Niagara Health System

Oct 16, 2024

Future State: Scheduling - ESM - Inbound Faxed Scheduling to Orders

Cerner Workflow ID: **10166 (v. 12.0)**   Client Workflow ID: **360**   Last updated by **Corinne Romanin, Jul 12, 2024 8:46am (UTC -4 hours)**

Scheduler

Decision

Off Page Reference
Enterprise Document Management - WQM for ESM [50]

Work Step
Select Confirmed Appointment and select "Associate" button [20]

Start/Stop
Request falls off queue and System returns to Scheduling Request List [23]

Work Step
Find Scheduling Request in appropriate Request List Queue, Right-click > Complete Request [7]

System
Image Opens for review along with Request/Appointment window [11]

Decision
Are there any duplicate Patient Requests or future Confirmed Appointments? [15]

Confirmed Appointment

Duplicate Request

No Duplicate Requests

Decision
Duplicate Request an Electronic or Faxed order? [17]

Faxed

Electronic

Work Step
Select duplicate Faxed Request and the "Associate" button [26]

Work Step
Select appropriate Appointment Type and document all Accept Format values. Select "Move" [30]

Work Step
Associate appropriate Order to the Appointment Type and Schedule [32]

Start/Stop
Request falls off queue [34]

Work Step
Select duplicate Order Request and the "Associate" button [28]

Work Step
Appointment Type populates, validate/complete Accept Format Values and select "Move" [36]

Work Step
Review and Confirm Order information, Schedule and Confirm [38]

Start/Stop
Request falls off queue [40]

Work Step
Select "OK" and do not associate image to any existing request [42]

Work Step
Select appropriate Appointment Type and document all Accept Format values. Select "Move" [44]

Work Step
Associate appropriate Order to the Appointment Type and Schedule [45]

Start/Stop
Request falls off queue [46]

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Workflow Details:

Workflow Name: Scheduling - ESM - Inbound Faxed Scheduling to Orders
Workflow State: Future State
Workstream: Pre-Admission/Pre-Visit
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: 10166 (v. 12.0)
Client Workflow ID: 360
Workflow Notes: For steps to follow the workflow and configure functionality, see Understand
Scheduling Management Inbound Faxed Scheduling to Orders
Workflow
An order is faxed and received as a work item in CPDI Work Queue Monitor if a
Work Queue Monitor (WQM) work item inquiry
request list is configured. This workflow is important to
determine which faxed orders need to have appointments scheduled.
These orders can be viewed and scheduled directly from the request
list.
Introduced By: WS 5
Validated By: WS 6

Swim Lane:

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

Work Step [53]

Document [54]

Cerner Workflow ID: **10166** (v. 12.0)   Client Workflow ID: **360**   Last updated by Corinne Romanin, Jul 12, 2024 8:46am (UTC -4 hours)

System [55]

Decision [56]

Off Page Reference [50]
Workflow Link: Enterprise Document Management - WQM for ESM

Work Step [20]
Description: Select Confirmed Appointment and select "Associate" button

Comments: Selecting "Associate" will add and complete the associated image with the Patient's Encounter

Start/Stop [23]
Description: Request falls off queue and System returns to Scheduling Request List

Work Step [26]
Description: Select duplicate Faxed Request and the "Associate" button

Comments: Image originally selected from Request List remains open for review. Both images will be completed and saved to patient's encounter.

Work Step [30]
Description: Select appropriate Appointment Type and document all Accept Format values. Select "Move"

Comments: Faxed orders will populate Patient Name and Ordering Physician

Work Step [32]
Description: Associate appropriate Order to the Appointment Type and Schedule

Start/Stop [34]
Description: Request falls off queue

Comments: If duplicate requests exist, both are removed from queue

Work Step [7]
Description: Find Scheduling Request in appropriate Request List Queue, Right-click > Complete Request

Comments: Faxed Orders will have a Modality listed instead of an Appointment Type, along with a "View" Link in the "Images" column.

Cerner Workflow ID: **10166 (v. 12.0)**   Client Workflow ID: **360**   Last updated by Corinne Romanin, Jul 12, 2024 8:46am (UTC -4 hours)

System [11]

Description: Image Opens for review along with Request/Appointment window

Decision [15]

Description: Are there any duplicate Patient Requests or future Confirmed Appointments?

Decision [17]

Description: Duplicate Request an Electronic or Faxed order?

Comments: Faxed Orders can be identified by the "Image" column with a View Link, vs. Electronic Orders which will be associated to the appropriate Appointment Type.

A review to truly identify duplicates should be completed prior to associating requests

Work Step [28]

Description: Select duplicate Order Request and the "Associate" button

Comments: Previously selected image closes. Electronic Order is now the primary driver of scheduling

Work Step [36]

Description: Appointment Type populates, validate/complete Accept Format Values and select "Move"

Comments: Appointment Type and Accept Format Values are taken from Orders Integration

Work Step [38]

Description: Review and Confirm Order information, Schedule and Confirm

Start/Stop [40]

Description: Request falls off queue

Comments: If duplicate requests exist, both are removed from queue

Work Step [42]

Description: Select "OK" and do not associate image to any existing request

Cerner Workflow ID: **10166 (v. 12.0)**   Client Workflow ID: **360**

Work Step [44]

Description: Select appropriate Appointment Type and document all Accept Format values. Select "Move"

Comments: Faxed orders will populate Patient Name and Ordering Physician

Work Step [45]

Description: Associate appropriate Order to the Appointment Type and Schedule

Start/Stop [46]

Description: Request falls off queue