



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):

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Workflow Notes: For steps to follow the workflow, see [Downtime Workflow in 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-
SendingDowntimeOpsJobstoFile](https://wiki.ucern.com/display/public/reference/Configure+Scheduling+Management+Operations+Jobs#ConfigureSchedulingManagementOperationsJobs-SendingDowntimeOpsJobstoFile)

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