

Online Scheduling Workflow

Internal Workflow for Online Scheduling

Patient has successfully scheduled an appointment online

When a patient successfully schedules an appointment via Qure4u online scheduling plug-in, an athena patient case is generated.

**Note: A task assignment overview (TAO) may be completed within athena to have these flow to specific clinical inboxes. Reach out to your athena representative for this.*

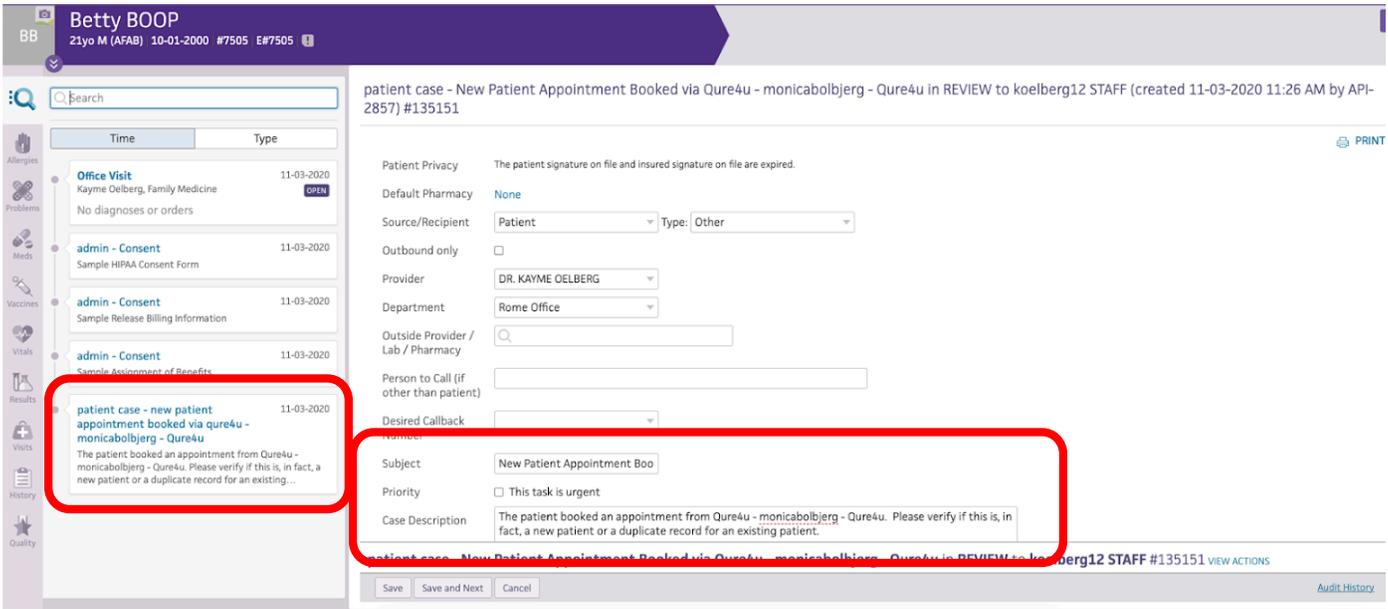
- Go to the clinical inbox

Clinical Inbox ▾					
Assigned To	Encounters	Appointment Requests	Patient Cases	Orders / Rxs / Auths	Lab / Imaging
7 HILLS OFFICE STAFF			373	1	
INTERFACE					
PORTAL		23	30	4	21
Elliot Mindbender	215		312	7	14
koelberg12 STAFF	85		67		
Monica Dr. Bolbjerg	27		13		
Unconfigured User	1728	2155	4506	1286	673

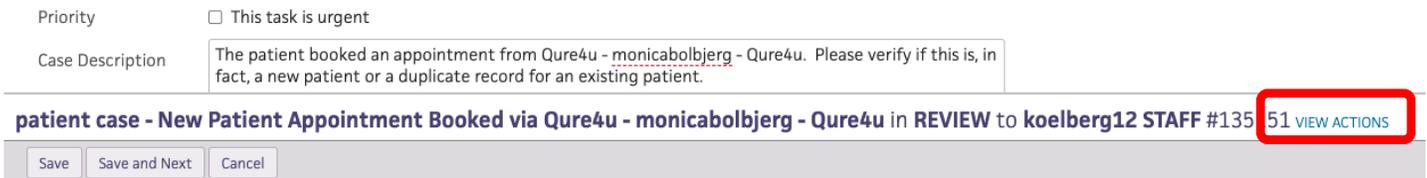
koelberg12 STAFF > Patient Cases (67 tasks)		
Patient	Status	Description
Test, Tammy 23yo F 08-14-1998 #5893	REVIEW	Patient Case - Other New Patient Appointment Booked via Qure4u - monicabolbjerg - Qure4u
Test, Austin 31yo M 09-17-1990 #5962	REVIEW	Patient Case - Other New Patient Appointment Booked via Qure4u - monicabolbjerg - Qure4u
Tester, Phone 44yo F 04-06-1978 #6465	REVIEW	Patient Case - Other New Patient Appointment Booked via Qure4u - monicabolbjerg - Qure4u

- Appointment that are scheduled, will appear under the **Patient Case** section of the specific clinical inbox you've completed a task assignment override for
 - Think of this as a filter system.
 - Your staff can confirm appointment details are correct. If they are not, you are able to document within the patient case why, and why you scheduled the patient.
 - You can confirm insurance information and update chart ahead of patient's appointment

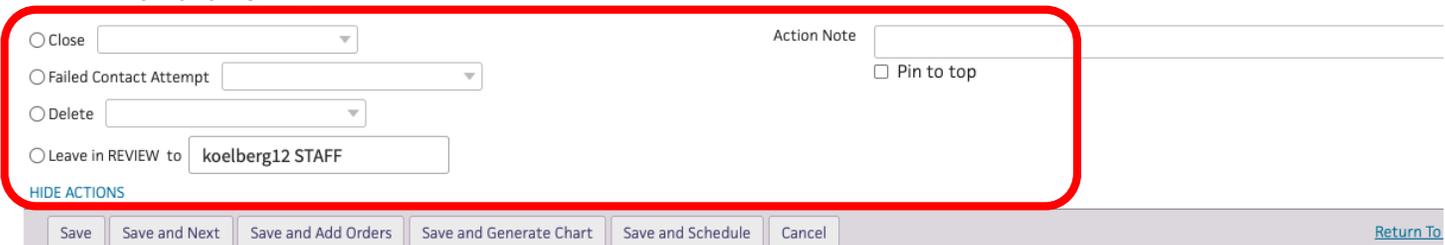
- To review the patient case, click on the patient's name. This will open the patient case within the patient's chart
 - You will see under the **FIND** icon the patient case information
 - The patient case will open to view all information



- If there is action to be taken, click on **View actions**



- Then chose from the appropriate options, make documentation then either:
 - Close
 - Leave in review to another use
- Then click **SAVE**



- If there is action to be taken, click on **View actions**

Priority This task is urgent

Case Description

patient case - New Patient Appointment Booked via Qure4u - monicabolbjerg - Qure4u in REVIEW to koelberg12 STAFF #1351 1 VIEW ACTIONS

Close

Action Note

Failed Contact Attempt

Pin to top

Delete

Leave in REVIEW to

HIDE ACTIONS

[Return To](#)

- Then **Close & Save**