

Summary: Kyruus is an easy online scheduling platform that allows patients to book in-person and/or virtual care appointments at their convenience – without the need to speak with a scheduler. Real-time integration into Cerner allows patients to view appointment availability and to book an appointment quickly and easily.

Support: Ambulatory Informatics at 231-392-0229.

Patient Process: From Find a Doctor

1. From the MunsonHealthcare.org website, click on Find a Doctor.
2. The patient can search by specialty, condition, or provider’s name.
 - a. Details such as name, location, contact information, and availability will display.
3. Click **Request Appointment**.

NOTE: Patient matching from Kyruus to Cerner is automatically performed using the patient's First Name, Last Name, DOB, and Sex.

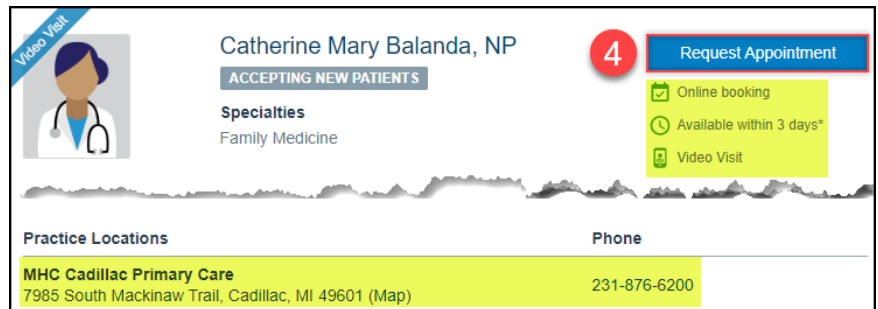
4. Click the **Book Online** button and complete the necessary information on the subsequent pages.

5. The patient will verify demographic and appointment information, then click on the **Book Appointment** button to schedule.
 - a. A green check mark validates completion.

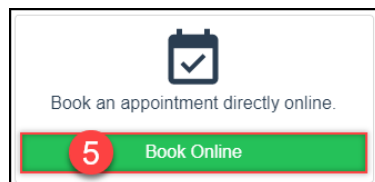
Book Appointment

Patient Process: From the Patient Portal

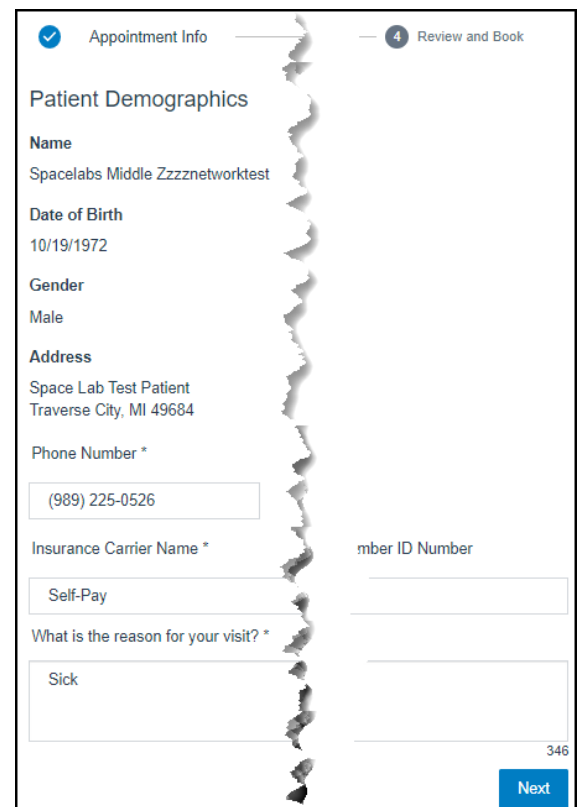
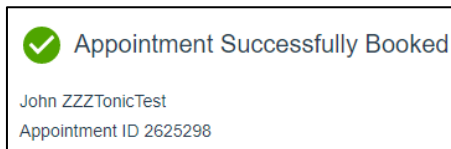
1. The patient will log into their Patient Portal account.
2. To schedule an appointment, patients can search by specialty, condition, or provider's name:
 - a. From the **Home** page.
 - b. From the left menu, click **Appointments**, then **Schedule an Appointment**.
3. Details such as name, location, contact information, and availability will display.
4. Click **Request Appointment**.



5. Click the **Book Online** button. Data will prepopulate from the patient's portal account information.



6. The patient will verify demographic and appointment information, then click on the **Book Appointment** button to schedule.
 - a. A green check mark validates completion.



Office Staff Process: From Revenue Cycle

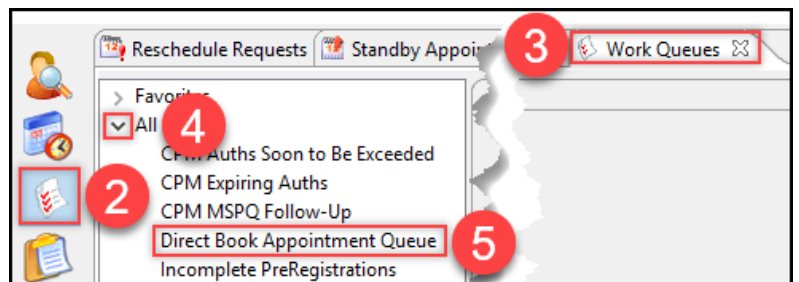
Patient scheduled appointments will appear on the provider's schedule immediately. Encounters are created 30 days prior to the appointment date. Appointments will appear on the work queue based on the timeframes listed below due to the encounter creation date.

Timing of Appointment Scheduling – Timing of Appointments Showing in the Work Queue:

- Appointment scheduled within 1-6 days of selected appointment date – Immediately.
- Appointment scheduled within 7-30 days of selected appointment date – Overnight.
- Appointment scheduled 31 days or more from selected appointment date – Will not display until the appointment is within 30 days.

Use the work queue to validate the accuracy and appropriateness of the appointment.

1. Open **Revenue Cycle**.
2. Click the **Queues** icon.
3. Click the **Work Queues** tab.
4. Click the **drop-down arrow** next to All.
5. Double click the **Direct Book Appointment Queue**.



6. Filter appointments by selecting the:
 - a. Facility.
 - b. Appt Date Range Start.
 - c. Appt Date Range End.
 - d. Appointment Type.
7. Click **Perform Search**.
8. Click on the column headers to sort the list as desired.

NOTE: The **Appt Date Range End** must be set to one day past the date you are trying to capture on the report.
 I.e., To capture today's appointments, you would set the end date to tomorrow.

Facility
 * MHC Cadillac Primary (

Appt Date Range Start
 * 10/01/2022

Appt Date Range End
 * 10/31/2022

Appointment Type
 DB- Annual Physical
 DB- New Patient Visit
 DB- Office Visit
 DB- Video Visit

6

Direct book appointments will have an Appointment Type prefix of DB.

7
 Perform Search
 Cancel Search

Created Date	Direct Book Review	Patient Name	DOI	Appt Start Date/Time	Appt Type	ry	Comment
<input type="checkbox"/> 10/03/2022 3:10 PM		ZZZTonicTest, John	01/01/1980	10/04/2022 8:00 AM	DB- Office V		(Home Phone: 23155
<input type="checkbox"/> 10/04/2022 9:05 AM		ZZZTonicTest, John	01/01/1980	10/04/2022 1:00 PM	DB- Video		(Home Phone: 23155
<input type="checkbox"/> 10/06/2022 11:07 AM		JohnTonic2, ZZZTest	01/30/1990	10/06/2022 2:00 PM	DB- Office		(Home Phone: 23112

9. Verify the patient’s name, DOB, appointment date and time, appointment type, provider/resource, and the reason for visit (from the comment section).
10. Right click on the patient and select **Direct Book Modify Encounter**.

Patient Name	DOB	Appt Start Date/Time	Appt Type
ZZZTonicTest, John	01/01/1980		
ZZZTonicTest, John	01/01/1980		
JohnTonic2, ZZZTest	01/30/1990		

- Direct Book Modify Encounter** 10
- Open Registration perspective
- Open Encounter perspective
- Self Pay Remittance

Details Guarantor Insurance

Modify Encounter

Location Details

Encounter Number *AM0056084478	Facility Cadillac Primary Care	Building Cadillac Primary Care	Location Cadillac Primary Care
Encounter Type Clinic	Confidentiality Level	Medical Service	

Client Bill

Encounter Information

Direct Book Review Complete? * 11	
No	Yes

Type Comments

12
Save
Cancel

11. In the **Direct Book Review Complete?** field:
 - a. Select **Yes** to remove the appointment from the work queue.
 - b. Select **No** to keep the appointment on the work queue for further processing.
12. Click **Save**.

Created Date	Direct Book Review	Patient Name
<input type="checkbox"/> 10/03/2022 3:10 PM	No	ZZZTonicTest, J
<input type="checkbox"/> 10/04/2022 9:05 AM		ZZZTonicTest, J
<input type="checkbox"/> 10/06/2022 11:07 AM		JohnTonic2, ZZ

Additional Resources:

[Kyruus Direct Book Scheduling Demo](#)

[Kyruus Online Scheduling Education – Training Session](#)