Registration Clerk, Scheduler

Start/Stop
Reg clerk notified of the need to create encounter for patient prior to their actual arrival at a Health Care Facility   [20719]

Work Step
Launch PreReg Conversation   [20721]

Work Step
Search for the patient by health card number if available otherwise search by other demographics   [20763]

Decision
Did you find the correct patient?   [20775]

No →

Work Step
Click 'Add Person'   [20777]

Yes →

Work Step
Click 'Add Encounter'   [20778]

Work Step
All relevant patient-related fields are set to be Required   [20769]

Work Step
Complete all Patient, Encounter, Guarantor, and Insurance Information if applicable/available   [20729]

Start/Stop
Click "OK" to Complete Conversation   [20730]

System
Encounter is created and will fall to the "Today's Expected Arrivals" worklist once the Est Arrival Date matches current date   [20771]

Future State: Registration - ERM - PreRegistration Process

Cerner Workflow ID: 577 (v. 13.0)   Client Workflow ID: 339   Last updated by Julia Becevel, Jan 30, 2024 10:36am (UTC -4 hours)

Workflow Details:

Workflow Name: Registration - ERM - PreRegistration Process
Workflow State: Future State
Workstream: Pre-Admission/Pre-Visit
Venue: Acute Care
Post Acute
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: 577 (v. 13.0)
Client Workflow ID: 339
Workflow Notes:
Introduced By: WS 1
Validated By: WS 6

Swim Lane:

Role(s): Registration Clerk
Scheduler
Department(s): Patient Access
Security Position(s): Registration - Clerk
Registration - Supervisor
Scheduling - Clerk
Scheduling - Clerk Advanced

Work Step [20777]

Description: Click 'Add Person'

Start/Stop [20719]

Description: Reg clerk notified of the need to create encounter for patient prior to their actual
arrival at a Health Care Facility

Future State: Registration - ERM - PreRegistration Process

Work Step [20721]

    Description: Launch PreReg Conversation

    Step Impact: Policy/Procedure

    Comments: This conversation can be launched Access Management Office or Scheduling Appointment Book

Work Step [20763]

    Description: Search for the patient by health card number if available otherwise search by other demographics

Decision [20775]

    Description: Did you find the correct patient?

Work Step [20769]

    Description: All relevant patient-related fields are set to be Required

Work Step [20729]

    Description: Complete all Patient, Encounter, Guarantor, and Insurance Information if applicable/available

    Comments: If unable to complete all required information, populate as much as able and return encounter PreReg Status to "Incomplete" (per organization policy)

Start/Stop [20730]

    Description: Click "OK" to Complete Conversation

Work Step [20778]

    Description: Click 'Add Encounter'

System [20771]

    Description: Encounter is created and will fall to the "Today's Expected Arrivals" worklist once the Est Arrival Date matches current date