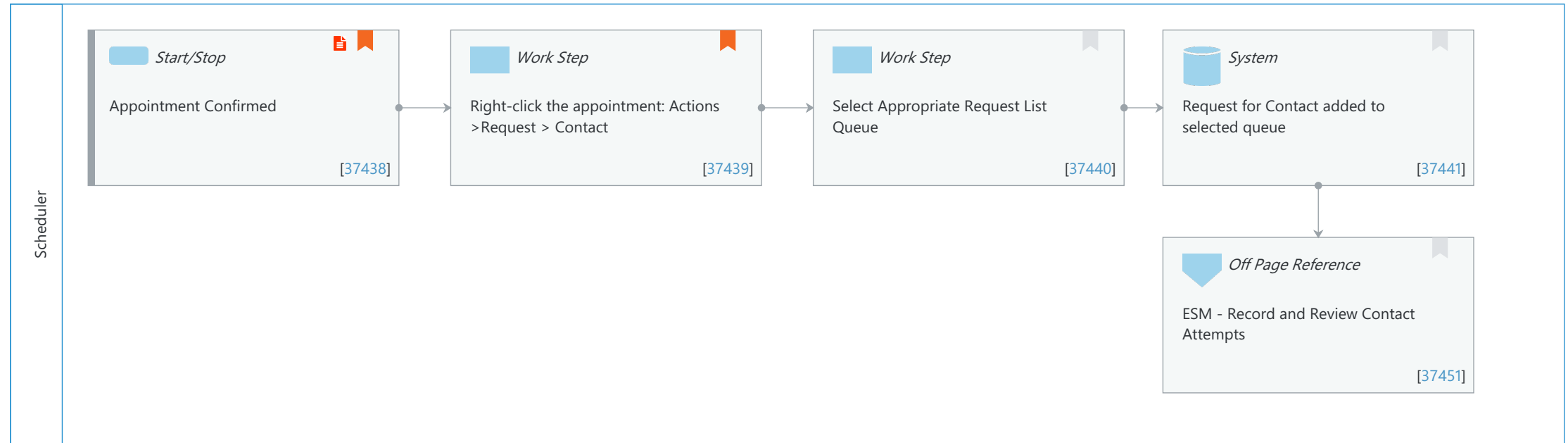


## Future State: Scheduling - ESM - Request for Contact

Cerner Workflow ID: 1833 (v. 14.0)

Client Workflow ID: 22

Last updated by Corinne Romanin, Feb 20, 2024 12:29pm (UTC -4 hours)



## Future State: Scheduling - ESM - Request for Contact

Cerner Workflow ID: 1833 (v. 14.0) Client Workflow ID: 22

Last updated by Corinne Romanin, Feb 20, 2024 12:29pm (UTC -4 hours)

**Workflow Details:**

Workflow Name: Scheduling - ESM - Request for Contact

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: 1833 (v. 14.0)

Client Workflow ID: 22

Workflow Notes:

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** [37438]

Description: Appointment Confirmed

Step Impact: Policy/Procedure

**Work Step** [37439]

Description: Right-click the appointment: Actions &gt;Request &gt; Contact

Comments: Departmental Follow-up required for this appointment

**Work Step** [37440]

Description: Select Appropriate Request List Queue

Future State: Scheduling - ESM - Request for Contact

Cerner Workflow ID: 1833 (v. 14.0) Client Workflow ID: 22

Last updated by Corinne Romanin, Feb 20, 2024 12:29pm (UTC -4 hours)

**System** [37441]

Description: Request for Contact added to selected queue

**Off Page Reference** [37451]

Workflow Link: ESM - Record and Review Contact Attempts