

Scheduling Error Correction for Prudenville and Grayling Urgent Care Clerical Staff

Cerner Revenue Cycle EDUCATION

Scheduling an Appointment using Walk In Visit

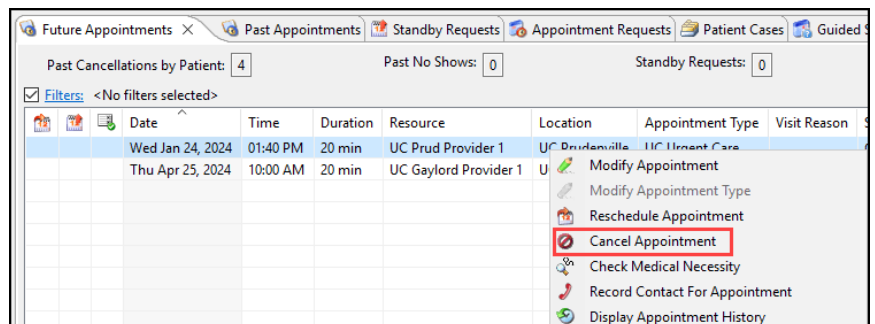
When an Urgent Care appointment is scheduled correctly using the Walk In Visit, the appointment will display as **Checked In**, and the Patient will display as **Arrived** on Patient tracking.

Appointment Time	Patient	Status	Encounter	Appointment Type
01:00 PM	ZZZMACK, PATIENT A MRN: AM4206118 Age: 39 years	Appointment: Checked In Patient: Arrived Wait Time: 207 min	AM0057097631	Urgent Care
01:40 PM	ZZZHART, JESS MRN: AM4206103 Age: 41 years	Appointment: Confirmed Patient: <Set Status>	AM0057097632	Urgent Care

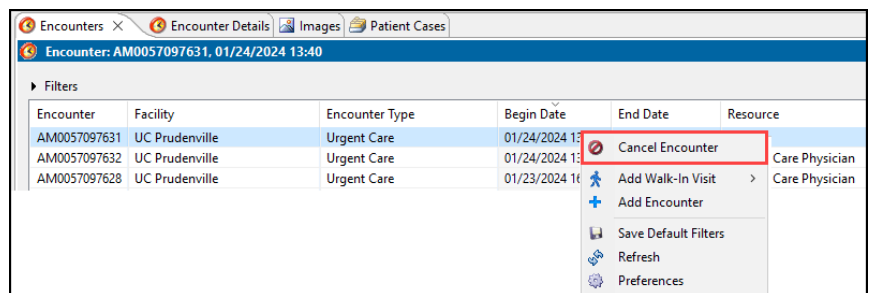
Do not check in patients who have been incorrectly scheduled. Cancel the appointment and the encounter. Then create a new appointment using Walk In Visit.

Cancel Appointment and Encounter

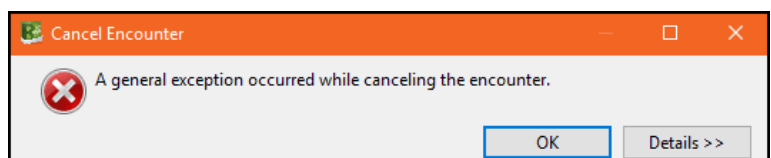
1. Within the patient's Appointment perspective, locate the appointment to be canceled, right click and select Cancel Appointment.



2. Within the patient's Encounters perspective, locate the encounter to be canceled, right click, and select Cancel Encounter.



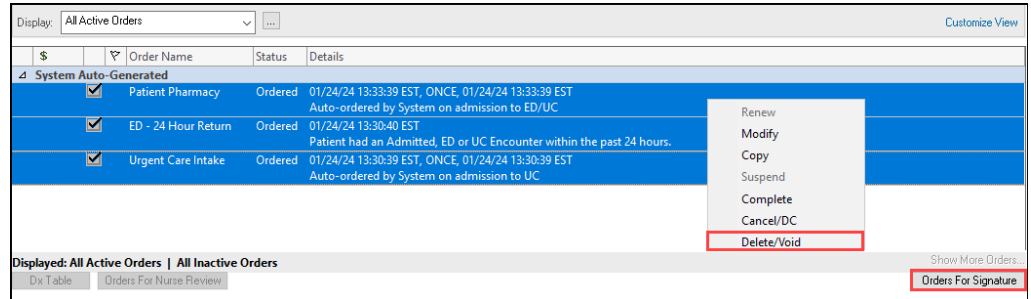
3. If a Cancel Encounter alert is received, navigate to PowerChart to delete System Generated orders. This step needs to be completed before the encounter can be successfully canceled.



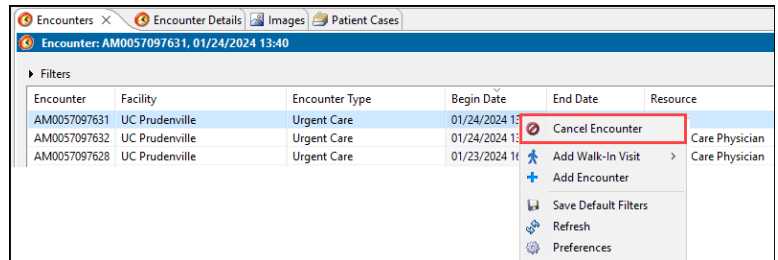
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4. Select Orders within the blue menu.
5. Highlight the system generated orders and right click to select Delete/Void.
6. Select Orders for Signature and then select Sign.



7. Navigate back to the patient's encounters perspective, locate the encounter to be canceled, right click, and select Cancel Encounter.



8. After the encounter is canceled, click the Walk In Visit button to add the patient's encounter correctly.

