Outpatient Telehealth Scheduling, Registration and Check-in

- 1. Launch Cerner Scheduling Appointment Book.
- 2. Select Appointment tab and in the Appointment Type field enter "Telehealth"
 - a. Click the **Ellipsis** button to search.
 - b. Appointment Type Help screen appears. Select the appropriate appointment type.

Books Appointment		
*Appointment type:	Appointment Type Help	? × ve
Tele	Appointment Type	xt
Appointment (ocation:	 Telehealth (Primary Care) 	
Person name:	Felehealth (Specialty Care)	ar
	ОК	Cancel

3. Complete the remaining Appointment Type questions.

*Appointment location:		^
		~
*Person name:		
ZTEST, NEW BUSINE	SS OFFICE NEW	
S*Provider:		

4. Left click on Move to continue and the patient appears in the Work In Progress.

	Work in progress:			
Mayo b	E S ZTEST, NEW BUSINES	S OFFICE NEW		Schedule
Move P	E-S Telehealth (Primar	y Care) Jule		Confirm
Ivext	ORG Prima	ary Care ler		Recur
Clear	- 🗘 Patien	t		Suggest
				Request
				Insert
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, Amy MD	Choe, Michelle MD	Cowan, Ashley MD	Czerwinski, Arielle MD	Dasovich

- 5. Schedule the patient for the appointment using <u>Drag-N-Drop</u> or <u>Suggest</u> method. The patient and appointment display under the selected resource on the schedule.
- 6. Click Confirm.
 - a. Confirm window launches. Click OK to save the appointment.

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	Person N ZTEST, 1	ame NEW BUSIN	ESS OFFICE NEW	Enc Type	Enc Status	FIN NBR	MRN	Facility	Nurse Unit	Med Service	2		
										View		Modify	Set Enc

Adding an Encounter at the time of Confirm

- 1. Select **Set Enc** to create an encounter for the patients visit. The PRE-Registration Outpatient conversation launches.
 - a. Encounter type initial defaults to **PreRegister Outpatient**.
 - b. For Telehealth patients you <u>MUST</u> change the encounter type to **PreReg Op Telehealth**.



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- c. On the Visit tab the <u>Expected Encounter Type</u> = Outpatient Telehealth
- d. Complete all registration data and save the conversation.

Check in Process for Patient

- 1. Location the patient, right click and select Check In. The Check in window appears.
 - a. Appointment Type = Telehealth
 - b. Encounter Type = PreReg Op Telehealth
 - c. Select Modify to launch the conversation

EZTEST, NE	Ins Dates: 1/2/200	OFFIC 2 - 12/31/2100		Last COA Con	sent to Text		PT Age:	2 Years			Sex:	Female
TEST. NEW BUSINESS OF	General Summary	Details	Orders	Guidelines	Notificat	ion C	onversation Su	mmaries	Itinerar	ries Lod	ks El	gibility I
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	03/17/2020				• ~		1335					
	Tracking location:											
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	Person Name		E	Enc Type	E	inc Status	FIN NBR	MRN	Facility	Nurse Unit		Med Servic
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	Person Name ZTEST, NEW BUS	INESS OFFIC	E NEW F	inc Type PreReg OP Tel	E lehealth	inc Status Ireadmit	FIN NBR 7120652115	MRN 3604165	Facility PCC	Nurse Unit ORG Prima	iry Care	Med Servic Pediatrics
	Person Name ZTEST, NEW BUS	INESS OFFIC	E NEW F	Enc Type PreReg OP Tel	ehealth F	inc Status Ireadmit	FIN NBR 7120652115	MRN 3604165	Facility PCC	Nurse Unit ORG Prima	iry Care	Med Servi Pediatrics
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2. Registration conversation launches. Select encounter type Outpatient Telehealth and complete all registration data and save the conversation.

Primary Care Clinic				
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*Language: English ~	*Interpreter Required?:	*Mother First Name (PCC):	Mother Birth Date:	
*Last Name: ZTEST	*First Name: NEW BUSINESS OFFICE	Preferred Name: BOBBY	Middle Name: NEW	Images
Prev Last Name: ZTEST	Prev First Name: NEW BUSINESS OFFICE			
*Encounter Type (PCC): Outpatient Telehealth	Research Patient?:	Consents Flag (F): Foundation	*COA Obtained?: No ~	

3. Patient and Appointment status displays as Checked In.

Converting Appointment to Outpatient Telehealth

If the patient has an existing appointment, you must cancel the future visit and create a new appointment for Telehealth.

1. Location the patient on the schedule. Right click and navigate to the Action Menu.



2. Cancel window appears. In the Cancel Reason menu select Alternative Appointment Scheduled.

Cancel			? ×
	Home Phone: (222) 222-2222 VI	P: MRN: 5120034	DOB: 09/09/07
Name. ERMIEST,	Ins Dates: 2/7/2002 - 12/31/2100 La	ast COA Consent to Text(TCPA): OPT Age: 12 Years	Sex: Male
ERMTEST, REG	General Summary Details Orders *Cancel reason: Atemate Appointment Scheduled Comments: Comments:	Guidelines Notification Conversation Summaries	Itineraries Locks Booking Notes

- 3. Next navigate to the Appointment tab and in the Appointment Type field enter "Telehealth".
 - a. Click the Ellipsis button to search.
 - b. Appointment Type Help screen appears, and results are returned.
 - c. Select the appropriate appointment type.
- 4. Follow workflow and process to schedule and Pre Register the patient as Telehealth.