

08/19/2022

Attention 8/19/22

Education Reminder: Unknown Appointments in Schapptbooks

When an order is placed for an appointment request and the performing location selected does not perform the appointment requested, these orders route to an Unknown Request List. This list is monitored by IT and IT identifies why it didn't route appropriately, fixes any build issues, identifies any provider education needs, and then if the order can be performed at the region selected, they move the request to that queue.

Users should disassociate the order from the request, create an adhoc appointment request for the appropriate appointment type and when they get to the orders tab, associate the existing order. A detailed description of how to do this is below.

Step 1: Disassociate the order from the appointment request

***It is important to do this BEFORE cancelling the unknown appointment request. If you do not dissociate the order from the appointment request first the order will cancel when you cancel the appointment request. ***

To disassociate the order:

1. In the request queue, right click on the request and select Modify

Nema ZZTEST DATIENT TUDE	æ											HIN: 300001
Name. 22 TEST, PATIENT THRE												Age: 26 Year
Request List	C	0C	lso	Stat	hp	Action	Person Name	Appointment Typ	e Earliest Date	Time	Orders	Sc
Inquity:						Book	ZZTEST, PATIENT THREE	RESP Complete	Confirm	0.14	Pulmonary Function	on Test Complete with HgB corrected DLCO
Request by Person									Contact			
Person:	Ŀ								Modify			
ZZTEST, PATIENT THREE									Reschedule			
									Hold			
	-								Cancel			
									No Show,			
									Check In			
									Check Out			





2. In the modify window, navigate to the Orders tab and on the order right click and select Disassociate

me: ZZTEST, PA	TIENT THREE	Age: 26 Years	Sex: Female						
ZZTEST, PATIENT THREE	General Summary Details Orders Guidelines Notification Conversation Summaries Itine	raries Locks Booking Notes							
	ZZTEST. PATIENT THREE	Priority	Photty						
	The second se			3					
	Pulmonary Function Test Complete with Hg8 corrected by CO.	*Requested Stat Date/Time							
	Paste	10/12/2021	🗢 🗸 1632	1					
	Delete	*PFT Reason:	Participant Annual Contraction						
	Cancel	Asthma							
	Associate	Notes to Scheduler:							
	Disassociate								
	Move	*Order For Future Vist							
		Yes	Yes						
		Research Account							
	Optional Search Existing Orders Privileges AOS Required								
	Butmonary Exortion Test Commiste	*Scheduling Location							
	Pulmonary Function Test Complete with HgB corrected DLCO	LAN McLaren Greater Lansing Hospital							
		Frequency.							
		Dros							
		Scheduling Instructions							
		Damous Code							
		F33.2	fajor depressive disorder, recurrent severe without psycholic	c feature					





3. The Order Disassociation window will open warning you are disassociating the order from the appointment. Select OK.

me: ZZTEST, PA	TIENT THREE		MIN: 300001432.	Part 200001677130[[3000] 0008: 0008: 0008			
ZZTEST, PATIENT THREE	General Summary Details Orders Guidelines Notification Conversatio	n Summaries 🛛 Itinerar	ies Locks Booking Not	Jex. remaie			
Service PFT RESP Complete PFT	ZZTEST, PATIENT THREE	Pronty:					
	Pulmonary Function Test Complete with Hg8 corrected DLCO	*Requested Start Date/Tim	MC	~			
		10/12/2021	1632				
		*PFT Reason:					
			Asthma		~		
	Dutton to discontinue this ection Show comments dialog only when Costonal Search Existing Orders Phyleges Alive	on required Cel OK	Guidelnes .		2		
	Putmonary Function Test Complete with HgB corrected DLCO		LAN McLaren Greater Lansing Hospital				
			Frequency:				
			Dros				
		Scheduling Instructions:					
		Diagnosis Code:					
			F33.2	Major depressive disorder, recurrent severe without pay	vchotic teature		





4. At this point the order is disassociated from the appointment request that is tied to the unknown appointment type. The order will now display under Existing Orders at the bottom. You can click Cancel to close the Modify window

-		MRN.	300001432341,[300001677138],[3000	. DOB: 05/09/95	
ne: ZZTEST, PA	TIENT THREE	Age:	26 Years	Sex: Female	
ZZTEST, PATIENT THRE	General Summary Details Orders Guidelines Notification Conversation Summaries Itineraries	Locks	Booking Notes		
	ZZTEST, PATIENT THREE				
	L				
	Optional Search Existing Orders Privileges AOS Required				
	Notify Family				
	Post Fail Orgoing Assessment Post Fail Orgoing Assessment				
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	Post Fall Ongoing Assessment				
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	Post Fall Orgoing Assessment				
	Post Fall Ongoing Assessment				
	Point Fail Ungoing Assessment D descenary Exection Test Complete with MoB computed DLCO				
	Puttonary Punction Test Complete with High Contected DLCO				





Step 2: Cancel the existing appointment request

1. From the request list, right click and select Cancel Request

Request List	C	OC	lso	Stat	Inp	Action	Person Name	Appoint	tment Type	Earliest Date	Time	Orders	Sched
Inquiry: Request by Person Person: ZZTEST, PATIENT THREE						Book:	ZZTEST, PATIENT THRE	ER	Confirm Contact Modify Reschedule Hold Cancel No Show				
									Check In Check Out. Patient Seer Batch Resch	n nedule			
									Group Info.		-		
									Verify Med Nec Cl	heck			
									Lock Unlock Add New A	ppointment			
									Complete F Modify Req Move Requ Cancel Req	Request juest iest uest			
									Schedule		-		
									Inquiry Notification	>			
									Superbill				
									Person	>	1-		
									Link Unlink	>			

2. Select a cancel reason and click OK. The appointment request tied to the unknown appointment type is now removed.





Cancel														
ame: ZZTEST, PA	TIENT	THR	EE						MRN Age:	: 300001 26 Yea	432341;[3000016771 1	38) (3000 D.O.B; Sex: F	05/09/95 'emale	
■ QZTEST. PATIENT THRE	General S	Summa	ry Details Orders Gu	idelines Not	ification	Conversati	on Summarie	s Itineraries	Locks	Bookin	g Notes			
	Comments													
	MRN FI	IN NBR	Person Name ZZTEST, PATIENT THREE	Pre-Reg Date	Reg Date	Enc Type	Med Service	Reason For Visit	Facility	Building	Nurse Unit			
												View	Modify	Canoni Enc
*														
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Step 3: Associate the order to a new appointment

- 1. In Scheduling Appointment Book, start to schedule a new appointment. Complete the scheduling questions and make sure to select that patient that the request was for.
- 2. Click Move.



3. The Appointment Attributes window will open. Navigate to the Existing Orders tab, do not select the order under optional.

Appointment Attributes		1 ×
E CZTEST, PARIANT THREE	Details Orders Resource List Guidelines Appointment Eligibility ZZTEST. PATIENT THREE	
	Optional Search Editing Orders Phylioges AOS Required PUtricituation and Test Complete Putricituation Net Complete Putricituation Net Complete With HigB complete SND	
		OK Carcel





4. At the bottom of the list is the order that you disassociated. Double click that order.

Appointment Attributes		1 ×
C ZZTEST, PATIENT THREE	Details Orders Resource List Guidelines Appointment Eligibility ZZTEST, PATIENT THREE	
	Optional Search Existing Orders Phivleges AOS Required Post Fail Assessment Initiate Post-Fail Care Phase of Fail Prevention and Management IPOC Not/Family Initiate Post-Fail Care Phase of Fail Prevention and Management IPOC Not/Family Initiate Post-Fail Compose Initiate Post Fail Ongoing Assessment Initiate Post	

- 5. The order will move to the top window indicating that it's been select/associated to the new appointment.
- 6. Click OK.





RESP Complete PFT	Details Orders Resource List Guidelines Appointment Eligibility								
	ZZTEST, PATIENT THREE	Phorty:							
		×							
	Pulmonary Function Test Complete with HgB corrected DLCO	Requested Start Date/Time:							
		10/12/2021							
		*PFT Reason:							
		Aethma 🗸							
		Notes to Scheduler:							
		Order For Future Visit							
		Yes							
		Research Account:							
		*Scheduling Location							
	Optional Search Existing Orders Privileges AOS Required	LAN McLaren Greater Lansing Hospital							
	CBC w Diff (M)	Frequency:							
	human papilomavirus vaccine	Once							
	Blood Urea Ntrogen (M) Patient is GBS Negative	Scheduling Instructions:							
	sactuzumab govtecan + Sodium Chloride 0.5% 441 mL								
	Sodium Chloride 0.9% 1,000 mL insulin recular 100 unit (2 units/hr) + Sodium Chloride 0.9% 100 mL	Diagnosis Code							
	Perpheral IV	A01.1 Paratyphoid fever A							
	sodium chloride 0.9% inj Soln syringe 10 mL.	÷ • ×							
	HYDROcodone-acetaminophen andarsetron 4 ng Die Tab	Paratyphoid fever A							
	Post Fall Assessment								
	Inflate Post-Fall Care Phase of Fall Prevention and Management IPOC	Exam to be performed outside organization?							

7. At this point you can either schedule to patient or if you do not have them available to schedule you can select Request to place it back on your request list. If you select request, you should just need to click OK on the Request to Book window and it will populate back on your worklist.

INTERT DATIES	NT THREE		MRN: 300001432341;[380001677138];[3800014	1802223_(300001DON: 05/189/95
ame. 221EST, PATIEI			Age: 25 Years	Sex: Female
< 2021 >	Books Appointment		Work in progress	
Cctober +	· Apportment type	A Move b	E D ZZTEST, PATIENT THREE	Schedule
Su Mo Tu We Th Fr Sa	RESP Complete PFT			Coriere
8 27 28 29 30 1 2	Apportment location:	Next	LAN Pulm Diag	Recur
10 11 12 13 14 15 16		Cear	SQ LAN Putm PFT 1, 2	Suggest
17 18 19 20 21 22 23 24 25 26 27 28 29 30	LAN Pulm Diag	×		Request
31 1 2 3 4 5 0	1			Inset
		10/12/2021 - LAN Pulse PFT 1, 2		





e ZZTEST PA	TIENT THREE					MHN: 3000014	32341,1300001677138	13000.008:05/05/95	
						Age: 26 Years	<u>H</u>	Sex Female	
ZZTEST, PATIENT THRE	Scheduling Criteria Summary Gener	al Details C	Orders Guide	lines Notification	Conversation Summa	ries Eligibility	Booking Notes		
- NG RESP Complete PF1	Appointment Date Requested date range.			10/12/2021			11/10/2021		
	O Request in:			1	Days	- From:	10/12/2021		1
	/ Mon	Tue		Wed	Thu		.Fe	Sat	Sun
	Apportment Time			[rann			1.00		
	() Time range:			0000			1000		
	O Time restrictions:			AM Only					
	Request List Al request lists					Selected request	leté .		
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