

## 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.

🧟 Patient Tracking 🗙 🚨 Kiosk Dashboard											
(MM/DD	24 / 2024 🛱 All Day 1	Next 2 Hours Next 4 Hours UC	Location Group / Location:   Next 4 Hours UC Prudenville / UC Prudenville								
Appointment Time	Patient	Status	Encounter	Appointment Type							
01:00 PM	ZZZMACK, PATIENT A MRN: AM4206118	Appointment: Checked Patient: Arrived Wait Time: 207 min	In AMOL Correctly	Scheduled <sup>Ire</sup>							
Show 🗸	Age: 39 years										
01:40 PM	ZZZHART, JESS MRN: AM4206103	Appointment: Confirmed Patient: <set status=""></set>	AMO Incor	duled							
Show 🗸	Age: 41 years										

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** 

- 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.

🔞 Future Appointments 🗙 🔞 Past Appointments 🔃 Standby Requests 🕉 Appointment Requests 🎒 Patient Cases 🚮 Guided S															
	Past Cancellations by Patient: 4 Past No Shows: 0 Standby Requests: 0								]						
Filters: <no filters="" selected=""></no>															
🏦 🏥 遇 Date 🏠 Time Du							Duration Resource Locati			on	Appointment Type	Visit Reason			
	Wed Jan 24, 2024 01:40 PM					20 min	UC Prud Provider 1	UC Brudenville IIC Urgent Care							
				Thu Apr 25, 2024	10:00 AM	AM 20 min UC Gaylord Provider 1 U 🧷 Mo					lify Appointment				
							-								
											Reschedule Appointment				
									Cancel Appointment						
									ages A						
						🧳 Record Contact For Ar					Contact For Appointn	nent			
S Display Appointment History															
_															
(	3 End	ount	ers ×	🕜 Encounter D	etails 📓 Im	ages 🎒 Pa	atient Cases								
(	3 En	coun	ter: A	M0057097631, 01/2	2 <mark>4/2024</mark> 13:4	10									



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

👺 Cancel Encounter	-	-		×						
A general exception occurred while canceling the encounter.										
	ОК		Details >	>						



## Scheduling Error Correction for Prudenville and Grayling Urgent Care Clerical Staff

## Cerner Revenue Cycle EDUCATION

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

\$		🕅 Order Nam	ne	Status	Details		
Syste	em Auto	-Generated					
		Patient Ph	armacy	Ordered	01/24/24 13:33:39 EST, ONCE, 01/24/24 13:33:39 EST		
					Auto-ordered by System on admission to ED/UC	Renew	
		ED - 24 Ho	ur Return	Ordered	01/24/24 13:30:40 EST	Modify	
					Patient had an Admitted, ED or UC Encounter within the past 24 hours.	Conv	
		Urgent Ca	re Intake	Ordered	01/24/24 13:30:39 EST, ONCE, 01/24/24 13:30:39 EST	copy	
					Auto-ordered by System on admission to OC	Suspend	
						Complete	
						Cancel/DC	
						Delete/Void	
-	I. All Acti	we Orders I A	III Inactive ()	rdore			Show More C

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

Encounters ×	(3) Encounter Details M0057097631, 01/24/20	Mages Patient Cases					
Filters Encounter	Facility	Encounter Type	Begin Date		End Date	Resour	ce
AM0057097631 AM0057097632	UC Prudenville UC Prudenville	Urgent Care Urgent Care	01/24/2024 12	0	Cancel Encounter		Care Physic
AM0057097628	UC Prudenville	01/23/2024 16	* +	Add Walk-In Visit Add Encounter	>	Care Physiciar	
				🕒 🚱	Save Default Filter Refresh Preferences	5	

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

Sea	arch	by Name	- 🧠	👩 Appointments	🧭 Registration	🔇 Encount	ers 🛃 Patient Account	🐉 Charge Entry 🛛 🧃	<b>-</b> -	ZZZMACK, PATIENT	4 🕶	
2												
6												
	🔇 Encounters 🗙 🔞 Encounter Details 📓 Images 🎒 Patient Cases									*	- 🖌 🦑	8
Š		🗿 Encounter: AM	<b>//0057097487,</b> 1	2/05/2023 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 He	Active