

Cerner Flash

08/19/2022

*****Attention 8/19/22*****

Education Reminder: Unknown Appointments in Schapptbooks

When an order is placed for an appointment request and the performing location selected does not perform the appointment requested, these orders route to an Unknown Request List. This list is monitored by IT and IT identifies why it didn't route appropriately, fixes any build issues, identifies any provider education needs, and then if the order can be performed at the region selected, they move the request to that queue.

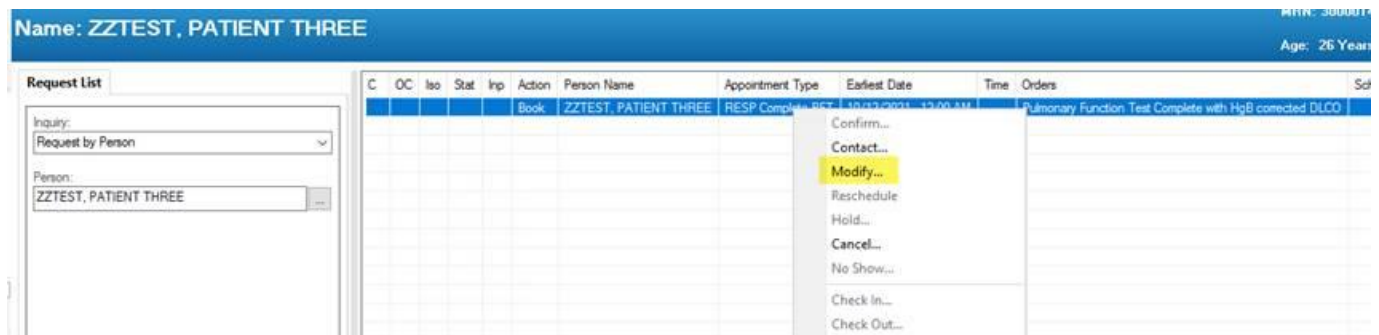
Users should disassociate the order from the request, create an adhoc appointment request for the appropriate appointment type and when they get to the orders tab, associate the existing order. A detailed description of how to do this is below.

Step 1: Disassociate the order from the appointment request

***It is important to do this BEFORE cancelling the unknown appointment request. If you do not dissociate the order from the appointment request first the order will cancel when you cancel the appointment request. ***

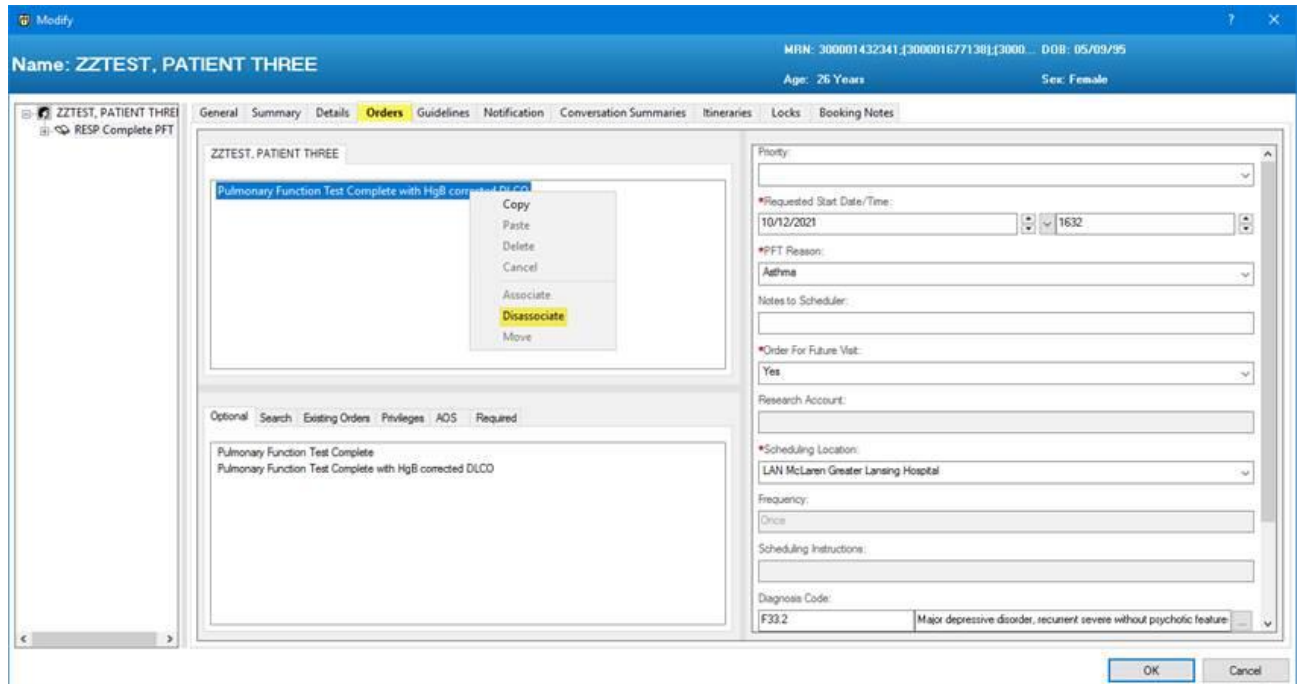
To disassociate the order:

1. In the request queue, right click on the request and select Modify



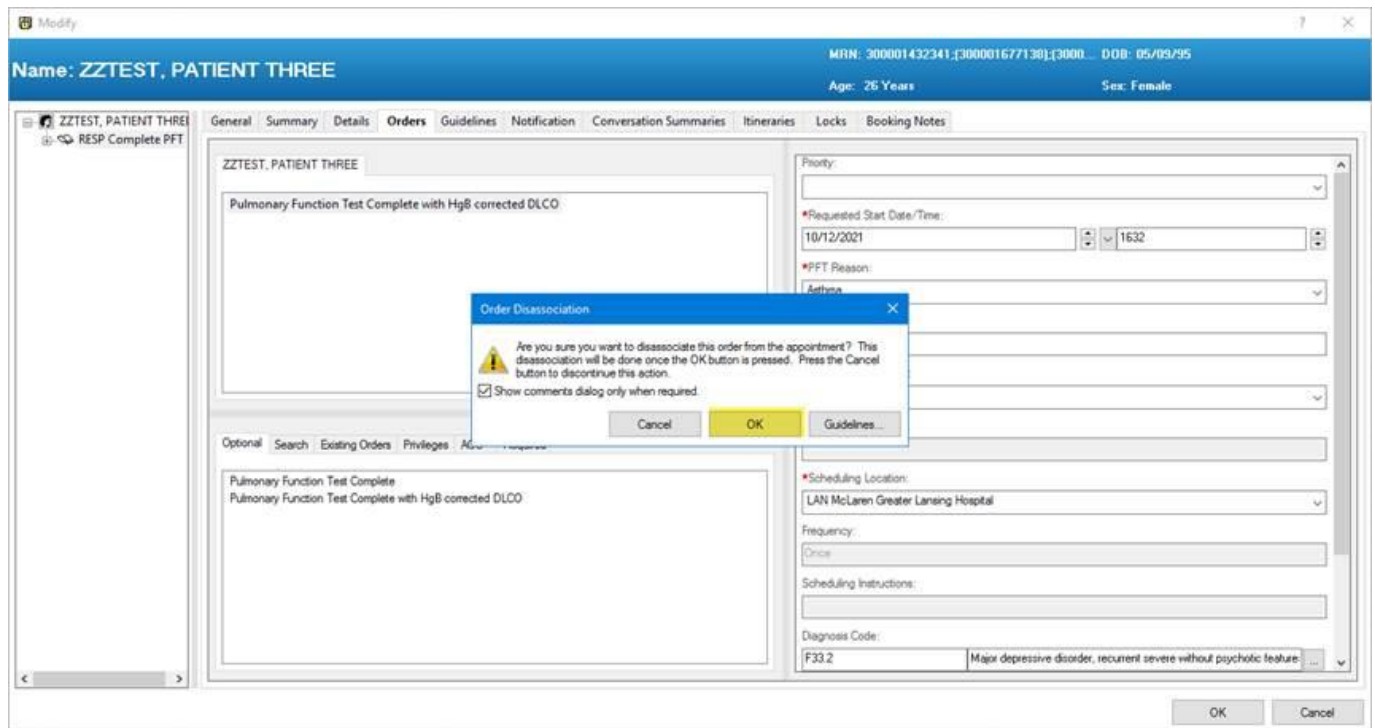
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2. In the modify window, navigate to the Orders tab and on the order right click and select Disassociate



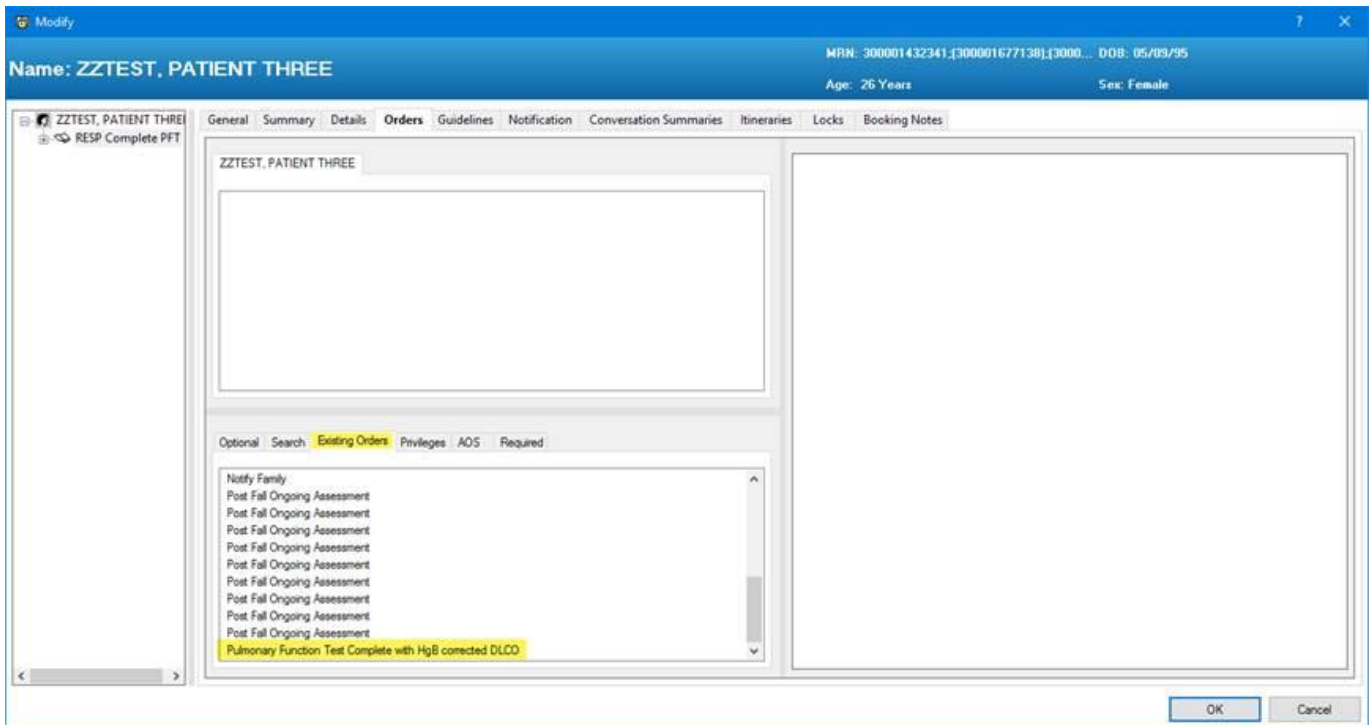
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- The Order Disassociation window will open warning you are disassociating the order from the appointment. Select OK.



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4. At this point the order is disassociated from the appointment request that is tied to the unknown appointment type. The order will now display under Existing Orders at the bottom. You can click Cancel to close the Modify window



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Step 2: Cancel the existing appointment request

1. From the request list, right click and select Cancel Request

Name: ZZTEST, PATIENT THREE

Request List

Inquiry:
Request by Person

Person:
ZZTEST, PATIENT THREE

C	OC	Iso	Stat	Inp	Action	Person Name	Appointment Type	Earliest Date	Time	Orders	Schedu
					Book	ZZTEST, PATIENT THREE	R				

- Confirm...
- Contact...
- Modify...
- Reschedule
- Hold...
- Cancel...
- No Show...
- Check In...
- Check Out...
- Patient Seen...
- Batch Reschedule
- Group Info...
- Verify...
- Med Nec Check...
- Lock...
- Unlock...
- Add New Appointment
- Complete Request...
- Modify Request...
- Move Request...
- Cancel Request...**
- Restore Request...
- Schedule
- Inquiry >
- Notifications...
- Superbill...
- Person >
- Link... >
- Unlink...

2. Select a cancel reason and click OK. The appointment request tied to the unknown appointment type is now removed.

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Cancel
? X

Name: ZZTEST, PATIENT THREE
MRN: 300001432341,{300001677138},{3000... DOB: 05/09/95

Age: 26 Years
Sex: Female

ZZTEST, PATIENT THREE
RESP Complete PFT

General Summary Details Orders Guidelines Notification Conversation Summaries Itineraries Locks Booking Notes

*Cancel reason:

Comments:

MRN	FIN NBR	Person Name	Pre-Reg Date	Reg Date	Enc Type	Med Service	Reason For Visit	Facility	Building	Nurse Unit
		ZZTEST, PATIENT THREE								

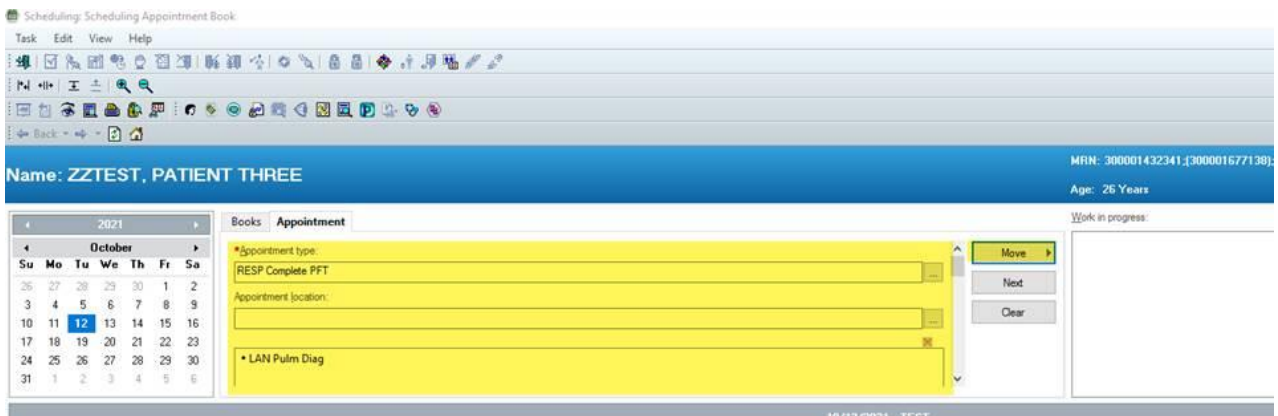
View Modify Cancel Enc

OK Cancel

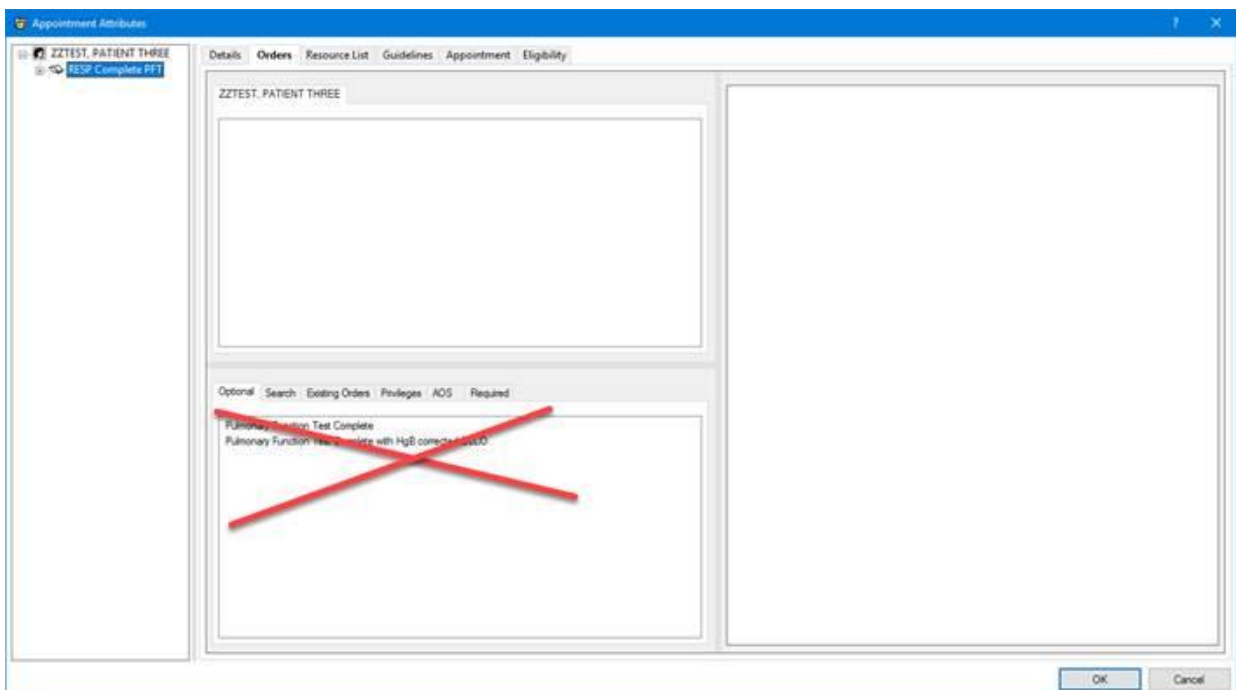
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Step 3: Associate the order to a new appointment

1. In Scheduling Appointment Book, start to schedule a new appointment. Complete the scheduling questions and make sure to select that patient that the request was for.
2. Click Move.

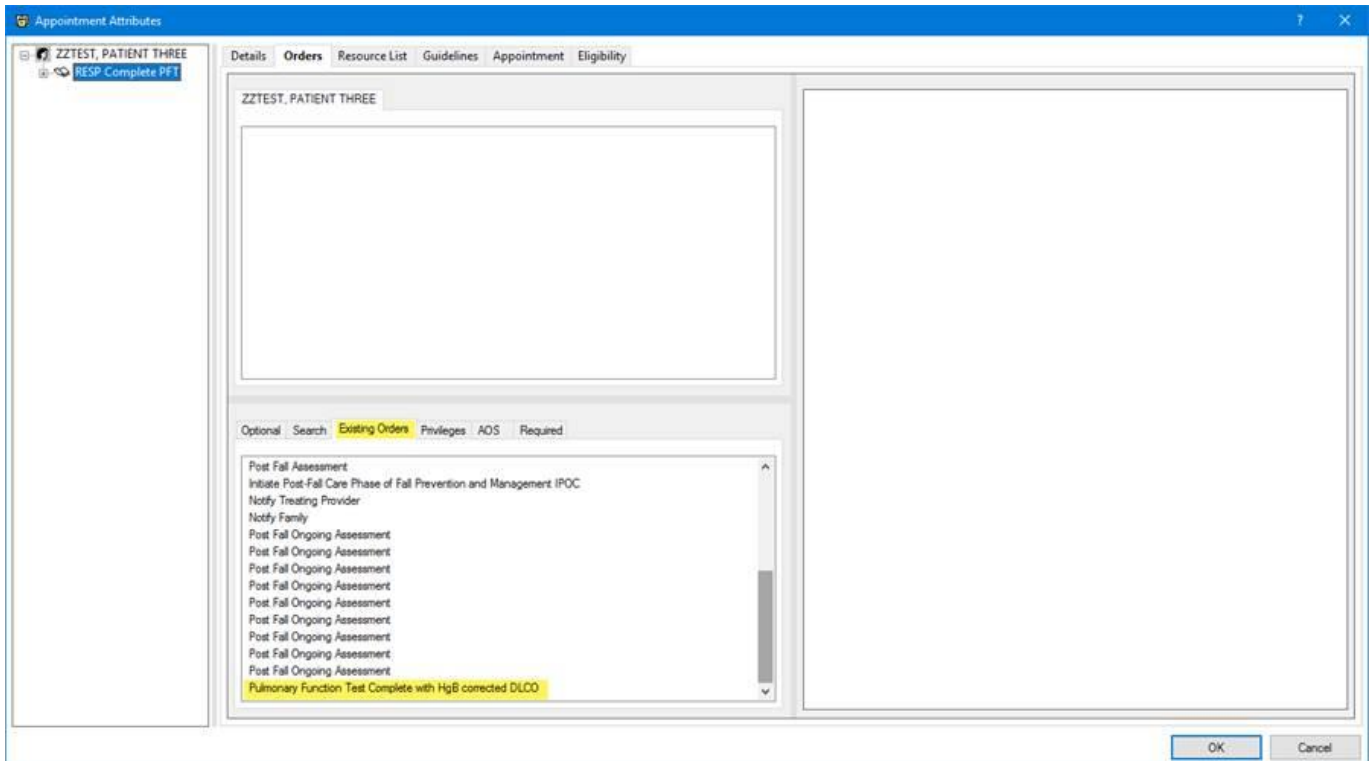


3. The Appointment Attributes window will open. Navigate to the Existing Orders tab, do not select the order under optional.



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4. At the bottom of the list is the order that you disassociated. Double click that order.

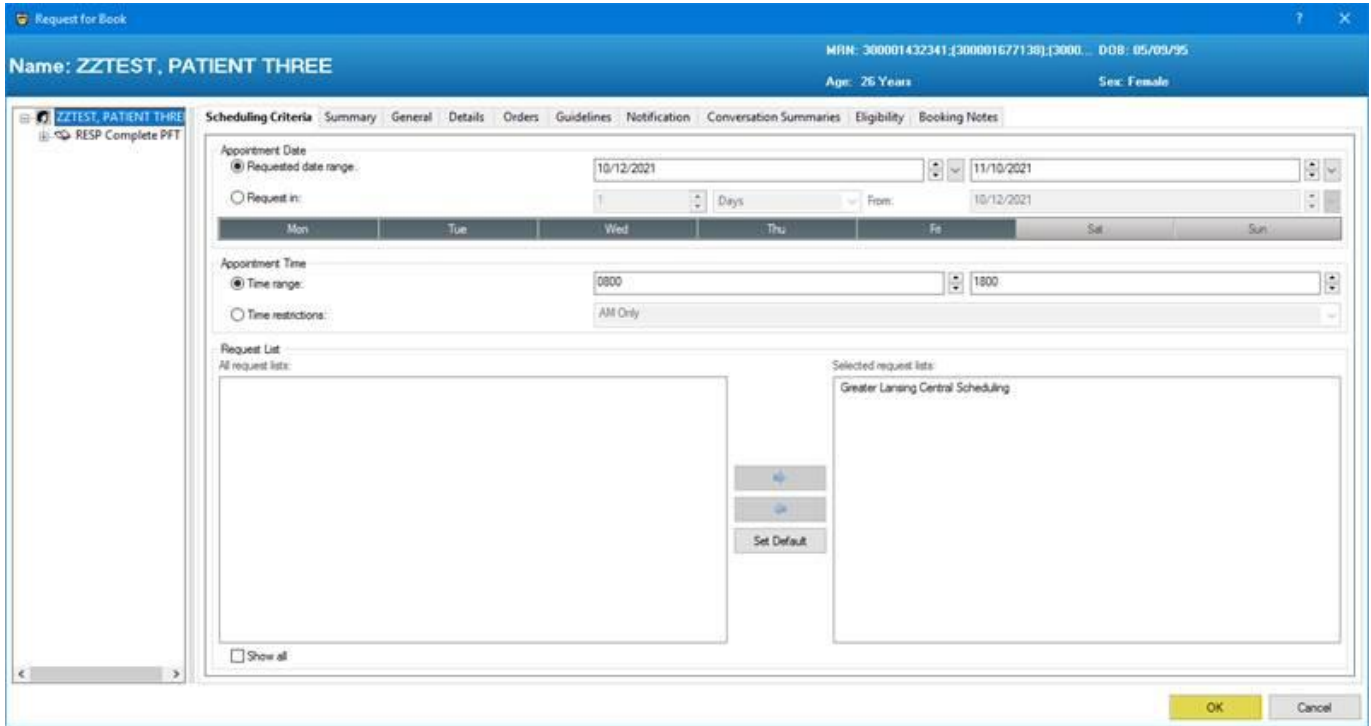


5. The order will move to the top window indicating that it's been select/associated to the new appointment.
6. Click OK.

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- At this point you can either schedule to patient or if you do not have them available to schedule you can select Request to place it back on your request list. If you select request, you should just need to click OK on the Request to Book window and it will populate back on your worklist.

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The screenshot shows the 'Request for Book' window in Cerner Flash. The patient information is ZZTEST, PATIENT THREE, with MRN: 300001432341, DOB: 05/09/95, Age: 26 Years, and Sex: Female. The window has tabs for Scheduling Criteria, Summary, General, Details, Orders, Guidelines, Notification, Conversation Summaries, Eligibility, and Booking Notes. The Scheduling Criteria tab is active, showing fields for Appointment Date (Requested date range: 10/12/2021 to 11/10/2021), Appointment Time (Time range: 0800 to 1800), and Request List (All request lists and Selected request lists: Greater Lansing Central Scheduling). There are buttons for 'Show all', 'Set Default', 'OK', and 'Cancel'.

Name: ZZTEST, PATIENT THREE MRN: 300001432341, {300001677138}, {3000... DOB: 05/09/95
Age: 26 Years Sex: Female

Scheduling Criteria Summary General Details Orders Guidelines Notification Conversation Summaries Eligibility Booking Notes

Appointment Date
 Requested date range: 10/12/2021 11/10/2021
 Request in: 1 Days From: 10/12/2021

Mon	Tue	Wed	Thu	Fr	Sat	Sun

Appointment Time
 Time range: 0800 1800
 Time restrictions: AM Only

Request List
All request lists:
Selected request lists:
Greater Lansing Central Scheduling

Show all

OK Cancel