



## Future State: Registration - ERM - Recurring

Cerner Workflow ID: Client Workflow ID: 1212

Last updated by Chantalle Couture, Sep 13, 2024 11:40am (UTC -4 hours)

**Workflow Details:**

Workflow Name: Registration - ERM - Recurring

Workflow State: Future State

Workstream: Admission/Intake

Venue: Acute Care  
Ambulatory

Client Owner:

Cerner Owner: Kalsi,Harsheen

Standard: Yes

Related Workflow(s):

Tags:

**Workflow Summary:**

Service Line:

Related Solution(s): Registration Management

Project Name: Niagara Health System:OPT-0297674:NIAG\_CD Niagara HIS RFP

TestBuilder Script(s):

Cerner Workflow ID:

Client Workflow ID: 1212

Workflow Notes:

Introduced By:

Validated By:

**Swim Lane:**

Role(s): Scheduler

Department(s):

Security Position(s):

**Off Page Reference [3]**

Workflow Link: Scheduling - ESM - Schedule Appointment

**Start/Stop [4]**

Description: Patient has a Recurring Appt with a PreRecurring Encounter

**Swim Lane:**

Role(s): Registrar

Department(s):

Security Position(s):

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**Work Step [50]**

Description: In Schaptbook, click the appointment inquiry icon (eye) and search for the patient or find them on the bookshelf

**Decision [61]**

Description: Is this a parent or child encounter?

**Decision [62]**

Description: Does the visit need to be checked in?

**Work Step [52]**

Description: In SchApptBook - Right-click on visit and select Check In. Click OK within check in window to complete process.

**Work Step [9]**

Description: Open Access Management office or Conversation Launcher and select the OP Ambulatory Registration conversation.

**Work Step [14]**

Description: Search patient, select PreRecurring encounter and select OK.

**Work Step [18]**

Description: Complete all required fields. Ensure encounter type has changed from PreRecurring to Recurring.

**Work Step [20]**

Description: Click 'Ok' to complete the registration of the initial visit.

**Work Step [75]**

Description: Open Access Management office or Conversation Launcher and select the Recurring Revisit conversation.

Comments: Child encounter must be registered outside of SchApptBook so the parent encounter remains linked to scheduled visit. Which allows the parent encounter to be linked within PowerChart.

**Decision [63]**

Description: Does the visit need to be checked in?

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**Work Step [72]**

Description: Open Access Management office or Conversation Launcher and select the OP Ambulatory Registration conversation.

**Work Step [78]**

Description: Search patient, select PreRecurring encounter and select OK.

**Work Step [85]**

Description: Complete all required fields. Ensure encounter type has changed from PreRecurring to Recurring.

**Work Step [95]**

Description: Click 'Ok' to complete the Registration. Within SchApptBook, the appt will still be in a confirmed status.

Comments: Visit would be checked in upon arrival to appt by receiving unit clerk/nurse.

**Work Step [82]**

Description: Search for patient, select correct parent (recurring) encounter and select OK.

**Work Step [113]**

Description: In SchApptBook - Right-click on visit and select Check In. Click OK within check in window to complete process.

**Work Step [114]**

Description: Open Access Management office or Conversation Launcher and select the Recurring Revisit conversation.

Comments: Child encounter must be registered outside of SchApptBook so the parent encounter remains linked to scheduled visit. Which allows the parent encounter to be linked within PowerChart.

**Work Step [55]**

Description: Search for patient, select correct parent (recurring) encounter and select OK.

**System [29]**

Description: Alert Screen opens asking if you would like to create a new encounter

**Work Step [28]**

Description: Click 'Yes' in the Recurring Encounter Type Alert to create a new Recurring Visit

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Comments: Clicking yes is creating a new Visit ID under the 1 recurring encounter

**Work Step [34]**

Description: Update the Inpatient/Ambulatory field. The registration date/time will default to current date/time.

Comments: Encounter Type will default to Service Interaction

**Work Step [35]**

Description: Review all information is accurate and Click OK to complete the conversation

**System [118]**

Description: Alert Screen opens asking if you would like to create a new encounter

**Work Step [90]**

Description: Click 'Yes' in the Alert asking "Would you like to create a new encounter?"

Comments: Clicking yes is creating a new Visit ID under the 1 recurring encounter

**Work Step [103]**

Description: Update the Inpatient/Ambulatory field. The registration date/time will default to current date/time.

**Work Step [105]**

Description: Review all information is accurate and Click OK to complete the registration.

Comments: Visit would be checked in upon arrival to appt by receiving unit clerk/nurse.

**System [123]**

Description: The confirmation window will appear with the assigned Visit ID

**Decision [122]**

Description: Does this visit require a wristband?

**Work Step [130]**

Description: From the App Bar, select the Documents icon. Use the magnifying glass to search for the patient

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**Work Step [131]**

Description: Ensure that the correct PARENT encounter is selected (Patient Type column value should = RECURRING) and click OK.

**Work Step [132]**

Description: From the Qualified Documents section, select "Wristband Visit ID", select the printer icon, type correct printer name and click OK

**System [16]**

Description: Recurring Encounters will be closed after Enterprise decided time

Comments: NH - 18months  
HDS - 12 months

Oracle recommendation is to set expiry date based on organizational fiscal year.

This ensures that when finance closes year end billing encounters are reconciled/cleaned-up

**System [17]**

Description: Services interactions are discharged upon creation.

**Start/Stop [135]**

Description: Registration is complete