Niagara Health System

Future State: Women and Babies -Outpatient Scheduling

Cerner Workflow ID: 6095 (v. 12.0)   Client Workflow ID: 743   Last updated by Cynthia Skubel, Mar 14, 2025 9:39am (UTC -4 hours)

Women and Babies Provider;Registered Midwife

Start/Stop [5]
Provider calls W&B to schedule an appointment.

OB Ward Clerk;Women and Babies Charge RN;Women and Babies Nurse

Work Step [6]
Takes phone call for appointment request

Work Step [74]
Access the Scheduling Appointment Book

Work Step [75]
Access SCS Women and Babies Bookshelf select appointment type and then click on the appointment tab.

Work Step [76]
Enter appointment type, patients name and click on move. Patient appears in the Work in progress box.

Decision [79]
Is this a recurring appointment?

— No →

Decision [80]
How will you be scheduling this appointment?

— Yes →

Work Step [82]
Select "Recur" to launch Recur Window

Work Step [81]
Within the Recur window, select Time Pattern, Recurrence Pattern, and Range of Recurrence

— Drag and Drop →

Work Step [85]
Using your cursor, drag the Resource from the WIP down to the requested Resource and time

— Schedule →

Work Step [84]
Within the Schedule window, select the Resource, Slot, Time, and Appointment Duration

— Suggest →

Work Step [83]
Within the Suggest window, define Suggest Criteria and select "Suggest". Select time from returned results

Start/Stop [87]
Confirm Appointment and Dr Office notified of date and time of appointment.

Off Page Reference [109]
Scheduling - ESM - Cancel Appointment

Off Page Reference [110]
Scheduling - ESM - Undo Canceled Appointment

Off Page Reference [106]
Scheduling - ESM - Modify Confirmed Appointment

Decision [105]
Does the appointment need to be rescheduled, modified, a no show, cancelled or Undo a cancelled appointment?

— Cancel —
— Undo —
— Modify —
— No Show —
— Reschedule —

Off Page Reference [107]
Scheduling - ESM - Reschedule Appointment

Off Page Reference [108]
Scheduling - ESM - No Show Appointment

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Workflow Details:

Workflow Name: Women and Babies -Outpatient Scheduling
Workflow State: Future State
Workstream: Admission/Intake
Venue: Acute Care
Ambulatory
Client Owner: Dickey, Kelly
Cerner Owner: White,Meighan Kathryn Moore
Standard: Yes
Related Workflow(s):
Tags: Scheduling

Workflow Summary:

Service Line: Anesthesiology
Women's Health
Related Solution(s): Anesthesia Management
PowerChart Maternity
Scheduling Management
Surgical Management
Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):
Cerner Workflow ID: 6095 (v. 12.0)
Client Workflow ID: 743
Workflow Notes:
Introduced By: WS 5
Validated By: WS 7

Swim Lane:

Role(s): Women and Babies Provider [Custom]
Registered Midwife [Custom]
Department(s):
Security Position(s): Physician - Women's Health

Start/Stop [5]

Description: Provider calls W&B to schedule an appointment.

Swim Lane:

Role(s): OB Ward Clerk [Custom]
Women and Babies Charge RN [Custom]
Women and Babies Nurse [Custom]

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Department(s):
Security Position(s): Perioperative - Scheduler
Women's Health - Clerk
Women's Health - Nurse

Work Step [85]

Description: Using your cursor, drag the Resource from the WIP down to the requested Resource and time

Comments: Users can right-click on the requested Resource and time from the GRID and select "Book Request" instead of manually dragging as well

Work Step [6]

Description: Takes phone call for appointment request

Comments: The clerk or the nurse could take the phone call and schedule the induction as needed. The workflow would be the same regardless of who is scheduling the induction.

Work Step [74]

Description: Access the Scheduling Appointment Book

Work Step [75]

Description: Access SCS Women and Babies Bookshelf select appointment type and then click on the appointment tab.

Comments: Outpatient Appointment bookings include:
NST, IOL, Rhogam Clinic, ECV, Prenatal Care Consult,
Anesthetic consult, Bili Follow Up, Postpatum Follow Up

Work Step [76]

Description: Enter appointment type, patients name and click on move. Patient appears in the Work in progress box.

Decision [79]

Description: Is this a recurring appointment?

Decision [80]

Description: How will you be scheduling this appointment?

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Work Step [84]

Description: Within the Schedule window, select the Resource, Slot, Time, and Appointment Duration

Comments: Using the "Schedule" function allows users to modify an appointment's standard duration, as well as book appointments outside of slots (with task access)

Start/Stop [87]

Description: Confirm Appointment and Dr Office notified of date and time of appointment.

Comments: Processing Option "Require Encounter at Booking" will require an encounter to be created/selected to complete Confirmation

Work Step [82]

Description: Select "Recur" to launch Recur Window

Work Step [81]

Description: Within the Recur window, select Time Pattern, Recurrence Pattern, and Range of Recurrence

Work Step [83]

Description: Within the Suggest window, define Suggest Criteria and select "Suggest". Select time from returned results

Comments: Cerner recommends Suggest Scheduling to automatically find the first available appointment without searching the GRID.

User Preferences within the Suggest window allow modification to number of suggests, success ratio, optimizing patient time, and default accepted time variations, among other options.

Off Page Reference [109]

Workflow Link: Scheduling - ESM - Cancel Appointment

Off Page Reference [110]

Workflow Link: Scheduling - ESM - Undo Canceled Appointment

Off Page Reference [106]

Workflow Link: Scheduling - ESM - Modify Confirmed Appointment

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Decision [105]

Description: Does the appointment need to be rescheduled, modified, a no show, cancelled or Undo a cancelled appointment?

Off Page Reference [107]

Workflow Link: Scheduling - ESM - Reschedule Appointment

Off Page Reference [108]

Workflow Link: Scheduling - ESM - No Show Appointment

Facilities:

Facility Name: St. Catharines

Status: Pending Approval

Facility Cerner Owner: White,Meighan Kathryn Moore

Facility Client Owner:

Authorize Date:

Facility Comments: