Niagara Health System

Future State: Scheduling - ESM - Cancel Appointment

Cerner Workflow ID: 376 (v. 14.0)   Client Workflow ID: 353

Scheduler

Start/Stop	Work Step	Work Step	System	Start/Stop
Patient, Resource or Physician calls to cancel appointment [13586]	Locate the appropriate appointment(s) [13587]	Right click on the appointment(s) and select Cancel. [22156]	The Cancel dialog box is displayed. [22158]	Select a cancel reason from the list and click OK. The appointment is now in a Canceled status. [22149]

Off Page Reference

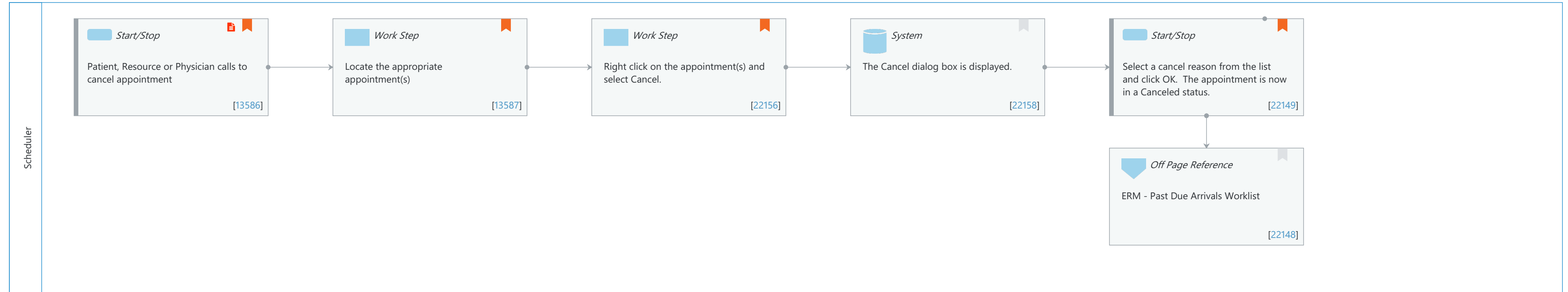ERM - Past Due Arrivals Worklist

[22148]

Future State: Scheduling - ESM - Cancel Appointment

Cerner Workflow ID: 376 (v. 14.0)   Client Workflow ID: 353   Last updated by Julia Becevel, Jan 30, 2024 10:18am (UTC -4 hours)

Workflow Details:

Workflow Name: Scheduling - ESM - Cancel Appointment
Workflow State: Future State
Workstream: Admission/Intake
Venue: Acute Care
Post Acute
Ambulatory
Client Owner:
Cerner Owner:
Standard: Yes
Related Workflow(s):
Tags:

Workflow Summary:

Service Line:
Related Solution(s): Scheduling Management
Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):
Cerner Workflow ID: 376 (v. 14.0)
Client Workflow ID: 353
Workflow Notes:
Introduced By: WS 1
Validated By: WS 6

Swim Lane:

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

Start/Stop [13586]

Description: Patient, Resource or Physician calls to cancel appointment
Step Impact: Policy/Procedure

Work Step [13587]

Description: Locate the appropriate appointment(s)
Comments: Appointments can be found within appointment GRID or scheduling inquiries

Work Step [22156]

Description: Right click on the appointment(s) and select Cancel.

Comments: You can also cancel an appointment from the toolbar. Select the appointment you want to cancel and click Cancel on the toolbar.

System [22158]

Description: The Cancel dialog box is displayed.

Start/Stop [22149]

Description: Select a cancel reason from the list and click OK. The appointment is now in a Canceled status.

Comments: If there are orders associated with the appointment you are canceling, you may need to enter a cancel reason for the order. The order will be auto canceled.

Encounter not canceled.

Off Page Reference [22148]

Workflow Link: ERM - Past Due Arrivals Worklist