

# MESSAGE CENTER: PROVIDER LETTER RECENT RECIPIENTS AND FAVORITES NOT UPDATING

## Summary

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.

## Common Errors

- In this example, the first message was sent with the fax number of 806-123-4567.

Favor...	Prefix	First Name	Last Name	Credentials	Mode	Details
★		Brickland	Easton.MDTest		Fax	8061234567

- Assume that the provider moved locations and swapped phone numbers to 806-999-9999. Clinical IT updates the number on the backend.
- When you go to send another Provider Letter for the same patient, Cerner populates a "Recent Recipient" to assist. However, the fax number does not change even though the number has been changed on the backend. If you were to look up the provider in the Address Book, the correct number would then populate. However, you would then be shown 2 available options, which can cause confusion.

Favori...	Primary	Prefix	First Name	Last Name	Credentials	Mode	Details
★	<input checked="" type="checkbox"/>		Brickland	Easton.MDTest		Fax	8061234567
★	<input type="checkbox"/>		Brickland	Easton.MDTest		Fax	8069999999

- Therefore, it is recommended not to use the "Favorite" or "Recent Recipient" tab and ONLY use "Search for Provider".

## Steps for Success

**Do not to use the "Favorite" or "Recent Recipient" tab and ONLY use "Search for Provider".**

Favori...	Primary	Prefix	First Name	Last Name	Credentials	Mode	Details
★	<input checked="" type="checkbox"/>		Brickland	Easton.MDTest		Fax	8061234567
★	<input type="checkbox"/>		Brickland	Easton.MDTest		Fax	8069999999