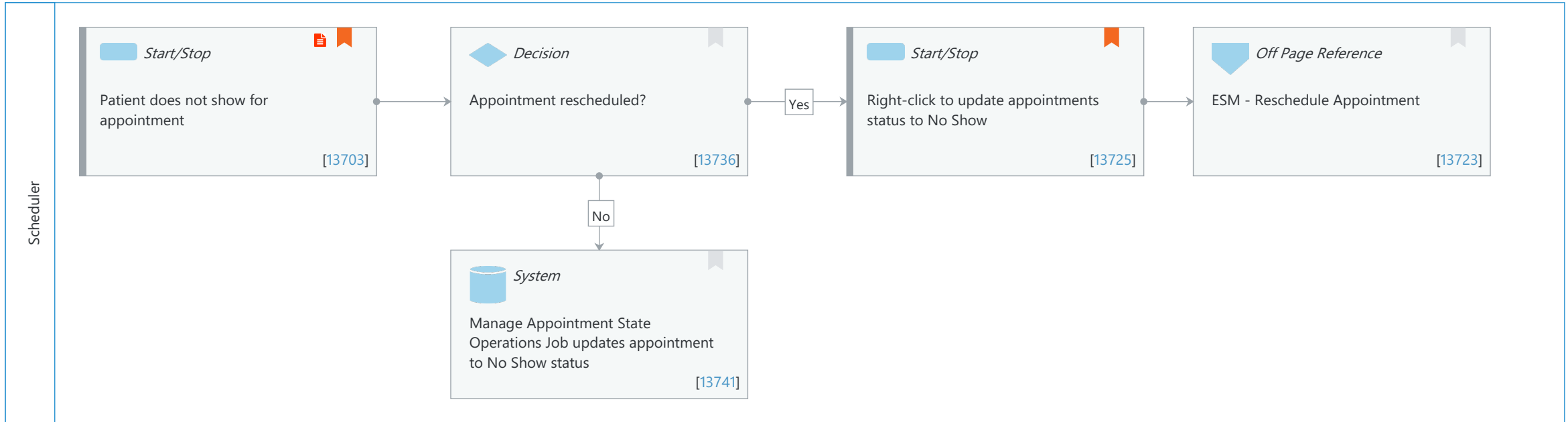


Future State: Scheduling - ESM - No Show Appointment

Cerner Workflow ID: 380 (v. 16.0)

Client Workflow ID: 20

Last updated by Julia Becevel, Jan 29, 2024 4:58pm (UTC -4 hours)



Future State: Scheduling - ESM - No Show Appointment

Cerner Workflow ID: 380 (v. 16.0) Client Workflow ID: 20

Last updated by Julia Becevel, Jan 29, 2024 4:58pm (UTC -4 hours)

Workflow Details:

Workflow Name: Scheduling - ESM - No Show 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: 380 (v. 16.0)

Client Workflow ID: 20

Workflow Notes: For steps to follow the workflow, see [No-Show Appointment Workflow in Scheduling Management](#)

An appointment is considered no-show when the patient is not present for a confirmed scheduled appointment.

Using the No-Show status in Scheduling Appointment Book (SchApptBook.exe) helps track patients and notify staff of the appointment status to determine any financial or regulatory impact.

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 [13703]

Description: Patient does not show for appointment

Step Impact: Policy/Procedure

Future State: Scheduling - ESM - No Show Appointment

Cerner Workflow ID: 380 (v. 16.0) Client Workflow ID: 20

Last updated by Julia Becevel, Jan 29, 2024 4:58pm (UTC -4 hours)

Decision [13736]

Description: Appointment rescheduled?

Start/Stop [13725]

Description: Right-click to update appointments status to No Show

Comments: Reschedule Request created if "Autocreate reschedule request when placed in a no-show state" is selected. Encounter is retained (not canceled) to qualify for the Past Due Arrivals registration worklist.

2015.01.25 Release:

If using the manged Appointment State Ops job, the appointment status will automatically update from "Confirmed" to "No Show" when the Ops job runs

Off Page Reference [13723]

Workflow Link: ESM - Reschedule Appointment

System [13741]

Description: Manage Appointment State Operations Job updates appointment to No Show status