

Patient Experience

1	Patient can access via Munsonhealthcare.org website by clicking on Find A Doctor or through the Patient Portal.
2	Search by specialty, condition, or provider's name.
3	Click Request Appointment.
4	Click Book Online.
5	Choose an available appointment time and date.
6	Enter demographic information.
7	Verify demographic and appointment information.
8	Click Book Appointment. A green check mark will validate completion.
Clinical EHR Education Website Reference: Kyruus Direct Book Manual	

Direct Book Appointment Queue in Revenue Cycle

1	Open RevCycle.
2	Click the Queues icon.
3	Click the Work Queues tab.
4	Click the dropdown arrow next to All.
5	Double click the Direct Book Appointment Queue.
6	Filter options by facility, date range start, date range end, and appointment types. <ul style="list-style-type: none"> • Date range end should be one day past the date to be captured on the report. • Direct Book appointment types all begin with DB.
7	Click Perform Search.
8	Click on the column headers to sort.
9	Verify patient name, DOB, appointment date and time, provider/resource, and reason for visit (in the comment column).
10	Right click on the appointment and select Direct Book Modify Encounter from the list.
11	In the Direct Book Review Complete? Field: <ul style="list-style-type: none"> • Select Yes to notate that the appointment has been verified for accuracy. Appointment will drop off of the work queue. • Select No to keep the appointment on the work queue for further processing. Note: As soon as the appointment is booked online by the patient, it is active on the provider's schedule whether this step is completed or not. Please see the Appointment Scheduling Guide for more information on cancelling or rescheduling the appointment if not scheduled appropriately.
12	Click Save.
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