



Future State: Scheduling - ESM - Schedule Appointment

Cerner Workflow ID: 396 (v. 20.0) Client Workflow ID: 27

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

Workflow Details:

Workflow Name: Scheduling - ESM - Schedule 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): Radiology Management

Rehab Therapies

Scheduling Management

Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP

TestBuilder Script(s):

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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

Work Step [14172]

Description: Select appropriate Order and enter any required details

Work Step [14239]

Description: Using your cursor, drag the Resource from the WIP down to the requested Resource and time

Comments: Users can right-click on the requested Resource and time from the GRID and select "Book Request" instead of manually dragging as

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well

System [14187]

Description: If order is associated, Future Order placed

Comments: RadNet status On Hold

PowerChart status Future.

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

Start/Stop [14169]

Description: Appointment Request

Step Impact: Policy/Procedure

Comments: NOTE: Request will be a written order by phone, FAX, or email

Work Step [14170]

Description: Validate Person or Add New Patient

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 [14171]

Description: Complete Required Appointment Details

Decision [14197]

Description: Is there an Order associated to the Appointment Type?

Decision [14257]

Description: Is this a recurring appointment?

Decision [14238]

Description: How will you be scheduling this appointment?

Work Step [14240]

Description: Within the Schedule window, select the Resource, Slot, Time, and Appointment Duration

Comments: Using the "Schedule" function allows users to modify an appointment'

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s standard duration, as well as book appointments outside of slots (with task access)

Start/Stop [14235]

Description: Confirm Appointment

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

Document [14287]

Description: Ability to capture AUC information (ex. Qualified CDSM Utilized, Order Adherence Modifier) when booking a radiology exam

Step Impact: Regulatory

Regulatory Details: Other

Regulatory Other: Social Security Act

Comments: 1834(q)(1)(B) of the Social Security Act established a program to promote the use of appropriate use criteria (AUC) for advanced diagnostic imaging services. Include integration with Radiology

For additional information see <https://wiki.cerner.com/x/AgUkXw>

Work Step [14259]

Description: Select "Recur" to launch Recur Window

Work Step [14245]

Description: Within the Recur window, select Time Pattern, Recurrence Pattern, and Range of Recurrence

Work Step [14241]

Description: Within the Suggest window, define Suggest Criteria and select "Suggest". Select time from returned results

Comments: Cerner recommends Suggest Scheduling to automatically find the first available appointment without searching the GRID.

User Preferences

within the Suggest window allow modification to number of suggests, success ratio, optimizing patient time, and default accepted time variations, among other options.

Off Page Reference [14251]

Workflow Link: ERM - PreRegistration Process

Comments: Cerner recommends creating an encounter at the time of booking in order to help capture as much information as possible prior to patient arrival