

Online Scheduling (Kyruus) Overview and Frequently Asked Questions for Providers, Clinical and Clerical Staff

Kyruus EDUCATION

Overview

Kyruus is an easy online scheduling platform that allows patients to book in-person and/or virtual care appointments at their convenience—without needing to pick up the phone. Real-time integration into Cerner allows patients to view appointment availability and to book an appointment quickly and easily.

The process begins now with our new Find A Doctor website, but the next phase of implementation will also allow for online scheduling through the patient portal. Through Find A Doctor, our patients can search by provider name, specialty, or condition. Questions will guide patients through determining new or established status and give appointment type options based on that status. Appointment availability is determined based on pre-approved provider scheduling templates.

Our patients are looking for convenient, technology driven solutions to help manage their health and well-being. Munson Healthcare is working diligently to offer our patients access to this technology through Artera (formerly WELL) patient appointment reminders, Tonic e-Registration software, and now Kyruus Online Scheduling.

Key Dates

- Cerner primary care providers – Find A Doctor go-live – Tuesday, November 1st
- Cerner primary care providers – Patient Portal go-live – Tuesday, November 15th
- Remaining primary care providers – go-lives will align with the Cerner Roadmap

FAQs

Why are we implementing online scheduling?

- Many industries currently offer online scheduling. Healthcare is next to move toward technology driven solutions. Patients are asking for these solutions because other health systems are already offering them.
- Convenience – Patients will be able to schedule visits after clinic hours without making a phone call.
- MHC is working to leverage technology in our clinics to reduce the workload on staff.

What will guide patients to schedule appointments correctly?

- Real-time integration with each provider's Cerner scheduling template.
 - Appointment availability is based on each provider's previously approved scheduling template.
- Scheduling questions that drive patients to the right appointment.
 - Patients will be asked if they have seen a specific provider within the past three years to determine whether they are new or established, and available appointment types are based on that response.
- An online scheduling work queue.
 - All appointments scheduled online will fall to a work queue to be verified by office staff for accuracy and appropriateness. By reducing the number of incoming phone calls, workload will shift from answering the phone to quickly validating appointments from a worklist.
- Appointment buffers to ensure staff has time to validate online scheduled appointments.
 - The earliest time an established patient can schedule an appointment is three hours. New patient appointments will have a buffer of 48-hours to ensure office staff has time to collect new patient information.

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How will patients access online scheduling?

Patients will access online scheduling through one of two ways:

1. The Cerner MyHealthInfo patient portal.
2. Our new Munson Healthcare Find A Doctor website (<https://www.munsonhealthcare.org/find-a-doctor/find-a-doctor>).
 - a. Patients will use the directory to find their own provider, or search for a new provider, and will be able to schedule online from there.

Will patients be able to schedule same day appointments?

Yes, established patients will be able to schedule same day appointments with a three-hour buffer. New patient appointments will have a buffer of 48-hours to ensure office staff has time to collect new patient information.

Which practices will be impacted by this change?

Kyruus Online Scheduling will only be implemented in primary care offices using Cerner Millennium at this time.

What if a patient makes an appointment for an urgent condition weeks/months out?

Office staff will be monitoring the work queue to ensure that patient appointments are being scheduled appropriately.

Can two patients schedule an appointment for the same time?

No, once a patient has selected and booked an appointment date/time it is removed from the list of available appointments to choose from.

Does the system know how to schedule an appropriate amount of time for a visit? (i.e., 15-minute, 20-minute, 40-minute appointment, etc.)

Yes, Kyruus uses the provider's pre-approved template in Revenue Cycle to determine appointment type and availability. If an established patient is trying to book an office visit, Kyruus will only show available slots for that specific appointment type.

Can a patient schedule with any provider or only their PCP?

The patient will have the ability to schedule with any provider that accepts direct book appointments. Staff will be monitoring the work queue to ensure accuracy and appropriateness of appointments scheduled.

Can patients who have been discharged from a practice still make an online appointment?

Any patient will be able to schedule on any provider schedule. It will be important for staff to monitor the online scheduling work queue to ensure the patients are scheduled appropriately.

How far out can a patient schedule an appointment with online scheduling?

Patients can schedule a direct book appointment up to 5 months in advance.

Will patients be able to schedule a Medicare Annual Wellness Visit?

No, Medicare Annual Wellness visits are not included in the visit types that can be scheduled online. Established patients can schedule an annual physical, office visit, or a video visit, while new patients can only schedule a new patient office visit.

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Can a patient make multiple appointments for the same day?

Yes, a patient may make multiple appointments but will get an error if they attempt to schedule an appointment for the same date and time as another scheduled appointment. The system will recognize that the patient is already scheduled within Revenue Cycle for that date and time.

How will staff know if an appointment was scheduled online?

Appointments will be designated as DB (Direct Book) in Revenue Cycle to distinguish them from visits scheduled by office staff.

Cerner - Current Appt Type	Cerner - New Direct Book Appt Type	Patient-Facing
New Patient	DB-New Patient Visit	New Patient Visit
FP/IM Health Maintenance	DB-Annual Physical	Annual Physical
FP/IM Establish Patient	DB-Office Visit	Office Visit
Video Visit	DB-Video Visit	Video Visit

Additional Resources:

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