

**MARTIN LUTHER KING, JR.  
OUTPATIENT CENTER  
POLICY AND PROCEDURE**

<b>DIVISION:</b> Administration	<b>NUMBER:</b> 1.306
<b>SUBJECT:</b> ORCHID MESSAGE CENTER USE	
<b>SECTION:</b> Information Services	<b>PAGE:</b> 1 <b>OF:</b> 1
<b>REVIEWED BY:</b> POLICY AND PROCEDURE COMMITTEE, EXECUTIVE COMMITTEE	<b>EFFECTIVE DATE:</b> 10/15/15
<b>TO BE PERFORMED BY:</b> ALL APPLICABLE STAFF	<b>REVIEWED DATE:</b> 5/25/16 <b>REVISED DATE:</b>

**PURPOSE**

1. To outline how ORCHID Message Center should be utilized by all ORCHID users with access to the Message Center.
2. To set expectations on response time.

**DEFINITIONS**

*Message Center:* The repository for patient-related communication, medical refill requests, and laboratory and radiology results

**POLICY**

In order to ensure responsiveness to patient care needs, the Message Center must be used in a standardized way by all staff.

Message Center is part of the patient's electronic medical record. Messages drafted should thus be professional, appropriate, and be related to the care of the patient.

Message Center should be checked at least twice daily and messages received should be responded to within 2 business days.

Any order placed by a provider, or on behalf of a provider by nursing staff, must be followed up by that ordering provider. Abnormal results require that the ordering provider formulates a management plan, communicates the result and action plan to the patient, and documents in ORCHID. A simple message without documented plan of action does not sufficiently fulfill the requirement to follow up abnormal results.

Another staff member must be set as a proxy when there is planned vacation or time away from clinic and the expectation is that the proxy will check and manage those messages by the same standards. If unplanned time off exceeds two business days, the supervisor must be notified and serve as or designate a proxy.

**NOTED AND APPROVED:**

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Cynthia M. Oliver, Chief Executive Officer

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Date

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Ellen Rothman, M.D., Chief Medical Officer

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Date

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Lessie Barber, RN, Nursing Director

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Date

Signature(s) on File.