sent 6/3/2021 11:28:58 CDT	
: Transla	Subject: FW: Cancer and Blood Disorders Clinic: Solicitud de cita	
nt 6/3/2		
bject: F	Need translation	
ed trans		
	De: Father5 HealtheLife6 en nombre de Patient5 Healthelife6	
	Para: Cancer and Blood Disorders Clinic (<u>HemOnc</u> Office)	
: Father	Envieds: 06/02/2021 02:15 p.m. CDT	
ra Cand	Asunto: Solicitud de cita	
niado: 0		
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	unaciae por au mensale. Se ha emiseo con exito al equipo de cuidados correspondente.	
tacias po	Nombre del naciente: Patient6 Healthelfe6	
	Fecha de nacimiento del paciente: 01/01/2015	
mbra al l	Tipo de cita: Request An Appointment	
anore o	Fechas de citas: Primera cita disconible	
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chas de		
as prefe	Phone mug requesting appointment	¥8
NAK BULFARE	Phone msg appointment made	
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ora prefe	Phone msg needs a Nurse to call back Due on: v """ Due on: v	*
ontacte 4	Phone mig needs a Nurse to call back Phone mig call the patient with results Due on: v """ U	•
ona prefe	Phone mig needs a Nusite to call back Image: Due on:	

Clinician Workflow

The final translated message is sent to the clinician. Click the **To consumer** check box to send to patient/family via the MyChildren's portal.

Task Edit		
🕈 High 💃 Notify 📓 Message Journal (6) 🖉 Por		🔁 Launch Order
Patients Healthelife5, Patient5	Callers Healthelife6, Patient6	Caller #: H (444)555-6666, B (444)555-2222
Τα		🕅 🗌 Include me
cc:	Providen Madsen APRN-CNP, Lind	da B 🗙 🔯 To consumer Disable further replies
Subject: FW: Linda Madsen, NP- Cancer and Blood	Disorders Clinic: Generalmente recibirá respuesta en un 👻	Save to Chart As: Photocharg
Attachments		
Browse Documents Other Attachm	ents	
Nessage		
Arial ~ 10 ~ 🧐	🤍 🔍 🖄 🖻 📽 🖪 🖳 🖉	I 4 ₩
Dear Dr. Anderson,		
Here is the translation:		

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