

# Ambulatory Scheduling

## Functionality Brief



The Ambulatory Scheduling functionality in MEDITECH's Medical and Practice Management solution helps clinic staff at both single- and multi- entity healthcare organizations effectively manage and coordinate patient appointments. The system improves resource allocation and reduces scheduling errors and missed appointments by providing customizable schedules, real-time conflict checking, and automatic appointment reminders. What's more, seamless integration across the MEDITECH EHR allows you to easily view and schedule hospital appointments from the clinic.

### *Highlights:*

- Efficiently schedule patient appointments with flexible booking options
- Reduce or eliminate cancellations with robust waitlisting capabilities
- Effectively communicate with staff and patients via secure messaging
- Manage staff, resource, and room schedules, and transfer resources on the fly
- Avoid scheduling conflicts with real-time, enterprise-wide conflict checking

### *Ambulatory Scheduling Enables Staff to:*

#### **Efficiently Book Appointments and Schedule Resources**

The Ambulatory Scheduling application helps staff instantly identify the first available time slot in which all the resources necessary to perform an appointment are available. Features include:

- Flexible appointment booking options
- Alternative appointment times
- The ability to schedule consecutive sessions for a patient
- Access to schedule appointments at different facilities across the enterprise
- Alerts for frequent no-shows and bad debt
- A recurring visit feature to schedule appointments on a daily, weekly, monthly, or annual basis
- The ability to accommodate both centralized and decentralized scheduling models
- Color coding to display provider and resource preferences and appointment slot status.

#### **Manage Pending and Rescheduled Appointments**

Waitlisting routines help staff manage pending and rescheduled appointments. Waitlisting provides prioritized lists of patients waiting for specific appointments, which minimizes or eliminates unproductive time due to cancellations. Waitlisting functionality allows staff to:

- Maintain and prioritize waitlisted appointment lists
- Track how long a patient remains on a waitlist
- Easily move patients from the waitlist to scheduled appointment times
- Track the latest acceptable dates for patient appointments
- Re-book a future appointment waiting for an earlier date
- Drag-and-drop appointments for efficient schedule management (C/S and 6.0 products).

## Communicate More Effectively with Other Staff and Patients

Communication is essential for efficient patient appointment scheduling and follow-up. Ambulatory Scheduling fosters communication with your patients, as well as among the caregivers responsible for their care. Features include:

- Automatic appointment reminders and cancellation notices
- Overdue health maintenance and disease management alerts
- Automatic conflict checks and patient-specific alerts
- Secure electronic messaging between office staff and caregivers to follow up on patient phone calls, prescription calls, diagnostic test results, and other timely correspondence
- Integration with the Patient Portal, enabling patients to request new appointments, as well as cancel or reschedule existing ones.

## Access Real-Time Patient Information

Ambulatory Scheduling enhances practice efficiency by providing office staff with access to the right information at the right time, including:

- Appointment-related instructions for the patient and scheduler
- Display of the patient's scheduled and pending appointments
- On-line insurance verification at the time of check-in for accurate patient coverage information
- Alerts for outstanding health maintenance and disease management items
- Real-time tracking of patient no-shows and cancellations
- Automatic retrieval of a patient's existing demographic and insurance records (if the patient has been seen anywhere in the enterprise)
- User-defined access to a patient's record and associated financial information
- Ability to enter co-payments and other account payments.

## Efficiently Manage Key Resources

Ambulatory Scheduling helps your organization increase productivity through more efficient management of your personnel, rooms, and medical equipment. Resource management capabilities include the ability to:

- Customize each clinician's daily schedule by time, duration of appointments, and appointment type
- Customize daily schedules for rooms, as well as medical equipment
- Effectively monitor and transfer resources as necessary
- Plan and schedule staff meetings at the most convenient times
- Access flexible views for booking appointments
- Modify resource schedules on the fly.

## Avoid Scheduling Conflicts

Robust conflict checking helps users detect and avoid potential conflicts at the time of scheduling. Conflicts may be based on patient's gender, age, insurance plan, or other scheduled appointments from across the enterprise. Features include conflict checking for resource, personnel, and appointment type within the clinic setting. Enterprise alerts are also available to provide warnings when new appointments conflict with previously scheduled appointments in the acute or ambulatory care settings.

*For more information, please contact your MEDITECH ambulatory marketing representative.*