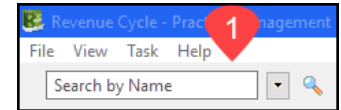


# Add a Walk-In Visit for Urgent Care Clerical Staff

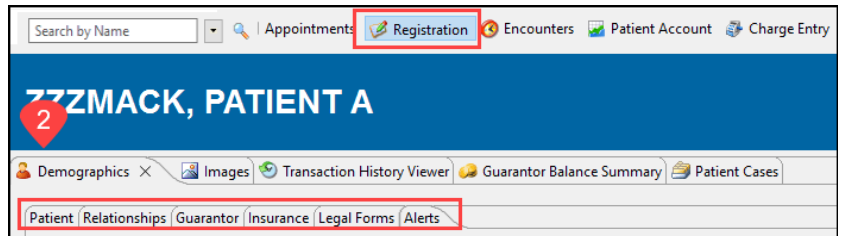
## Add a Walk-In Visit

To Add a Walk-In Visit:

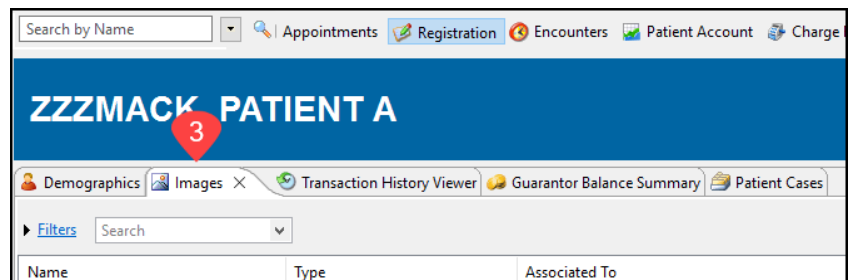
1. **Locate the patient** using the **patient search** and select ok. If the patient has not been previously registered, add as a new patient. Visit EHR education: Patient Registration education.



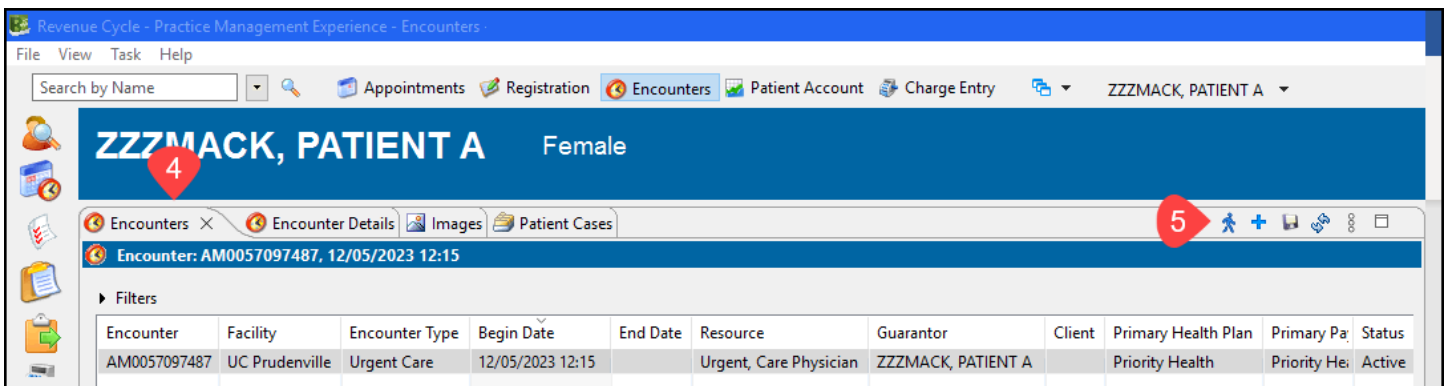
2. From within the Registration patient perspective, navigate through each of the **Demographics** tabs, and update the patient's information as necessary.



3. 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.



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

Cerner Revenue Cycle EDUCATION

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.

## To Add an Appointment

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.

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

### Cerner Revenue Cycle EDUCATION

4. Enter the Reason For Visit (optional).
5. Select Schedule. The Locations and Resources dialog box will display.

6. Select Apply. The Pending Confirmation section opens.

7. Navigate to Action Items, ensure both boxes are checked.
8. Select Confirm.

Date	Encounter	Encounter Type	Insurance Profile	Appointment Location	Medical Service	Place Of Service	Appointment Type	Provider
Wed, Dec 06, 2023	AM0057097489	Urgent Care	-	UC Prudenville	Urgent Care	-	UC Urgent Care	Urgent_Care Physician

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

Cerner Revenue Cycle EDUCATION

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.

Appointment Time	Patient	Status	Encounter	Appointment Type	Reason	Resource	Location	Insurance	Payment Information
04:43 PM	<a href="#">ZZZMACK, PATIENT A</a> MRN: AM4206118 Age: 39 years	Appointment: Checked In Patient: Arrived	AM0057097489	UC Urgent Care	Cough	UC Prud Provider 1	UC Prudenville (20 min)	Self Pay	Due Today: (-) Paid Today: (-) Charges: (-)

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

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

1. 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.

Appointment Time	Patient	Status	Encounter
07:53 AM	<a href="#">ZZZMACK, PATIENT A</a> MRN: AM4206118 Age: 39 years	Appointment: Checked In Patient: Arrived	AM0057097516

Appointment Time	Patient	Status	Encounter
07:53 AM	<a href="#">ZZZMACK, PATIENT A</a> MRN: AM4206118 Age: 39 years	Appointment: Checked In Patient: Arrived	AM005709751

Demographics		
	Date Of Birth:	
ZZZMACK, PATIENT A	Home Address:	2DFSAP DF TRAVERSE Ciy MI 49686-
	Employer:	Munson Healthcare
	Home Phone:	--
	Mobile Phone:	(235) 155-5455

<input checked="" type="checkbox"/> Address Validation	<input checked="" type="checkbox"/> Eligibility	<input checked="" type="checkbox"/> POS Balance and Payments	<input type="checkbox"/> Images
--	---	--	---------------------------------