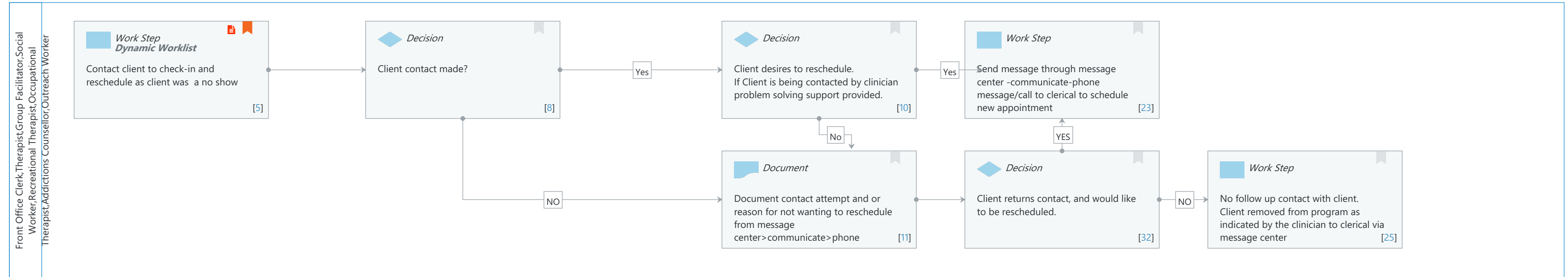


Future State: MHA - No Show/Rescheduling Workflow Outpatient MHA

Cerner Workflow ID: 14528 (v. 5.0)

Client Workflow ID: 666

Last updated by Hannah Hemauer, Jan 18, 2024 12:09pm (UTC -4 hours)



## Future State: MHA - No Show/Rescheduling Workflow Outpatient MHA

Cerner Workflow ID: 14528 (v. 5.0) Client Workflow ID: 666

Last updated by Hannah Hemauer, Jan 18, 2024 12:09pm (UTC -4 hours)

**Workflow Details:**

Workflow Name: MHA - No Show/Rescheduling Workflow Outpatient MHA

Workflow State: Future State

Workstream: Admission/Intake

Venue: Community Based Behavioral Health  
Hospital Based Behavioral Health

Client Owner: Hemauer, Hannah

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

**Workflow Summary:**

Service Line:

Related Solution(s): Cerner Community Behavioral Health

Project Name: Niagara Health System:OPT-0297674:NIAG\_CD Niagara HIS RFP

TestBuilder Script(s):

Cerner Workflow ID: 14528 (v. 5.0)

Client Workflow ID: 666

Workflow Notes:

Introduced By: WS 6

Validated By: WS 7

**Swim Lane:**Role(s): Front Office Clerk  
Therapist  
Group Facilitator [Custom]  
Social Worker  
Recreational Therapist  
Occupational Therapist  
Addictions Counsellor [Custom]  
Outreach Worker [Custom]

Department(s): Patient Access

Security Position(s):

**Work Step [5]**

Description: Contact client to check-in and reschedule as client was a no show

Method: Dynamic Worklist

Value Impact: Patient Safety  
Quality

## Future State: MHA - No Show/Rescheduling Workflow Outpatient MHA

Cerner Workflow ID: 14528 (v. 5.0) Client Workflow ID: 666

Last updated by Hannah Hemauer, Jan 18, 2024 12:09pm (UTC -4 hours)

**Step Impact:** Policy/Procedure

**Comments:** A worklist can be constructed via the Dynamic Worklist accessed via the organizer bar. The list should indicate any no show appointments the previous day.

**Decision [8]**

Description: Client contact made?

**Decision [10]**

Description: Client desires to reschedule. If Client is being contacted by clinician problem solving support provided.

**Work Step [23]**

Description: Send message through message center -communicate-phone message/call to clerical to schedule new appointment

**Document [11]**

Description: Document contact attempt and or reason for not wanting to reschedule from message center>communicate>phone message/call template

**Decision [32]**

Description: Client returns contact, and would like to be rescheduled.

**Work Step [25]**

Description: No follow up contact with client. Client removed from program as indicated by the clinician to clerical via message center