

## MPM Scheduling

Scheduling facilitates the process by which staff members at both single and multi-facility health care organizations manage patient appointments within the clinic as well as easily view and schedule hospital appointments. In addition to streamlining patient appointment scheduling, the application helps reduce scheduling errors and missed appointments. Furthermore, it includes capabilities to manage resources efficiently and support managed care environments.

### Components & Benefits

- Automated patient scheduling
- Waitlisting capabilities
- Scheduling communications
- Role-based real-time access to patient information
- Resource management
- Conflict checking
- Integration with Patient Portal for online appointment communications

### Automated Patient Scheduling

The application instantly finds 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
- Ability to schedule consecutive sessions for a patient
- Access to schedule appointments at different facilities
- Ability to accommodate both centralized and decentralized scheduling
- Alerts for frequent no-shows and bad debt
- Recurring visit feature to schedule appointments on a daily, weekly, monthly or annual basis

### Waitlisting Capabilities

Waitlisting routines help staff manage pending and rescheduled appointments. Waitlisting provides prioritized lists of patients waiting for specific appointments. By utilizing waitlists, facilities minimize or eliminate unproductive time due to cancellations. Waitlisting 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 latest acceptable dates for patient appointments
- Re-book a future appointment waiting for an earlier date

### Scheduling Communications

Several features improve the communication essential for efficient patient appointment scheduling and attendance.

- Automatic appointment reminders and cancellation notices
- Overdue health maintenance and disease management alerts
- Automatic scheduling conflict and patient specific alerts
- Secure electronic messaging between caregivers and office staff for patient phone calls, prescription calls, diagnostic test results, etc.
- Integration with the Patient Portal for patients to request to reschedule, cancel or add a new appointment



Appointment Book View

### Real-time Access to Patient Information

- Appointment-related instructions for the patient and scheduler
- Automatic retrieval of a patient's existing demographic and insurance records (if the patient has been seen anywhere in the enterprise)
- Automated tracking of patient no-shows and cancellations
- Display of the patient's scheduled and pending appointments
- Display of a patient's outstanding health maintenance and disease management items
- User-defined access to a patient's MPM Patient Record and associated financial information
- Ability to enter co-payments and other account payments

### Resource Management

Additional features assist with the management of personnel, rooms and equipment.

- Customization of each clinician's daily schedule by time, duration of appointments and appointment type
- Ability to customize daily schedules for rooms as well as medical equipment
- Monitoring and transferring of resources if necessary
- Ability to enable managers to plan and schedule staff meetings at the most convenient times
- Flexible views for booking appointments

### Conflict Checking

Conflict checking warns users of potential conflicts at the time of scheduling, allowing conflicts to be detected and avoided. Conflicts can be based on patient's gender, age, insurance plan or other enterprise-wide scheduled appointments. Features include conflict checking for resource, personnel and appointment type within the clinic setting.