

PROMIS CST Cerner Integration FAQ

What information will automatically display in PROMIS after I have entered it in CST Cerner?

The following information will automatically display in PROMIS, with exceptions:

- Hospitalizations
- Demographics
- Radiology documents (in Document History)
- Dialysis Actual Schedule

Please refer to Appendix A: PROMIS CST Cerner Workflow Impacts – Quick Reference document for details on required entries in PROMIS and exceptions noted above.

Why am I not seeing information that is supposed to be in PROMIS after I entered it in CST Cerner?

Information entered in CST Cerner is processed and updated in PROMIS at different time intervals. Refer to the table below for specific processing times. To view updated information in PROMIS, refresh the PROMIS page in your browser.

Information	Processing Time	Notes
Demographic and hospitalization information	30 minute intervals	The maximum amount of time it is expected to take to view updated demographic and hospitalization information in PROMIS is 30 minutes.
Dialysis access scheduling information	10 minute intervals between 06:00 - 19:00 Dialysis scheduling information entered between 19:00 - 06:00 will <u>not</u> be processed and available in PROMIS until 06:10 in the morning.	During these hours, the maximum amount of time it is expected to take to view updated dialysis scheduling information in PROMIS is 10 minutes.
Clinical documentation	Hourly between 07:00 - 21:00 and at 03:00	Documents may not display <i>immediately</i> after the scheduled processing times. <i>Example: Documents submitted at 07:30 will be available in PROMIS for viewing after 08:00.</i>
Radiology documentation	40 minutes at 07:00, 11:00, 16:00, 19:00	<i>Example: Documents processed at 07:00 will be available in PROMIS for viewing at 07:40.</i>

What information must I manually enter in PROMIS?

All information that is *not* received through interface must be manually entered in PROMIS as outlined in Appendix A.

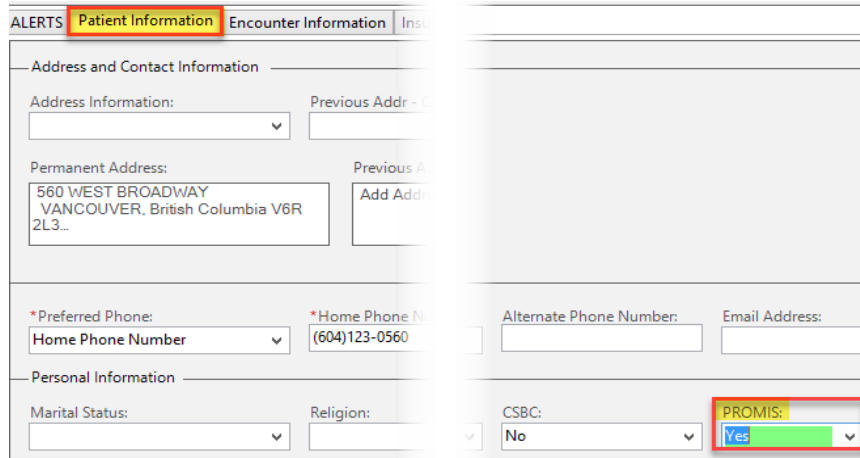
How does CST Cerner know what information needs to be sent to PROMIS?

CST Cerner uses a flag to identify PROMIS patients. It is recommended that you apply the PROMIS flag during *Pre-Registration*.

When adding a Pre-Admission/Pre-Recurring encounter to a scheduled/confirmed appointment:

Last Updated: 05/12/2021

1. Click on the Patient Information tab in the Pre-Register Outpatient Conversation.
2. Select Yes from the drop-down menu in the PROMIS field.



The screenshot shows a web form with the following sections:

- Address and Contact Information:**
 - Address Information: [Dropdown]
 - Permanent Address: 560 WEST BROADWAY, VANCOUVER, British Columbia V6R 2L3...
 - *Preferred Phone: Home Phone Number [Dropdown]
 - *Home Phone Number: (604)123-0560
 - Alternate Phone Number: [Text]
 - Email Address: [Text]
- Personal Information:**
 - Marital Status: [Dropdown]
 - Religion: [Dropdown]
 - CSBC: No [Dropdown]
 - PROMIS: Yes [Dropdown]

3. Complete all other required fields.
4. Click Complete.

To identify and add a flag to active HD patients missing the PROMIS flag, refer to Appendix B: Manage the PROMIS Field and PROMIS Flag Report (issued by CST Cerner).

What do I do if the MRN in PROMIS and CST Cerner are different?

If the MRN in PROMIS and CST Cerner are different and all five other patient identifiers (i.e. PHN, First Name, Last Name, Date of Birth, & Sex) can be matched, manually update the MRN in PROMIS.

If the MRN in PROMIS and CST Cerner are different and one of the five other patient identifiers cannot be matched, submit a JIRA ticket in PROMIS to initiate further investigation.

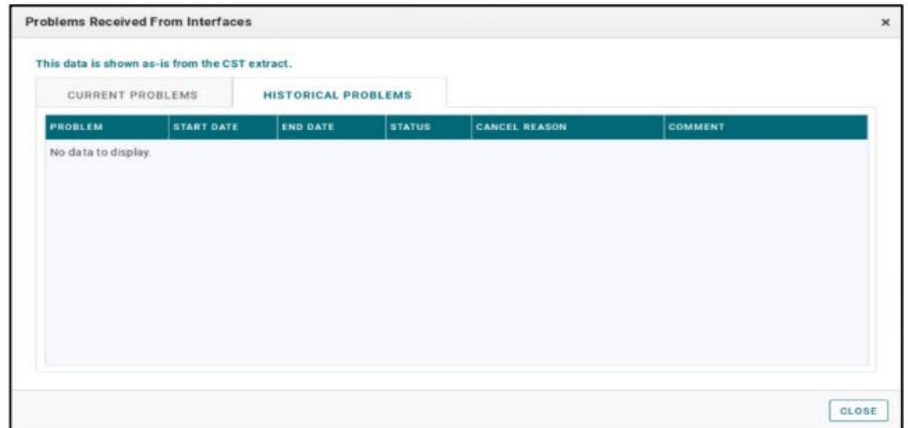
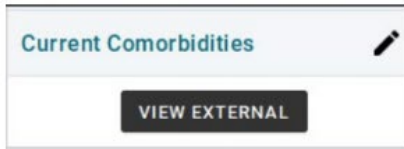
I was prompted to change my password in PROMIS but I can no longer access PROMIS from CST Cerner after I entered a new password. What do I do?

Contact CST Cerner Support.

When PROMIS prompts for a password change again, a Caradigm window pop-up will also display. Input a new password into the window and select OK. If you continue to experience problems after entering a new password in the Caradigm window, contact CST Cerner Support.

Can I view CST Cerner Problems in PROMIS?

Yes, the PROMIS team has released a new feature to display CST Cerner Problems “as-is” that are received from CST Cerner in a nightly extract. The screen will be accessible from the new 'View External' button in PROMIS 4 under the Current Comorbidities section in the Patient Panel. Although it is displayed under Current Comorbidities in PROMIS, please note that the CST Cerner Problems list may include both Comorbidities and Complications as these are not differentiated in Cerner.



This data is refreshed nightly and may not reflect immediate changes displayed in CST Cerner. *It is important to note that this data is not populating PROMIS fields and will not be available in any reporting until users enter the information directly into PROMIS.*

For more information on all PROMIS workflows, refer to the PROMIS User Guide

<https://promis.phc.bc.ca/promis/manual/index.htm>

PROMIS Support: 604-806-8868 or 1-855-806-8868 / Email support@bcpra.ubc.ca

CST CERNER Support: 604-806-9333

Appendix A: PROMIS CST Cerner Workflow Impacts – Quick Reference

NOTE: You can log into PROMIS from CST Cerner by clicking the “PROMIS” button on the toolbar on the top.

How are PROMIS workflows impacted by the CST Cerner go-live at SPH/East Van CDU ?

With a few exceptions, all current entries in PROMIS **must** continue. This includes Program Registration, Medications, HD & PD Prescriptions, ACP, Complications, etc.

The following are the **exceptions**:

PROMIS Workflows Impacted by CST CERNER	What has Changed?	Required Entry in PROMIS
Hospitalizations	Enter into CST Cerner only	No direct PROMIS entry, this will be sent via interface.
Demographics	Enter into CST Cerner except:	Many fields will be sent via interface. The following are not available in Cerner and need to be entered directly in PROMIS: <ul style="list-style-type: none"> • Race (required for CORR reporting) • Aboriginal community (if applicable) • Preferred name • English ability • Secondary language • Ambulatory • Special needs • Notes • Communication consent • Address – Do not send mail (checkbox) • Country or province of birth (if applicable) • Date entered Canada (if applicable) • Pharmacy and laboratory
Radiology (in Document History)	Enter into CST Cerner only	No direct PROMIS entry, this will be sent via interface.
Dialysis Actual Schedule	Enter into CST Cerner except:	Many fields will be sent via interface. The following are not available in Cerner and need to be entered directly in PROMIS: <ul style="list-style-type: none"> • Acuity level • Renal failure

For more information on all PROMIS workflows, refer to the PROMIS User Guide <https://promis.phc.bc.ca/promis/manual/index.htm>

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CERNER Support: 604-806-9333

Appendix B: Manage the PROMIS field and PROMIS Flag Report (Issued by CST Cerner)

All Renal and Transplant clinics are expected to set the **PROMIS** field in **Person Information** tab to **Yes** in **PM Office** when creating encounters for patient appointments. The **PROMIS** field must be set to **YES** in order for the information to flow downstream to the **PROMIS** system.

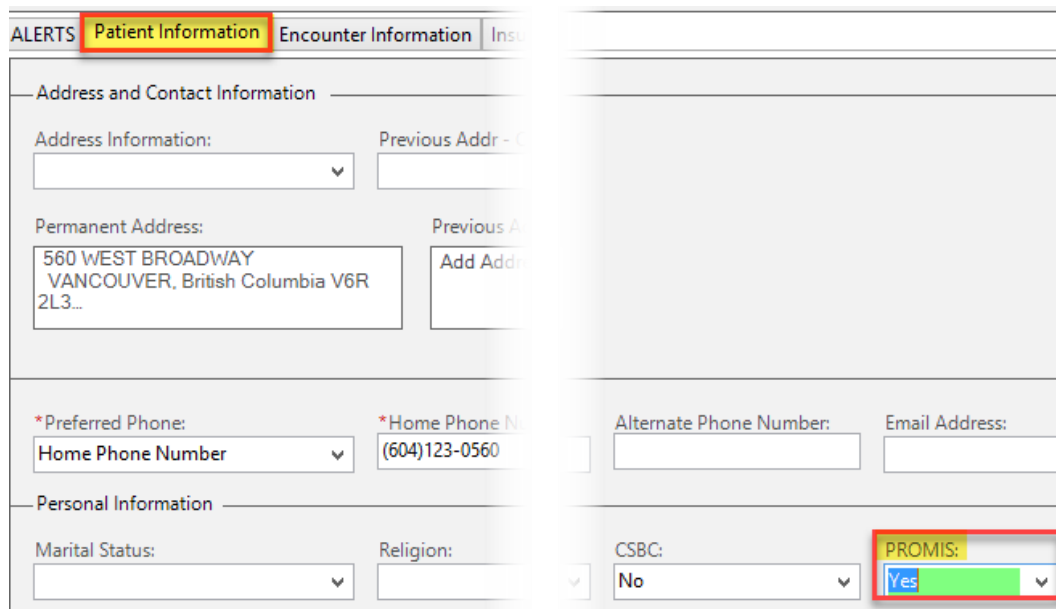
The **PROMIS Flag Report** has been created in **Discern Reporting Portal** to ensure clinics are applying the **PROMIS** flag to all the scheduled patients.

- This report displays all patients who do not have the PROMIS flag applied.
 - The Unit Clerks must update the **PROMIS** field to **Yes** for these patients in **PM Office**.

Apply the PROMIS Flag during Pre-Registration

The best time to update the **PROMIS** flag is when adding a **Pre-Admission/Pre-Recurring** encounter to a scheduled/confirmed appointment.

1. Click on the **Patient Information** tab in the **Pre-Register Outpatient** Conversation.
2. Select **Yes** from the drop-down menu in the **PROMIS** field.

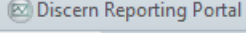


The screenshot shows the 'Patient Information' tab selected in a software interface. The 'PROMIS' field is highlighted with a red box and has a green background with the text 'Yes' selected. Other fields visible include 'Address and Contact Information', 'Permanent Address' (560 WEST BROADWAY VANCOUVER, British Columbia V6R 2L3...), '*Preferred Phone:' (Home Phone Number), '*Home Phone Number:' ((604)123-0560), 'Alternate Phone Number:', 'Email Address:', 'Personal Information', 'Marital Status:', 'Religion:', and 'CSBC:' (No).

3. Complete all other required fields.
4. Click **Complete**.

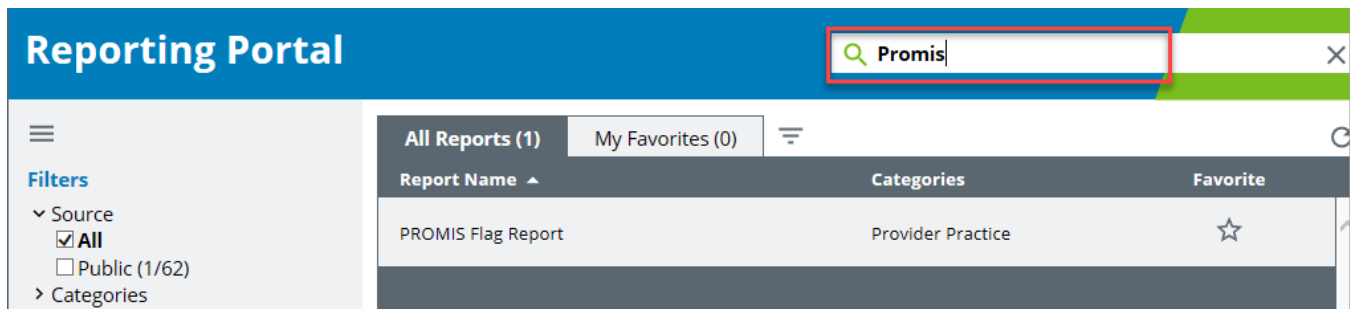
Run PROMIS Flag Report

This report should be run at least once a week to identify patients who were scheduled in the clinic and did not have the **PROMIS** field set to **Yes**.

1. Click on **Discern Reporting Portal**  button in the **PowerChart**.

The **Discern Reporting Portal** launches.

2. Type **PROMIS** in the **Search** field.



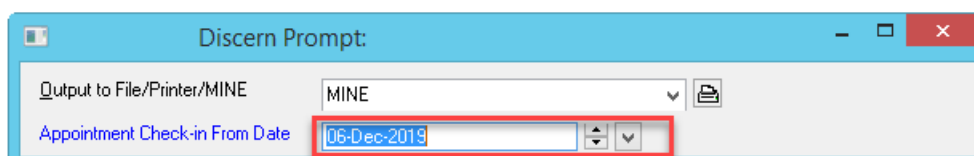
All reports meeting the search criteria display.

3. Click on the **PROMIS Flag Report**.
4. Click the **Run** button.

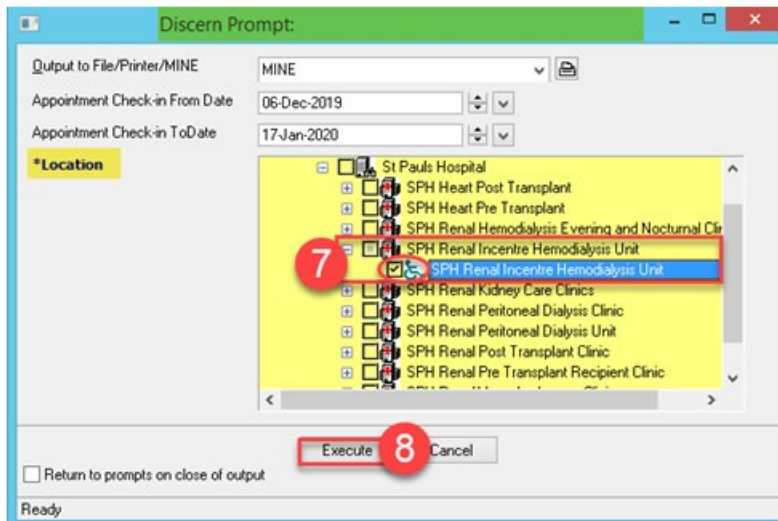


The **Discern Prompt: BC....** window displays.

5. Set the **Appointment Check-in From Date** back to the last date the report was run.
 - If you are unsure of the date the report was previously run, enter a **From Date** far in the past to ensure nothing is missed.



- In the **Location** section, click on **+** in front of **St. Paul's Hospital** to access clinics/units.
- Select the appropriate clinic/unit with wheelchair icon such as **SPH Renal Community Dialysis Unit – East Van** or **SPH Renal Incentre Hemodialysis Unit**
- Click the **Execute** button.



The **PROMIS Flag Report** displays for the selected location and time period.

PROMIS Flag Report						
For Appointments Checked-in Between 06-DEC-2019 and 17-JAN-2020						
Last Name	First Name	Birth Date	PHN	MRN	Appt Location	Appt Dt/Tm
CSTAMB	RAINETEST	08-AUG-1975	9874869537	740011762	SPH HD Unit	15-JAN-2020 07:30
CSTPRODME	MELVIN	18-FEB-1955	9876150379	740001550	SPH HD Unit	13-DEC-2019 07:30
CSTSCHTEST	SQUAMISH	28-JUL-1995	9875706074	740004387	SPH HD Unit	13-DEC-2019 07:30
CSTSCHTEST	SQUAMISH	28-JUL-1995	9875706074	740004387	SPH HD Unit	16-DEC-2019 07:30

The following locations are included in this report
SPH Renal Incentre Hemodialysis Unit

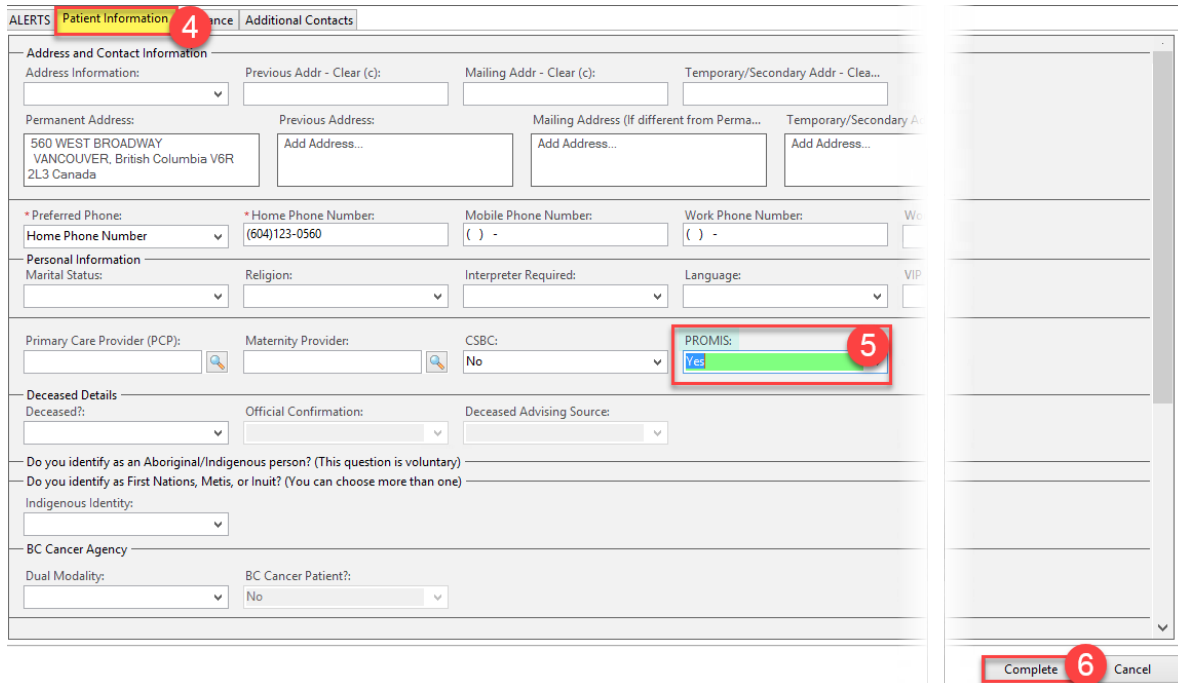
*** End of Report ***

Update the PROMIS field per PROMIS Report

The Unit Clerk must update the **PROMIS** field to **Yes** for all patients listed in the **PROMIS Flag Report**.

- Open **PMOffice**.
- Double click on the **Add/Modify Person** Conversation
- Search for the patient based on the data in the report

4. Click the **Patient Information** tab.
5. Change the **PROMIS** field to **Yes**.
6. Click **Complete**.



ALERTS **Patient Information** 4 [Home](#) [Additional Contacts](#)

Address and Contact Information

Address Information: Previous Addr - Clear (c): Mailing Addr - Clear (c): Temporary/Secondary Addr - Clear (c):

Permanent Address: Previous Address: Mailing Address (If different from Permanent): Temporary/Secondary Address:

560 WEST BROADWAY
VANCOUVER, British Columbia V6R
2L3 Canada

* Preferred Phone: * Home Phone Number: (604)123-0560 Mobile Phone Number: () - Work Phone Number: () -

Personal Information

Marital Status: Religion: Interpreter Required: Language: VIP:

Primary Care Provider (PCP): Maternity Provider: CSBC: No **PROMIS:** Yes 5

Deceased Details

Deceased?: Official Confirmation: Deceased Advising Source:

Do you identify as an Aboriginal/Indigenous person? (This question is voluntary)

Do you identify as First Nations, Metis, or Inuit? (You can choose more than one)

Indigenous Identity:

BC Cancer Agency

Dual Modality: BC Cancer Patient?: No

Complete 6 **Cancel**

Related Positions

- Unit Clerks
- Scheduling Clerk Advanced
- Super Clerk
- Scheduling Manager/Supervisor