



## Future State: Scheduling - ESM - Schedule a Protocol Appointment

Cerner Workflow ID: 8972 (v. 11.0) Client Workflow ID: 26

Last updated by Corinne Romanin, Feb 23, 2024 10:52am (UTC -4 hours)

**Workflow Details:**

Workflow Name: Scheduling - ESM - Schedule a Protocol Appointment

Workflow State: Future State

Workstream: Admission/Intake

Venue: Acute Care  
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: 8972 (v. 11.0)

Client Workflow ID: 26

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: Protocol Appointment Requested

Step Impact: Policy/Procedure

**Work Step [4]**

Description: Validate Person or Add New Patient

**Work Step [5]**

Description: Search for the appropriate Protocol Appointment

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**Work Step [6]**

Description: Complete Requested Appointment Details

**Decision [7]**

Description: If request didn't come through Orders to Scheduling, are there Orders associated to the Protocol?

**Work Step [9]**

Description: Protocol appears in the Work in Progress (WIP)

**Work Step [10]**

Description: Use Suggest Scheduling to Schedule and Confirm the appropriate time (including Protocol Offsets)

Comments: A Protocol is comprised of multiple appointments, several of which have required time between each other (Offsets). Suggest Scheduling will automatically take these times into account when returning available results.

If using any other method of scheduling, users may receive error messages prompting the times an appointment cannot be scheduled due to built offsets.

**Start/Stop [11]**

Description: Select Existing or Add New Encounter

**Work Step [8]**

Description: Select appropriate Order(s) and fill out required details