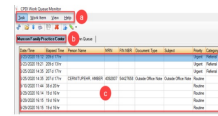


Cerner Work Queue Monitor



Cerner Work Queue Monitor User Guide

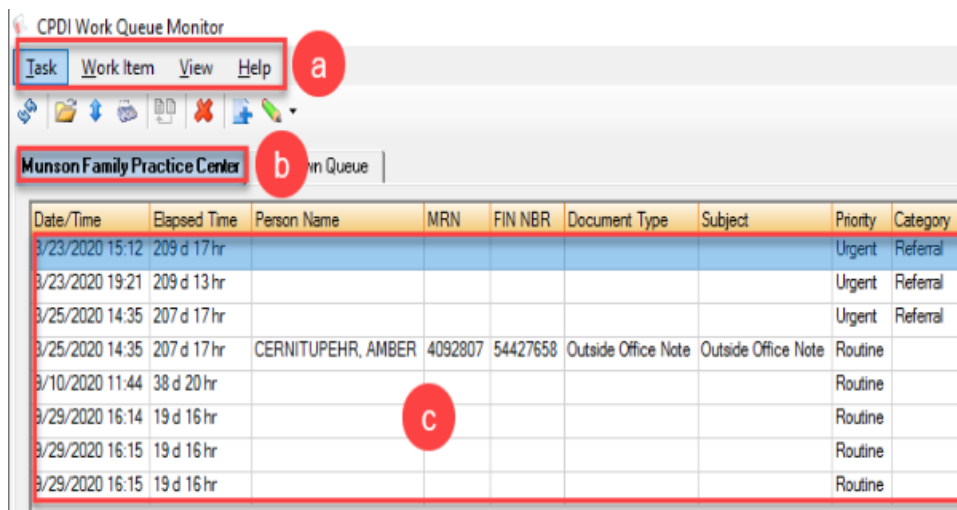
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Cerner Work Queue Monitor



Product Information

Overview

The Work Queue Monitor (WQM) is an external document management solution designed for clinical and clerical staff. It allows users to route documents to specific queues, associate them with patients, and transmit the documents to the correct location within PowerChart.

Contact Support

For support, you can reach out to Ambulatory Informatics at [231-392-0229](tel:231-392-0229) or the Help Desk at [231-935-6053](tel:231-935-6053).

Specifications

- Product Name: Work Queue Monitor (WQM)
- Functionality: Document routing, patient association, document transmission
- Support: Ambulatory Informatics, Help Desk

Product Usage Instructions

Opening and Previewing Items

1. Open WQM application.
2. Select a practice tab.
3. Double-click on the item to open it.
4. Single-click on the item to preview in the Preview Pane.

Thumbnail Display Settings

1. Select the position of Thumbnail Display – left or right of the Preview Pane.
2. Click OK to save the settings.
3. Use the arrows to expand and collapse the Thumbnail Display as needed.

Document Review Process – Rerouting

1. Double-click on the item to open.
2. Click on the Location search icon.
3. Select the correct Location from the list.
4. Click OK to update the Location.
5. Click OK again to send.

FAQ

- **Q: How do I access Work Queue Monitor?**

- A: To access Work Queue Monitor, double-click on the icon within the Citrix StoreFront.

- **Q: How can I route a document to a specific queue?**

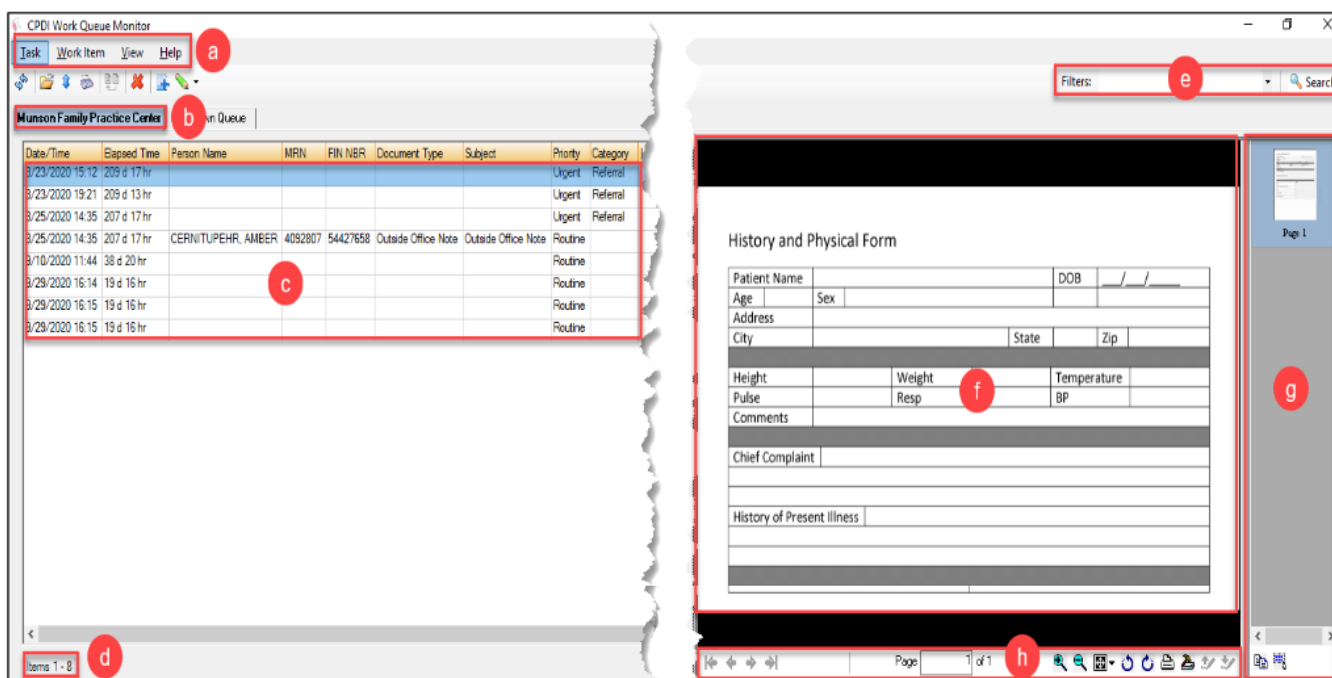
- A: To route a document to a specific queue, open WQM, select a practice tab, and double-click on the item to open it. Then follow the on-screen instructions.

Summary: Work Queue Monitor (WQM) is an external document management solution that allows staff to route documents to specific queues, associate the documents with patients, and transmit the documents to the correct location within PowerChart.

Support: Ambulatory Informatics at [231-392-0229](tel:231-392-0229) and Help Desk at [231-935-6053](tel:231-935-6053).

Overview




To access Work Queue Monitor, double-click on the icon within the Citrix StoreFront






Function	
a. Application Toolbar	e. Filtering and Searching
b. Practice Queue Tab	f. Preview Pane
c. Work Queue Items	g. View Window Pane
d. Number of Work Queue Items	h. Document Tools




Icon Legend




Main Page


Icon	Function
	Refresh
	Open
	Route

Icon	Function
	Fax
	Combine
	Delete




With a Document Selected or Open




Icon	Function
	Select Patient
	Append/Insert
	Paste





Icon	Function
	Next
	Delete
	Fax



Icon	Function
	Settings

Work Item Properties




Icon	Function
	Zoom In/Out
	View
	Rotate Left/Right




Icon	Function
	Previous/Next Signature
	Settings
	Document Properties


Icon	Function
	Full Screen View
	Cut Current Page
	Copy Current Page
	Delete Current Page

Icon	Function
	Show/Hide Annotations
	Help

View Window Pane

Icon	Function
	Cut Pages
	Copy Pages
	Select All

Icon	Function
	Delete Pages
	Move Pages Up/Down
	Rotate Pages Left/Right

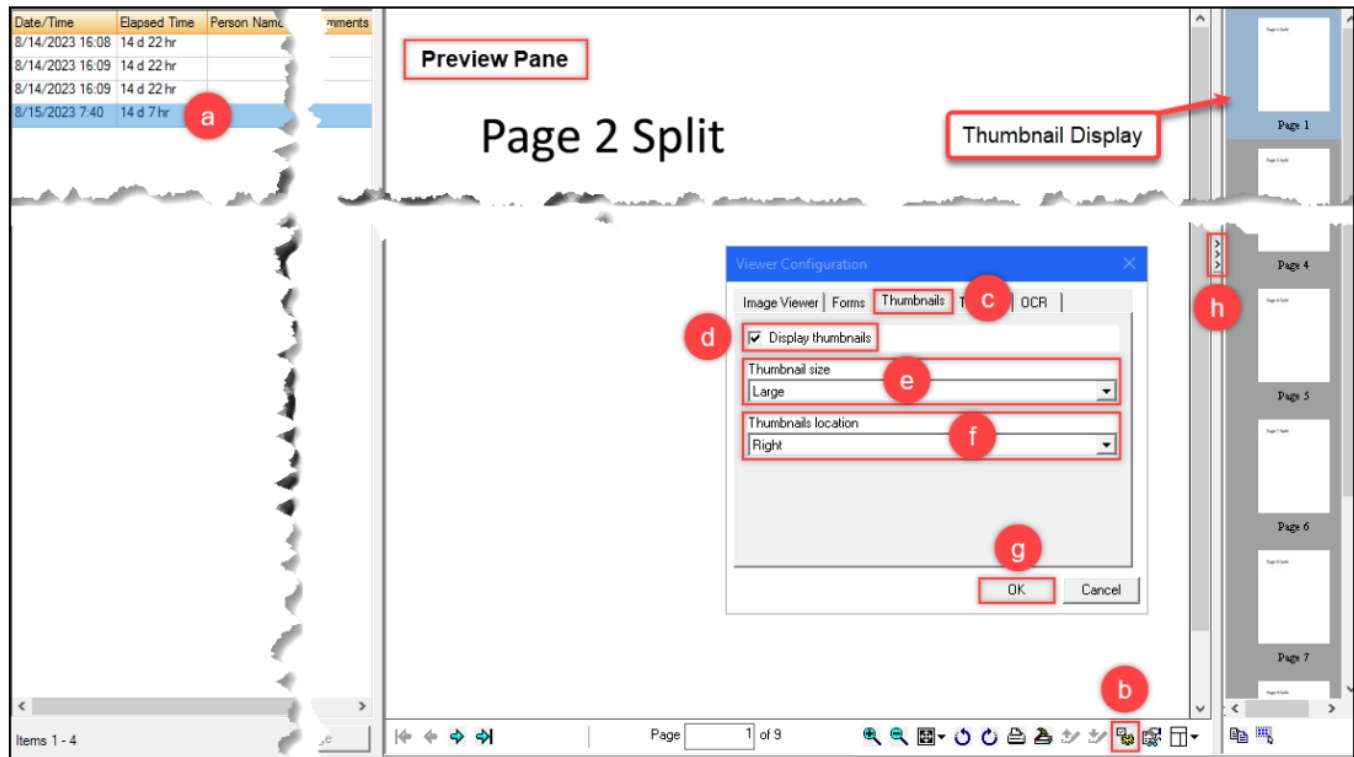
Icon	Function
	Split

Opening and Previewing Items

- a. Open WQM.
- b. Select a practice tab.
- c. Double-click on the item to open.
 1. Single-click on the item to preview in the Preview Pane.

Munson Family Practice Center b In Queue										
Date/Time	Elapsed Time	Person Name	MRN	FIN NBR	Document Type	Subject	Priority	Category	Status	
3/23/2020 15:12	209 d 17 hr						Urgent	Referral	Faxed	
3/23/2020 19:21	209 d 13 hr						Urgent	Referral	Available	
3/25/2020 14:35	207 d 17 hr						Urgent	Referral	Available	
3/25/2020 14:35	207 d 17 hr	CERNITUPEHR, AMBER	4092807	54427658	Outside Office Note	Outside Office Note	Routine		Available	
9/10/2020 11:44	38 d 20 hr						Routine		Available	
9/29/2020 16:14	19 d 16 hr						Routine		New	
9/29/2020 16:15	19 d 16 hr						Routine		New	

Thumbnail Display Settings



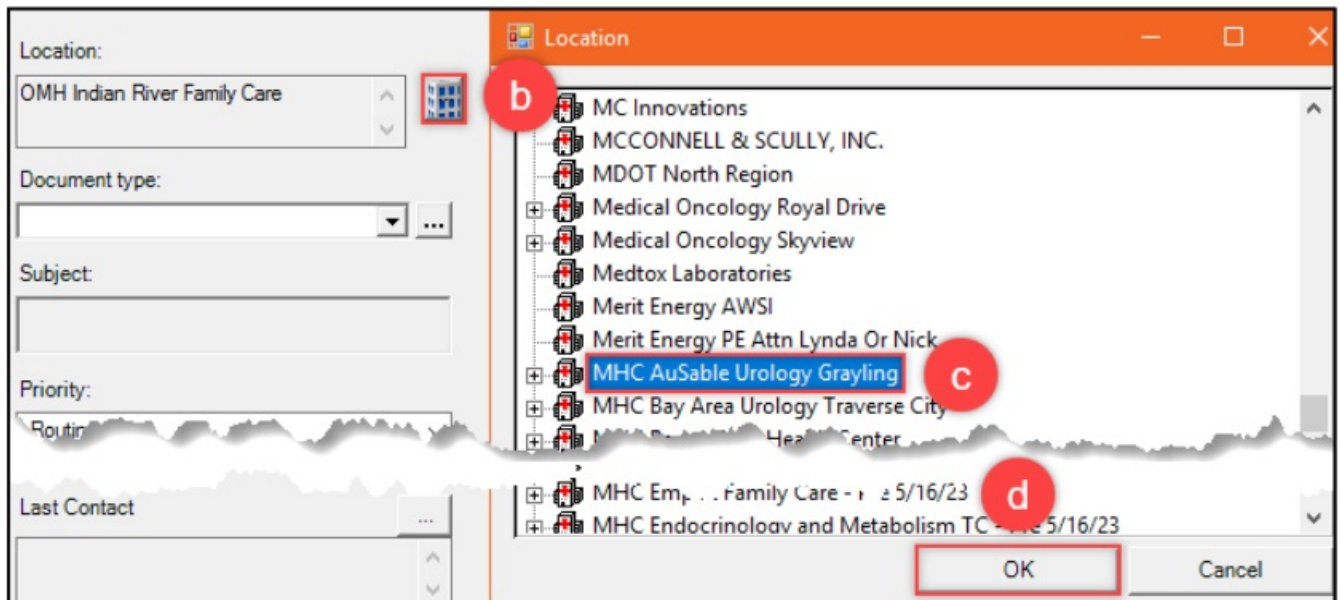
- a. Single-click on the item to open it within the Preview Pane.
- b. On the bottom of the Preview Pane, click the Settings icon.
- c. In Viewer Configuration, click the Thumbnails tab.
- d. Check the Display thumbnails box.
- e. Use the Thumbnail size drop-down menu to select Medium, Large, or Extra Large thumbnails.
- f. Use the Thumbnails location drop-down menu to select the location of the thumbnail display – Top, Bottom, Left, or Right of the Preview Pane.
- g. Click OK.
- h. The three arrows can be used to expand and collapse the Thumbnail Display as needed

Document Review Process

Rerouting

If a fax has been routed to the wrong clinic's work queue, it can be rerouted to the correct clinic's work queue only if that clinic utilizes WQM (see below for list of clinics and routing names).

- a. Double-click on the item to open.
- b. Click on the Location search icon.
- c. Select the correct Location from the list.
- d. Click OK to update the Location.
- e. Select OK again to send.



Location Rerouting Names

Clinic Name	Location Name for Rerouting
Cardiothoracic Surgeons of Grand Traverse	Cardiothoracic Surgeons of Grand Traverse
Crawford School Provider Services	MHC Grayling Community Health Center Primary Care
Kalkaska Medical Associates Non RHC	Kalkaska Medical Associates Non RHC
Kalkaska Medical Associates RHC	Kalkaska Medical Associates RHC
Kalkaska Medical Associates Mancelona Non RHC	Kalkaska Medical Associates Mancelona Non RHC
Kalkaska Medical Associates Mancelona RHC	Kalkaska Medical Associates Mancelona Non RHC
KMHC Teen Health Corner Forest Area	KMHC Teen Health Corner Forest Area
KMHC Teen Health Corner Kalkaska	KMHC Teen Health Corner Kalkaska
KMHC Teen Health Corner Kalkaska Middle School	KMHC Teen Health Corner Kalkaska
MHC AuSable Urology Grayling	MHC AuSable Urology Grayling
MHC Bay Area Urology Traverse City	MHC Bay Area Urology Traverse City
MHC Cadillac General Surgery	MHC Cadillac General Surgery
MHC Cadillac OBGYN	MHC Cadillac OBGYN
MHC Cadillac Orthopedics	MHC Cadillac Orthopaedics
MHC Cadillac Primary Care	MHC Cadillac Primary Care
MHC Cadillac Urology Cadillac	MHC Cadillac Urology Cadillac
MHC Cadillac Urology Frankfort	MHC Cadillac Urology Cadillac
MHC Cedarwoods Internal and Geriatric Medicine	MHC Cedarwoods Internal and Geriatric Medicine
MHC Elmwood Primary Care	MHC Elmwood Primary Care
MHC Empire Family Care	MHC Empire Family Care
MHC Endocrinology and Metabolism Traverse City	MHC Endocrinology and Metabolism Traverse City
MHC Frankfort Medical Group	MHC Frankfort Medical Group
MHC Grayling Community Health Center Behavioral Health	MHC Grayling Community Health Center Primary Care

MHC Grayling Community Health Center Elder Care	MHC Grayling Community Health Center Elder Care
MHC Grayling Community Health Center OB/GYN	MHC Grayling Community Health Center Primary Care
MHC Grayling Community Health Center Pediatrics	MHC Grayling Community Health Center Primary Care
MHC Grayling Community Health Center Primary Care	MHC Grayling Community Health Center Primary Care
MHC Grayling Community Health Center Walk In Clinic	MHC Grayling Community Health Center Primary Care
MHC Grayling Surgical Services General Surgery	MHC Grayling Surgical Services General Surgery
MHC Grayling Surgical Services Orthopedic Surgery	MHC Grayling Surgical Services General Surgery
MHC Infectious Disease Consultants Traverse City	MHC Infectious Disease Consultants Traverse City
MHC Kidney and Hypertension Specialists Traverse City	MHC Kidney and Hypertension Specialists Traverse City
MHC Little Traverse Primary Care	MHC Little Traverse Primary Care
MHC Maternal Fetal Medicine Traverse City	MHC Maternal Fetal Medicine Traverse City
MHC McBain Primary Care	MHC McBain Primary Care
MHC Milltown Primary Care Clinic Grayling	MHC Milltown Primary Care Clinic Grayling
MHC Mio OBGYN	MHC Mio Primary Care
MHC Mio Primary Care	MHC Mio Primary Care
MHC Munson Family Practice Center Traverse City	MHC Munson Family Practice Center Traverse City
MHC Neurology Traverse City	MHC Neurology Traverse City
MHC Neurosurgery Traverse City	MHC Neurosurgery Traverse City
MHC OMH Family Practice Gaylord	MHC OMH Family Practice Gaylord
MHC OMH General Surgery Gaylord	MHC OMH General Surgery Gaylord
MHC OMH Indian River Family Care	MHC OMH Indian River Family Care
MHC OMH Indian River OBGYN	MHC OMH Indian River Family Care
MHC OMH Indian River Pediatrics	MHC OMH Indian River Family Care
MHC OMH Indian River Walk In Clinic	MHC OMH Indian River Family Care
MHC OMH Internal Medicine Gaylord	MHC OMH Internal Medicine Gaylord
MHC OMH Lewiston Behavioral Health	MHC Grayling Community Health Center Primary Care
MHC OMH Lewiston Primary Care	MHC OMH Lewiston Primary Care
MHC OMH OBGYN Gaylord	MHC OMH OBGYN Gaylord
MHC OMH Orthopedic Surgery Gaylord	MHC OMH Orthopedic Surgery Gaylord
MHC OMH Pediatrics Gaylord	MHC OMH Pediatrics Gaylord
MHC OMH Urology Gaylord	MHC OMH Urology Gaylord
MHC OMH Walk In Clinic Gaylord	MHC OMH Walk In Clinic Gaylord
MHC Orthopedic Institute	MHC Orthopedic Institute
MHC Orthopedic Institute Harbor Springs	MHC Orthopedic Institute
MHC Palliative Care Traverse City	MHC Palliative Care Traverse City
MHC Pediatric Craniofacial Clinic Traverse City	MHC Pediatric Developmental Assessment Clinic Traverse City

MHC Pediatric Developmental Assessment Clinic Traverse City	MHC Pediatric Developmental Assessment Clinic Traverse City
MHC Pediatric Immunization Clinic Traverse City	MHC Pediatric Developmental Assessment Clinic Traverse City
MHC Pediatric Synagis Clinic Traverse City	MHC Pediatric Developmental Assessment Clinic Traverse City
MHC PreOperative Assessment Clinic Traverse City	MHC PreOperative Assessment Clinic Traverse City
MHC Prudenville Community Health Center OBGYN	MHC Prudenville Community Health Center OBGYN
MHC Prudenville Community Health Center Orthopedic	MHC Prudenville Community Health Center Orthopaedics
MHC Prudenville Community Health Center Primary Care	MHC Prudenville Community Health Center Primary Care
MHC Prudenville Community Health Center Walk In Clinic	MHC Prudenville Community Health Center Primary Care
MHC Pulmonary and Critical Care Traverse City	MHC Pulmonary and Critical Care Traverse City
MHC Rheumatology Traverse City	MHC Rheumatology Traverse City
MHC Roscommon Community Health Center	MHC Roscommon Community Health Center
MHC Sleep Disorders Clinic Cadillac	MHC Sleep Disorders Clinic Cadillac
MHC Sleep Disorders Clinic Traverse City	MHC Sleep Disorders Clinic Traverse City
MHC Spine and Nerve Pain Traverse City	MHC Spine and Nerve Pain Traverse City
MHC Structural Heart Clinic	MHC Traverse Heart and Vascular Structural Heart Clinic
MHC Thomas Judd Care Center PrEVENT Clinic	MHC Thomas Judd Care Center Traverse City
MHC Thomas Judd Care Center Traverse City	MHC Thomas Judd Care Center Traverse City
MHC Traverse General Surgery and Trauma Care	MHC Traverse General Surgery and Trauma Care
MHC Traverse Heart and Vascular Cadillac	MHC Traverse Heart and Vascular Traverse City
MHC Traverse Heart and Vascular Charlevoix	MHC Traverse Heart and Vascular Traverse City
MHC Traverse Heart and Vascular Frankfort	MHC Traverse Heart and Vascular Traverse City
MHC Traverse Heart and Vascular Gaylord	MHC Traverse Heart and Vascular Traverse City
MHC Traverse Heart and Vascular Grayling	MHC Traverse Heart and Vascular Traverse City
MHC Traverse Heart and Vascular Heart Failure Clinic	MHC Traverse Heart and Vascular Heart Failure Clinic
MHC Traverse Heart and Vascular Indian River	MHC Traverse Heart and Vascular Traverse City
MHC Traverse Heart and Vascular Kalkaska	MHC Traverse Heart and Vascular Traverse City
MHC Traverse Heart and Vascular Manistee	MHC Traverse Heart and Vascular Traverse City
MHC Traverse Heart and Vascular Prudenville	MHC Traverse Heart and Vascular Traverse City
MHC Traverse Heart and Vascular Traverse City	MHC Traverse Heart and Vascular Traverse City
**THV- Referrals	<p>Select the plus sign next to MHC Traverse Heart and Vascular Traverse City to expand, then select the option below.</p> 
MHC Virtual Urgent Care	MHC Virtual Urgent Care

Faxing

- a. Highlight the item from the queue.
- b. Select the fax icon.
- c. Select !FaxWQM.
 1. Enter the fax number. (Note: Use the full 10-digit number including area code.)
 2. Select OK.
- d. Check the Include cover page box.

(This will default after the first time selected).

- e. Select a comment from the Comments drop-down menu.
 1. Click Add.
 2. Enter any additional information as needed.
- f. Select Fax.

The screenshot shows the 'Indian River Medical Group' Fax window. On the left is a table with columns 'Date/Time', 'Elapsed Time', and 'Person'. The main area contains 'Facility/sender address' (OMH Indian River Family Care, MHC OMH Indian River Family Care, 3860 S Straits Hwy, Indian River, MI 497495136, US), 'Fax information' (To: IFaxWQM, Fax number: , Re:), and 'Comments' (). A 'Remote Report Distribution Selection' dialog is open, showing 'PHONE #' (2315551212), 'Transmit Date / Time' (Non-Scheduled, Date: 08/29/2023, Time: 1421), and 'OK'/'Cancel' buttons. At the bottom, there is a checkbox 'Include cover page' and 'Fax'/'Cancel' buttons. Red circles with letters a-f mark specific elements: 'a' on the table, 'b' on the top toolbar, 'c' on the 'To:' field, 'd' on the 'Include cover page' checkbox, 'e' on the 'Comments' field, 'f' on the 'Fax' button, and 'i' on the 'PHONE #' field in the dialog.

Date/Time	Elapsed Time	Person
8/14/2023 16:08	14 d 22 hr	
8/14/2023 16:09	14 d 22 hr	
8/14/2023 16:09	14 d 22 hr	
8/15/2023 7:40	14 d 6 hr	
8/15/2023 7:40	14 d 6 hr	
8/15/2023 7:40	14 d 6 hr	

Facility/sender address:
OMH Indian River Family Care
MHC OMH Indian River Family Care
3860 S Straits Hwy
Indian River, MI 497495136
US

Fax information
To: IFaxWQM
Fax number:
Re:

Comments:

☒ Include cover page

Remote Report Distribution Selection
PHONE # 2315551212
Transmit Date / Time
Non-Scheduled Date: 08/29/2023 Time: 1421
Scheduled
OK Cancel

Fax Cancel

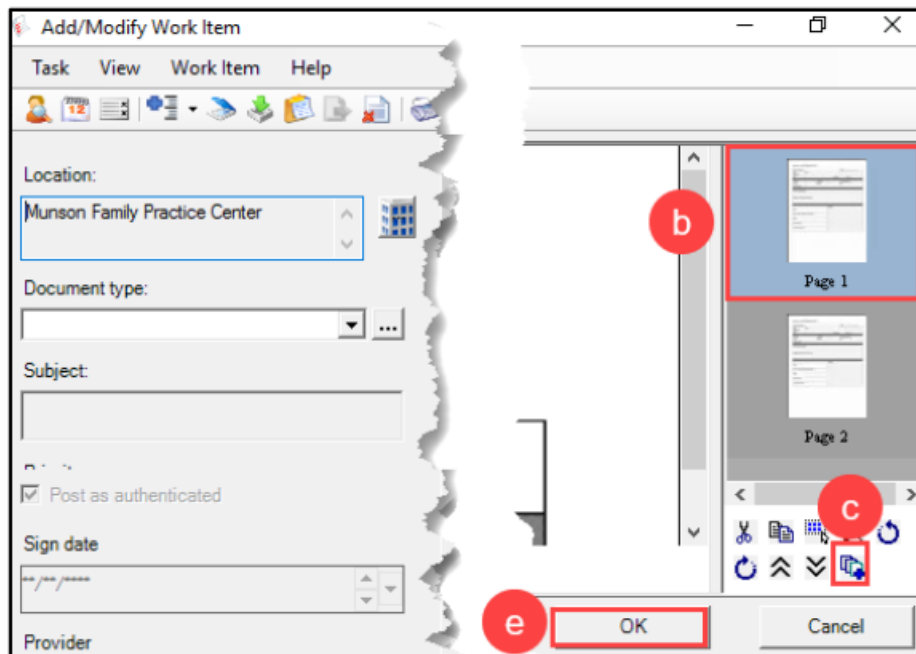
This close-up shows the 'Comments' field with the text 'Missing Ordering Physician Signature'. Below it is a message: 'The attached document is not valid due to missing ordering physician signature. Please send updated document with the requested missing information.' At the bottom are 'Add', 'Fax', and 'Cancel' buttons. Red circles with letters e-f mark specific elements: 'e' on the 'Comments' field, 'f' on the 'Fax' button, and 'i' on the 'Add' button.

Comments:
Missing Ordering Physician Signature
The attached document is not valid due to missing ordering physician signature. Please send updated document with the requested missing information.
Add Fax Cancel

Splitting

Splitting documents may be needed if multiple patient items are sent within the same fax.

- a. Double-click on the item to open.
- b. Select the page(s) to be split within the thumbnail display (see settings above to add the thumbnail display).
 1. Selected item(s) will be highlighted in blue.
 2. Hold down the Ctrl key on the keyboard to select multiple pages.
- c. Click the Split icon.



1. The previously selected page(s) will split into a new work item. Review the page(s) as necessary.
- d. Select Next to choose additional sets of pages until all pages have been reviewed and split.
 - e. Select OK.

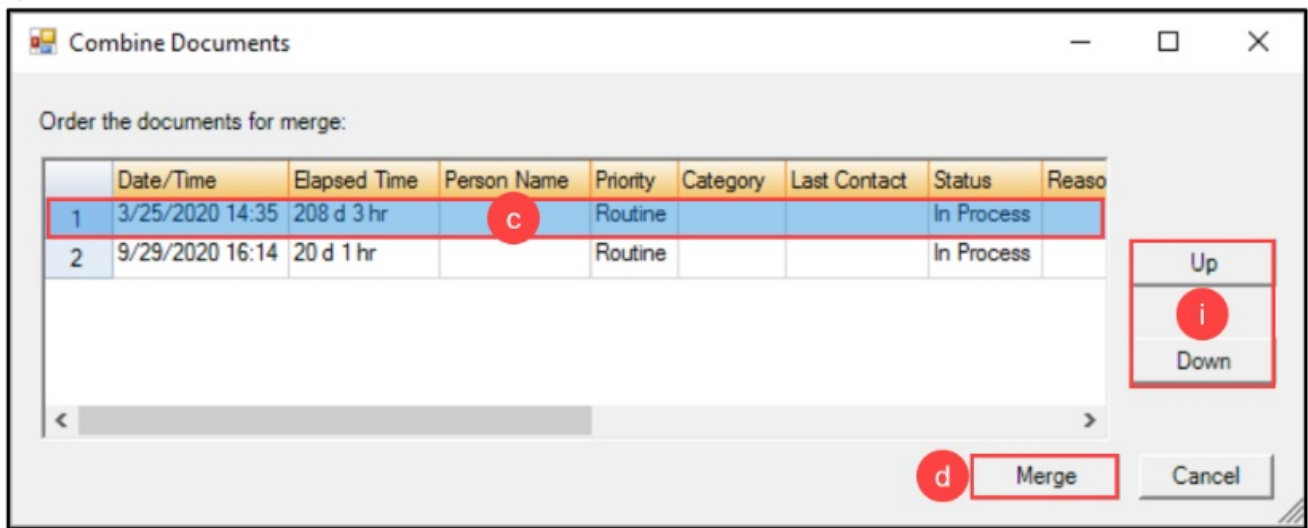
Note: Each split document will become its own work item in the queue to be completed.

Combining

- a. Select items to combine by holding down the Ctrl key on the keyboard and clicking each item to highlight.
- b. Click the Combine icon

Date/Time	Elapsed Time	Person Name	MRN
3/23/2020 15:12	210 d 2 hr		
3/25/2020 14:35	208 d 2 hr		
3/25/2020 14:35	208 d 2 hr	CERNITUPEHR, AMBER	4092807
3/25/2020 14:35	208 d 2 hr		
9/10/2020 11:44	39 d 5 hr		
9/29/2020 16:14	20 d 1 hr		
9/29/2020 16:15	20 d 1 hr		

- C To re-sequence, highlight an item by clicking on it.
 1. Move the item Up or Down.
- d. Click Merge



Work Item Completion Process

Assigning a Patient

- a. Click the Select Patient icon.
- b. Enter patient identifier(s).
- c. Click Search.
- d. Select the correct patient.
- e. Select the correct encounter. If none, create an InBetween Visit within Revenue Cycle.
- f. Click OK.

Patient Search

Name:

MRN:

FIN NBR:

Name	SSN	MRN
CERNTTEST, JAKE	504-12-3012	CPS7876; BAU27983; AM4013650
CERNTTEST, JAKE	504-12-3012	MM0004983
cerntest, Informatics		MM4524444
CERNTTEST, GORDON R	485-58-8332	MM4092689

MM	Encounter Type	Encounter Description
MM2023800003	E/R (Emergency Rm)	ER (EMERGENCY ROOM)
AM0054416020	Clinic	
CM1921702169	PRT (Pre-registration)	CT (O/P CT SCAN)
CM1921500287	OPL (Outpatient Lab)	LAB (O/P-LAB)
AM0054249971	Phone Message Non-Billable	

Location:

Document type:

Subject:

Priority:

Category:

Adding a Document type and a Category

- a. Select a Document type from the drop-down menu.
 1. See the Scanning-Document Mapping grid on the Clinical EHR Education website for a list of document names, types, and descriptions.
- b. Select a Category (if necessary) from the drop-down menu.

Priority, Category, and Status

- Priority: Contains Routine, STAT, and Urgent options (use is determined as necessary by practice).
- Category: Contains HIM, Lab, New Patient, Referral, and Walk-in options (use is determined as necessary by practice).
- Status: This drop-down is a required field and can be auto generated by WQM.
 - New: All new work items entering WQM are displayed in a New status.
 - In Process: Status is auto generated when a work item is opened in WQM.
 - Available: The system automatically changes a status from New to Available when the work item has been opened.

- Clarify: Status can be selected in the drop-down menu and requires a status reason.
- Faxed: The system generates this status when a work item is faxed outbound.
- Complete: Once this status is selected and the user clicks OK, the work item is sent to the patient's chart. The work item is no longer viewable and cannot be modified in WQM.
- Canceled: Status can be selected in the drop-down menu and requires a status reason.
- Reason: Becomes a required field when specific statuses are selected as noted above.

Mark the Status as Complete to open additional fields and to send the document(s) into the patient's chart.

Adding Notes or Comments

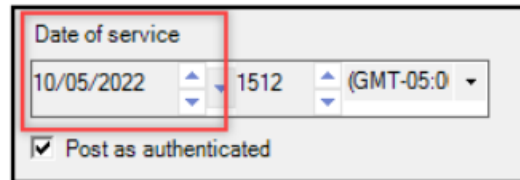
- a. Select the ellipsis (...) next to Last Contact.
- b. Click Add.
- c. Fill in: Date, Predefined comments, or free text comments.
- d. Click OK.
- e. Click Close.

Date of Service

The Date of service field must be changed to the date the patient received the service. This field defaults to the selected encounter's creation date, which may not be the correct date to be listed within the chart.

- a. Highlight the date within the Date of service field.
- b. Press the backspace or delete key on the keyboard.
- c. Enter the correct Date of service.

Follow one of the workflows below to complete the process.



Date of service
10/05/2022 1512 (GMT-05:0)
☒ Post as authenticated

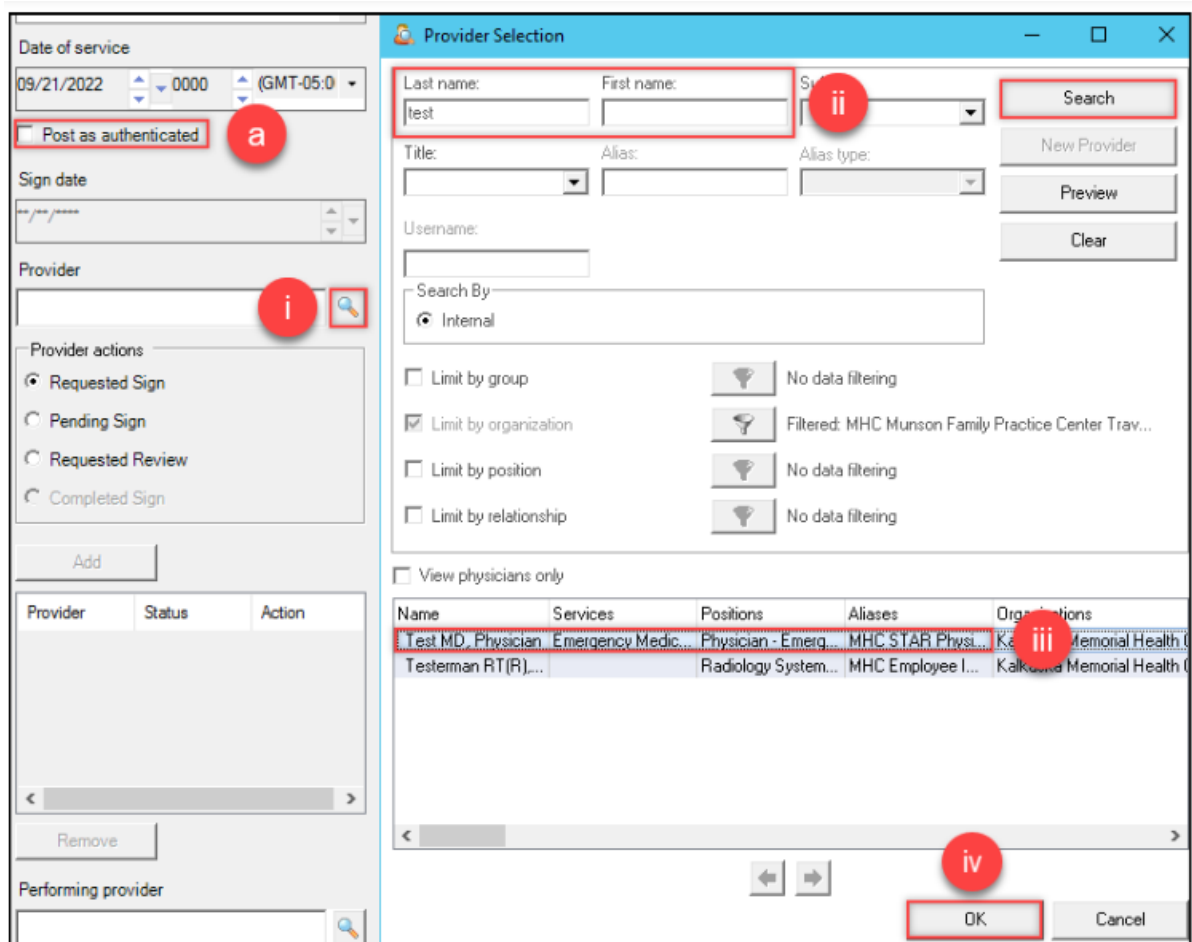
Electronic Signature Workflow

Step 1: Office Staff Workflow – Within WQM

- a. UNCHECK the Post as authenticated box.

Note: Unchecking this box will not mark the document as authorized until it has been reviewed and signed.

- b. Add the signing provider:
 1. In the Provider box, click the magnifying glass to search.
 2. Enter the provider's name and click Search.
 3. Select the appropriate provider.
 4. Click OK.
 5. Select the Requested Sign radio button.
 6. Click Add.



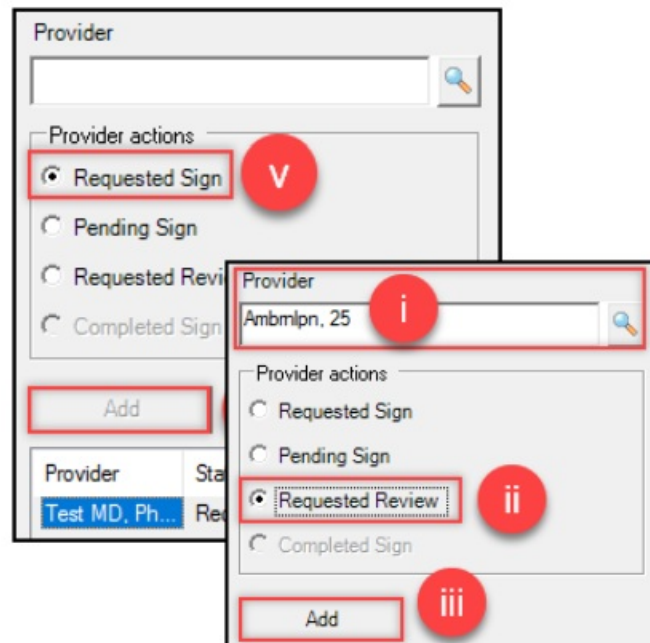
Provider Selection

Last name: test First name:
 Title: Alias: Alias type:
 Username:
 Search By: Internal
☐ Limit by group No data filtering
☒ Limit by organization Filtered: MHC Munson Family Practice Center Trav...
☐ Limit by position No data filtering
☐ Limit by relationship No data filtering
☐ View physicians only

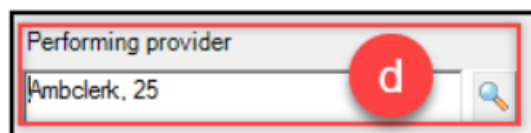
Name	Services	Positions	Aliases	Organizations
Test MD, Physician - Emergency Medicine	Physician - Emergency Medicine	MHC STAR Phys...	Kalkreuth Memorial Health C	
Testerman RT (R)...	Radiology System...	MHC Employee I...	Kalkreuth Memorial Health C	

OK Cancel

- a. The Provider, Status, and Action will display.
- c. Add the provider's clinical staff or other appropriate staff member:
 1. Follow the same steps as those listed in Step b above to add the appropriate staff member.
 2. Select the Requested Review radio button.
 3. Click Add.



- a. The names of the provider and the clinical staff member will display in the Provider column, as well as their Status and Action.
- d. Add the name of the staff member completing the work queue item:



1. In the Performing provider box, click the magnifying glass to search.
 2. Select the appropriate staff member.
- e. Within the document, +ABC will appear as the cursor.



Note: The provider must be selected in the status/action box for the +ABC to appear.

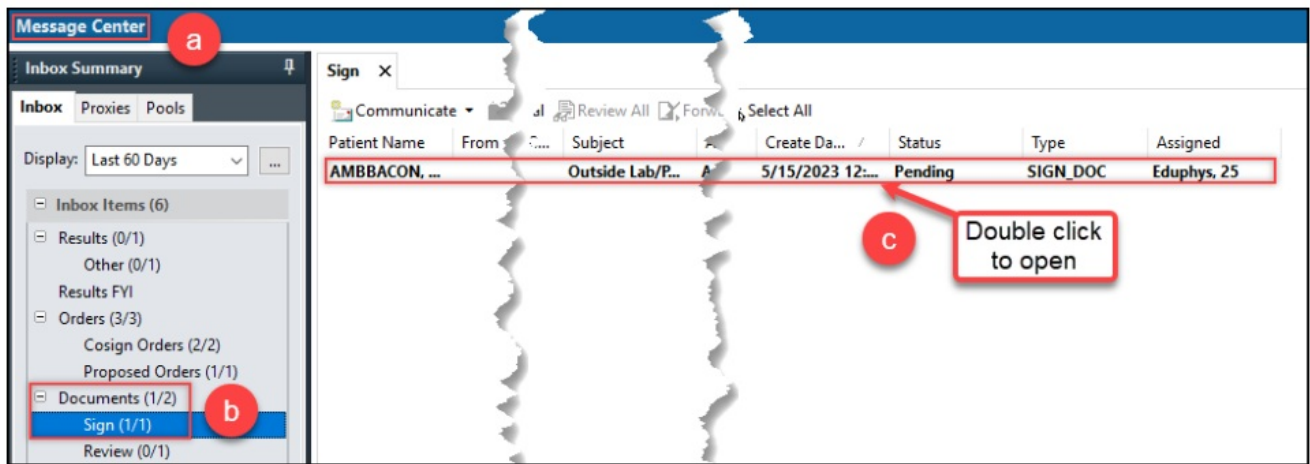
- f. Scroll to where the signature needs to be placed within the document and click to add the signature box.
- g. The Requested Sign For: Provider Name will appear where the signature will be placed.
 1. Note: The signature box can be moved by clicking and dragging to the appropriate location.



- h. Click OK.

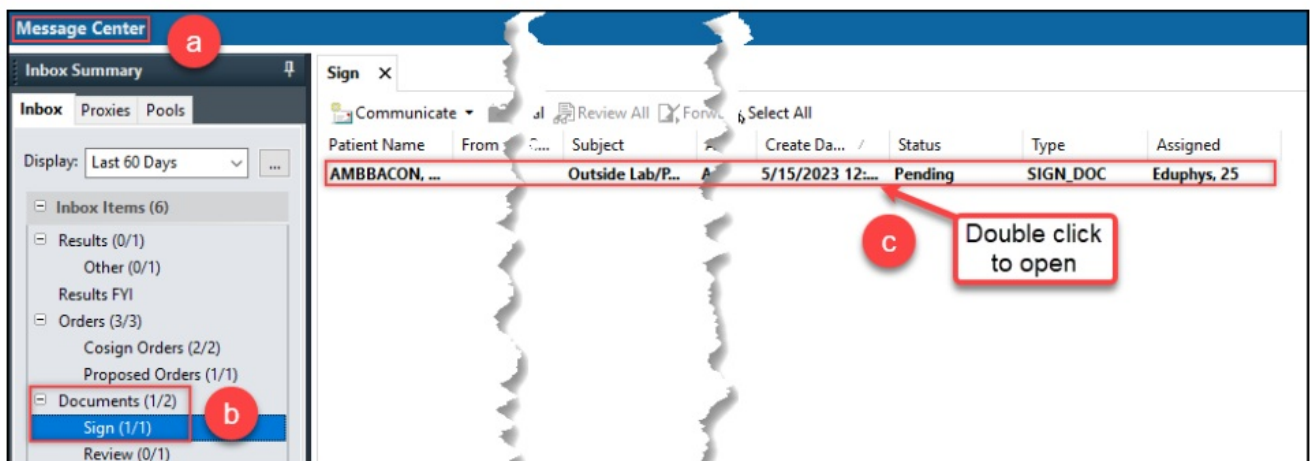
Step 2: Provider Workflow – Within PowerChart

- a. Navigate to Message Center.
- b. Open the Documents folder, if necessary, then click on the Sign folder.
- c. Double-click on the item to open.



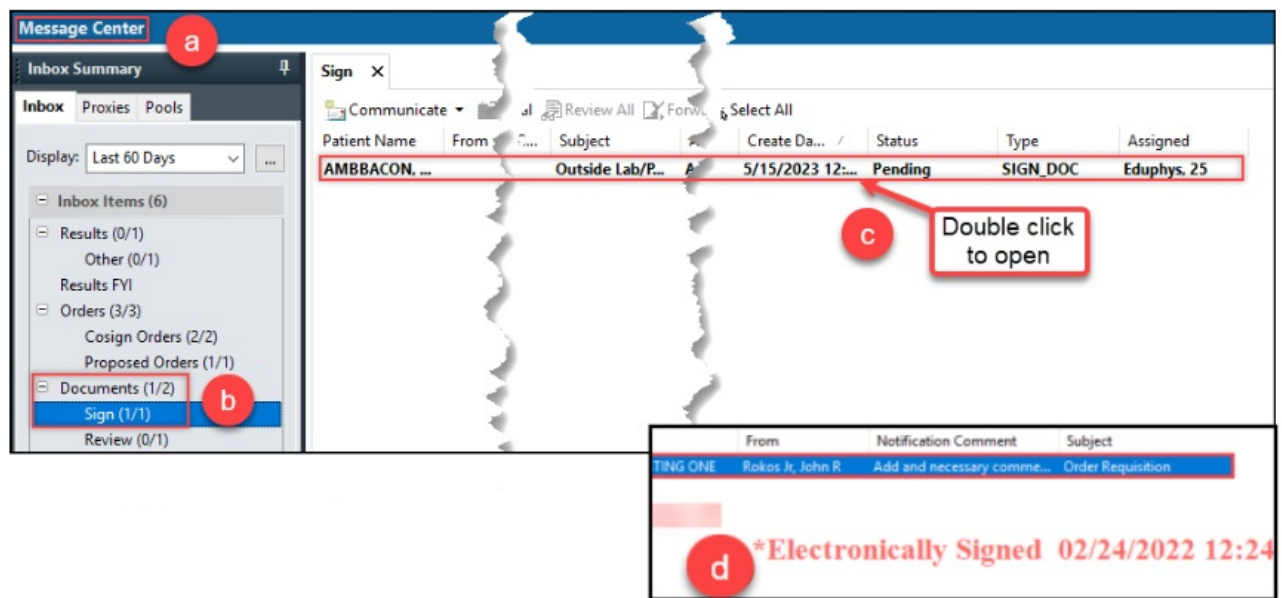
- d. Complete the following in the Action Pane:
 1. Select the Sign or Refuse radio button.
- a. If Refuse is selected, please also select a Reason from the drop-down menu.
 - ii. Uncheck the Additional Forward Action button.

Note: Providers may keep the Additional Forward Action button selected and choose a recipient to send the message to if desired.
- e. Click OK & Close or OK & Next to complete.

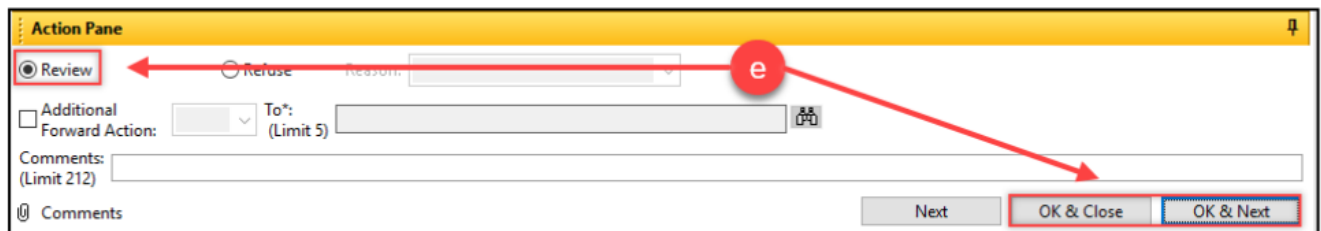


Step 3: Clinical Staff Workflow – Within PowerChart

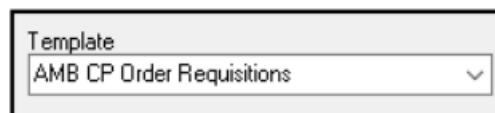
- a. Navigate to Message Center.
- b. Open the Documents folder, if necessary, then click on the Sign folder.
- c. Double-click on the item to open



- d Verify that the electronic signature information is present on the document
- e. Select the Review radio button in the Action Pane, then OK & Close or OK & Next.



- f. Fax the signed document to the requesting facility via Medical Record Request using the existing process.
 1. Template: AMB CP Order Requisitions



Sending the Document into the Chart Without Review

- a. Check the Post as Authenticated box.
- b. Adjust the Sign Date, if needed.
- c. Select the Completed Sign radio button.
- d. Enter the user's name in the Performing provider field.
 1. The person entering the information and sending the document into the patient's chart is considered the Performing provider. This will mark the document with the user's legal signature and a time/date stamp.
 2. Use the magnifying glass to search for a user.
- e. Click OK to send the document into the patient's chart.

Date of service
04/26/2023 1458 (GMT-05:0)

☒ Post as authenticated **a**

Sign date **b**
08/29/2023

Provider

Provider actions

☐ Requested Sign

☐ Pending Sign

☐ Requested Review

☒ Completed Sign **c**

Add

Provider	Sign Date

Remove

Performing provider **d**
Test, Protected **ii**

e OK Cancel

Sending the Document into the Chart for Provider/Staff Member Review

- a. Check the Post as Authenticated box.
- b. Adjust the Sign Date, if needed.
- c. Enter the reviewer's name (provider or staff member may be used) in the Provider field.
 1. Use the magnifying glass to search for a user.
- d. Select the Requested Review radio button.
- e. Click Add.
- f. The designated user will be listed. Complete steps d and e as many times as needed.
- g. Enter the user's name in the Performing Provider field.
- h. Click OK. This will send the document into the patient's chart and into the reviewer's message center inbox.

The screenshot shows the Cerner Work Queue Monitor interface. It includes a 'Post as authenticated' checkbox (a), a 'Sign date' field with a date picker (b), a 'Provider' dropdown menu (c), and a 'Provider actions' section with radio buttons for 'Requested Sign', 'Pending Sign', 'Requested Review' (d), and 'Completed Sign'. Below this is an 'Add' button (e) and a table with columns 'Provider' and 'Sign Date' (f). The table contains one entry: 'Test MD, Physician' and '8/29/2023'. There is a 'Remove' button below the table. At the bottom, there is a 'Performing provider' dropdown (g) and 'OK' (h) and 'Cancel' buttons. Red circles with letters a through i are placed over various elements to indicate specific features or steps.

Documents / Resources

	<p>Cerner Work Queue Monitor [pdf] User Guide Work Queue Monitor, Work, Queue Monitor, Monitor</p>
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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