

#### Add a Walk-In Visit for Urgent Care Clerical Staff

#### Cerner Revenue Cycle EDUCATION

#### Add a Walk-In Visit

To Add a Walk-In Visit:

1. Locate the patient using the patient search and select ok. If the patient has not been previously registered, add as a new patient. Visit EHR education: Patient Registration education.

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 View
 Task
 Help

 Search by Name

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- 2. From within the Registration patient perspective, navigate through each of the **Demographics** tabs, and update the patient's information as necessary.
- Navigate to the Images tab and add Images of Insurance Cards and Driver's license as necessary.



- 4. Within the patient's Encounter perspective, navigate to the Encounters tab.
- 5. Select the Walk-In Visit icon. The Add Encounter window opens.

File View Task Help Search by Name  Appointments  Registration  Encounters  Patient Account  Charge Entry  ZZZMACK, PATIENT A  Contended  Cont									
Search by Name     Search by Name     Appointments     Patient Account     Charge Entry     ZZZMACK, PATIENTA     Female     Encounters     Encounters     Encounters     Patient Account     Patient Account     Charge Entry     ZZZMACK, PATIENTA     Female     Encounters     Encounters     Patient Cases     Female     Encounter:     AMO05/097487.12/05/2023 12:15									
ZZZMACK, PATIENTA Female          Image: Second state       Image: Second state         Image: Second state									
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Incounter: AM0057097487, 12/05/2023 12:15									
↓ Filters									
Encounter Facility Encounter Type Begin Date End Date Resource Guarantor Client Primary Health Plan Primary Pa Status									
AM0057097487 UC Prudenville Urgent Care 12/05/2023 12:15 Urgent, Care Physician ZZZMACK, PATIENT A Priority Health Priority Hei Active									



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- 6. Ensure that the data in these fields are correct. The default Facility, Location, and Encounter Type will populate.
- 7. Confidentiality Level defaults to Routine but can be adjusted as determined by the patient preference or need.
- 8. Enter the Reason for Visit.
- 9. If the Attending Physician/Provider is known, update the Attending Physician field.
  - a. If needed, use the magnifying glass to search for a provider.
- 10. Add a Begin Date (today's date).
- 11. Verify the Guarantor and assign the correct Insurance to the encounter.
- 12. Click Save. The Walk-In Plus tab opens.

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To Add an Appointment:

- 1. Select UC Urgent Care from the Select an appointment type.
- 2. Select the correct location.
- 3. Click Next. The Enter **Details window** opens.

tails Guarantor Insurance
Add Encour 11
Location
Encounter Number Facility Building Location
AM <u>MHC Urgent Care Prude</u> AUC Prudenville <u>UC Prudenville</u> <u>UC Prudenville</u>
Encounter Type Confidentiality Level Medical Service
Urgent Care V Routine V Urgent Care V
Encounter Information
Accident Related Visit Onset Date
Type Date State Comments
Patient Case Reason for Visit
Cough
Physicians
Attending Physician Supervising Physician Referring Physician
Urgent, Care Physician
Defension Minutescurve left
Ketering Physician Miscellaneous Info
Account Data
Begin Date End Date
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	Future Appoir	ntments 🔞 Past App	ointments	🎕 Standby Rec	uests 🐔	Appointme	nt Requests X	🖄 🍰 Pat	tient Cases	Guided Scheduling	)	
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	Include Car	nceled Requests 🛛 🗹	<u>Filters:</u> <no< th=""><th>Filters Selected</th><th>l&gt;</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></no<>	Filters Selected	l>							
[		Appointment Type	Start Date	Grace Period	Order(s)	Location	Request List	Provider	Encounter	Encounter Location	Comments	
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	* Step 1: Ac Search Ar Select an appoint	ppointment Type	S		2	Select o	ne or more location	ins				



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4. Enter the Reason For Visit 🧐 Walk-In Plus 🗙 Enter Details (optional). Details UC Urgent Care 5. Select Schedule. The \* Locations ∨ Insurance Profile UC Prudenville All Insurances Locations and Resources UC Urgent Care dialog box will display. Comments UC Urgent Care Patient Language Reason For Visit Cough UC Urgent Care UC Urgent Care Referring Physician Q UC Urgent Care Schedule Recur Cancel × Locations and Resources 6. Select Apply. The Pending Confirmation section opens. UC Urgent Care Locations for UC Urgent Care Resources for UC Prudenville Filter Locations Filter Resources Begin typing to filter locations. Begin typing to filter resources OUC Prudenville \* UC Prudenville Providers UC Prud Provider 1 OUC Prud Provider 2 Apply Cancel 📁 Walk-In Plus 🗙 Enter Details Pending Confirmation 7. Navigate to UC Urgent Care C Refresh Action Items, ensure both Date: Wed, Dec 06, 2023 Patient Arrival Time: 4:43 PM Patient Duration: 20 mins boxes are Location: UC Prudenville Appointment Time: 4:43 PM Primary Resource: UC Prud Provider 1 checked. Available Encounters Place Of Service Appointment Type Provider Date Encounter Encounter Type Insurance Profile Appointment Location Medical Service 8. Select /ed, Dec 06 Confirm. Action Items Set Patient Status to Arrived Check In Patient and Activate Orders 8 Confirm Return to Details Cancel



# Add a Walk-In Visit for Urgent Care Clerical Staff

- 9. Navigate to the Patient Tracking tab within Patient Tracking Board.
- 10. Confirm the patient and visit details. The patient will now display in PowerChart.

	🚨 Patient Tracking 🗙	🚨 Kiosk Dashboard								S S 3 S 1
20	3 • • 12 / 06 / 2023 🖨 All Day Next 2 Hour (MM/DD/YYY)		Location Group / Location: UC Prudenville / UC Prudenville		Appointment State: Resource: All States		Patient Status: All Statuses			
	Appointment Time	Patient	Status	Encounter	Appointment Type	Reason	Resource	Location	Insurance	Payment Information
	04:43 PM	ZZZMACK, PATIENT A MRN: AM4206118	Appointment: Checked In Patient: Arrived	AM0057097489	UC Urgent Care	Cough	UC Prud Provider 1	UC Prudenville (20 min)	Self Pay	Due Today: (-) Paid Today: (-)
<b>B</b>	Show 🗸	Age: 39 years								Charges: (-)
-										

#### Access to Address Validation, Eligibility, POS Balance and Payments, and Images

To access Address Validation, Eligibility, POS Balance and Payments, and Images:

- Navigate to the Patient Tracking Board tab within Patient Tracking. Locate the patient.
- 2. Within the Appointment Time click Show.
- 3. Select the corresponding blue hyperlink.

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& Patient Tracking X & Kiosk Dashboard										
	I2 / 19 / 2023 B All Day Next 2 Hours Next 4 Hours UC Prudenville / UC Prudenville									
<b>0</b>	(MM/DD/YYYY)									
<b>\$</b>	Appointment Time	Patient	Status	Encounter						
	07:53 AM	ZZZMACK, PATIENT A MRN: AM4206118	Appointment: Checked In Patient: Arrived	AM0057097516						
2	Show 🗸	Age: 39 years								

