Appointment Scheduling

System Maintenance Change Request (SMCR) Requirements Documentation

Revision Date: 02/05/09

AMENDMENTS

Amendment #	Description	Date
1.0		

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1.1 PURPOSE

The purpose of this SMCR is to create an appointment scheduling module in CMS Net web to be used for scheduling, tracking and storing financial interview appointments.

1.2 OVERVIEW

The CMS Net system does not currently have a module for scheduling and tracking appointments. In addition, the size and complexity of county with a large caseload requires the development of an appointment tracking module within the CMS Net system (Web).

2 OVERALL DESCRIPTION

2.1 ASSUMPTIONS AND DEPENDENCIES

1) This SMCR uses the DHCS web design standards. This has the same “look and feel” of the CMS Net Web Correspondence system.
2) LA County program will utilize the appointment scheduling module exclusively until all defects are resolved.
3) This module will only support financial/residential eligibility appointment scheduling activities.
4) The terms ‘Client’ and ‘Patient’ are used synonymously in this SMCR.
5) The Client Information Header used in this documentation is not accompanied by a data dictionary because it has already been developed and properties have been defined.
6) The requirements and design are meant for CCS, although it may serve the same requirements for GHPP.
7) Any correspondence created and generated for the appointment scheduling module shall be approved by policy and translated to Spanish prior to implementation.
8) Add the ability to attach appointment to Web Message
9) No conversion is required for existing appointments.
10) This module shall be created and used strictly for appointment scheduling for client based situations.
11) The case distribution functionality is utilized for the assignment of users to client records.
12) LA County uses a separate utility for all other non financial scheduling (i.e., staff meetings, administrative meetings, MTP etc.) is not supported by the state.
13) For scheduling reports the user accesses the reports menu on the web.

2.2 SCOPE

The scope of this SMCR is to:

	Business Rule
1.	Be able to search and view by calendar dates (past, current & future)
2.	Be able to search and view by scheduled time
3.	Be able to search and view Client (s) and User (s)
4.	Be able to search and view Month, Week, Day or Hours
5.	Be able to search and view Incremental periods (every 15 minutes or 30 minute)
6.	Flexibility to modify existing current and future appointment dates and times
7.	Ability to schedule multiple appointments for a single user
8.	Ability to schedule single and multiple appointment(s) for a client
9.	Ability to schedule one appointment for multiple user(s) and client(s)
10.	Allow single user to schedule multiple appointments for multiple users
11.	Ability to schedule variable lengths of time for appointments
12.	Ability to enter comments and store to case note.
13.	Ability to delete or cancel current and future appointment
14.	Ability to view appointments prior to scheduling appointments – Open time slots
15.	Ability to indicate the client speaks other language
16.	Ability to select 1st available appointment with the option to select next or future appointment date
17.	Display patient header on scheduled by client on the Add New Appointment screen.
18.	Ability to generate an automatic case note
19.	Allow a user's supervisor to set, edit or view new or existing appointments.
20.	Ability indicate cancellation reasons
21.	Ability to send reminder notifications to the users prior to a scheduled appointment. Home page quick link.
22.	Ability sort by appointment time or date.
23.	Ability enter free text or comments within the appointment
24.	To generate the following reports: no shows. cancellations, deleted – require layouts
25.	To generate the following reports: User and client appointments – require layouts (Home page)
26.	To generate the following reports: Appointments by a specified date range and county – require layouts
27.	To generate the following reports: Financial Appointments – require layouts
28.	Do not allow: A user to modify, delete or cancel another person's appointment except their own unless they have been designated as supervisor.
29.	Do not allow: A user to schedule an appointment for a client from another legal county other than their own.
30.	Do not allow A user to modify an appointment for a past date with the exception of the appointment status.
31.	Allow County System Administrators, State System Administrators the ability to modify an existing appointment.

2.3 BUSINESS FLOW

NEW APPOINTMENT FOR CLIENT

Tracking client's Financial/Residential Interview/Review
Counties use a variety of ways to track the next appointment to be scheduled.

- Monterey County uses a Business Objects report showing end dates up to 6 months in advance, eligibility letters 60 days out, once the case work receives the report they call to set an appt. if the end date has terminated then the CW calls the family to set an appointment.

- Riverside County uses a tickler system to track and identify the next yearly review required.

- Placer County uses Microsoft Outlook to track and schedule appointments

Client Contact: Financial/Residential Interview/Review
Each worker is assigned to coordinate with a group of nurses. As soon as the nurse case manager places the case in a "Fin. Pending" status, the case is electronically routed to the financial eligibility worker. At this point the financial eligibility worker initiates a telephone call and in most cases, the family is contacted before they receive the contact letter issued by the nurse case manager. A contact number (main office line) on the letter instructs the family to contact the CCS office. Letters to the family are generated initially when first enrolling in the CCS program and then on an annual basis for financial/residential eligibility review. The letter instructs the family to call or come for a review appointment.

Client Responds:
A bank of financial/case workers answers the phones or is available to ask the appropriate case management questions. (Los Angeles) Once contact is made, a brief pre-interview is conducted and then an appointment is set.

Note: If the client does not contact the county within the policy time guidelines the second reminder letter is sent through an automated letter generation process. (See Batch Correspondence SMCR)

Search/Set Appointment:
The financial eligibility worker follows this up with a "Request for information ltr" to the family. In almost all cases, the applicant mails, faxes and /or e-mails the information requested prior to the appointment. The appointment's are not always kept, due to the electronic communication between the financial eligibility staff and the applicants, previous to the appointment date. This is how we are able to maintain 90 % of new cases pending less than 30 days. Rarely is a second appointment required.

MODIFY EXISTING APPOINTMENT

Client Contact:
The client contacts the financial worker by dialing the worker's direct number listed on the letter if the date or time requires a change. On a rare occasion the client/family comes to the office to reschedule. In addition, the financial worker will contacts the family to reschedule if a scheduling conflict exists. A system generated case note will be created when an appointment has been modified. .

View existing appointments:
View by: 1st the user searches up either by Client's name (BR#3) or CCS #(BR#3)
2nd the user searches by date/time (BR 1, 2,)
User modifies the date and or time as requested.

Select by Availability:
A scheduling template is used to block out time and identify user's availability. This information is entered, modified and saved for reference when scheduling appointments. User selects/schedules appointment by 1st available appt. date, another date or Case Mgr availability. Do not allow overbooking.

User Templates
The user has the ability to indicate when they are available and what times are blocked and why. A block out example: the user's lunch is set from 12:30 to 1:30 daily Monday through Friday. Or the user has every other Monday off. The user knows about blocked periods because they are indicated on the calendar as the user is viewing to set appointments. User has the ability to reschedule the appointment by selecting 1st available appointment but overbooking is not allowed.

Select by Language:
An indicator is set on the Appointment Add/Edit screen if the language of the client is something other then English. Many of the case managers are bilingual (Spanish/English) but if the user cannot speak the English then the call is transferred to another user who speaks the language or a translator comes on the line for a three way conference call.

Cancelling/Deleting existing appointments:
Cancelled appointment: Users contact the client/family if the appointment must be cancelled and rescheduled. A letter is sent to the family confirming the new time/date. A client/family may also contact the financial interviewer to cancel an appointment and reschedule if necessary. The reason(s) for cancelling (defined below) is maintained to indicate why the appointment was cancelled, no show or deleted. A report is used to track and identify all cancelled appointments by user and/or client/family. A system generated case note is created when an appointment has been cancelled or deleted. If an appointment is accidently cancelled in error, the user or supervisor has the ability to remove the cancellation.

Deleted appointment: An appointment maybe deleted at any time by either the user or the supervisor. Once an appointment is deleted is may not be restored.
No Show appointment: Users occasionally miss their scheduled appointment date and/or time. Provide a field to indicate a No Show appointment with the ability to indicate a reason, if known.

*Definition: **Cancelled** appointments are always rescheduled and **Deleted** appointments are not rescheduled. **No shows** are scheduled appointments but the client/family fails to show up.*

Reason for cancellation/no show or deleted:

- Sick child
- Client has doctor's appointment at same time
- Client has unrelated emergency
- Forgot, unable to make it
- Interviewer emergency/sick
- No transportation
- Parent unable to take off work
- Problem with interview location

Letter Generation:
Appointment letters are generated out of the Pending Eligibility screen CMSPE-10. The same Web Correspondence rules apply when generating a letter.

SECURITY REQUIREMENTS
Supervisors, State System Administrators and County System Administrators have access to modify existing appointment scheduling.
Supervisors may set appointments for users other then their own appointments.
Supervisors have the authority to assign/restrict/modify blocks of time.
Do not allow a user to schedule an appointment for a client outside their own county.

PRINTING APPOINTMENT SCHEDULE
Search select criteria must also include a county, client/family, date, time, language, appointment status (scheduled, not required, completed, rescheduled, cancelled, deleted or no show)

Create a report showing a user's or client's appointments by month, week, daily or hourly.

ASSIGNING A SURROGATE
Surrogate functionality is not being developed at this time.

3 FUNCTIONAL REQUIREMENTS

3.1.1 Home page

Appointment scheduling By clinks on the hyperlink automatically it displays the main appointment scheduling search screen. Appointment Scheduling module is also selectable from the menu.

Set appointments Lists all of the upcoming appointments for the next two month. The number of appointments displays next to a title: (5) Set appointments. The number decrements when the user indicates the completed status and date in the Add/ Edit Appointment screen. By clicking on the hyperlink, the search results screen and displays only those set appointments by user.

Schedule appointments Lists all of the appointment required to be set. The number of appointment s required to be scheduled next to a title: (10) Schedule appointments. The schedule appointment number decrements when the user sets an appointment and increases the Set appointments by one. By selecting the hyperlink, the search results screen will display only the clients due for a financial/residential review.

3.1.2 Identifying financial/residential next review

Identify when and which clients to be notified for an upcoming annual or initial financial/residential review. Display all programs periods which are about to expire within two months prior to the program end date. U ser decrement the report by clicking on a Delete Flag (X) representing not required. All appointments others are removed by changing the status to completed, cancelled, rescheduled or deleted on the Add/Edit Appointment screen.

3.1.3 Search requirements

Develop the search screen to look and act the same as the Web Correspondence. The select screen is similar to Web Correspondence and Case Note with the search including date range, time, county and client. The advanced search option includes user and select box to display cancelled, deleted and completed appointments by client and user. The buttons at the bottom of the screen are [Add new appointment], [Search for existing appointments] and [Reset].

3.1.4 Search results and viewing requirements

Develop the search results screen to look and act the same as the Web Correspondence. The data displayed on the results screen is CCS #, Client Name, Created date/time, Appointment date, Appointment Start/End Time, Created by (User Name), Appointment status (Scheduled, Modified, Cancelled and Deleted), next letter due date.

The appointment time is a hyperlink to Add/Edit Appointment screen. Select check boxes is on the left had side to select multiple appointments for printing and attaching to a Web message. A back button takes the user back to the search screen. The Web Message includes the CCS #, client's name and appt date: 99/99/9999/Time on the subject line. The print out of existing appointments includes a client header, dates (chronological order), time, user's name and additional comments.

3.1.5 Adding new or edit an existing appointment

A user may access the screen to add a new appointment from the search screen. The client header information displays at the top of the screen.

Screener: *Required* The user who takes the call. Default to the user logged in with the ability to modify using the Organization Team table.

Appointment with: *Required* The user who the appointment is schedule with. Default to the user logged in with the ability to modify using the active county users table.

1st available appointment: The search looks for the next available appointment by user. The date and time fields will be disabled.

Date: *Required* In the body of the Add/Edit Appointment screen includes a date. Today's date will default and may be changed as necessary.

Time: *Required* Allow users to select from a drop down list of times. The Begin Time and End Time fields and restricted time table is from 5:00 a.m. to 7:00 p.m. The time on the table is listed in 15 minute increments.

Appointment Status: Allow a user to indicate if the appointment is cancelled, deleted, No show, completed or set. If a completed status is selected, then decrement the number on the home page next to Set appointments. Status includes: scheduled, not required, completed and rescheduled.

Status Reason: *Conditionally required* If Status is cancelled, deleted or No show it is required entry. Provide a list of reasons for cancellations, no shows or deletes.

Date completed: *Conditionally required* Date the appointment was completed. If a date is entered then the status is auto-populate.

Language: Default from the Registration screen. Display only

Free Text comments: *Not required*. The user may complete this field to indicate specifics about the appointment. This information does not show up on the letter but appears in the case note.

Last updated by and date: Indicate the last person to update the record last and the date.

Letter generation: *Not required*. A hyperlink to all Annual Financial/Residential letters for user letter access.

[Save], [Print], [Back] and [Add Another Appt]: Buttons at the bottom of the screen allow the user to save the data entered, print the data entered on the screen using PDF and go back to the previous search screen. The [Add Another Appt] button allows a user to enter multiple appointments by client. If the user attempts to click on the [Add Another Appt.] before saving a pop up message appears instructing the user to save appointment.

Any user may view any patient's appointments including those of other counties.

3.1.6 Creating a template

A template, located under the Administration menu, allow a user's to block time in order to restrict appointments from being scheduled during designated times. The supervisor, County and State System Administrators have the authority to modify or add to a user's blocked time.

User: List users from county based on the user logged into the screen. Allow users to select from a user list of active county users from their county.

Restricted Days: Allow a specific day(s) to be restricted. *<u>Example: Saturday and Sunday</u>*

Restricted Dates: Allow specific date(s) ranges to be restricted. *<u>Example: 12/1/09 – 1/11/09</u>*

Reoccuring Restricted Times: Allow specific time span(s) to be restricted. Hourly, Weekly, Monthly, Yearly – and time *<u>Example: Weekly 12:00 p.m to 1:00 p.m.</u>*

Blocked Reason: Allow user to enter a free text reason to be entered for each occurrence.

3.1.7 Reports

Create in the web a Financial Team report which includes the number of appointments scheduled for a team and by team and a sub total by each team. See Figure 1.0 Monthly Report of Financial Appointments by Team in Appendix A.

Create in the web a Annual program eligibility review report which includes all cases due for eligibility renewal by user, county/RO, date range in alpha order. See Figure 1.2 Annual Review Tickler (New eligibility) in Appendix A

3.1.8 Appendix

MONTHLY REPORT OF FINANCIAL APPOINTMENTS BY TEAM
RED TEAM, 12/01/2008 - 12/31/2008

TIME	RED	BLUE	GREE	YELL	PURP	CORA	PINK	GOLD	TEAL	LIME	VIOL	LAVE	ADMI	AQUA	PEAC	FUSC	BURG	TURQ	TITA	MAGE	SAGE	LILA	NSG
08:30AM	7	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
09:15AM	7	-	-	-	-	2	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-
10:00AM	9	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10:45AM	10	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
01:00PM	11	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
01:45PM	7	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
02:30PM	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
03:15PM	10	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
04:00PM	7	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
04:45PM	7	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Totals:	81	0	0	0	0	8	2	0	0	1	0	0	0	1	1	0	0	1	3	0	1	0	0

GRAND TOTAL 99

Figure 1.0 Monthly Report of Financial Appointments by Team

3.1.9 Appendix

Figure 1.2 Annual Review Tickler (New Eligibility)