Clerk/Practice Management,Department Staff Scheduler,Scheduler

Start/Stop
Outside office sends document(s) [4]

Decision
Work Item(s) matches routing criteria? [226]

System
Work Item(s) routed to Unknown Queue [220]

Off Page Reference
Enterprise Document Management - WQM Clarify [230]

No — from Decision [226] to System [220]
Yes — from Decision [226] down to System [29]

System
Work Item(s) routed to queue [29]

Work Step
Select queue [35]

Work Step
Review Work Item [37]

Work Step
Open Work Item [36]

Decision
Needs clarification? [38]

Yes — to Off Page Reference [230]
No — to Open Scheduling Application

Work Step
Open Scheduling Application [60]

Work Step
Call Patient [61]

Decision
Patient answers? [69]

Yes — to Schedule appointment
No — to Search and select Patient

Work Step
Schedule appointment [137]

Work Step
Search and select Patient; select ALL ENCOUNTERS [74]

Work Step
Search for Patient and select Encounter [138]

Work Step
Select Document Type [76]

Decision
Split Document(s)? [139]

No — to Select document type
Yes — to Off Page Reference [237]

Work Step
Select document type [152]

Work Step
Select (...) Record Contact Attempt [78]

Off Page Reference
Enterprise Document Management - WQM Split [237]

Start/Stop
Update Status to Complete [239]

Start/Stop
Select OK [80]

Cerner
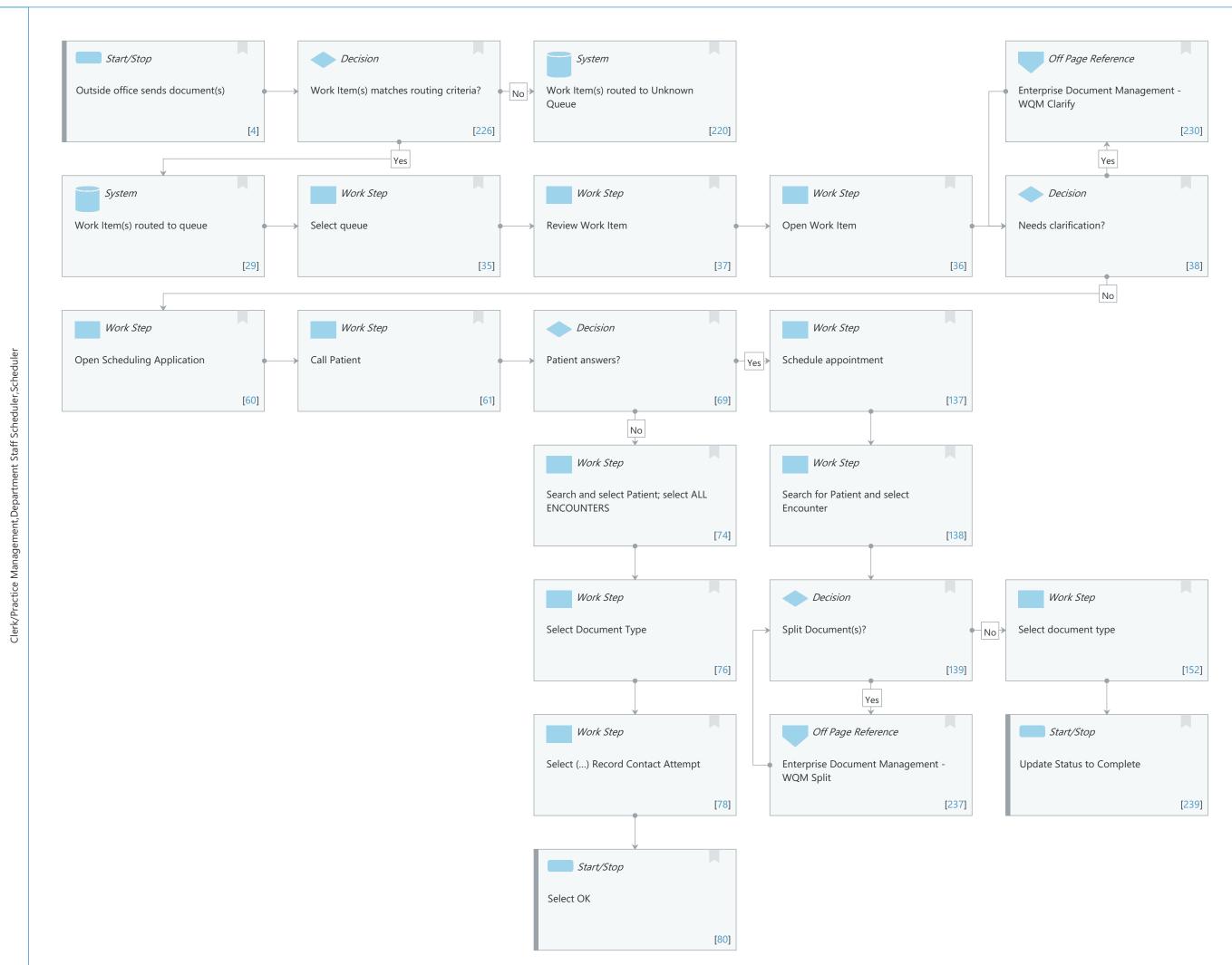
Future State: Work Queue Management - Enterprise Document Management - WQM for Nonintegrated Scheduling

Cerner Workflow ID: **14058 (v. 8.0)**   Client Workflow ID: **874**   Last updated by **Corinne Romanin**, Mar 06, 2024 11:31am (UTC -4 hours)

Workflow Details:

Workflow Name:	Work Queue Management - Enterprise Document Management - WQM for Nonintegrated Scheduling
Workflow State:	Future State
Workstream:	Operations Management
Venue:	Ambulatory
	Acute Care
Client Owner:	
Cerner Owner:	
Standard:	Yes
Related Workflow(s):	
Tags:	

Workflow Summary:

Service Line:	
Related Solution(s):	Cerner Document Imaging
	Work Queue Management
Project Name:	Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP
TestBuilder Script(s):	
Cerner Workflow ID:	14058 (v. 8.0)
Client Workflow ID:	874
Workflow Notes:	
Introduced By:	WS 5
Validated By:	WS 7

Swim Lane:

Role(s):	Clerk/Practice Management
	Department Staff Scheduler
	Scheduler
Department(s):	Patient Access
Security Position(s):	

Start/Stop [4]

Description: Outside office sends document(s)

Decision [226]

Description: Work Item(s) matches routing criteria?

System [220]

Description: Work Item(s) routed to Unknown Queue

Cerner Workflow ID: **14058** (v. 8.0)   Client Workflow ID: 874

Last updated by Corinne Romanin, Mar 06, 2024 11:31am (UTC -4 hours)

Off Page Reference [230]
    Workflow Link: Enterprise Document Management - WQM Clarify

System [29]
    Description: Work Item(s) routed to queue

Work Step [35]
    Description: Select queue

Work Step [37]
    Description: Review Work Item

Work Step [36]
    Description: Open Work Item

Decision [38]
    Description: Needs clarification?

Work Step [60]
    Description: Open Scheduling Application

Work Step [61]
    Description: Call Patient

Decision [69]
    Description: Patient answers?

Work Step [137]
    Description: Schedule appointment

Work Step [74]
    Description: Search and select Patient; select ALL ENCOUNTERS

Work Step [138]
    Description: Search for Patient and select Encounter

Cerner Workflow ID: **14058** (v. 8.0)   Client Workflow ID: **874**   Last updated by Corinne Romanin, Mar 06, 2024 11:31am (UTC -4 hours)

Work Step [76]

Description: Select Document Type

Decision [139]

Description: Split Document(s)?

Work Step [152]

Description: Select document type

Work Step [78]

Description: Select (...) Record Contact Attempt

Off Page Reference [237]

Workflow Link: Enterprise Document Management - WQM Split

Start/Stop [239]

Description: Update Status to Complete

Start/Stop [80]

Description: Select OK