

# Cerner Flash

Process Excellence Learning & Development Team

## Ambulatory: RevCycle Patient Tracking Upgrade

### Cerner update

**Important Update:** New updates to Cerner RevCycle Patient tracking interface. These changes will not change the current workflow in your office.

What to expect: Changes to font style, font size and new tabs.

### Future State (Post upgrade)

Appointment Time	Patient	Status	Encounter	Appointment Type	Reason	Resource	Location	Authorization	Insurance	Payment Information
08:00 AM	MRN: [REDACTED] Age: 63 years	Appointment: Confirmed Patient: <Set Status>	--	FM Physical	Complete Physical	Sabouri DO, Lily	BY65 IM (30 min)	--	Encounter Not Created	Due Today: (-) Paid Today: (-) Charges: (-)
08:30 AM	MRN: [REDACTED] Age: 54 years	Appointment: Confirmed Patient: <Set Status>	--	FM Physical	Complete Physical	Sabouri DO, Lily	BY65 IM (30 min)	--	Encounter Not Created	Due Today: (-) Paid Today: (-) Charges: (-)
09:00 AM	MRN: [REDACTED] Age: 70 years	Appointment: Confirmed Patient: <Set Status>	--	FM Medicare Annual Wellness	Subsequent Wellness Visit	Sabouri DO, Lily	BY65 IM (30 min)	--	Encounter Not Created	Due Today: (-) Paid Today: (-) Charges: (-)
09:30 AM	MRN: [REDACTED] Age: 70 years	Appointment: Confirmed Patient: <Set Status>	--	FM Established Patient Long	Office Visit	Sabouri DO, Lily	BY65 IM (30 min)	--	Encounter Not Created	Due Today: (-) Paid Today: (-) Charges: (-)
10:00 AM	MRN: [REDACTED] Age: 57 years	Appointment: Confirmed Patient: <Set Status>	--	FM Medicare Annual Wellness	Subsequent Wellness Visit	Sabouri DO, Lily	BY65 IM (30 min)	--	Encounter Not Created	Due Today: (-) Paid Today: (-) Charges: (-)
10:30 AM	MRN: [REDACTED] Age: 61 years	Appointment: Confirmed Patient: <Set Status>	--	FM Medicare Annual Wellness	Subsequent Wellness Visit	Sabouri DO, Lily	BY65 IM (30 min)	--	Encounter Not Created	Due Today: (-) Paid Today: (-) Charges: (-)

Sample image from build.

### Current State (Now)

Appointment	MRN	Encounter	Auth	Appt. Type / Reason	Resource / Location	Insurance	Due Today	Paid Today	Charges
01:30 PM 70 min Checked In Seen By Nurse	[REDACTED]	[REDACTED]	27 years	WH OB Nurse Visit OB Intake	LN65 WH Nurse 1 LN65 Grand Ldy (60 min)	COM - UNITED HEALTHCARE	(-)	(-)	(-)
02:15 PM 20 min Checked In Seen By Generic One	[REDACTED]	[REDACTED]	18 years	WH OB Established Patient 4 Week Follow Up	Dawson NP, Betty LN65 Grand Ldy (15 min)	BC - BCBSM TRUST	(-)	(-)	(-)
02:30 PM 70 min Checked In Seen By Nurse	[REDACTED]	[REDACTED]	27 years	WH OB New Patient OB New Patient	Dawson NP, Betty LN65 Grand Ldy (30 min)	COM - UNITED HEALTHCARE	(-)	(-)	(-)
02:45 PM 5 min Checked In Ready	[REDACTED]	[REDACTED]	24 years	WH Ultrasound 30 1 Week Follow Up	LN65 WH US Tech LN65 Grand Ldy (30 min)	COM - HUMANA MH - MEDICAID BLUE CROSS COMPLETE	(-)	(-)	(-)
03:00 PM Confirmed <Set Status>	[REDACTED]	[REDACTED]	63 years	WH Annual Exam Annual Exam	Dawson NP, Betty LN65 Grand Ldy (30 min)	BC - BCN	(-)	(-)	(-)
03:15 PM 5 min Checked In Ready	[REDACTED]	[REDACTED]	24 years	WH OB Established Patient 1 Week Follow Up	Dawson NP, Betty LN65 Grand Ldy (15 min)	COM - HUMANA MH - MEDICAID BLUE CROSS COMPLETE	(-)	(-)	(-)

### Important notes:

There are new tab options on Patient Tracking screen. The Patient MRN number can be found under the patient tab instead of a separate tab as shown in the example below. In addition, the Patient's age can be found under the patient tab instead of auth or authorization tab. Resources and location are now two separate tabs.

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There are slight changes to check in process. The new check in process now includes the status tab which is where end users will go to update patient status, such as check-in, check out and no show. This feature is currently under the appointment tab as shown in the image under current patient tracking.

## Future State (Post upgrade)

Appointment Time	Patient	Status	Encounter	Appointment Type	Reason	Resource	Location	Authorization	Insurance	Payment Information
02:30 PM	MRN: [redacted] Age: 70 years	Appointment: Confirmed Patient: <Set Status>		FM Established Patient Long	Office Visit	Haynes DO, Eric	LN46 Holt FP (20 min)		Encounter Not Created	Due Today: (-) Paid Today: (-) Charges: (-)

Status	Encounter
Appointment: No Show	--
Patient: <Set Status>	
Patient Confirmed	
Arrived	

New Status Tab.

## Current State (Now)

Appointment	MRN	Encounter	Auth	Appt. Type / Reason	Resource / Location	Insurance	Due Today	Paid Today	Charges
08:00 AM Confirmed	<Set Status>	CPMOne, Suzanne ...255000001   ...004765006	33 years --	FM Physical Complete Physical	TePastie MD, Stephen LN46 Holt FP (15 min)	COM - AETNA	(-)	(-)	(-)

08:15 AM Confirmed	<Set Status>
Check In	
No Show	
Committed	<Set Status>

A **Payment Information** tab now features - Due today, paid today and charges are combined under one tab.

Payment Information
Due Today: (-)
Paid Today: (-)
Charges: (-)

New

Due Today	Paid Today	Charges
\$25.00	(\$25.00)	\$295.00
\$20.00	(\$20.00)	\$382.50
\$0.00	\$0.00	\$631.00

Current