Cerner Workflow ID: 395 (v. 12.0)   Client Workflow ID: 21   Last updated by Corinne Romanin, Jan 30, 2024 11:18am (UTC -4 hours)

Provider

Start/Stop
Order Placed in PowerChart
[14123]

Decision
Are you checking Medical Necessity in PowerChart?
[14170]

Off Page Reference
Patient Access/ESM - Medical Necessity in PowerChart
[14162]

Yes

System
Future Orders can populate a Request List for an Associated Appointment Type to be scheduled
[14166]

No

Scheduler

Work Step
Review Appointment Request from Request List Queue
[14129]

Work Step
Call Patient
[14136]

Decision
Patient available to schedule?
[14179]

Yes

Work Step
Complete request from the Request Queue
[14135]

Work Step
Complete Required Appointment Details
[14137]

Decision
Checking Medical Necessity?
[14184]

No

Work Step
Schedule appointment
[14143]

Work Step
Confirm Appointment
[14148]

No

Off Page Reference
ESM - Record and Review Contact Attempts
[14178]

Yes

Off Page Reference
ESM - Medical Necessity Check
[14186]

System
Request falls off of Scheduling Request List Queue
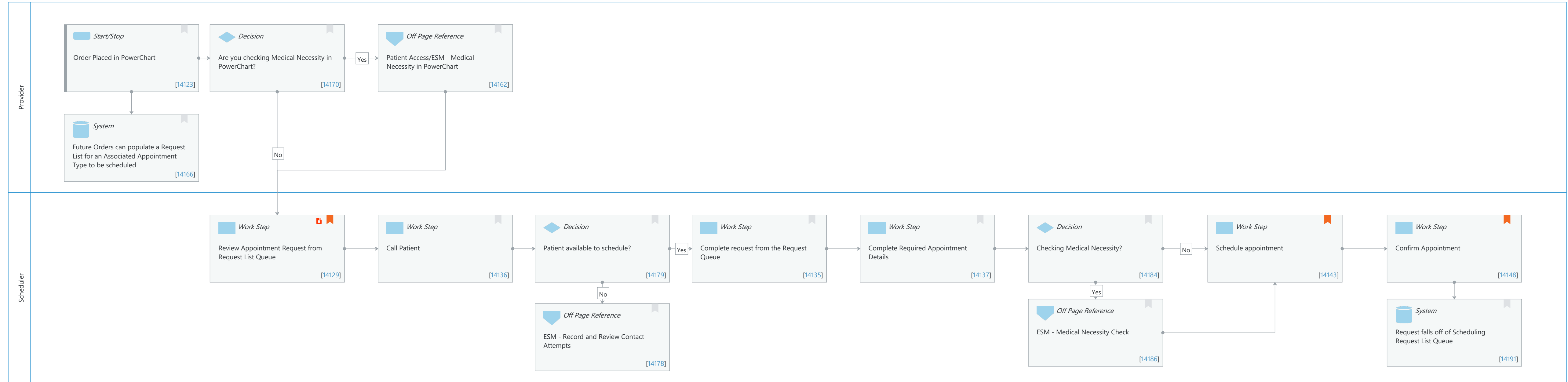[14191]

Future State: Scheduling - ESM - Orders to Scheduling (CPOE)

Cerner Workflow ID: 395 (v. 12.0)   Client Workflow ID: 21   Last updated by Corinne Romanin, Jan 30, 2024 11:18am (UTC -4 hours)

Workflow Details:

Workflow Name: Scheduling - ESM - Orders to Scheduling (CPOE)
Workflow State: Future State
Workstream: Pre-Admission/Pre-Visit
Venue: Acute Care
Client Owner:
Cerner Owner:
Standard: Yes
Related Workflow(s):
Tags:

Workflow Summary:

Service Line:
Related Solution(s): Rehab Therapies
Scheduling Management
Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):
Cerner Workflow ID: 395 (v. 12.0)
Client Workflow ID: 21
Workflow Notes: For steps to follow the workflow and configure functionality, see Understand Orders to Scheduling Workflow

With the Orders to Scheduling (CPOE) workflow, when an order is placed in PowerChart (
PowerChart.exe), the system automatically creates a request for an appointment to be scheduled. This page details how to use this functionality with various types of orders as well as completing a request after it is sent to Scheduling Appointment Book (
SchApptBook.exe). This workflow is important for front office staff to know what is needed to continue care for a patient based on the provider documentation.
Introduced By: WS 1
Validated By: WS 6

Swim Lane:

Role(s): Provider
Department(s):
Security Position(s):

Start/Stop [14123]

Description: Order Placed in PowerChart

Future State: Scheduling - ESM - Orders to Scheduling (CPOE)

Cerner Workflow ID: 395 (v. 12.0)   Client Workflow ID: 21   Last updated by Corinne Romanin, Jan 30, 2024 11:18am (UTC -4 hours)

Decision [14170]

Description: Are you checking Medical Necessity in PowerChart?

Off Page Reference [14162]

Workflow Link: Patient Access/ESM - Medical Necessity in PowerChart

System [14166]

Description: Future Orders can populate a Request List for an Associated Appointment Type to be scheduled

Swim Lane:

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

Work Step [14129]

Description: Review Appointment Request from Request List Queue

Step Impact: Policy/Procedure

Comments: Future Appointment Requests can also be identified by completing a Patient Search and launching the "Future Requests/Appointments" window. This workflow is available by enabling the User Option " Display future requests/appointments" Appointment Setting

Work Step [14136]

Description: Call Patient

Decision [14179]

Description: Patient available to schedule?

Work Step [14135]

Description: Complete request from the Request Queue

Work Step [14137]

Description: Complete Required Appointment Details

Decision [14184]

Description: Checking Medical Necessity?

Work Step [14143]

Description: Schedule appointment

Comments: Can schedule using Suggest, Schedule Button, or Drag and Drop methogs

Work Step [14148]

Description: Confirm Appointment

Comments: Processing Option "Activate order at booking" will activate orders at the time of Confirm

Processing Option "Require Encounter at Booking" will require an encounter to be created/selected to complete Confirmation

Off Page Reference [14178]

Workflow Link: ESM - Record and Review Contact Attempts

Off Page Reference [14186]

Workflow Link: ESM - Medical Necessity Check

System [14191]

Description: Request falls off of Scheduling Request List Queue

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