Niagara Health System

Future State: Scheduling - ESM - Undo Check In

Cerner Workflow ID: 8969 (v. 10.0)   Client Workflow ID: 32

Scheduler

Start/Stop	Work Step	Work Step	Start/Stop
Appointment Checked In in error	Select Checked In Appointment	Right-click and select "Undo Check In"	Document an Undo Reason and select OK
[3]	[4]	[5]	[22]

System

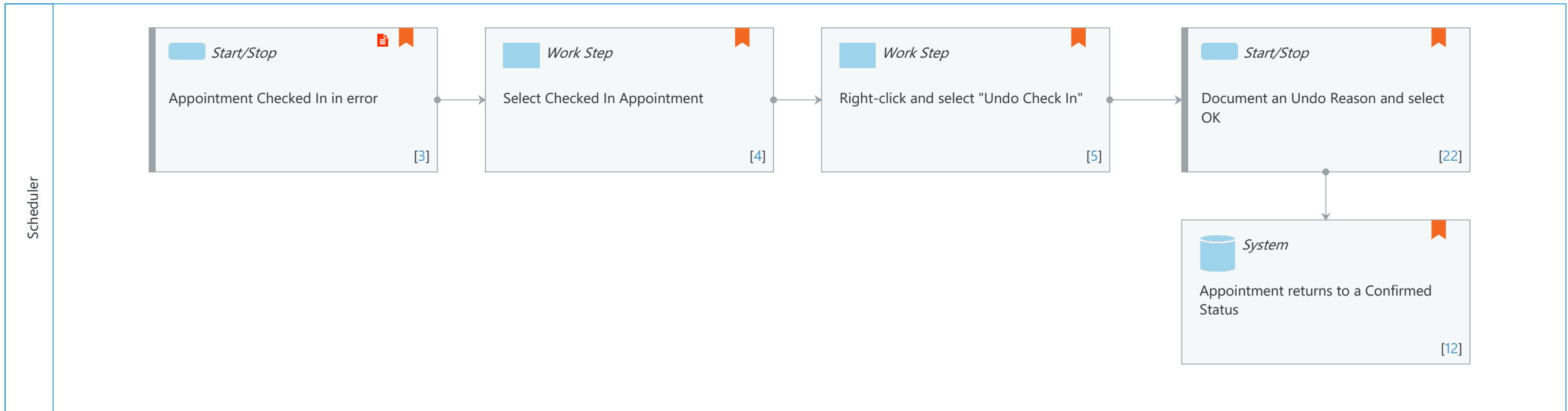Appointment returns to a Confirmed Status

[12]

Future State: Scheduling - ESM - Undo Check In

Cerner Workflow ID: 8969 (v. 10.0)   Client Workflow ID: 32   Last updated by Julia Becevel, Jan 29, 2024 12:47pm (UTC -4 hours)

Workflow Details:

Workflow Name: Scheduling - ESM - Undo Check In
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: 8969 (v. 10.0)
Client Workflow ID: 32
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: Appointment Checked In in error
Step Impact: Policy/Procedure

Work Step [4]

Description: Select Checked In Appointment
Comments: Appointment can be selected via Inquiry or GRID

Work Step [5]

Description: Right-click and select "Undo Check In"
Comments: Undo Actions are only available for positions with Tasks 650570,

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650571, 650572 (Undo Cancel, No Show, Check In, respectively) associated

Start/Stop [22]

Description: Document an Undo Reason and select OK

Comments: If associated encounters were updated, launch the PreReg Registration Conversation to revert Encounter Type to "Prereg"

System [12]

Description: Appointment returns to a Confirmed Status

Comments: Any orders which were placed on the action of Check In will remain Ordered.