

# PowerChart Tip Sheet

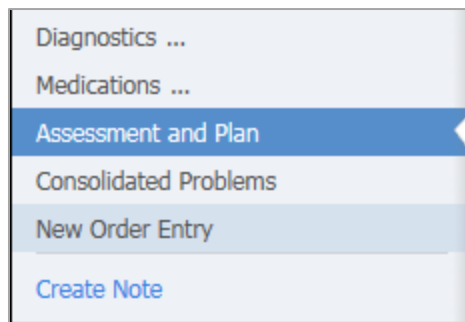
## Recommendations and Known Issues- Creating Notes in PowerChart

October 2015

There are several known workflow issues in PowerChart currently. We are working with Cerner to resolve them.

Here are some things you can do now to prevent these problems from happening and use your workflow most efficiently.

1. **Move Consolidated Problems under Assessment and Plan in the workflow** or to the complete bottom of the workflow. To move: click, hold and drag the Consolidated Problems component name below Assessment and Plan.



2. **Give the Workflow enough time to completely load before clicking create note** (about 3-4 seconds). This will avoid the spinning wheel seen in the Assessment and Plan section of the note and prevent the failure of Assessment and plan to load and subsequent inability to sign the note.
3. It is still **best practice to review all of the components and document in the Workflow**; this will ensure proper loading of all of the components and successful creation of note.
4. **Check that you are on the correct workflow tab before beginning review and documentation**. Beginning documentation on one workflow and then in another will create note errors.



5. **Looking for Med Student notes?** You can now find them in the Documents component of Documentation Workflow.

**We anticipate Cerner will be releasing fixes to these within the next month** and we will continue to communicate any updates as they progress. We expect some workflow enhancements as well, including a split view and ability to create a note directly on the workflow without choosing note type and template.

More specific information about the recommendations is on the following pages.

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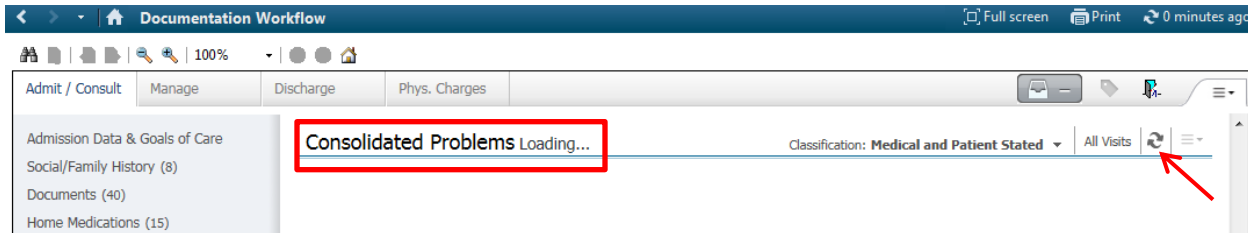
October 2015

## Issue: Consolidated Problems Component not loading in the Workflow

Cause: This occurs when the Assessment and Plan section attempts to load before the Consolidated Problems. Consider moving the Assessment and Plan component above Consolidated Problems.

## Solution: Refresh Component

When creating a Note using the Admit or Manage workflows, and the Consolidated Problem section fails to Load, refresh the component.



## Issue: Assessment & Plan Component not loading in the Workflow; getting a red X and error message

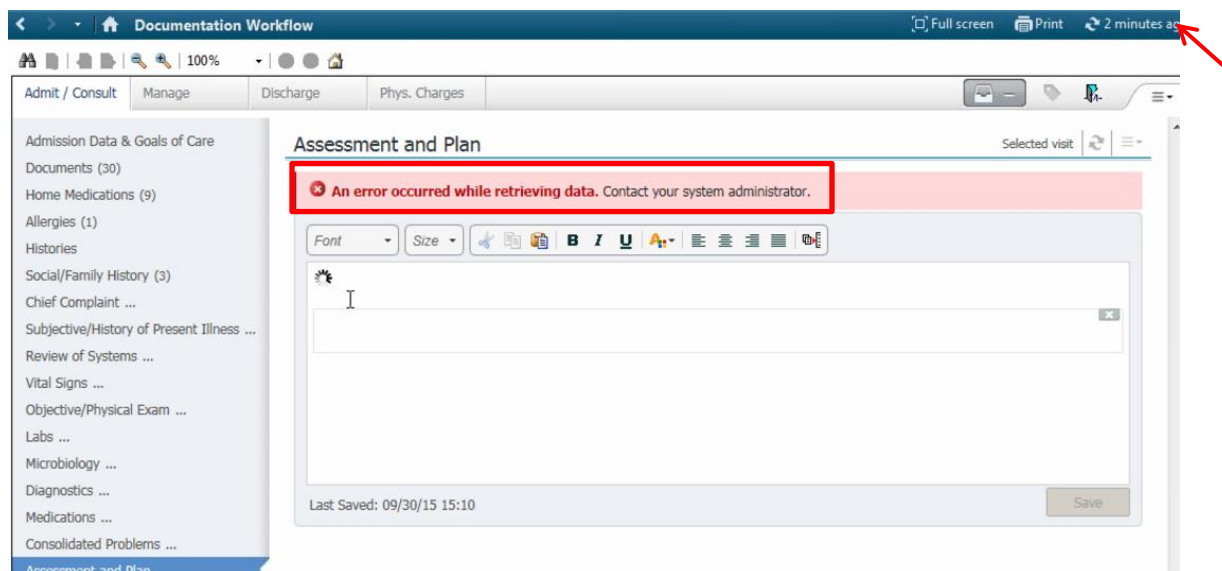
Cause: This occurs when PowerChart is experiencing loading issues.

## Solution: Refresh PowerChart

When creating a Note using the Admit or Manage Workflows, and the Assessment and Plan is not reflecting the Consolidated Problems that you have added, ensure the Consolidated Problems loaded.

If Consolidated Problems has not loaded, see above to refresh section component.

Then refresh the main PowerChart Refresh button, which will allow the Assessment and Plan section to load and you will be able to continue documenting.



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Recommendations and Known Issues- Creating Notes in PowerChart

October 2015

## **Issue:** Assessment & Plan Component not loading in the Note Template and has a spinning wheel

**Cause:** If you bypassed the Workflow to directly create your note, your Note Template may display a spinning wheel in the Assessment and Plan section and fail to load the Consolidated Problems you have entered on this patient.

The screenshot shows the 'Assessment/Plan' section of a PowerChart note template. On the left side, under the 'Assessment/Plan' heading, there is a spinning wheel icon. A red arrow points to this icon. The right side of the template contains various medical history sections: 'Chief Complaint', 'History of Present Illness', 'Review of Systems', 'Physical Exam', 'Vitals & Measurements', 'Procedure/Surgical History', 'Home Medications', and 'Allergies'. The 'Home Medications' section lists several active medications with their dosages and frequencies. The 'Allergies' section is currently empty.

**Residents and advance practice providers: Signing a note in this condition prevents the attending physician from signing the note (see below for the process to correct)**

## **Solution:** Return to the Workflow to refresh the main page, and then refresh A&P Note Template

Return to your workflow to refresh the Consolidated Problems Section Component and the main PowerChart Refresh Button. This will allow that section to update and load appropriately.

The screenshot shows the 'Documentation Workflow' window. The 'Assessment and Plan' section is highlighted. A red arrow points to the 'Refresh' button (a circular arrow icon) in the top right corner of the 'Assessment and Plan' section. The main text area of the 'Assessment and Plan' section displays an error message: 'An error occurred while retrieving data. Contact your system administrator.' Below the error message, there is a text input field with a spinning wheel icon. The 'Last Saved' timestamp is '09/30/15 15:10'.

Finally, return to your note and refresh the Assessment and Plan section. The Assessment and Plan will now populate in the note.

The screenshot shows the 'Assessment/Plan' section of a PowerChart note template. A red arrow points to the 'Refresh' button (a circular arrow icon) in the top right corner of the 'Assessment/Plan' section.

### **Assessment/Plan**

**Kidney stone**

**Pre-existing essential hypertension complic**

**Dizziness**

**Leukocytosis**

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October 2015

## Issue: Attending cannot sign note and the note has a spinning wheel in the Assessment and Plan Section

Cause: If the resident or advance practice provider bypassed the Workflow and went directly to Create Note, your Note Template may display a spinning wheel in the Assessment and Plan section and fail to load the Consolidated Problems you have entered on this patient. You may also see this error when trying to sign the note.

Action	Performed By	Performed Date	Action Status	Comment	Proxy Personnel	Requested By	Requested Date	Request Comment
Perform	Lin MD, Michael L. (resident)	09/28/2015 14:37	Completed			Lin MD, Michael L. (resident)	09/28/2015 14:37	
Sign	Lin MD, Michael L. (resident)	09/28/2015 14:36	Completed			Lin MD, Michael L. (resident)	09/28/2015 14:37	
Sign	Halbert DO, Caitlin A.		Requested			Lin MD, Michael L. (resident)	09/28/2015 14:36	

## Solution: Contact the Resident and have them recreate note and resend.

A note cannot be cosigned if it has a spinning wheel in the A&P section. Please reach out to the person who created the note and ask them to resend you a corrected document. The user can copy and paste their old note into a blank note template, or they can recreate the note using the same template and copy the information section by section. Ensure that the old note is then filed **In Error**.

Result type: H&P

Result date: 09/21/2015 12:00:00

Status: In Error Comment - Required

Document: Result Uncharting - edis, tim1 - EDIS111111

Performed: 09/21/2015 12:00:00

Verified by: [blank]

Encounter: [blank]

Comments: PowerChart A&P Error

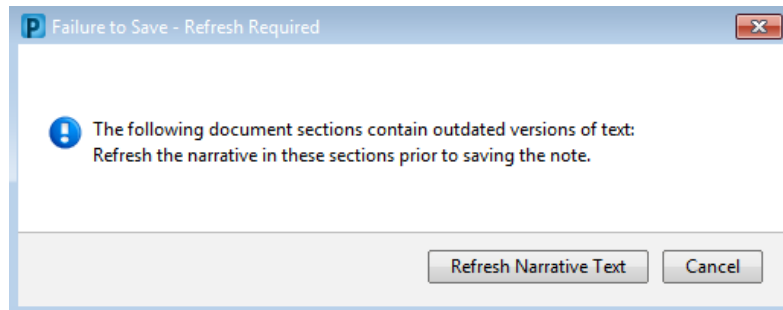
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## Issue: Failure to Save - Refresh Required message

If you have completed your note, and are attempting to save or sign your note and receive "The following document sections contain outdated versions of text: Refresh the narrative in these sections prior to saving the note." The Refresh Narrative Text option does not fix the issue.

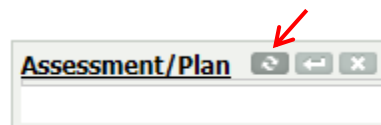


**Cause:** This occurs when the Chart is updated with new information. Usually a second provider is in this patient's chart adding Consolidated Problems. If this happens while you are in the middle of creating your note, you will see this pop up.

## Solution: Refresh Note Template Sections

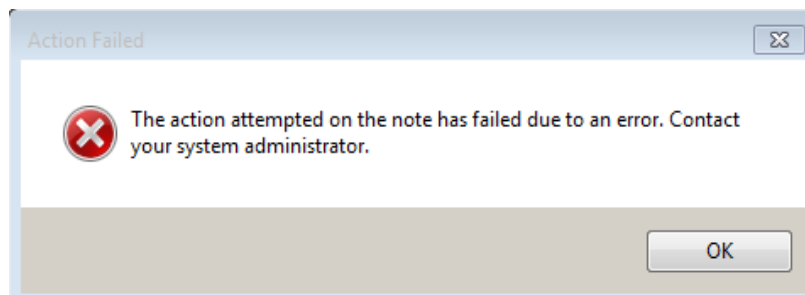
Begin by refreshing the Assessment and Plan Component in the Note Template to continue Signing/Saving your note.

If the error persists, it is recommended that you refresh all sections of your Note Template to ensure new data populates.



## Issue: Failure to Sign/Submit Note: Action Failed

If you completed your note, and are getting an error "Action Failed, the action attempted on the note has failed due to an error" your note may be locked.



**Cause:** Note is being locked. This can occur if the user leaves his note open in PowerChart and locks his computer or logs out.

## Solution: Contact PowerUp

User must close the note before logging off. Please call the PowerUp line 302-733-1777 for assistance. If you are unable to call, you can copy and paste your note into a new blank note template.

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## Issue: Can't find Medical Student Note

Cause: Medical Student Notes were filed under Documents> Medical Student Notes.

Solution: Medical Student Notes are now displayed in Documents section of Documentation Workflow

Documents (1)					
Selected visit: Last 50 Notes Last 48 hours Last 24 hours Last 1 years					
<input type="checkbox"/> My notes only <input type="checkbox"/> Group by encounter   Display: Facility defined view					
Time of Service	Subject	Note Type	Author	Last Updated	Last Updated By
10/16/15 13:13	Admit H&P	Medical Student Notes	Walton, Lisa L.	10/16/15 13:24	Walton, Lisa L.

On the Manage Workflow, you will see Medical Student Notes for H&P and Progress Note for this encounter (may need to use filters).

On the Admit/Consult Workflow, you will see Medical Student Notes for H&P across encounter (may need to use filters)

**Reminder: Residents and Physicians should not modify a Medical Student's H&P or Progress Note. They should review and sign the Medical Student note that was forwarded and create their own H&P or Progress Note.**