Flash Number: FLASH22-0414-2

Solution Name: Message Center

Subject: Provider Letters May Be Sent to a Recipient's Old Address, Email Address, or Fax Number

Impact: ⚠ **Patient Care**, **Patient Privacy**

Summary: In the Provider Letter Recipients dialog box, old addresses, email addresses, and fax numbers may be displayed for recipients in the Recent Recipient and Favorite tabs.

May 31, 2023: The Resolution section is updated to include resolved packages. The Recovery section is updated to include a different recovery package and different recovery steps.

February 3, 2023: The flash is updated throughout to include solution change 1-000000395883 because resolved packages for 1-000000386846 and 1-000000395883 are required to resolve the issue described in this flash. The Recovery section is updated to include a recovery package and recovery steps that allow you to correct data affected by this issue.

October 5, 2022: Original flash publication date.

Solution Category: *Cerner Millennium*

Release: 2007.19 through 2018.01

Role Targeted: Clinicians, System Administrators

Publication Date: May 31, 2023

Details: 1-000000386846, 1-000000395883

Description

This flash applies to U.S. and non-U.S. clients who use Message Center (PVInbox.dll opened from multiple applications).

When you create a provider letter and select the recipients, you can select recipients from the Recent Recipient and Favorite tabs of the Provider Letter Recipients dialog box. In the Recent Recipient and Favorite tabs, the address, email address, or fax number of the recipients may not be up-to-date. If you select a recipient with an old address, email address, or fax number, the provider letter may not be delivered to the correct recipient.

Impact Details

Patient privacy may be impacted if the incorrect recipient receives the patient's information because a provider letter is sent to an old address, email address, or fax number. Patient care may be impacted if the correct provider does not receive the letter and the correct provider does not have information about what care the patient needs.

Circumstances

In a nonproduction environment, complete the following steps to re-create this issue:

1. In User Maintenance (HNAUser.exe), identify or create a user to receive a provider letter.
2. Right-click the user and select **Phone**.
3. Add a new number.
4. From the Telephone Type list, select **Fax Business**.
5. Enter a number and select **OK**.
6. In *PowerChart* (PowerChart.exe), open a test patient's chart.
7. From the Communicate menu, select **Provider Letter**.
8. Select the user identified in Step 1 from the internal address book and send the provider letter. The user and their contact information are added to the Recent Recipient list.
9. In User Maintenance, right-click the user identified in Step 1 and select **Phone**.
10. Modify the number identified in Step 5 and select **OK**.
11. In *PowerChart*, open the chart for the patient identified in Step 6.
12. From the Communicate menu, select **Provider Letter**. The Provider Letter Recipients dialog box opens.
13. Select the **Recent Recipient** tab. Notice that the fax number added in Step 5 is still displayed instead of the modified number added in Step 10.

Affected Sites

Solution Change 1-000000386846
This issue has been identified in the following packages:

Affected Package Grouping or External Solution Name	Affected Package Type	Affected Package	Affected Release
Electronic Health Record	Release Update	38894	2007.19
Electronic Health Record	Release Update	41917	2010.01
Electronic Health Record	Release Update	45387	2010.02
Electronic Health Record	Release Update	54690	2012.01
Electronic Health Record	Release Update	76391	2015.01
Electronic Health Record	Release Update	99968	2018.01

Solution Change 1-000000395883

This issue has been identified in the following packages:

Affected Package Grouping or External Solution Name	Affected Package Type	Affected Package	Affected Release
Electronic Health Record	Release Update	38894	2007.19
Electronic Health Record	Release Update	41917	2010.01
Electronic Health Record	Release Update	45387	2010.02
Electronic Health Record	Release Update	54690	2012.01
Electronic Health Record	Release Update	76391	2015.01
Electronic Health Record	Release Update	99968	2018.01

Note: If an issue exists on a base release, it exists on every compatible support release until it is resolved, and those support releases are not listed individually above. If an issue is introduced on a support release, all subsequent compatible support releases are listed until the issue is resolved.

Resolution

The original packages that resolve the solution change or solution changes are listed below. If a package no longer is available on Cerner.com, you will be redirected to the current package that includes the change. Review the description text and certification guidelines for the solution change in the original package's text.

Solution Change 1-000000386846

Affected Release	Resolved Package Grouping or External Solution Name	Resolved Package Type	Resolved Package	Resolved Release	Resolved Package Availability
2018.01	PowerChart	Exception	612990	2018.10.01-2018.10.26	Log SR
2018.01	Message Center	Service	607568	2018.11.24	All Clients
2018.01	Message Center	Service	606546	2018.12.17	All Clients
2018.01	Message Center	Service	607638	2018.13.11	All Clients
2018.01	Message Center	Service	606477	2018.14.04	All Clients
2018.01	Message Center	Service	599368	2018.15	All Clients
2018.01	PowerChart	Exception	619443	2018.10.01-2018.10.26	Log SR

Solution Change 1-000000395883

Affected Release	Resolved Package Grouping or External Solution Name	Resolved Package Type	Resolved Package	Resolved Release	Resolved Package Availability
2018.01	Servers & Services: Messaging	Exception	606906	2018.11-2018.14	All Clients
2018.01	Millennium Services: Messaging	Service	599332	2018.15	All Clients

If you have access to the Solution Changes page of eService, you can search for the affected solution change number to find more information about the status of the solution change. You also can use eService to log a service record or request an obligation related to this solution change.

Alternative
In the Provider Letter Recipients dialog box, select recipients from the address book instead of the Favorite or Recent Recipient tabs.

Recovery
The packages provided below can be used to correct data that might be affected by this issue. They do not resolve the issue itself.

Package Grouping or External Solution Name	Package Type	Package	Release
PowerChart	Exception	615061	2018.01

The recovery actions provided below can be used to correct data that might be affected by this issue. They do not resolve the issue itself.

Note: Ensure that the recovery steps below are completed after you install resolved packages for solution changes 1-000000386846 and 1-000000395883.

Complete the following steps to remove recipients who were added to the Recent Recipient or Favorite tab:

1. Install the recovery package.
2. Log into PuTTY (PuTTY.exe) as administrator user and connect to the CCL prompt by performing a CCL authentication.
3. Run the following clean-up script: msg_favorite_recents_cleanup go.
4. Enter **A** to run the script in Audit mode. The information will still be available in the domain.
5. Enter **Y** to confirm.
6. Review the information in the domain.
7. Repeat Steps 2 and 3.
8. Enter **C** to run the script in Commit mode. The information will be removed from the domain.
9. Enter **Y** to confirm.
10. After the clean-up script is ran successfully, verify that all recent and favorite recipients identified in Step 6 are deleted from the domain.

Reference
- All About Message Center Letters

- [Selecting Provider Letter Recipients Using Message Center](#)

Action

If you have access to eService, you can ask questions about this flash by logging a solution-specific service record (SR). Otherwise, contact your Cerner representative.

Forward this flash to the appropriate personnel or department as soon as possible.

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