

Suggestion Box FAQ

1. Clinical Documentation

Q: How can I delete a Flowsheet Column? Before the CRIS 5.5 update, we were able to right click the column and "change the time", now if the time was entered in error there is no apparent way to change or delete the column.

A: Yes, the change date/time in a flowsheet is a little different in this version than in the previous CRIS version. Unless you saved the time column, the system interprets it as there is nothing to change or delete. If you have added a time column, then you remember that you have to change or delete the date/time, just cancel the time column. The column will disappear.

If you have already entered and saved data, right click on the column that needs date/time change → Select Change Date/Time → Enter the Change Time Column reason → enter the correct date and time at the Change Time Column → A new column will display with the correct date and time. The former column will display with the red c to indicate a correction has been done to the original column.

To delete the column → right click the column → Select Delete Column → Enter the Reason for deletion → click OK

Click Refresh and the column will disappear.

Q: Where could I enter my medication titration changes?

A: The Pharmacy Dept. is working on developing a place for users to enter medication titration changes. Please await these changes from Pharmacy. Meanwhile, there are some drips where the parameters are in the order and the nurse makes changes based on a parameter

Q: Where can I document a urine collection to chart the status of collection rather than just adding it as a comment?

A: The urine collection can be documented under the Treatment and Care Flowsheet.

2. Order Entry

Q: Why was the Chem 20 eliminated and how can I order my chemistry blood tests?

A: The Chem 20 and Chem 14 Panels were eliminated to avoid unnecessary testing. All the components of a Chem 20 Panel are still available as follows:

- *Acute Care* Panel (Na, K, Cl, CO₂, Creatinine, Glucose, and Urea Nitrogen)
- *Mineral* Panel (Phosphorus, Magnesium, Albumin, and Calcium)
- *Hepatic* Panel (Alk Phosphatase, ALT, AST, Total Bilirubin, and Direct Bilirubin)

Tests that don't fall into any of the above categories are available to be ordered individually. These other tests are: Total Protein, CK, Uric Acid, and LD.

Q: How do I have Outside X-Ray films Uploaded in the PACS system for patients on the pre-admit status, in case we want to review it before the new patient arrives at NIH?

A: The Radiology Department uploads the CD with film result to PACS without the MRN. They issue a generic number, for radiology purposes only that identifies the patient as a Pre-Admit/Pre-Registration patient. Once the patient is issued a MRN, they consolidate the radiology generic number and the MRN. Please keep in mind that due to legal implications no exam, outside or in-house, can be interpreted without an MRN or an order; But, they have made this allowance for caregivers to submit potential NIH patient so the studies can be uploaded to PACS.

You may contact the Radiology Department and request assistance from the PACS Administrator, if needing an outside film read for a pre-admit patient. They will assist you with this process.

3. Results

Q: It would be most beneficial to the providers that the results of orders they put in come back to the ordering provider; that way the patient is notified in a timely manner and the provider does not have to continually check CRIS to see if the labs are back. Could it be done?

A: In CRIS the results notification occurs in two ways:


- New Results flag can be viewed by all users from the patient list tab. So, when a result is posted for that patient the New Results flag is highlighted.
- Pathology orders and some send out labs contain a section that the ordering physician can specify who they want notification of the results posting to be sent to. When the results are available in CRIS, those designees receives an e-mailed notification to check CRIS.

4. Patient Lists

Q: How to remove a patient from list without deleting the whole patient list?

A: To remove a patient will vary based on the type of patient list:

- **From a Personal Patient list:** On the Patient List tab highlight the patient to be

deleted, Click on the Remove Selected Visits icon  . The patient will be removed from the patient list.

- **From a Criteria based patient list:** This Patient list is maintained by the system, thus to remove a patient from this list, the user must remove the criteria associated with the patient in order for the system, no longer have the patient displaying on the list; i.e., primary or attending role.

Q: Patient search - It would be great if there were a box to check for "inpatients only" so when searching for an inpatient and only have the last name, I would not have to check every unit list. Is there such way to search in CRIS?

A: Yes. In the Patient List tab, under the Current List select the "ALL INPATIENTS" list.

5. Printing/ Reports

Q: How can I print a specific Progress note?

A: Go to the Documents tab and highlight the Document to be printed. Click the Printer icon on the toolbar



→ Click on the Selected Documents (Highlighted Documents) → Click the Option button at the bottom on the window → Select the desired printer on the Broadcast drop down options.

Q: Is it possible to have the current allergies included on the Medication Reconciliation sheet so that they can be readily reviewed with the patient?

A: This is technically feasible. However, this specific report is 'owned' by Medical Records and as such, modification to this report must be requested through approved shared governance committee. To submit a [NPC request](#) click the link (see NPC request forms under the Form section).

6. Medication Administration Records (MAR)

Q: Could the MAR refresh button icon be consistent with the CRIS refresh button icon?

A: This is a very good suggestion. We cannot make the changes ourselves in the current configuration. We submitted this as an enhancement request to the Software vendor. They are the ones, if accepting the suggestion, to make the changes.

7. CRIS Access: Name Changed

Q: I changed my name, how can my name be changed in CRIS?

A: Please call **CRIS Support at (301) 496-8400** and provide the new information. One of the CRIS Security analysts will contact you and make the corrections

8. Barcode: Ordering Labels

Q: How can I order labels for the Zebra Printer?

A: Labels are issued from the Material Management Department (MMD) warehouse only. Their delivery hours are: Monday- Friday 8AM-4PM. There is no holiday, weekend, or After- Hour delivery, so please plan ahead.

Click the link for instructions on how to order Zebra printer labels from the Visual Supply Catalog: [How to Order Zebra Printer Labels](#)

9. Forms

Q: I've been instructed to submit a NPC request for my suggestion, how do I submit the request?

A: Please complete a [NPC Request Form](#). This form can also be found on the [Nursing Intranet](#) right hand side under Quick Links