There are several known workflow issues in PowerChart currently. We are working with Cerner to resolve them.

Here are some things you can do now to prevent these problems from happening and use your workflow most efficiently.

1. **Move Consolidated Problems under Assessment and Plan in the workflow** or to the complete bottom of the workflow. To move: click, hold and drag the Consolidated Problems component name below Assessment and Plan.

   ![Consolidated Problems component in workflow](image)

2. **Give the Workflow enough time to completely load before clicking create note** (about 3-4 seconds). This will avoid the spinning wheel seen in the Assessment and Plan section of the note and prevent the failure of Assessment and plan to load and subsequent inability to sign the note.

3. It is still **best practice to review all of the components and document in the Workflow**; this will ensure proper loading of all of the components and successful creation of note.

4. **Check that you are on the correct workflow tab before beginning review and documentation.** Beginning documentation on one workflow and then in another will create note errors.

5. **Looking for Med Student notes?** You can now find them in the Documents component of Documentation Workflow.

   ![Workflow tabs](image)

   *We anticipate Cerner will be releasing fixes to these within the next month* and we will continue to communicate any updates as they progress. We expect some workflow enhancements as well, including a split view and ability to create a note directly on the workflow without choosing note type and template.

   More specific information about the recommendations is on the following pages.
**Issue:** Consolidated Problems Component not loading in the Workflow

**Cause:** This occurs when the Assessment and Plan section attempts to load before the Consolidated Problems. Consider moving the Assessment and Plan component above Consolidated Problems.

**Solution:** Refresh Component

When creating a Note using the Admit or Manage workflows, and the Consolidated Problem section fails to load, refresh the component.

![Image showing Consolidated Problems loading issue]

**Issue:** Assessment & Plan Component not loading in the Workflow; getting a red X and error message

**Cause:** This occurs when PowerChart is experiencing loading issues.

**Solution:** Refresh PowerChart

When creating a Note using the Admit or Manage Workflows, and the Assessment and Plan is not reflecting the Consolidated Problems that you have added, ensure the Consolidated Problems loaded.

If Consolidated Problems has not loaded, see above to refresh section component. Then refresh the main PowerChart Refresh button, which will allow the Assessment and Plan section to load and you will be able to continue documenting.

![Image showing Assessment and Plan loading issue]
**Issue:** Assessment & Plan Component not loading in the Note Template and has a spinning wheel  
**Cause:** If you bypassed the Workflow to directly create your note, your Note Template may display a spinning wheel in the Assessment and Plan section and fail to load the Consolidated Problems you have entered on this patient.

**Solution:** Return to the Workflow to refresh the main page, and then refresh A&P Note Template. Return to your workflow to refresh the Consolidated Problems Section Component and the main PowerChart Refresh Button. This will allow that section to update and load appropriately.

Finally, return to your note and refresh the Assessment and Plan section. The Assessment and Plan will now populate in the note.
**Issue:** Attending cannot sign note and the note has a spinning wheel in the Assessment and Plan Section

**Cause:** If the resident or advance practice provider bypassed the Workflow and went directly to Create Note, your Note Template may display a spinning wheel in the Assessment and Plan section and fail to load the Consolidated Problems you have entered on this patient. You may also see this error when trying to sign the note.

**Solution:** Contact the Resident and have them recreate note and resend.

A note cannot be cosigned if it has a spinning wheel in the A&P section. Please reach out to the person who created the note and ask them to resend you a corrected document. The user can copy and paste their old note into a blank note template, or they can recreate the note using the same template and copy the information section by section. Ensure that the old note is then filed In Error.
**Issue: Failure to Save - Refresh Required message**

If you have completed your note, and are attempting to save or sign your note and receive "The following document sections contain outdated versions of text: Refresh the narrative in these sections prior to saving the note." The Refresh Narrative Text option does not fix the issue.

![Failure to Save - Refresh Required](image)

**Cause:** This occurs when the Chart is updated with new information. Usually a second provider is in this patient’s chart adding Consolidated Problems. If this happens while you are in the middle of creating your note, you will see this pop up.

**Solution: Refresh Note Template Sections**

Begin by refreshing the Assessment and Plan Component in the Note Template to continue Signing/Saving your note. If the error persists, it is recommended that you refresh all sections of your Note Template to ensure new data populates.

![Assessment/Plan](image)

**Issue: Failure to Sign/Submit Note: Action Failed**

If you completed your note, and are getting an error “Action Failed, the action attempted on the note has failed due to an error” your note may be locked.

![Action Failed](image)

**Cause:** Note is being locked. This can occur if the user leaves his note open in PowerChart and locks his computer or logs out.

**Solution: Contact PowerUp**

User must close the note before logging off. Please call the PowerUp line 302-733-1777 for assistance. If you are unable to call, you can copy and paste your note into a new blank note template.
**Issue:** Can’t find Medical Student Note  
**Cause:** Medical Student Notes were filed under Documents > Medical Student Notes.  
**Solution:** Medical Student Notes are now displayed in Documents section of Documentation Workflow  

On the Manage Workflow, you will see Medical Student Notes for H&P and Progress Note for this encounter (may need to use filters).  
On the Admit/Consult Workflow, you will see Medical Student Notes for H&P across encounter (may need to use filters)  

**Reminder:** Residents and Physicians should not modify a Medical Student’s H&P or Progress Note. They should review and sign the Medical Student note that was forwarded and create their own H&P or Progress Note.