



➤ Action Requested

- In the Orders Inbox, you may see orders with a status indicating “Action Requested”.

Referral/Order Date / ID	Patient Name / DOB	Form Type / Physician	Service Requested	Status
08/06/2018  869191	Zzpmtest , Kelsey 11/11/2011	Consult Service Request Sturdevant , Robert	1-Weight Management	Action Requested

- This status indicates that additional information is needed from the practice before the order can be processed for scheduling. You will need to add the information to the order and resubmit.
- To do so, click on the order ID to open the referral.

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- Scroll to the bottom of the order to view the Facility Comment. These comments will be entered by Contact Center staff and will indicate what information is being requested.

Facility Comments (maximum 300 characters):
 Comment
 PLEASE INCLUDE THE PATIENT'S HEIGHT AND WEIGHT.

- To enter the additional information, you may do so in one of 3 ways:
- The first is to scroll to the Consult Request section and enter your response in the “Enter Your Response Here” field.

Specialty:	Weight Management
Reason for Consult:	Weight
Required Details (if indicated):	What is the patient's height and weight?
Enter Your Response Here:	Height: 60" Weight: 157lbs

- The second is to add the information under the Practice Comments.

Practice Comments (maximum 300 characters):	
Height: 60" Weight: 157lbs	
Facility Comments (maximum 300 characters):	
Comment	U
PLEASE INCLUDE THE PATIENT'S HEIGHT AND WEIGHT.	
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- The third way is to add an attachment. Go to the Attachments section of the referral form and click "View/Attach Files".

Attachments	
Please attach relevant documents including any recent labs or imaging. Click "Save & Attach" and a link to attach these documents will appear in this section.	
Save & Attach	View/Attach Files

- The Order Attachments window will open. Enter a description of the file and click "Select File".

Close Window

View and Attach Files

Description *

Growth Chart x

No File Chosen. *

Select File

- Choose a file to upload from your computer. The file name will appear under the description.
- Click "Upload Selected File".

Description *

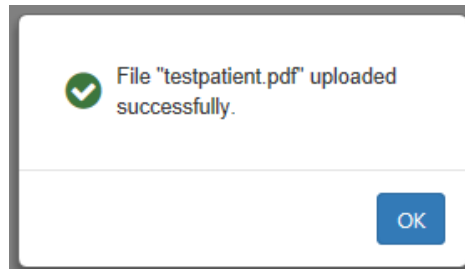
Growth Chart

Selected File: testpatient.pdf

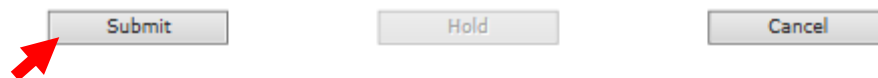
Select File

Upload Selected File


- Once the file has been uploaded you will see the confirmation box pop up. Click “OK” and close the Attachments window.



- After the additional information has been added and/or attached, click “Submit” at the bottom of the form.



- The order will be resubmitted to Children’s Mercy for processing and you will see the order status change from “Action Requested” to “Modified”.

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- For more information on order status and allowable actions, please review the “Orders Inbox and Order Status” resource on the Children’s Mercy Provider Portal:
<https://www.childrensmercy.org/my-patient-connections-resources/>