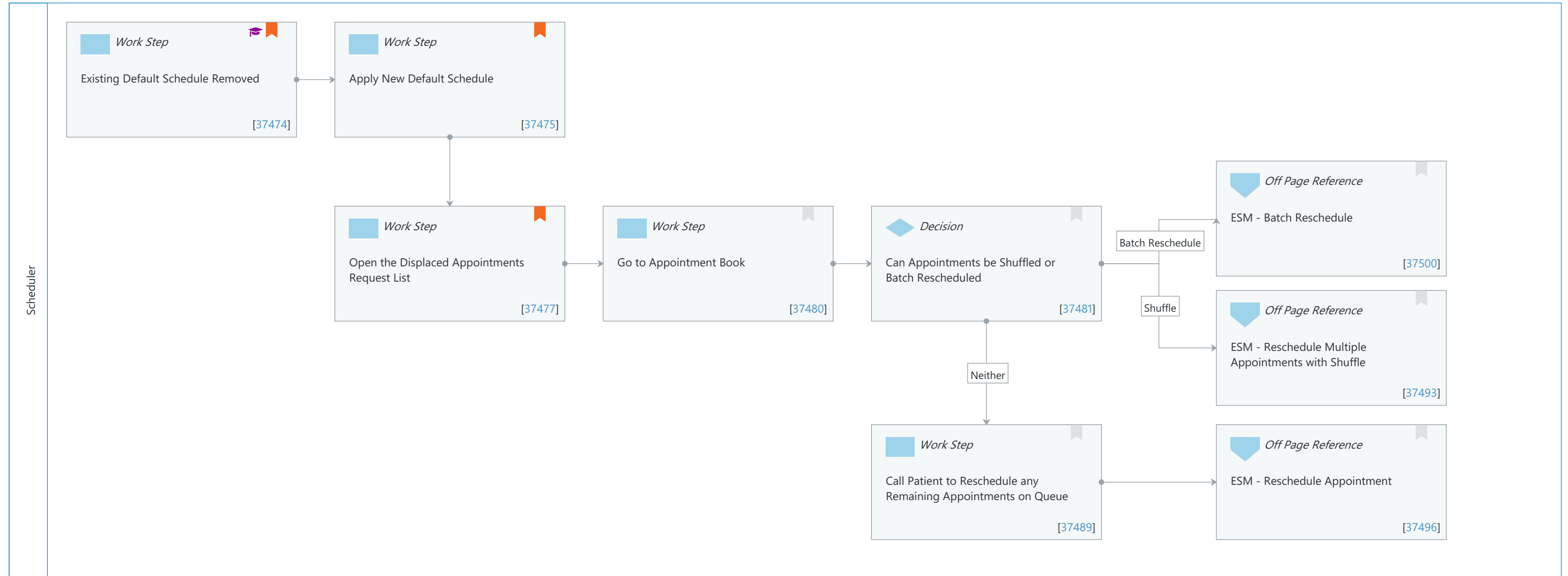# Niagara Health System

Oct 16, 2024

Future State: Scheduling - ESM - Reschedule Displaced Appointments

Cerner Workflow ID: **1834 (v. 15.0)**   Client Workflow ID: **24**   Last updated by **Corinne Romanin, Feb 20, 2024 12:31pm (UTC -4 hours)**

Scheduler

Work Step — Existing Default Schedule Removed [37474]

Work Step — Apply New Default Schedule [37475]

Work Step — Open the Displaced Appointments Request List [37477]

Work Step — Go to Appointment Book [37480]

Decision — Can Appointments be Shuffled or Batch Rescheduled [37481]

- **Batch Reschedule** → Off Page Reference — ESM - Batch Reschedule [37500]
- **Shuffle** → Off Page Reference — ESM - Reschedule Multiple Appointments with Shuffle [37493]
- **Neither** → Work Step — Call Patient to Reschedule any Remaining Appointments on Queue [37489]

Work Step — Call Patient to Reschedule any Remaining Appointments on Queue [37489] → Off Page Reference — ESM - Reschedule Appointment [37496]

Future State: Scheduling - ESM - Reschedule Displaced Appointments

Cerner Workflow ID: **1834 (v. 15.0)**   Client Workflow ID: **24**   Last updated by Corinne Romanin, Feb 20, 2024 12:31pm (UTC -4 hours)

Workflow Details:

Workflow Name:	Scheduling - ESM - Reschedule Displaced Appointments
Workflow State:	Future State
Workstream:	Admission/Intake
Venue:	Acute Care
	Post Acute
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:	1834 (v. 15.0)
Client Workflow ID:	24
Workflow Notes:	For steps to follow the workflow and configure functionality, See Understand Scheduling Management Reschedule Displaced Appointments Workflow

The Reschedule Displaced Appointments workflow uses the Displaced Appointments Resource inquiry to identify appointments currently scheduled outside of a resource slot. This workflow is important for appointments that require special equipment or processes to confirm the appropriate resources are available to provide patient care.

Introduced By:	WS 1
Validated By:	WS 6

Swim Lane:

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

Work Step [37474]

Description:	Existing Default Schedule Removed
Step Impact:	Training

Cerner Workflow ID: **1834** (v. 15.0)   Client Workflow ID: **24**

Last updated by Corinne Romanin, Feb 20, 2024 12:31pm (UTC -4 hours)

Work Step [37475]

    Description: Apply New Default Schedule

    Comments: Say "OK" to application conflicts warning

Off Page Reference [37500]

    Workflow Link: ESM - Batch Reschedule

Work Step [37477]

    Description: Open the Displaced Appointments Request List

    Comments: Use this to determine which appointments were displaced.

        As of 2007.18 this
        will only contain appointments that could not be resolved by Slot
        Management Usage Optimization functionality

Work Step [37480]

    Description: Go to Appointment Book

Decision [37481]

    Description: Can Appointments be Shuffled or Batch Rescheduled

Off Page Reference [37493]

    Workflow Link: ESM - Reschedule Multiple Appointments with Shuffle

Work Step [37489]

    Description: Call Patient to Reschedule any Remaining Appointments on Queue

Off Page Reference [37496]

    Workflow Link: ESM - Reschedule Appointment