

# 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.

| •  | 1 | Reschedule Requests 🔯 Standby Appointment   | Req b 🔯 Appointment Requests  |
|----|---|---|-------------------------------|
| 2  |   |   |                               |
|    |   | Recent Viewed C                             | d                             |
|    |   | MFPC Family Practice Future Requests \vee 🔍 | ☑ Include Incomplete Requests |
| E. | a |   |                               |

- d. Check the box: Include Incomplete Requests.
- 2. Right click on the order and select Complete Request.

| Appointment    | Туре | Start Date       | Grace P | eriod   |       | Ord             |
|----------------|------|------------------|---------|---------|-------|-----------------|
| FP Established | F    | Display Appo     | intment | Request | 10000 | <sup>^</sup> et |
|                |      | Complete Request |         |         |       |                 |
|                | •    | n 10 1           |         |         |       |                 |

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.

| 줄 *Add Appointment Plus 🗙      |   |   |                               |           |
|--------------------------------|---|---|-------------------------------|-----------|
| * Add Appointment by:          |   |   |                               |           |
| Appointment Type               |   |   |                               |           |
| * Step 1: Add Appointment Type |   |   | * Step 2: Add Locations       |           |
| fp                             | 8 | Q | Search Locations              | Q         |
| Select an appointment type     |   |   | Select one or more locations  |           |
| FP Care Coordination           |   | 1 | Millken Medical Group         |           |
| FP Chronic Care                |   |   | Mio Primary Care              |           |
| FP Complex                     |   |   | Munson Family Practice Center |           |
| ED ED Follow Up                |   |   | OMH Anticoagulation Gaylord   |           |
| FP ER Follow Op                |   | _ | OMH Family Practice Gaylord   |           |
| FP Established Patient         |   | - | Owner anny Fractice Oxylord   | <b></b> ▼ |
|                                |   |   | 3 Next                        | Cancel    |



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4. Add Details and click First Available.



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

| First Available Times                                      |                          |   |  |  | - 0 >         |
|--|--------------------------|---|--|--|---------------|
| Appointments   |                          | Wed, Mar 20, 2024, 10:45 AM<br>Lambert DO, Timothy<br>Munson Family Practice Center | FP Established Patient<br>Slot Type: MFPC Open<br>Appointment Duration: 15 min | Patient Duration: 15 min<br>Patient Arrival: 10:45 AM                        | 7 🛛           |
| P Established Patient Wed, Mar 20, 2024, 10:45 AM-11:00 AM |                          | Wed, Mar 20, 2024, 11:00 AM<br>Lambert DO, Timothy<br>Munson Family Practice Center | FP Established Patient<br>Slot Type: MFPC Open<br>Appointment Duration: 15 min | Patient Duration: <b>15 min</b><br>Patient Arrival: <b>11:00 AM</b>          | 0             |
| Day and Time Search By Date Range                          | Î                        | Wed, Mar 20, 2024, 11:15 AM<br>Lambert DO, Timothy<br>Munson Family Practice Center | FP Established Patient<br>Slot Type: MFPC Open<br>Appointment Duration: 15 min | Patient Duration: <b>15 min</b><br>Patient Arrival: <b>11</b> ; <b>15 AM</b> |               |
| Start Date 03 / 20 / 2024                                  | End Date                 | Wed, Mar 20, 2024, 11:30 AM<br>Lambert DO, Timothy<br>Munson Family Practice Center | FP Established Patient<br>Slot Type: MFPC Open<br>Appointment Duration: 15 min | Patient Duration: 15 min<br>Patient Arrival: 11:30 AM                        |               |
| (MM/DD/YYYY)   | (MM/DD/YYYY)             | Wed, Mar 20, 2024, 11:45 AM<br>Lambert DO, Timothy<br>Munson Family Practice Center | FP Established Patient<br>Slot Type: MFPC Open<br>Appointment Duration: 15 min | Patient Duration: 15 min<br>Patient Arrival: 11:45 AM                        |               |
| Sun AM F   | PM All Day<br>PM All Day | Wed, Mar 20, 2024, 12:00 PM<br>Lambert DO, Timothy<br>Munson Family Practice Center | FP Established Patient<br>Slot Type: MFPC Open<br>Appointment Duration: 15 min | Patient Duration: <b>15 min</b><br>Patient Arrival: <b>12:00 PM</b>          |               |
| Thurs AM F   | PM All Day<br>PM All Day | Wed, Mar 20, 2024, 12:30 PM<br>Lambert DO, Timothy<br>Munson Family Practice Center | FP Established Patient<br>Slot Type: MFPC Open<br>Appointment Duration: 15 min | Patient Duration: 15 min<br>Patient Arrival: 12:30 PM                        |               |
| Sat AM F   | PM All Day               | Wed, Mar 20, 2024, 12:45 PM   | FP Established Patient   | Patient Duration: 15 min   |               |
|  | (Arter)                  | Wed, Mar 20, 2024, 1:15 PM  | FP Established Patient   | Patient Duration: 15 min   | Select Cancel |

9. Review the Confirmation Information and click Confirm.

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

| P Established Patient                      |                                   |  |  |
|--|-----------------------------------|--|--|
| Date:<br>Ned, Mar 20, 2024                 | Patient Arrival Time:<br>10:45 AM | Patient Duration:<br>15 mins             |  |
| _ocation:<br>Junson Family Practice Center | Appointment Time:<br>10:45 AM     | Primary Resource:<br>Lambert DO, Timothy |  |
| ailable Encounters                         |                                   |  |  |
| ew Encounter                               |                                   |  |  |