Niagara Health System
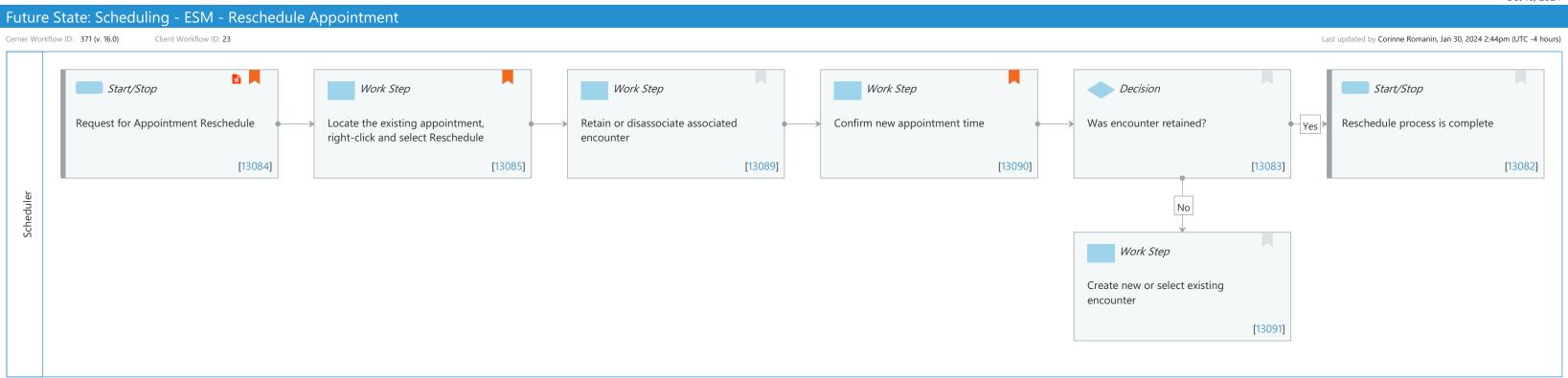
Future State: Scheduling - ESM - Reschedule Appointment

Cerner Workflow ID: 371 (v. 16.0)   Client Workflow ID: 23   Last updated by Corinne Romanin, Jan 30, 2024 2:44pm (UTC -4 hours)

Scheduler

Start/Stop
Request for Appointment Reschedule
[13084]

Work Step
Locate the existing appointment, right-click and select Reschedule
[13085]

Work Step
Retain or disassociate associated encounter
[13089]

Work Step
Confirm new appointment time
[13090]

Decision
Was encounter retained?
[13083]

— Yes →

Start/Stop
Reschedule process is complete
[13082]

— No ↓

Work Step
Create new or select existing encounter
[13091]

Future State: Scheduling - ESM - Reschedule Appointment

Cerner Workflow ID: 371 (v. 16.0)   Client Workflow ID: 23

Workflow Details:

Workflow Name: Scheduling - ESM - Reschedule Appointment
Workflow State: Future State
Workstream: Pre-Admission/Pre-Visit
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: 371 (v. 16.0)
Client Workflow ID: 23
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 [13084]

Description: Request for Appointment Reschedule
Step Impact: Policy/Procedure
Comments: The request to reschedule an appointment could occur either through patient communication, provider, or facility need.

Work Step [13085]

Description: Locate the existing appointment, right-click and select Reschedule
Comments: Appointment(s) can be found either by the Appointment Status by Person inquiry, Request List or by searching the Scheduling GRID.

If a request is identified from the Request List inquiry, select "Complete" to reschedule.

Reschedule 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 [13089]

> Description: Retain or disassociate associated encounter

Work Step [13090]

> Description: Confirm new appointment time

> Comments: Automatic update to Estimated Arrival Date/Time on associated encounter

Decision [13083]

> Description: Was encounter retained?

Start/Stop [13082]

> Description: Reschedule process is complete

Work Step [13091]

> Description: Create new or select existing encounter