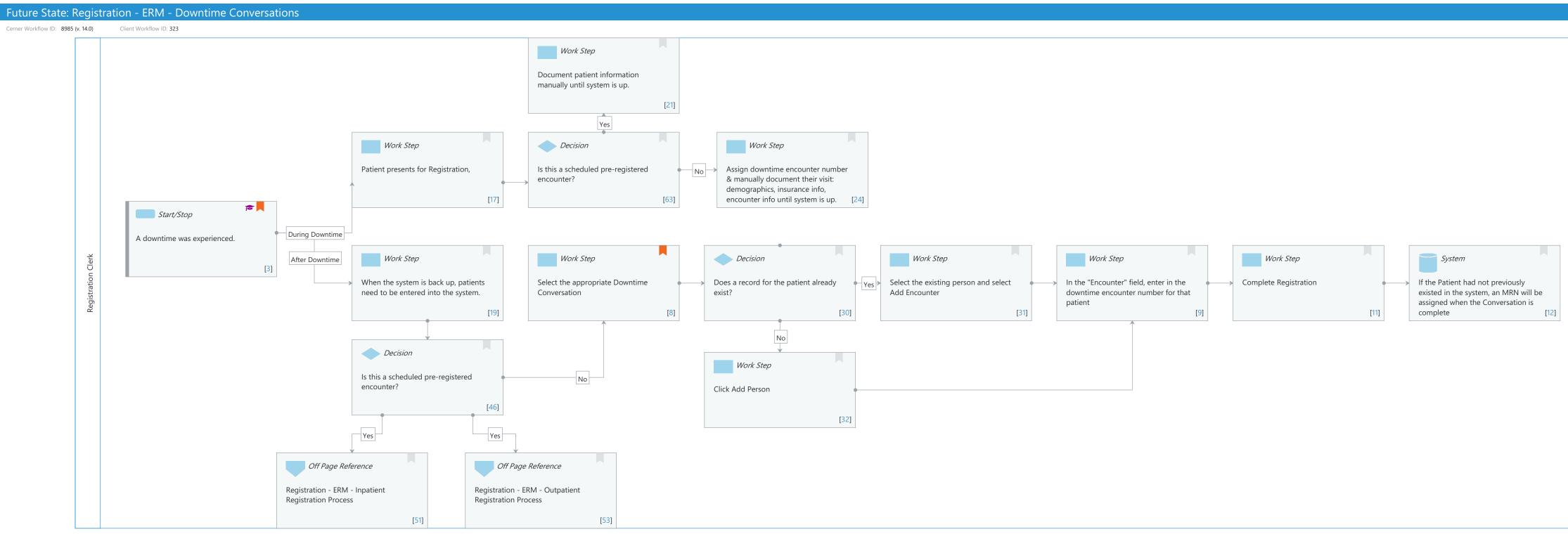
Niagara Health System



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Oct 16, 2024

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

Future State: Registration - ERM - Downtime Conversations

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

Oct 16, 2024

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

