

## MESSAGE CENTRE POLICY

### Summary of Changes

	NEW	Previous
All Sites	<p>The Message Center is new functionality that facilitates:</p> <ul style="list-style-type: none"> <li>• <b>Organization</b> of messages and notifications that require attention, review, or signature.</li> <li>• The operation of taking and <b>distributing</b> phone messages and <b>saving</b> that information to the patient's chart electronically.</li> <li>• <b>Reviewing, signing, or forwarding</b> results to other health care providers electronically.</li> <li>• Access to information from any computer on your network that has <i>Cerner Millennium</i> installed on it.</li> <li>• Customization of the items displayed in the Message Center by filtering by date, type of results, and so forth.</li> <li>• Message Centre used for Notifications; Signing of Orders, Documents, Work Items; Messages; and viewing of outpatient Lab Results</li> </ul>	
VCH		Message Centre not used
PHC		Message Centre not used
PHSA		Limited Message Centre use at BCCH

## MESSAGE CENTRE POLICY

### 1. Introduction

#### 1.1 Purpose

- a. The Message Centre allows routing of information electronically and enables review or signing of results, documents, and prescription requests, as well as working with phone and other messages.
- b. The purpose of this policy is to define and describe the rules for using the Message Centre.

#### 1.2 Scope

- a. This policy applies to all **Designated Health Care Professionals** (DHCP) working within the Health Organizations (HO – VCH, PHC, PHSA) using the CERNER electronic health record (EHR).
- b. Access to Message Centre functionality is based on the user's role (see [Appendix A: Message Center Role Matrix](#)).
- c. Message Centre is a component of Cerner EHR used for managing patient information workflow.
- d. Message Centre will allow viewing of outpatient lab results, but not inpatient lab results.

### 2. Policy

#### 2.1 Using the Message Centre

- a. All Message Centre users must review their Message Centre **Inbox** content at least once per working day or as appropriate, as defined by the user's clinical setting and/or role.
- b. The Message Centre is designed for communication of non-urgent patient care information. A more direct communication method should be used if a response is required on the same working day.

#### 2.2 Proxy

- a. A **proxy** must be assigned in the event a user cannot meet the expectation in 2.1.a.
- b. When granting proxy authorization, the grantor specifies: the proxy, the specific folders the grantor wants the proxy to access, and the effective dates for the proxy. When possible - communicate directly with the person to whom proxy is being assigned.
- c. A proxy is responsible for maintaining the Message Centre and actioning as clinically relevant.

- d. Message Centre actions are limited by the Role Base Access Control Policy and a DHCP's scope of practice.
- e. "Proxies Taken By Me" functionality should be reserved for situations when a user is unexpectedly absent, has not assigned a proxy, and/or is not compliant with this policy.

## 2.3 Pools

- a. The **Pool** Leader will be determined locally and will maintain the pool membership.
- b. While the contents of the pool are visible to all members of the pool, only one individual must act on an item in order for that item to be considered complete.
- c. The Pool Leader will be responsible for acting on/completing pool items that have not been assigned to a specific pool member, or if a pool member is absent without assigning a proxy.

## 3. Responsibilities and Compliance

### 3.1 Responsibilities

- a. Education and training should be completed prior to using Message Centre.
- b. The expectation is that the policy outlined here will be followed responsibly and in compliance with professional standards of practice.

### 3.2 Compliance

- a. Compliance with this policy is expected. Anyone noting a violation of the policy may support others to locate and understand the policy and/or advise leadership of the need for education and support regarding the policy. After education and support is offered, and the person remains non-compliant, the HO may remove the person from their workplace position (job) up to and including termination of employment or privileges within the organization.

## 4. Related Documents

### 4.1 Related Standards / Guidelines / Forms

n/a

### 4.2 Related Policies

[Role Based Access Control Policy](#)

[Health Record Policy](#)

[Documentation Policy](#)

## 5. Definitions

**Designated Health Care Professionals:** refers to both **Regulated Health Care Professionals** and **Approved Non-regulated Health Care Professionals**.

- a. **Regulated Health Care Professionals:** Professionals (including students) governed by regulatory colleges under the [Health Professions Act](#) e.g. Physicians, Midwives, Pharmacists, Nurses, and Dietitians. For complete list see [BC Ministry of Health Professional Regulation](#).
- b. **Approved Non-regulated Health Care Professionals:** Additional non-regulated professionals (including students) designated through the health organizations approval process (e.g. Medical Imaging Technologists, Cardiology Technologists, HIM staff, Clerks).
- c. **Students** in Designated Health Care Professions.

**Inbox** refers to the CERNER EHR Message Centre Inbox.

**Pool** refers to a shared mailbox that can be accessed by any user that is a member of the pool. The Pool functionality allows providers that work in a care team setting to share responsibility for managing results, documents, and messages for a shared group of patients.

**Proxy** - Granting proxy authorization enables another provider or providers (e.g. call group, clinical team) to access the authorizing provider's Inbox and work within it as the grantor's proxy. The proxy can perform any activities for which they have been granted authorization such as signing, refusing and forwarding messages and results. All activities that are performed as a proxy are logged.

**Proxies Taken By Me** - refers to functionality in the proxy area in which you take the proxy from a user. The original user will receive a message that their Message Centre has been joined by a proxy indicating who the proxy is and what functions have been proxied. Having a proxy on their Message Centre does not preclude a user from accessing their Message Centre functions.

## 6. References

Cabel Huntington. Cerner Millenium Message Centre.2011. USA. West Virginia.

Centre for Addiction and Mental Health. Message Centre. 2016. Canada, Ontario.

North York General . Message Centre Learning Module. 2015. Canada, Ontario,

## 7. Appendices

### Appendix A : Message Centre Role Matrix

Role	Messages	Orders	Results	Documents	Notifications	Work Items
<u>Providers:</u> - Physician - Nurse Practitioner - Midwife - Dentist - Fellow - Resident	Yes (Y)	Y	Results to Endorse and <b>Results FYI</b>	Y	Y	Y
Medical Student	Y	Propose Orders	Results FYI only	Y	Y	Y
Nurses	Y	No (N)	Results FYI only	Y	Y	Y
Pharmacists	Y	Y	Results to Endorse and Results FYI	Y - If using PowerNotes / Dynamic Doc / Dictation	Y	Y
Pharmacy Students	Y	Propose Orders	Results FYI only	Y	Y	N
Allied Professionals	Y	N	Results FYI only	Y - If using PowerNotes / Dynamic Doc / Dictation	Y	Y
Clerks	Y	N	N	N	Y	Y
HIM Managers/Clerks	Y	N	N	Y	Y	Y

**Results FYI** is a folder in the Message Centre Inbox that will primarily be used in limited capacity in Maternity and Oncology. The Results FYI folder allows providers to receive results for patients even when the provider is not the ordering physician. Results will populate in the Results FYI folder based on subscriptions created by the provider.

## \*\*\*Last Page of the Document\*\*\*

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