



## Future State: Scheduling - ESM - Reschedule Multiple Appointments with Shuffle

Cerner Workflow ID: 374 (v. 14.0) Client Workflow ID: 25

Last updated by Julia Becevel, Jan 29, 2024 12:51pm (UTC -4 hours)

**Workflow Details:**

Workflow Name: Scheduling - ESM - Reschedule Multiple Appointments with Shuffle

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):

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Workflow Notes: For steps to follow the workflow, see [Reschedule Multiple Appointments with Shuffle Workflow Using Scheduling Management](#)

The shuffling feature is used to move around appointments on the same day without having to go through all of the rescheduling steps. For example, if appointments are scheduled for a particular examination room and that room no longer is available, you can open the Appointment Shuffle dialog box and drag the appointments from the unavailable resource to the available resource. Note that you can only shuffle appointments from the primary resource to which they are scheduled. It also is important to note that appointments can only be shuffled to a new slot or resource on the same day the original appointment was scheduled.

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

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**Start/Stop** [13153]

Description: Reschedule multiple appointments at once

Step Impact: Training

Comments: Reschedules for appointments may be necessary due to displaced appointments, surgical scheduling, slot utilization needs, etc.

**Work Step** [13162]

Description: From Appointment GRID, select Shuffle Icon or right-click > Actions > Shuffle

**Work Step** [13134]

Description: Review "Appointment Shuffle Criteria" window

**Work Step** [13136]

Description: Drag and drop appointment to new position

**Work Step** [13137]

Description: Check Appointment(s) shuffling conflicts

Comments: Conflicts can be overridden

**Decision** [13138]

Description: Conflicts resolved?

Comments: Task access to override available

**Start/Stop** [13140]

Description: Confirm shuffle. Appointments are rescheduled