



Future State: Scheduling - ESM - Schedule Multiple Appointments for a Single Patient

Cerner Workflow ID: 8971 (v. 12.0) Client Workflow ID: 29

Last updated by Julia Becevel, Jan 29, 2024 12:49pm (UTC -4 hours)

Workflow Details:

Workflow Name: Scheduling - ESM - Schedule Multiple Appointments for a Single Patient

Workflow State: Future State

Workstream: Admission/Intake

Venue: Acute Care

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:

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 [3]

Description: Appointments Requested

Step Impact: Policy/Procedure

Work Step [4]

Description: Validate Person or Add New Patient

Work Step [24]

Description: Search for the appropriate Appointment Type to Schedule

Work Step [5]

Description: Complete Requested Appointment Details and select "Move"

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Decision [6]

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

System [9]

Description: Appointment appears in Work In Progress (WIP)

Decision [10]

Description: Are there other Appointments which need to be scheduled for this Patient?

Start/Stop [28]

Description: Schedule and Confirm All Appointments

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

If the scheduled appointments are billed under the same Facility, have the same diagnosis, and are on the same day, a single encounter can be shared between them.

Work Step [7]

Description: Select appropriate Order and enter any required details

Work Step [19]

Description: Select "Next" to return to the Appointment Type section and select another Appointment