

# Documentation and Ordering – Message Centre - Create a Between Visit Encounter



**Digital Health**  
CONNECTING BEST CARE

Digital Health  
Quick Reference Guide

## This Quick Reference Guide will explain how to:

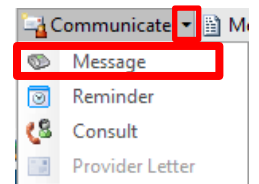
- Create a Between Visit encounter for communication that happens between clinic appointments e.g. phone call to patient
- Create a Between Visit encounter for when there is no relevant encounter for documentation e.g. Patient does not have an appointment on Cerner or iPM or you are creating contacts in iPM which don't generate an outpatient encounter
- For details on how to send / respond to a message, follow the *Documentation - Message Centre - Sending Message and Creating Reminder QRG*

## Definitions:

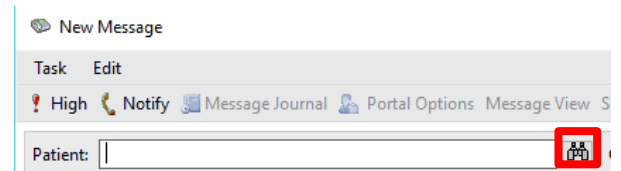
**Between Visit Encounter** – an encounter that captures clinical documentation or orders that occur between clinic appointments

## Create a Between Visit Encounter

1. Click on the arrow next to communicate, and select **Message**



2. Search for the patient by clicking on the binoculars, next to **Patient**



### Handy Hint

- If Patient details already appear, clear these and search for the patient as described
- Having Patient details already filled means that you are already in an encounter, there must be no encounter selected to create the Between Visit Encounter

3. Enter URN or other patient details, and then click search



- Once you identify the correct patient, select the patient's name and then OK, **DO NOT** select an Encounter

Patient Search [Patient Results: 4]

Recent Persons

UR No. / Medicare Number: [ ]

Last Name: [testinggolive]

First Name: [ ]

DOB: [ ]

Phone Number: [ ]

Visit No.: [ ]

Search [ ] Reset [ ]

Search Quality [ ]

Assume Wildcards

Name	UR No	Sex	DOB	Age	Address	Site
Testinggolive, Mumtbo MRS	2001341	Female	31/10/1989	33 Years	156 Jolly Rd	Pe
<b>TESTINGGOLIVE, MUM MRS</b>	<b>2001339</b>	<b>Female</b>	<b>12/12/1985</b>	<b>37 Years</b>	<b>1 Furlong Rd</b>	<b>C</b>
Testinggolive, Baby Of Mumtbo MISS	2001342	Female	16/06/2023	3 Days	156 Jolly Rd	Pe

Site	Visit Type	Unit	Room	Bed	Clinical Unit	Admit Date	Dis
Sunshine	Outpatient	SJK WC 1A MAT B			WC Blue Obstetrics	16/06/2023 09:13	16
Footscray	No Visit	NOVISIT				16/06/2023 08:27	16

OK [ ] Cancel [ ] Preview [ ]



**Important**

- If you select an encounter, only a message will be created, not a Between Visit Encounter

- Complete the fields relevant to the message e.g. To; CC; Save to Chart.

- Select *Subject: General Message* and type in a relevant message under Subject General Message e.g. see Orthopaedic Outpatient Documentation for further details

- Click Send

New Message

Task Edit

High Notify Message Journal Portal Options Message View Summary View Launch Orders

Patient: TESTINGGOLIVE, MUM MRS Caller: TESTINGGOLIVE, MUM MRS Caller #: H (049) 876-5432, M (049) 876-5432

To: [ ] Include me [ ]

CC: [ ] Provider: [ ]  Save to Chart As: Phone Message/Call

Subject: General Message

Message

Arial 12

This is to create an encounter

Actions

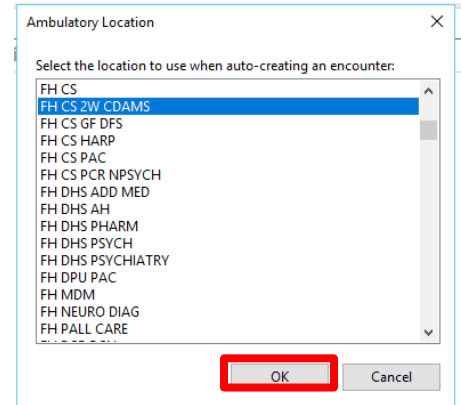
Call me with results  
 Call ordering physician with the results  
 Call patient with the results  
 Call the charge nurse with the results  
 Call the pharmacy regarding this med

Remind on: [ ] [ ] [ ] [ ]  
 Due on: [ ] [ ] [ ] [ ]

Send [ ] Cancel [ ]



- The Ambulatory Location window will open, this is where you will enter your clinic location to create the encounter, select the appropriate location and click OK



- Search for your patient in the search box towards the upper right of the screen



- The Between Visit Encounter will now be visible in the Encounters window, select the Between Visit under Visit Type and OK

Encounter Search

Recent Persons

UR No. / Medicare Number:  
Last Name::  
testinggolive  
First Name::  
DOB::  
\*\*\*j\*\*\*\*  
Phone Number:  
Visit No: Search Reset

Name	UR No	Sex	DOB	Age	Address	Suburb	Deceased	Medicar
Testinggolive, Mumtwo MRS	2001341	Female	31/10/1989	33 Years	156 Jolly Rd	Patchewollock	No	C-U
Testinggolive, Mumone MISS	2001340	Female	13/08/2002	20 Years	U 2 2 Allan Rd	St Kilda East	No	C-U
TESTINGGOLIVE, MUM MRS	2001339	Female	12/12/1985	37 Years	1 Furlong Rd	Cairnlea	No	C-U
Testinggolive, Baby Of Mumtwo MISS	2001342	Female	16/06/2023	4 Days	156 Jolly Rd	Patchewollock	No	

Site	Visit Type	Unit	Room	Bed	Clinical Unit	Admit Date	Disch Date	Visit No
Footscray	Between Visit	FH CS 2W CDAMS				19/06/2023 16:00	19/06/2023 23:59	21001697
Sunshine	Outpatient	SJK WC 1A MAT B			WC Blue Obstetrics	16/06/2023 09:13	16/06/2023 23:59	21001407
Footscray	No Visit	NOVISIT				16/06/2023 08:27	16/06/2023 08:27	NVE72001339

Search Quality  
Assume Wildcards

OK Cancel Preview

- You can now complete any relevant documentation in the patient chart, use the blue banner bar to confirm that you are in the correct encounter

TESTINGGOLIVE, MUM MRS Allergies: Allergies Not Recorded Alerts: Not Recorded	Resus Status:	Sex:Female DOB:12/12/1985 Age: 37 Years Weight:	Clinical Unit: Loc:FH CS 2W CDAMS Between Visit [Appt: 19/06/2023 16:00:45]	UR:2001339 Clinician: Medicare:C-U
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