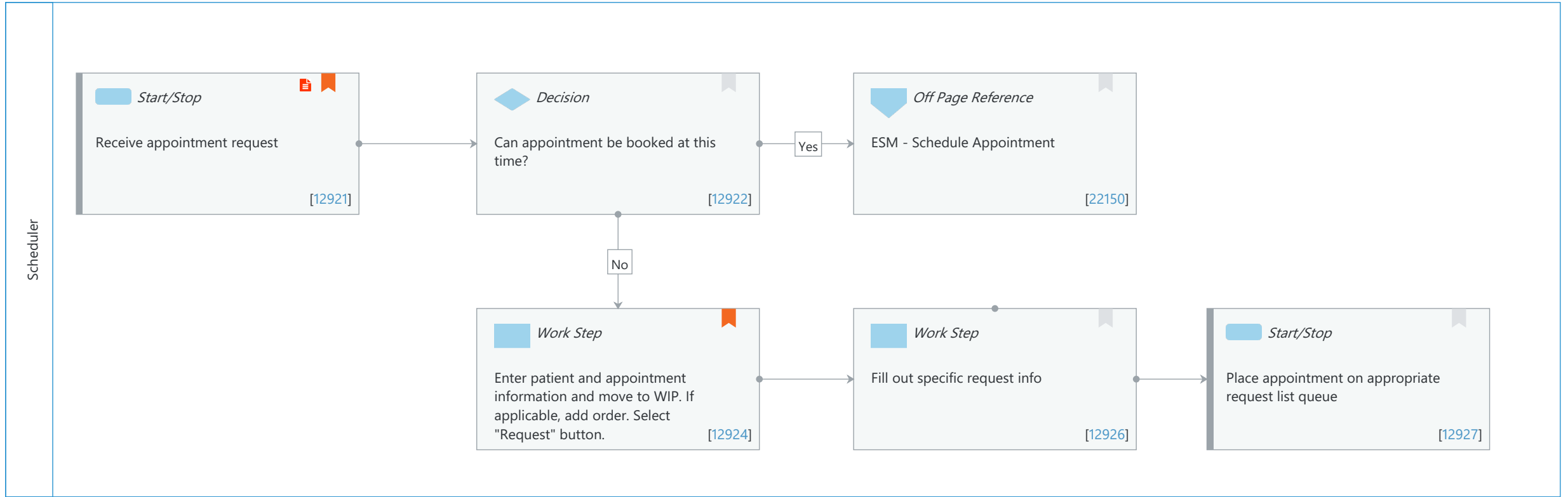


Future State: Scheduling - ESM - Create Appointment Request

Cerner Workflow ID: 368 (v. 14.0)

Client Workflow ID: 358

Last updated by Corinne Romanin, Apr 10, 2024 10:35am (UTC -4 hours)



Future State: Scheduling - ESM - Create Appointment Request

Cerner Workflow ID: 368 (v. 14.0) Client Workflow ID: 358

Last updated by Corinne Romanin, Apr 10, 2024 10:35am (UTC -4 hours)

Workflow Details:

Workflow Name: Scheduling - ESM - Create Appointment Request

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: 368 (v. 14.0)

Client Workflow ID: 358

Workflow Notes: For steps to follow the workflow, see [Create an Appointment Request Workflow in Scheduling Management](#)

This workflow enables an end user to schedule an appointment that cannot be booked immediately. You can use the Request option in Scheduling Appointment Book (SchApptBook.exe) to send the appointment to a request list to be confirmed at a later time. After an appointment is added to a request queue, it can then be scheduled, modified, or canceled, whichever is appropriate.

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 [12921]

Description: Receive appointment request

Future State: Scheduling - ESM - Create Appointment Request

Cerner Workflow ID: 368 (v. 14.0) Client Workflow ID: 358

Last updated by Corinne Romanin, Apr 10, 2024 10:35am (UTC -4 hours)

Step Impact: Policy/Procedure

Decision [12922]

Description: Can appointment be booked at this time?

Off Page Reference [22150]

Workflow Link: ESM - Schedule Appointment

Work Step [12924]

Description: Enter patient and appointment information and move to WIP. If applicable, add order. Select "Request" button.

Comments: Can be used to send requests to additional departments, or patient follow-up

Work Step [12926]

Description: Fill out specific request info

Start/Stop [12927]

Description: Place appointment on appropriate request list queue