

Improve Scheduling with PCC Blocking Options

July 22nd, 2015 • Fillmore

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Oh sam!

Schedule Patient (sam)

Open discussion. Where did PCC come up with this crazy program?

- Why is sam sam?
- Why is it not what I want it to be?
 - It is a scheduler, not an appointment book.

How sam works

Configuration

Setting the provider schedule, setting up the calendar, and blocking the schedule with expiring blocks is the first step.

- Provider Profiles (profile)
- Providers' Work Calendar (scrod)
- Block Configuration

How sam works (continued)

Scheduling

Using the scheduler to find available time with available providers within a time range can be super fast if you use these tools:

- Visit Lengths
- Provider scheduling groups
- Time frames

How to improve scheduling with Blocks.

What are Blocks and what can they do?

- Block time during the day
 - For meetings, catchup time
- Block time in the future that becomes available in the present
 - Saving time in your schedule for same day appointments
 - Saving time in your schedule for recheck appointments
- Blocks that block no time (AKA Labels)
 - Useful for noting preferred visit types in open spots in the schedule.

How to improve scheduling with Blocks.

Evaluate Your Schedule Blocking Needs

- Run reports to determine number of sick/recheck visits seen in the past
- These appointment counts may change by season
- Consider any other changes that may affect the number of blocks you need (new provider, new location, etc)
- Estimate office growth by running reports for past years and comparing yearly counts

How do you make Blocks?

Blocking Tools

There are several tools that can be used to place blocks.

- Add Single Block (addblock)
- Consistent Sick Call Blocker (cscb)
- Extended Blocker (escb)
- Standard Sick Call Blocker (setaside)

Add a single block

addblock

Helpful link for detail:

<http://learn.pcc.com/Content/partner/ConfigureScheduling/ReviewandPlaceScheduleBlocks/BlocksPlaceAddblock.htm>

- Strengths
 - Blocking groups of providers, Block notes, One off blocks
- Weaknesses
 - Repeated blocks, daily/weekly/monthly patterns

Consistent Blocks

Consistent Sick Call Blocker (cscb)

Helpful link for detail:

<http://learn.pcc.com/Content/partner/ConfigureScheduling/ReviewandPlaceScheduleBlocks/BlocksPlaceCscb.htm>

- Strengths

- Templates for regular blocks, can block months at a time, allows daily/weekly/monthly patterns for blocking schemes

- Weaknesses

- Manually place blocks month after month, must remove existing blocks before replacing them later

Extended Blocks

Extended Blocker (escb)

Helpful link for detail:

<http://learn.pcc.com/Content/partner/ConfigureScheduling/ReviewandPlaceScheduleBlocks/BlocksPlaceESCB.htm>

- Strengths

- Place blocks for a handful of providers for a week at a time, blocking times are flexible

- Weaknesses

- Only runs for one week at a time (at most), may require editing of blocking times to get a variety of outcomes

Standard Blocks

Standard Sick Call Blocker (setaside)

Helpful link for detail:

<http://learn.pcc.com/Content/partner/ConfigureScheduling/ReviewandPlaceScheduleBlocks/BlocksSSCB.htm>

- Strengths

- Automated block placement, Total time blocked depends on month and # of providers.

- Weaknesses

- Blocking different times for different providers