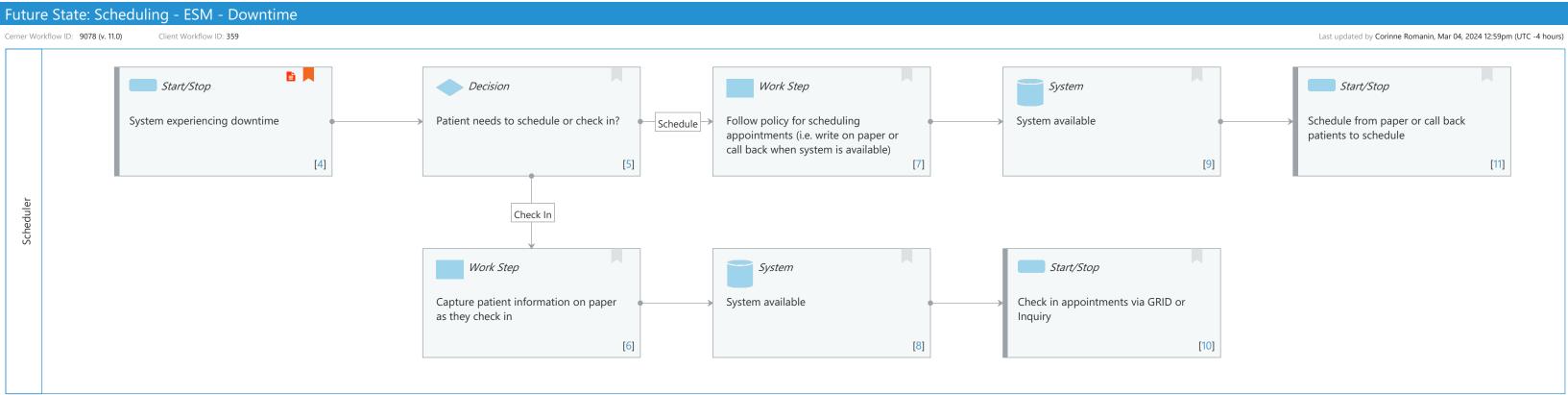
# Niagara Health System





# Future State: Scheduling - ESM - Downtime

Cerner Workflow ID: 9078 (v. 11.0) Client Workflow ID: 359

# Last updated by Corinne Romanin, Mar 04, 2024 12:59pm (UTC -4 hours)

# **Workflow Details:**

Workflow Name:	Scheduling - ESM - Downtime
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):	Scheduling Management
Project Name:	Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):	
Cerner Workflow ID:	9078 (v. 11.0)
Client Workflow ID:	359
Workflow Notes:	For steps to follow the workflow, see <u>Downtime Workflow in</u>
	Scheduling Management
	This process details the steps to take once Cerner Millennium becomes active after
	an unplanned system
	downtime. The Downtime workflow is important to ensure there are
	no gaps in patient care while a system is unavailable. It also
	helps reduce any negative impact, financial or otherwise, to the
	medical facility's patient access operations.
Introduced By:	WS 7
Validated By:	WS 8

# Swim Lane:

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

# Start/Stop [4]

Description: System experiencing downtime Step Impact: Policy/Procedure



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Comments: A downtime report is available via Operations Job:

https://wiki.ucern.com/ display/public/reference/Configure+Scheduling+Management+Operations+ Jobs#ConfigureSchedulingManagementOperationsJobs-SendingDowntimeOpsJobstoaFile

#### **Decision** [5]

Description: Patient needs to schedule or check in?

# Work Step [7]

Description: Follow policy for scheduling appointments (i.e. write on paper or call back when system is available)

#### System [9]

Description: System available

#### Start/Stop [11]

Description: Schedule from paper or call back patients to schedule

# Work Step [6]

Description: Capture patient information on paper as they check in

# System [8]

Description: System available

# Start/Stop [10]

Description: Check in appointments via GRID or Inquiry

