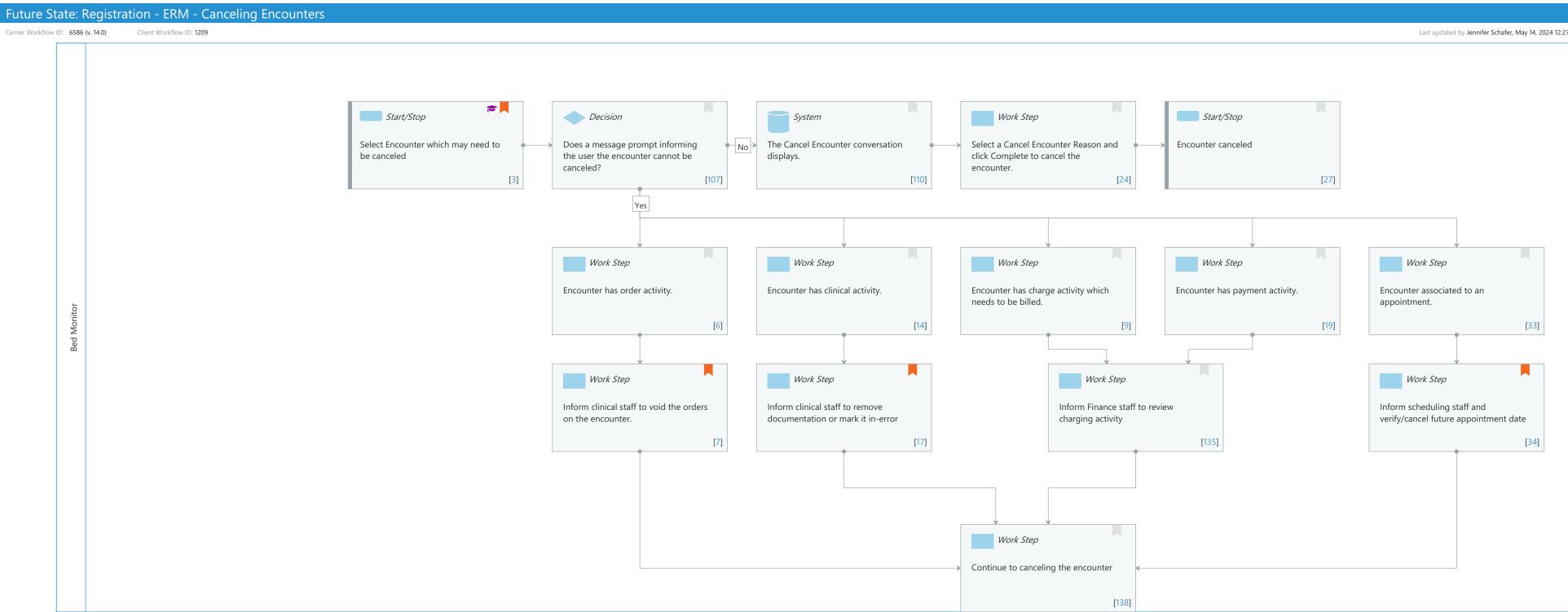
# Niagara Health System





Last updated by Jennifer Schafer, May 14, 2024 12:27pm (UTC -4 hours)

#### Future State: Registration - ERM - Canceling Encounters

Cerner Workflow ID: 6586 (v. 14.0) Client Workflow ID: 1209

Oct 16, 2024

### **Workflow Details:**

Workflow Name: Registration - ERM - Canceling Encounters Workflow State: Future State Workstream: Post-Discharge/Post-Visit Venue: Acute Care Post Acute Ambulatory Client Owner: Cerner Owner: Standard: Yes Related Workflow(s): Tags:

### Workflow Summary:

Service Line: Related Solution(s): Registration Management Project Name: Niagara Health System:OPT-0297674:NIAG\_CD Niagara HIS RFP TestBuilder Script(s): Cerner Workflow ID: 6586 (v. 14.0) Client Workflow ID: 1209 Workflow Notes: Introduced By: WS 1 Validated By: WS 5

### Swim Lane:

Role(s): Bed Monitor [Custom] Department(s): Patient Access Security Position(s): Registration - Clerk Registration - Supervisor

### Start/Stop [3]

Description: Select Encounter which may need to be canceled Step Impact: Training

### Decision [107]

Description: Does a message prompt informing the user the encounter cannot be canceled?

### System [110]

Description: The Cancel Encounter conversation displays.



#### Future State: Registration - ERM - Canceling Encounters

Cerner Workflow ID: 6586 (v. 14.0) Client Workflow ID: 1209

Oct 16, 2024

## Work Step [24]

Description: Select a Cancel Encounter Reason and click Complete to cancel the encounter.

# Start/Stop [27]

Description: Encounter canceled

# Work Step [6]

Description: Encounter has order activity.

# Work Step [14]

Description: Encounter has clinical activity.

# Work Step [9]

Description: Encounter has charge activity which needs to be billed.

# Work Step [19]

Description: Encounter has payment activity.

### Work Step [33]

Description: Encounter associated to an appointment.

### Work Step [7]

Description: Inform clinical staff to void the orders on the encounter. Comments: The appropriate staff will need to be called in order to communicate this information.

# Work Step [17]

Description: Inform clinical staff to remove documentation or mark it in-error Comments: The appropriate staff will need to be called in order to communicate this information.

# Work Step [135]

Description: Inform Finance staff to review charging activity

# Work Step [34]

Description: Inform scheduling staff and verify/cancel future appointment date Comments: The appropriate staff will need to be called in order to communicate this information.



Cerner Workflow ID: 6586 (v. 14.0) Client Workflow ID: 1209

Last updated by Jennifer Schafer, May 14, 2024 12:27pm (UTC -4 hours)

# Work Step [138]

Description: Continue to canceling the encounter

