Cerner Flash

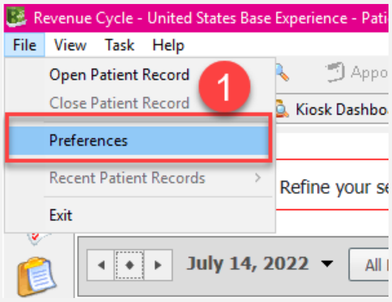
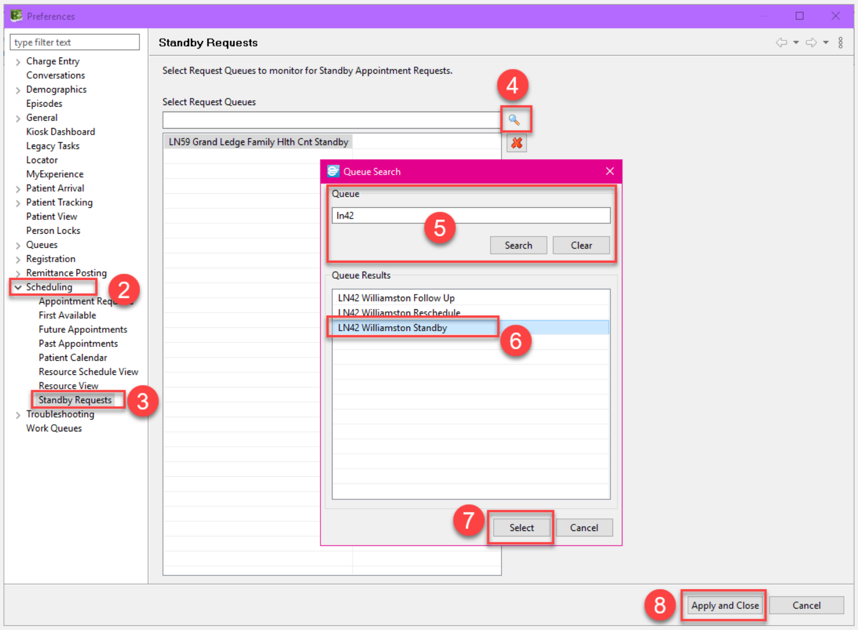
Revenue Cycle: New Alerts Icon for Standby Appt Requests

Aug 11, 2022

Overview

New Feature Overview: Effective, 8/15/22**,** end users can turn on the **Alerts** icon, which is a visual indicator that displays a list of patients from the Standby queue that are eligible for an appointment. The system checks every 10 minutes and updates the list of patients. Using this alert will eliminate the need to use the queue to manually query for eligible patients. Once turned on, the **Alerts** icon displays on the Navigation Pane at the left. To turn on the **Alerts** icon, follow the below steps:

Positions Impacted: Any staff who use Revenue Cycle to schedule appointments

1) Click **File** from the toolbar and select **Preferences** from the menu.	
2) From the left-hand menu, click **Scheduling** to expand the options.	
3) Click **Standby Requests**.	
4) Click the magnifying glass to open the **Queue Search** window.	
5) Enter in the site code in the search field (ex: LN42) and click **Search**.	
6) Select the needed **Standby** queue.	
7) Click the **Select** button.	
8) Click **Apply and Close**.	

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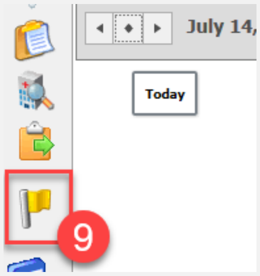
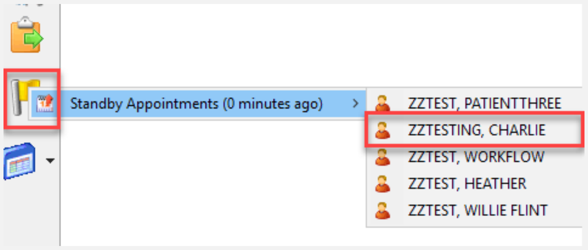
9) The **Alerts** icon will now appear on the Navigation Pane at the left when appointments in one or more of the selected queues can be scheduled.
    a. If there are no standby requests that can be scheduled the flag icon will not display.



10) Single click the **Alerts** icon and a menu will appear displaying the eligible patients.



11) Single click on a patient. The **Add Appointment** window displays. The Appt Type and Location from the original request is populated.

12) Schedule the patient accordingly and the corresponding request will be removed from the list.