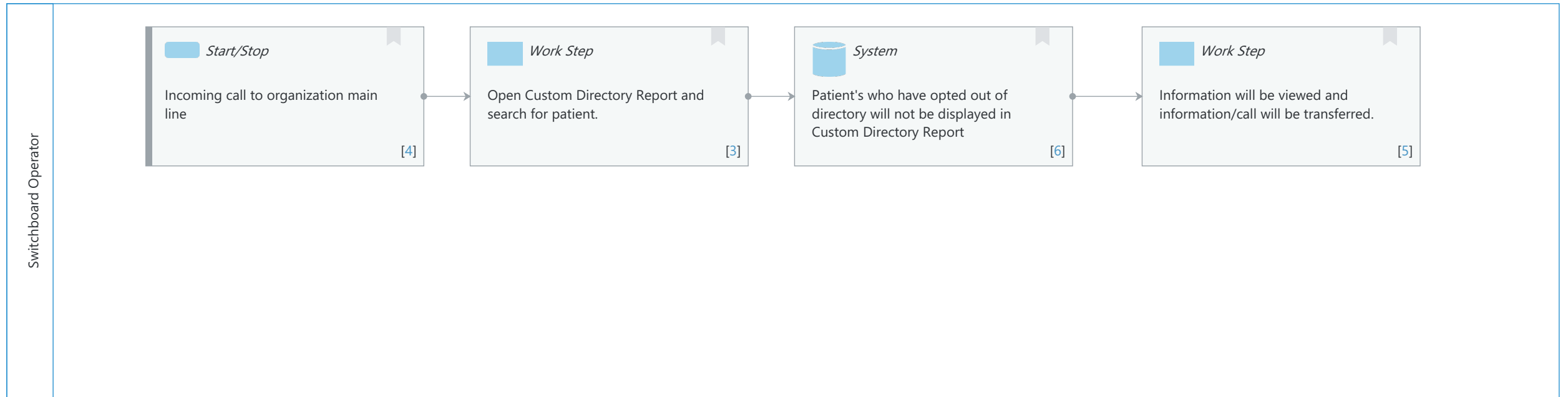


Future State: Registration-Switchboard Workflow

Cerner Workflow ID:

Client Workflow ID: 1195

Last updated by Jennifer Schafer, Sep 04, 2024 3:46pm (UTC -4 hours)



Future State: Registration-Switchboard Workflow

Cerner Workflow ID: Client Workflow ID: 1195

Last updated by Jennifer Schafer, Sep 04, 2024 3:46pm (UTC -4 hours)

Workflow Details:

Workflow Name: Registration-Switchboard Workflow

Workflow State: Future State

Workstream: Other

Venue: Acute Care

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:

Client Workflow ID: 1195

Workflow Notes:

Introduced By:

Validated By:

Swim Lane:

Role(s): Switchboard Operator [Custom]

Department(s): Patient Access

Security Position(s):

Start/Stop [4]

Description: Incoming call to organization main line

Work Step [3]

Description: Open Custom Directory Report and search for patient.

System [6]

Description: Patient's who have opted out of directory will not be displayed in Custom Directory Report

Work Step [5]

Description: Information will be viewed and information/call will be transferred.