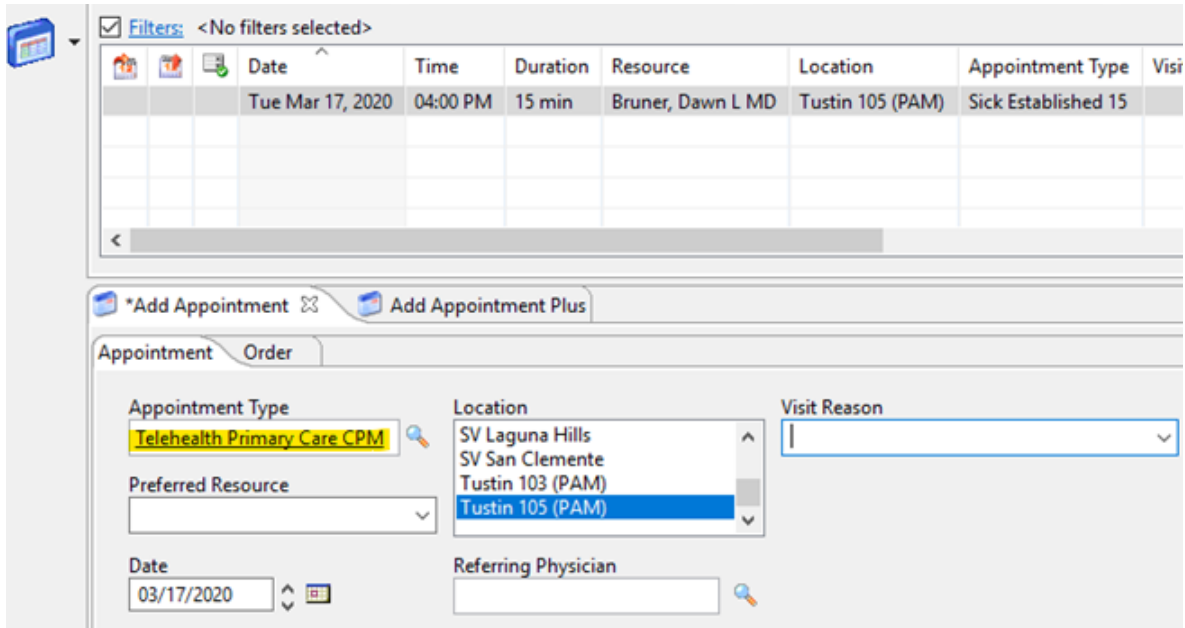


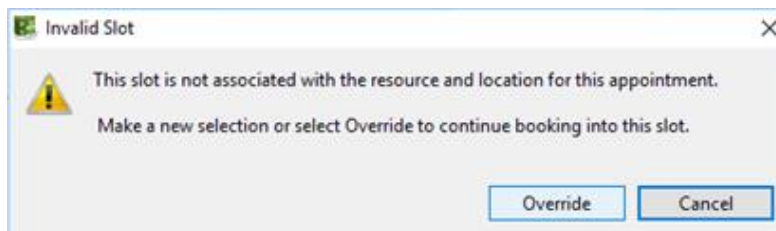
# Cerner Practice Management: Converting Existing Appointment to Telehealth

## 1. Schedule the Telehealth appointment first

In the patient record, add a Telehealth Primary Care CPM appointment in the same timeslot at the original

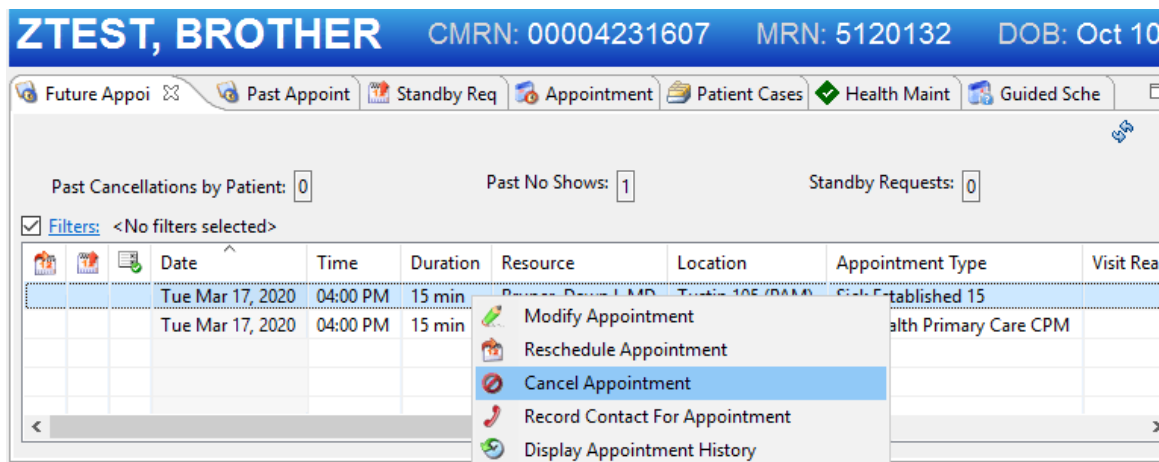


When you get the Invalid Slot pop-up, click Override to book in the same slot:



## 2. Cancel the original appointment

From the resource view, or Future Appointment gadget, right click and select Cancel Appointment



Select a reason for the cancellation: Alternative Appointment Scheduled and click OK

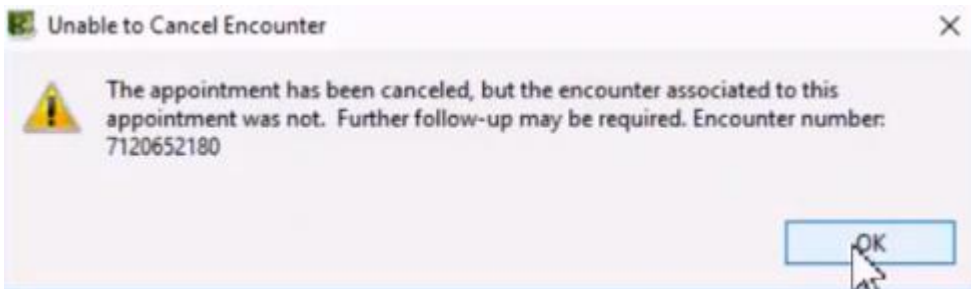
Cancel Appointment

Cancel Reason

Alternate Appointment Scheduled

Comment

You will get a pop up stating that the appointment was cancelled, but the *encounter* was not. Click OK.



### 3. Check in the Patient

Follow your usual clinic workflow for check-in until you get to the Modify Encounter stage. Change the Encounter Type to Outpatient Telehealth.

ZTEST, BROTHER CMRN: 00004231607 MRN: 5120132 DOB: Oct 10, 2014 5 years

Modify Encounter: Modify Encounter

Details Guarantor Insurance

Facility: PAM Encounter Number: 7120652164 Previous Encounter Type: Encounter Type: Outpatient Telehealth

Service Date/Time: 03/17/2020 13:35 Confirmation Call Date: Building: Pediatric and Adult Med

Place of Service: POS Code: POS Admit Date:

Attending Physician: Supervising Physician: Admit Source:

Click Save and Close to Check In the patient

Patient Tracking Kiosk Dashboard

March 17, 2020 All Day Next 2 Hours Next 4 Hours

Appointment	MRN	Encounter	Auth
▶ 09:00 AM Confirmed   <Set Status>	ZTESTESIGN, C 3569247	14 year ...20652073	--
▶ 04:00 PM Checked In   Ready	ZTEST, BROTHER 5120132	5 year ...20652164	--

Check Out  
Undo Check In