

# Pathways Healthcare Scheduling™ 16.0

## Release Summary

*McKesson's Pathways Healthcare Scheduling™ system allows healthcare provider enterprises to efficiently and effectively manage patient access and healthcare resources while providing a positive experience for their patients, staff and physicians.*

### Pathways Healthcare Scheduling 16.0 Benefits

Key enhancements in the Pathways Healthcare Scheduling™ (PHS) 16.0 release include:

- Procedure-level security
- Unit-specific cancel/reschedule codes
- Security for appointments linked to surgical cases
- Inpatient-specific patient search
- Scheduling request (Inbox) prioritization
- Escalation of aging scheduling requests (Inbox)

### Procedure-level Security

Pathways Healthcare Scheduling 16.0 provides tools that allow users' scheduling rights to be fine-tuned.

Previously, in order for a scheduler to have the ability to schedule an appointment onto a unit's calendar, the scheduler was required to have the rights to schedule any procedure available on that unit. With Release 16.0, however, it is possible to control how any one scheduler books individual procedures to a unit's appointment book.

For example, it is now possible to limit a practitioner's ability to self-schedule only those procedures she is authorized to perform, while simultaneously prohibiting her from self-scheduling other procedures. It is also possible to allow a scheduler in Central Scheduling to book routine procedures, while reserving the booking of more complex procedures – or those requiring a clinical resume – to a departmental scheduler with specific expertise.

The scheduling limits that can be placed on each user, per the scheduling of specific, individual procedures, are:

- None
- Conflict-free only
- Request only

### Unit-specific Cancel/Reschedule Codes

With Pathways Healthcare Scheduling 16.0, it is possible to assign unit-specific codes to cancellations and rescheduled events.

The reasons appointments are cancelled or rescheduled are often of unique interest to the type of specialty or service provided on a given unit. In past releases, however, the proper code had to be found from among all that applied to any unit of the enterprise.

This enhancement will make it much easier for schedulers to code cancellations and reschedules more quickly and accurately for the reporting and analysis needs of a particular unit.

### Security for Appointments Linked to Surgical Cases

When an appointment warrants special considerations, due to impact on a case in Horizon Surgical Manager™ (HSM), the scheduler now receives a warning during cancellation or rescheduling. New security settings are also available to control whether or not the scheduler can proceed with their intended action in PHS.

Many customers of PHS also have HSM, and use PHS to schedule appointments for surgical cases. Prior to this release, the scheduler working in PHS did not always have clear visibility into the impact of cancelling or rescheduling these appointments on the case-schedule and related functionality of HSM.

With this release, the scheduling and case management processes of a surgical unit can be managed together much more efficiently.

### Inpatient-specific Patient Search

Schedulers responsible for scheduling inpatient procedures will now have a much more streamlined workflow in Release 16.0.

Most hospital-based ancillary departments provide services to both inpatients and outpatients. Many PHS customers, however, do not schedule inpatients. The need to collect

pre-registration data for each appointment being scheduled is often the primary reason behind a facility's decision not to schedule inpatients. While such data collection is appropriate for outpatients, this process is time-consuming and unnecessary when scheduling inpatients.

New settings will automatically filter the patient-selection process to show only those with open, active accounts. This will make the collection of registration information unnecessary, and allow the scheduler to avoid the most time-consuming steps of scheduling an appointment.

### **Scheduling Request (Inbox) Prioritization**

The PHS Inbox can now be sorted according to appointment priority (STAT, Urgent, Routine, etc.).

In the past, appointments in the unit Inbox were sortable solely by the date and time at which the appointment was first placed. Not all procedures and appointment requests are created equal, however, and those requiring more immediate attention were difficult to find.

When placing an appointment in the Inbox in Pathways Healthcare Scheduling 16.0, the appropriate priority level can now be indicated. Schedulers can easily find and schedule the appointment according to the urgency indicated, ensuring more timely responses to scheduling requests.

### **Escalation of Aging Scheduling Requests (Inbox)**

Customers can now configure PHS to provide a visual cue to a scheduler that an appointment has lingered too long in the Inbox.

Past releases have provided an indicator of how many appointments were waiting to be scheduled, but required the scheduler to access and view the Inbox in order to manage them appropriately.

PHS can now be configured so that a scheduler will see an indication of whether or not an appointment has been in the Inbox longer than a customer-defined period of time, based upon an appointment's priority level. This does not

require a scheduler to actually open the Inbox. This will help avoid delays in scheduling appointments, which is particularly critical when an immediate response is necessary.

### **Product Compatibility**

As of General Availability on 07/26/2011, Pathways Healthcare Scheduling 16.0 is compatible with the following key McKesson solutions:

- Horizon Surgical Manager 15.0, 14.0
- Pathways Compliance Advisor 16.0, 15.0
- Horizon Passport 11.0, 7.3 SP2, SP1
- Horizon Physician Portal/Foundation 13.1, 13.0, 12.0

Please refer to the *Pathways Healthcare Scheduling 16.0: Supported Platforms* document for such details as supported operating systems, virtualization configurations, authentication protocols, and other technology-specific notes.

### **For More Information**

Some of the new features in the 16.0 release of Pathways Healthcare Scheduling may require the purchase of additional software and/or services and education. To find out more about the software and service tracks available for purchase, customers should contact their McKesson sales representative at 1-800-469-4262.