

# Cerner Flash

August 23, 2022

## Ambulatory: New Process for Provider Scheduling Requests

### Submitting Cerner Provider Scheduling Requests to IT Overview

**New Workflow effective 9/1/22:** Cerner Provider Scheduling Requests will now be submitted via the Cerner Provider Scheduling Request punch-out in the IT Service Now Portal. The submitter will still be required to enter in the name of the Approving Director when submitting the form in Service Now, like the previous process of Directory sign-off on the excel file.

The types of requests that can be with this process in Service Now include the following:

1. New Provider, Not Existing in Cerner Yet
2. Provider Needs Adjustment to Existing Location Schedule
3. Provider is Adding a Location
4. Provider is Moving Locations
5. Provider Needs Adjustment to Appointment Durations
6. Terminating Provider

Please follow this link or review the attached job aid for step-by-step instructions of this new process:

[AMB Job Aid Provider Scheduling Requests](#)



AMB Job Aid-Cerner  
Provider Scheduling

**Prior to this change:** The Schedule Request excel file was required to submit schedule changes. This form is no longer needed.

- ***Important Note:*** *If the Schedule Request excel file is used on or after 9/1/22, it will not be accepted. A ticket must be opened in Service Now.*

**Positions Impacted:** Ambulatory Leadership positions