



Future State: Registration - ERM - Downtime Conversations

Cerner Workflow ID: 8985 (v. 14.0) Client Workflow ID: 323

Last updated by Harsheen Kalsi, Feb 29, 2024 5:09pm (UTC -4 hours)

Workflow Details:

Workflow Name: Registration - ERM - Downtime Conversations

Workflow State: Future State

Workstream: Admission/Intake

Venue: Acute Care
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):

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Workflow Notes:

Introduced By: WS 6

Validated By: WS 7

Swim Lane:

Role(s): Registration Clerk

Department(s): Patient Access

Security Position(s): Registration - Clerk
Registration - Supervisor**Work Step [21]**

Description: Document patient information manually until system is up.

Work Step [17]

Description: Patient presents for Registration,

Decision [63]

Description: Is this a scheduled pre-registered encounter?

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Work Step [24]

Description: Assign downtime encounter number & manually document their visit: demographics, insurance info, encounter info until system is up.

Start/Stop [3]

Description: A downtime was experienced.

Step Impact: Training

Comments: Sites should have designated FIN Pools set aside to assign numbers from in cases of a downtime

Work Step [19]

Description: When the system is back up, patients need to be entered into the system.

Work Step [8]

Description: Select the appropriate Downtime Conversation

Comments: Depending on Department, different Downtime conversations can be created. Downtime conversations are not needed for adding new patients as the system will assign a unique MRN and FIN once it is available.

For example:
Downtime ED Quick Reg
Downtime Full Registration

Decision [30]

Description: Does a record for the patient already exist?

Work Step [31]

Description: Select the existing person and select Add Encounter

Work Step [9]

Description: In the "Encounter" field, enter in the downtime encounter number for that patient

Work Step [11]

Description: Complete Registration

System [12]

Description: If the Patient had not previously existed in the system, an MRN will be assigned when the Conversation is complete

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Decision [46]

Description: Is this a scheduled pre-registered encounter?

Work Step [32]

Description: Click Add Person

Off Page Reference [51]

Workflow Link: Registration - ERM - Inpatient Registration Process

Off Page Reference [53]

Workflow Link: Registration - ERM - Outpatient Registration Process