Return to Clinic Order Scheduling Workflow for Clerical Staff

Cerner PowerChart Ambulatory **EDUCATION**

Return to Clinic Order Scheduling Overview

Patient Centered Medical Home designation requires closed-loop appointment tracking. Return to Clinic orders are a systematic approach for appointment tracking and generating reminders for all patients. Placing Return to Clinic orders in PowerChart offers an efficient way for staff to manage their appointment request queues in Revenue Cycle.

Scheduling a Return to Clinic Order

Follow the steps below to Complete the Order:

1. From Revenue Cycle:
   a. Click Queues.
   b. Click the Appointment Requests tab.
   c. Select the correct appointment request queue by clicking the drop-down or by clicking the magnifying glass to perform a queue search.
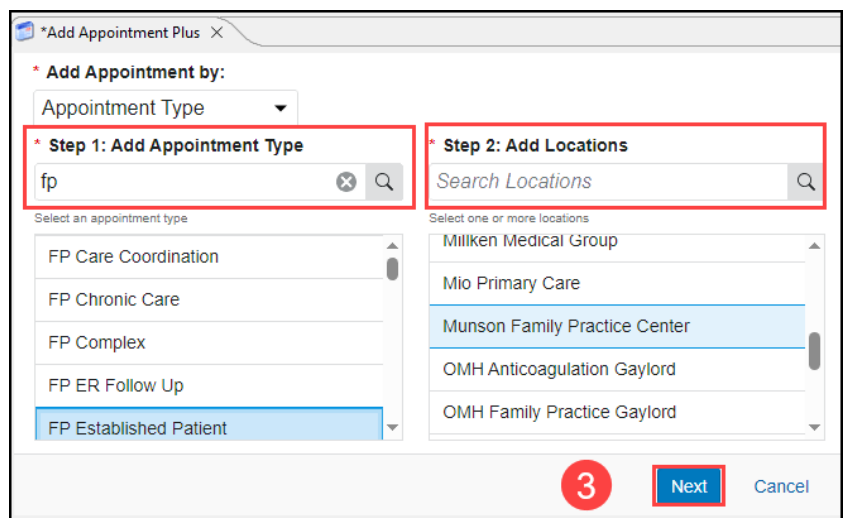   d. Check the box: Include Incomplete Requests.
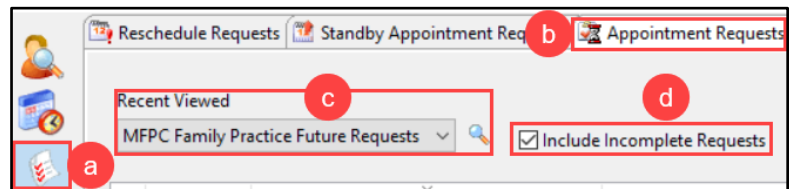
2. Right click on the order and select Complete Request.
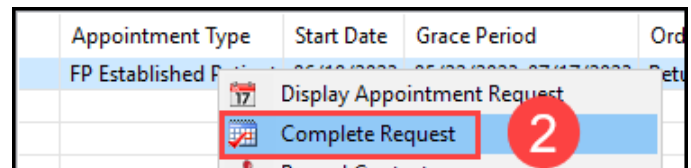
> Note: If the patient is already scheduled, cancel the request. If the appointment's grace period has ended, cancel and reschedule the patient's appointment through the Appointment perspective.

3. Complete the necessary appointment details and click Next.

4. Add Details and click First Available.

5. Fill in the desired search parameters.
6. Click Suggest to generate a list of available dates and times to schedule the Return to Clinic order.
7. Select the desired available date and time option from the list.
8. Click Select.

9. Review the Confirmation Information and click Confirm.

Note: Once the appointment is scheduled, the appointment request will automatically be removed from the queue.