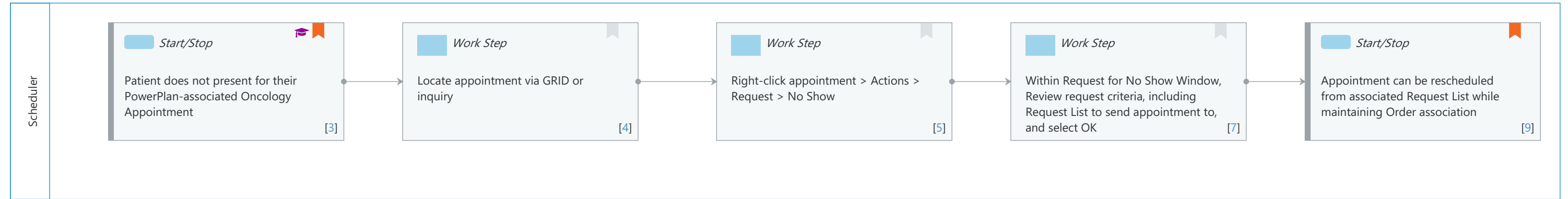


Future State: Scheduling - ESM - Oncology Appointment No Show

Cerner Workflow ID: 12934 (v. 9.0)

Client Workflow ID: 625

Last updated by Corinne Romanin, Jul 23, 2024 1:50pm (UTC -4 hours)



Future State: Scheduling - ESM - Oncology Appointment No Show

Cerner Workflow ID: 12934 (v. 9.0) Client Workflow ID: 625

Last updated by Corinne Romanin, Jul 23, 2024 1:50pm (UTC -4 hours)

Workflow Details:

Workflow Name: Scheduling - ESM - Oncology Appointment No Show

Workflow State: Future State

Workstream: Other

Venue: Acute Care

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line: Oncology

Related Solution(s): Scheduling Management

Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP

TestBuilder Script(s):

Cerner Workflow ID: 12934 (v. 9.0)

Client Workflow ID: 625

Workflow Notes: For steps to follow the [Oncology Appointment No Show Workflow in Scheduling Management](#)

This process describes how oncology departments can track or reschedule patients who are absent for a

visit without negatively affecting the associated PowerPlan orders.

In Scheduling Appointment Book, the No Show action cancels any order associated with an appointment, including those orders associated with PowerPlan, and removes plan association. To prevent this from occurring, appointments need to be placed in a queue for rescheduling purposes.

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

Start/Stop [3]

Description: Patient does not present for their PowerPlan-associated Oncology Appointment

Step Impact: Training

Future State: Scheduling - ESM - Oncology Appointment No Show

Cerner Workflow ID: 12934 (v. 9.0) Client Workflow ID: 625

Last updated by Corinne Romanin, Jul 23, 2024 1:50pm (UTC -4 hours)

Comments: In SchApptBook, the No Show Action will cancel Orders associated to an appointment. However, if an Order associated to a PowerPlan is canceled, there is no way to retain the PowerPlan association. Instead, these appointments need to be placed in a queue for rescheduling purposes.

Work Step [4]

Description: Locate appointment via GRID or inquiry

Work Step [5]

Description: Right-click appointment > Actions > Request > No Show

Work Step [7]

Description: Within Request for No Show Window, Review request criteria, including Request List to send appointment to, and select OK

Start/Stop [9]

Description: Appointment can be rescheduled from associated Request List while maintaining Order association

Comments: If wanting to track Patient No Shows, additional generic (non-order driven) appointments can be added/No Showed manually for the offending patient