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Overview

The *Message Centre* enables users to electronically sign and co-sign orders, results and electronic documentation. All messages and notifications that require signing or review are routed to the *Message Centre* inbox and are organised in folders.

Results, orders and documentation can be reviewed, signed or forwarded to other clinical staff using *Message Centre*.

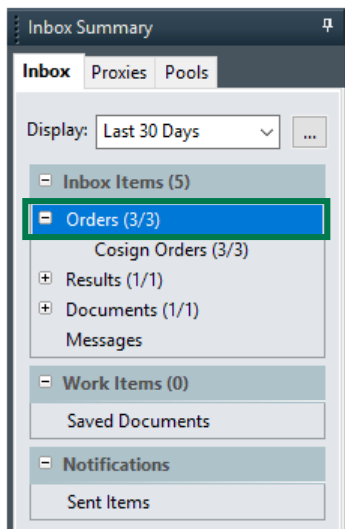
Inbox Summary

The inbox summary allows users to review and co-sign or endorse any orders or results. The inbox summary also displays *Saved Documents* which are yet to be signed/submitted. Once a saved document has been signed, a result endorsed or an order co-signed, it will be removed from the inbox of the person completing it.

Co-signing Orders

Clinicians without permission to order under their own authority, such as some nursing staff and students, require orders to be co-signed by a clinician with appropriate authority. An order requiring co-signing will be sent to the *Orders* folder of the nominated clinician.

1. Select *Orders* from the *Inbox* tab.



2. Double click the order to be co-signed.

Orders x

Communicate | Open | Forward Only | Select Patient | Select All

Patient N...	Order/Plan Na...	Details	Order Comment	Originator Na...	Create Date	Notification C...	Update Date	Order Action	Status
TTHSURGINT...	oxycodone (ox...	5 mg, Tablet, ...		SURGRNSSTT...	31-Aug-2020 ...		31-Aug-2020 ...	Order	Pending
TTHTEST01, K...	diphtheria-tet...	0.5 mL, Suspe...		NURSE, NATH...	30-Aug-2020 ...		30-Aug-2020 ...	Order	Pending
TTHTEST05, B...	diphtheria-tet...	0.5 mL, Suspe...		NURSE, NATH...	30-Aug-2020 ...		30-Aug-2020 ...	Order	Pending

3. Review the order.
4. In the *Action Pane*, ensure *Approve (No dose range)* is selected.

Action Pane

Approve (No dose range) Refuse Reason:

Comments:

(Limit 212)

5. Click *OK* to sign or *OK & Next* to sign and move on to the next item.

Next



Clicking *Next* will not sign the order. You will be taken to the next order and the current order will be marked as read.

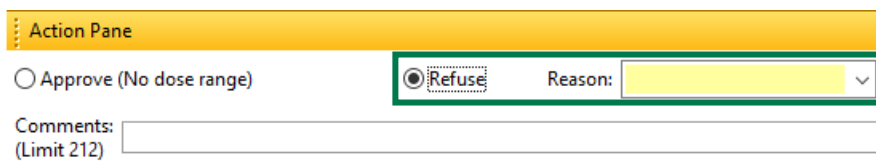
Refusing Orders

A clinician can refuse to co-sign an order if it is not appropriate for them to do so. This will not stop the collection or administration of the order. If refusing an order, it is recommended to forward the order on to an appropriate clinician first.



Refer to local business processes about when to refuse to co-sign an order.

1. Open the order as described in steps 1 to 3 of *Co-signing Orders* above.
2. In the *Action Pane*, select *Refuse* and specify a *Reason*.

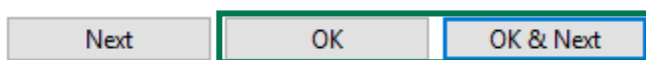


The screenshot shows the 'Action Pane' with three radio button options: 'Approve (No dose range)', 'Refuse', and 'Other'. The 'Refuse' option is selected. To the right of the 'Refuse' option is a 'Reason:' dropdown menu. Below these options is a 'Comments:' text box with a '(Limit 212)' note.



If *Refuse* is selected, *Reason* becomes a mandatory field. An *Other* option is also available. Selecting *Other* requires an explanatory comment.

3. Click *OK* to sign or *OK & Next* to sign and move on to the next item.

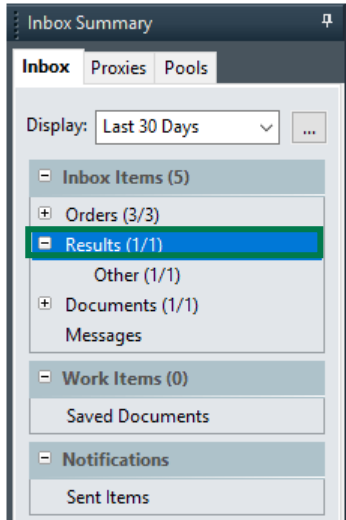


The screenshot shows three buttons: 'Next', 'OK', and 'OK & Next'. The 'OK' and 'OK & Next' buttons are highlighted with a green border.

Co-signing Medication Administration

Nurses acting as a witness for medication administration may not be able to be present to add their credentials in ieMR. In this circumstance, one option available to the administering nurse is to forward the administration result for the witnessing nurse to sign after the fact. In such a case, the forwarded administration will appear under results.

1. Select *Results* from the *Inbox* tab.



2. Double click the result to be endorsed.

Results x

Communicate Open Forward Only Select Patient Select All Result Journal

Abnormal	Status	Create Date	Subject	Encounter Type	From	Notification C...	Result Type	Update Date	Patient N...	Result Status
Critical: 0 Hig...	Pending	02-Sep-2020 ...		Inpatient	SURGRNSST...	Test	Discrete	02-Sep-2020 ...	TTHSURGINT...	Auth (Verified)

3. Review the result.
4. In the *Action Pane*, select *Sign* or *Refuse*.

Action Pane

Sign Refuse Reason:

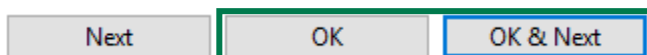
Additional Forward Action: To: (Limit 5)

Comments: (Limit 212)



If *Refuse* is selected, then a reason must be selected and the result forwarded to an appropriate clinician or pool. See *Forwarding Messages* below for more information.

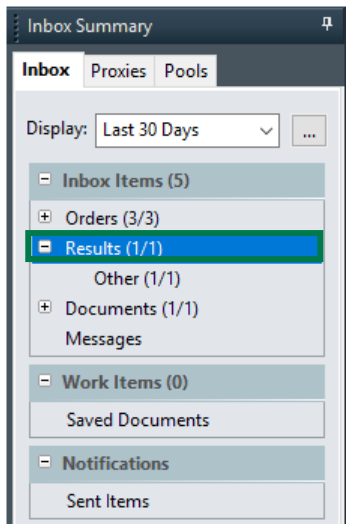
5. Click *OK* to sign or *OK & Next* to sign and move on to the next item.



Endorsing Results

All results ordered through ieMR can be endorsed in Message Centre. The requesting clinician will be notified via *Message Centre* when a result is available to be reviewed and endorsed.

1. Select *Results* from the *Inbox* tab.



2. Double click the result to be endorsed.

Abnormal	Status	Create Date	Subject	Encounter Type	From	Notification C...	Result Type	Update Date	Patient N...	Result Status
Critical: 0 Hig...	Pending	31-Aug-2020 ...		Emergency	MEDICAL, MA...	Please sign	Discrete	31-Aug-2020 ...	TTHNURSEAD...	Auth (Verified)



Results that have not yet been endorsed are highlighted yellow for the ordering clinician.

3. Review the result.
4. In the *Action Pane*, select *Endorse* or *Refuse*.

Action Pane

Endorse
 Save
 Refuse
 Reason:

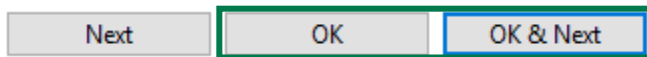
Additional Forward Action:
To: (Limit 5)
Due: **_**_*_*_*_*

Comments: (Limit 212)



If *Refuse* is selected, then a reason must be selected and the result forwarded to an appropriate clinician or pool. See *Forwarding Messages* below for more information.

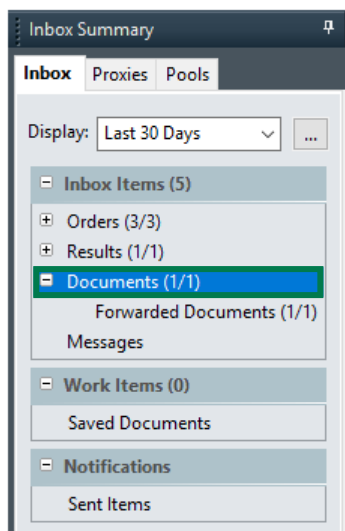
5. Click *OK* to sign or *OK & Next* to sign and move on to the next item.



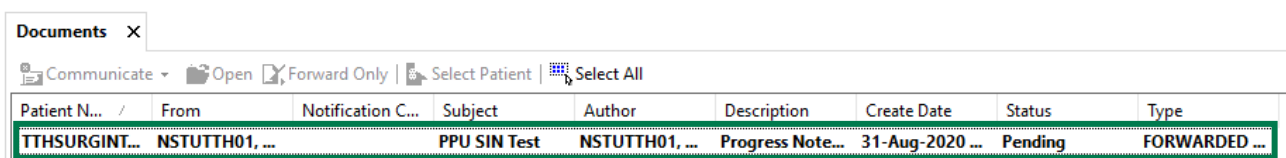
Signing Documentation

Some individuals, e.g. students, require documentation be co-signed by a suitably qualified clinician. Documents are sent to the clinician for signing and appear in the nominated clinician's *Message Centre*.

1. Select *Documents* from the *Inbox* tab.



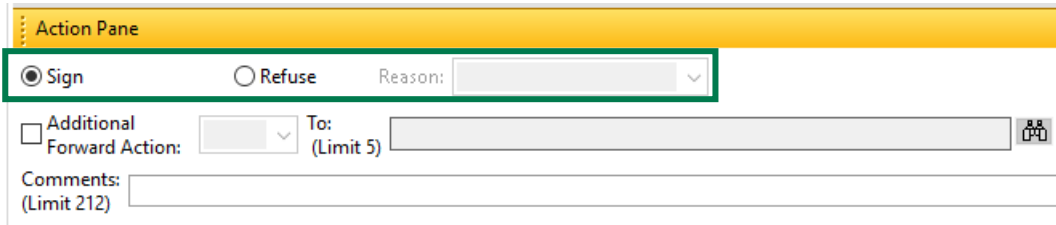
2. Double click the document that is to be signed.



Patient N...	From	Notification C...	Subject	Author	Description	Create Date	Status	Type
TTHSURGINT...	NSTUTTH01, ...		PPU SIN Test	NSTUTTH01, ...	Progress Note...	31-Aug-2020 ...	Pending	FORWARDED ...

3. Review the documentation.

4. In the *Action Pane*, select *Sign* or *Refuse*.

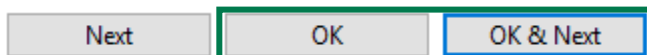


The screenshot shows the 'Action Pane' with a yellow header. Below the header, there are two radio buttons: 'Sign' (which is selected) and 'Refuse'. To the right of the 'Refuse' button is a 'Reason:' dropdown menu. Below these are fields for 'Additional Forward Action:', 'To: (Limit 5)', and 'Comments: (Limit 212)'.



If *Refuse* is selected, then a reason must be selected and the result forwarded to an appropriate clinician or pool. See *Forwarding Messages* below for more information.

5. Click *OK* to sign or *OK & Next* to sign and move on to the next item.



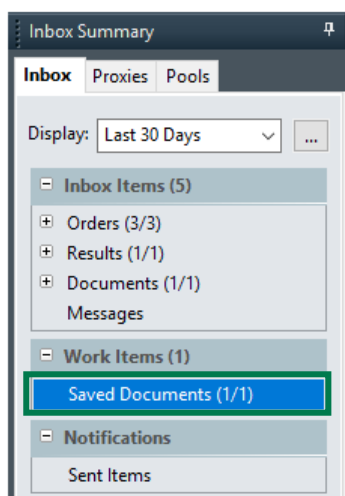
The screenshot shows three buttons: 'Next', 'OK', and 'OK & Next'. The 'OK' and 'OK & Next' buttons are highlighted with a green border.

The report will now appear with the supervising clinician’s electronics signature against the document.

Completing Saved Documents

Saved documentation can be accessed for completion from the *Saved Documents* folder in the *Message Centre*.

1. Select *Saved Documents* from the *Inbox* tab.



The screenshot shows the 'Inbox Summary' window with tabs for 'Inbox', 'Proxies', and 'Pools'. The 'Inbox' tab is active. Below the tabs, there is a 'Display:' dropdown set to 'Last 30 Days'. A list of folders is shown: 'Inbox Items (5)', 'Work Items (1)', and 'Notifications'. The 'Saved Documents (1/1)' folder is highlighted with a blue background and a green border.

2. Double click the document you wish to update.

Saved Documents X

Communicate Open Forward Only Select Patient Select All

Patient N...	Patient Inform...	Subject	Create Date	Update Date	Status	Location
TTHSURGIN...	Admit Date: 3...	PPU SMO Test	31-Aug-2020 ...	31-Aug-2020 ...	Pending	TTH AB L2 TSP...

3. Select *Modify* to make any required changes.

Forward Only Print Select Patient Mark Unread

TTHSURGINTRA11, TONY

Modify



When modifying a document, it can be saved or signed in the same manner as a new document.

4. If no changes are required, ensure *Sign* is selected in the *Action Pane*.

Action Pane

Sign Reason: [Dropdown]

Additional Forward Action: [Dropdown] To: [Text Field] (Limit 5)

Comments: [Text Field] (Limit 255)



Documents can be sent to other clinicians for sign or review when being signed through message centre. Refer to *Forwarding Messages* below.

5. Click *OK* to sign or *OK & Next* to sign and move on to the next item.

Next OK OK & Next

The document will now appear as a *Final Report* in the patient's record.

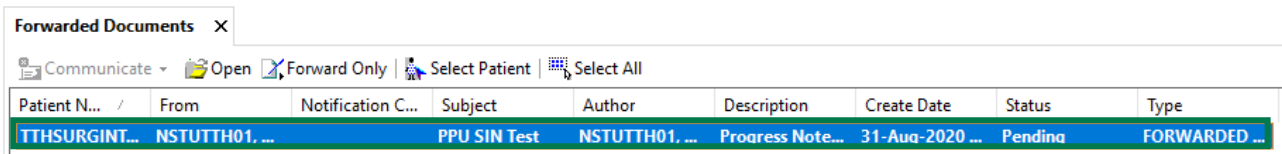


In the event documentation was completed in a student role but has not yet been signed and appears in your *Message Centre* as a qualified credential user, a comment should be included to indicate the change of role.

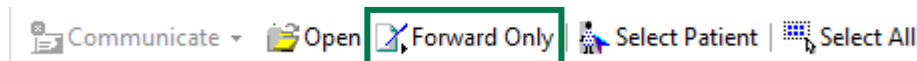
Forwarding Messages

Orders, results and documentation can be forwarded from *Message Centre* to another clinician for clinical review or sign. This is mandatory when refusing a result or document that has been forwarded to you to sign and is performed when *Refuse* is selected. Forwarded items will appear in the nominated clinician's *Message Centre*.

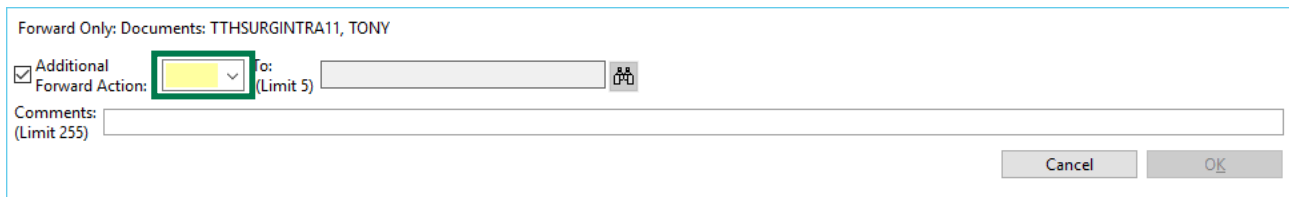
1. Select the *Order*, *Result* or *Document* to be forwarded.



2. Click *Forward Only*.



3. Select *Sign* or *Review* from the drop-down menu for *Additional Forward Action*.



4. Search for an appropriate clinician to forward to.
5. Enter a *Comment* as required.
6. Click *OK*.

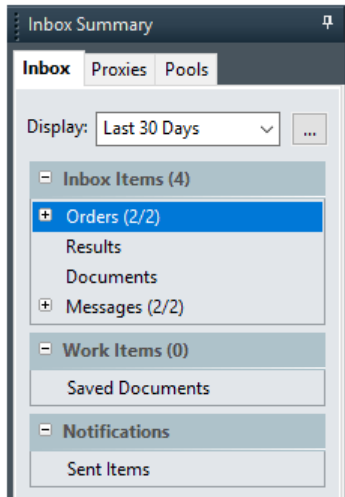


The document will now appear in the selected clinician's *Message Centre* inbox for them to sign or review as shown above.

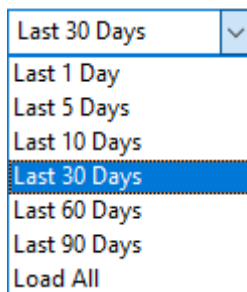
Setting Timeframes

In order to minimise load times, the default timeframe in the *Message Centre* is set as 30 days. This can be adjusted for the duration of the session.

1. Select the *Inbox* tab in *Message Centre*.



2. From the *Display* drop-down menu, select the desired time frame.



The *Load All* option is only available for *Document* and *Saved Documents*. Select one of these before selecting *Load All*.