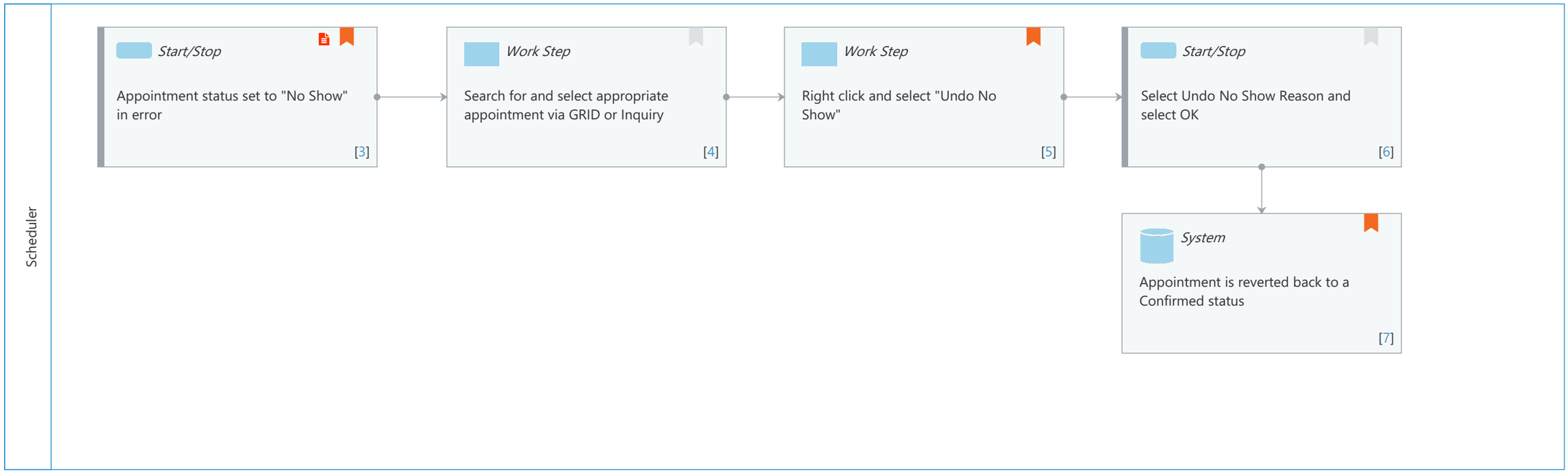
Niagara Health System

Oct 16, 2024

Future State: Scheduling - ESM - Undo No Show

Cerner Workflow ID: 12806 (v. 9.0) Client Workflow ID: 33

Last updated by Julia Becevel, Jan 29, 2024 12:47pm (UTC -4 hours)



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Workflow Details:

Workflow Name: Scheduling - ESM - Undo No Show
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):
Cerner Workflow ID: 12806 (v. 9.0)
Client Workflow ID: 33
Workflow Notes:
Introduced By: WS 1
Validated By: WS 6

Swim Lane:

Role(s): Scheduler
Department(s): Patient Access
Security Position(s): Scheduling - Clerk Advanced

Start/Stop [3]

Description: Appointment status set to "No Show" in error
Step Impact: Policy/Procedure

Work Step [4]

Description: Search for and select appropriate appointment via GRID or Inquiry

Work Step [5]

Description: Right click and select "Undo No Show"
Comments: Undo Actions are only available for positions with Tasks 650570, 650571, 650572 (Undo Cancel, No Show, Check in, respectively) associated

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Start/Stop [6]

Description: Select Undo No Show Reason and select OK

System [7]

Description: Appointment is reverted back to a Confirmed status

Comments: If any canceled orders were asociated to the appointment, they will be reordered and placed in a future status

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