On My Way Setup and Support Guide

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Your Responsibilities for Safe Use

This documentation will help guide you through the available software configuration options so you can decide the right configuration for your organization. Of course, safe and compliant use of the software in any configuration requires you and your users to use good judgment and perform certain responsibilities, including each of the following: enter and read information accurately and completely; be responsible for configuration decisions; ensure compliance with laws and regulations relevant for your organization; confirm the accuracy of critically important medical information (e.g., allergies, medications, results), just as you would with paper records; actively report suspected errors in the software to both Epic and affected personnel; thoroughly test the software to ensure it's accurate before using it; and use the software only according to standards of good medical practice. You also are responsible for training your personnel and other users to perform these responsibilities. Not performing any of these responsibilities may compromise patient safety or your compliance with applicable requirements.

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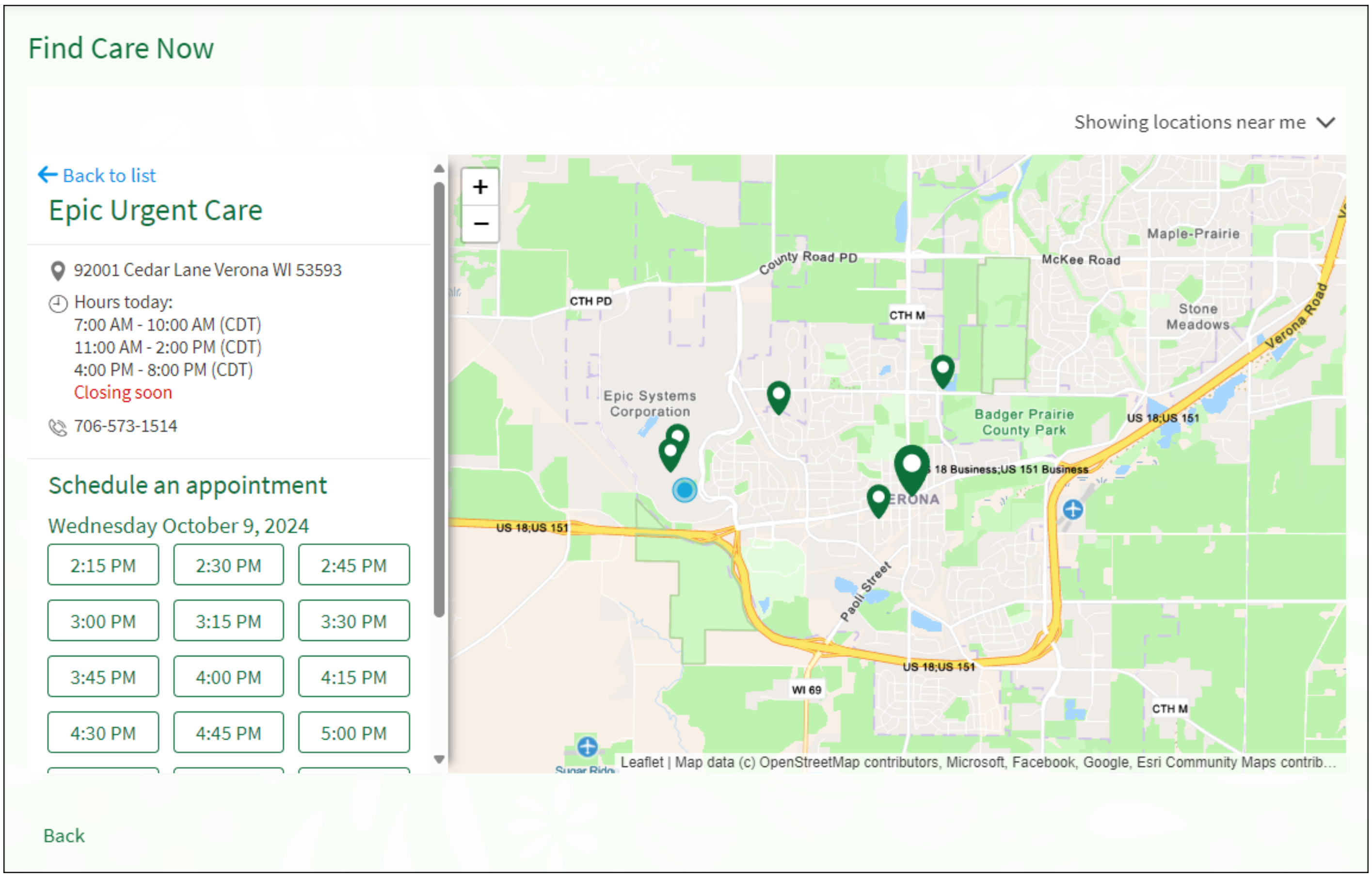
On My Way Setup and Support Guide

Help patients arrange for same-day visits by showing them the nearest urgent care clinics, walk-in clinics, and emergency departments, along with anticipated wait times at each. Patients can either schedule an appointment for the next available time slot or add themselves to the list of expected patients with just a few clicks.

On My Way can help attract new patients to your clinics and provide a unified solution to scheduling across clinics and EDs.

After you've enabled On My Way, it is accessible for direct scheduling and on-demand video visits on the MyChart website. You can also choose to make On My Way available in an embedded widget on your organization's website, similar to what you can do with open scheduling. On My Way is also available from mobile devices.

On My Way supports cross-deployment scheduling starting in February 2021.



How It Works

In the Foundation System

In the Foundation System, the following departments are set up for On My Way:

- EMC Urgent Care
- EMC Peds Urgent Care
- EMC Retail Clinic

On My Way supports two types of departments: Cadence departments (departments in which a patient can typically schedule an appointment through MyChart) and ASAP departments (typically emergency departments).

- If a department is a Cadence department, you can allow patients to choose from specific appointment times or select a walk-in option in On My Way.
- If a department is an ASAP department, patients see only the walk-in option.

If the patient is logged in to MyChart when she completes the On My Way workflow, her existing patient record is used, and check in and ED arrival workflows work as they normally do.

If a patient completes the On My Way workflow without being logged in to MyChart, the system uses a duplicate check configuration record to try to match the patient to a patient record in your system.

- If there was an exact match with only one existing patient record in your system, that patient record is used, and check in and ED arrival workflows work as they normally do.
- If no matching patient records are found, or if there are multiple matches such that an exact patient match can't be identified, the check in and ED arrival workflows work a bit differently:
    - For appointments scheduled in Cadence departments, a new patient record is created and marked as Unconfirmed (Unconfirmed Patient Status (I EPT 2043) is set to 1-Duplicate Review Needed). When front desk staff checks in the patient, a second duplicate configuration check is run with more lenient criteria to present potential matches for the patient. If there are potential matches, a window appears from which front desk staff can choose to merge the patient with one of the matching records or continue with treating the patient as a new patient.
    - For expected ED arrivals created in emergency departments, a new patient record is created and marked as Temporary (Temporary Patient Flag (I EPT 49200) is set to 1-Temporary). When ED staff try to arrive a patient who scheduled through On My Way, they are presented with a window that prompts them to select an existing patient record if there is a match. If the ED staff selects an existing patient, the temporary patient record is merged. The user can choose which demographics items to keep. After ED staff chooses to keep the new patient record or merge it with an existing patient record in the window that appears, they continue with the normal arrival workflow.

When a patient checks in for an appointment through Welcome and is flagged as unconfirmed or temporary, they are not prompted to:

- Email Health Summary
- MyChart signup

Accessing On My Way Through a MyChart Account

Consider the following scenario: Alice has been experiencing abdominal pain for several hours and finally decides that she should go to urgent care to be seen. Alice is logged in to the MyChart website. She opens the On My Way activity on the scheduling page and chooses urgent visit as the reason for visit. Based on that selection, Alice is presented with a map that shows nearby urgent care clinics and emergency departments with the estimated wait time at each department. Alice chooses the closest one. Because Alice is already logged in to MyChart, she needs to provide only the time she expects to arrive at the urgent care department and a brief explanation of why she is coming in. After providing the information, Alice is presented with a confirmation screen that includes any department instructions that are available, the department phone number, and the department address, with the option to get driving directions to quickly guide her to the urgent care department.

Accessing On My Way from an Embedded Widget

In another example, Henry has been having issues with his allergies and wants to be seen at a retail clinic for quick access to care. Henry doesn't have a MyChart account, but he sees an option to get care through an embedded link to On My Way from his healthcare organization's website. Henry chooses a nearby retail clinic and schedules an appointment for the next available time slot that day. Because Henry doesn't have a MyChart account, he needs to provide additional information, including his name, sex, date of birth, phone number, and reason for visit. After providing the information, Henry is presented with a confirmation screen that includes any department instructions that are available, the department phone number, and the department address, with the option to get driving directions to quickly guide him to the urgent care department.

Considerations

If you make updates to On My Way build, those changes appear to patients the next time the cache clears, which occurs nightly. You can also clear the cache manually at any time. To do so, from the MyChart System Manager Menu, go to System Utilities > Scheduling Utilities > Clear Provider Finder, Location Finder, and Open Scheduling Cache to clear the cache of specialties, providers, departments, visit types, and slots.

Required On My Way Setup

In this section, we'll cover everything that you need to do to start using On My Way. This includes what you need to do to make On My Way available to patients and how to configure On My Way to match our recommendations.

Ensure That You Meet Prerequisites for On My Way

- On My Way uses CAPTCHA validation to ensure that real people are making appointments. If you don't already have CAPTCHA set up for other features, such as online self-signup, open scheduling, or two-factor authentication, set it up by following the instructions in the MyChart Patient Access Setup: CAPTCHA Validation in MyChart topic.
- You must use Nebula Location Services, or contract with a geovendor, to provide the map and department coordinates. You might have already done this if you're using open scheduling, Hello Patient, or other features such as Provider Finder. For more information about completing this setup, refer to the Geodata Setup and Support Guide.
- If you use MyChart on mobile platforms, ensure that you don't have the Find Care Now button disabled:
  a. From the MyChart System Manager Menu, select General System Definitions and access the General System Definitions screen.
  b. In the Mnemonic/Module (I WDF 100) column, search for a row containing MYC_DISABLE_OMW with a value of 1 in the corresponding Value (I WDF 110) column. If there is such a row, delete it.

Configure Provider Records for On My Way

By default, all providers who are schedulable in the departments enabled for On My Way are available for all reasons for visit for which they match the visit type scheduling restrictions.

If you want to exclude certain providers from On My Way scheduling or prevent patients from scheduling certain visit types with a given provider, complete the setup below. If your organization has a centralized provider management team, let that team know that you're implementing On My Way so they can update provider records as needed.

1. In Hyperspace, open a provider record (search: Provider).
2. Go to the MyChart > Online Access form.
3. If you want to prevent a provider from being scheduled through On My Way, set the Allow On My Way Scheduling (I SER 32071) field to No. If this item is set to Yes or is blank, as released, then this provider is included in online queue appointment searches based on the departments in which they are active for scheduling and the reasons for visit that are allowed or disallowed through the settings in step 4.
4. If you do not want to allow On My Way scheduling for all reasons for visit, configure one of the following settings:
   - Allow all except these reasons (I SER 32073). List any reasons for visit that are not allowed to be scheduled with this provider in any department through On My Way. All other reasons for visit are allowed.
   - Allow only these reasons (I SER 32072). List only the reasons for visits you want to allow to be scheduled with this provider in any department through On My Way. No other reasons for visit are allowed.

Configure the Cadence Background User for On My Way

Refer to the Select a Default Cadence User for Direct Scheduling topic to ensure that the background scheduling user has the appropriate security to look up and create patient records as needed.

Determine General On My Way Behavior and Appearance in MyChart

Complete these tasks to determine how On My Way works in MyChart and consider whether you want to do additional customization.

Determine General On My Way Behavior

1. From the MyChart System Manager Menu, select Scheduling Configuration and access the On My Way Settings 2 screen.
2. In the Is User location required? (I WDF 16010) field, enter Yes to add a workflow step that requires the patient to specify a location before showing the map. Leave this field blank or enter No to make entering a location optional during the map step and show all departments if no location is given. We recommend setting this field to Yes to provide a better patient experience. If you do not require the patient's location and your organization has a lot of departments spread out over a large area, it takes longer to load the map data and patients will see a lot of departments that aren't relevant to them.
3. In the Default visit type (I WDF 16015) field, enter the visit type to use to schedule appointments for On My Way if the Visit Type (I DEP 53805) field is not configured for the selected reason for visit.
4. In the Search distance (I WDF 16025) field, enter a distance within which to search for departments if a patient's location or ZIP Code is known. This setting is useful for excluding departments that are too far for the patient to reasonably select. This distance is in miles or kilometers depending on how the Travel Distance Unit (I E4K 8020) field or the Use Metric Units Only? (I E4K 8000) field is set in the country definition record. The default distance is 100 miles or 160 kilometers.

Show Wait Times in On My Way

Wait times can be displayed in On My Way to help patients compare locations and be seen as soon as possible, increasing patient satisfaction. Showing wait times can help with managing clinic capacity, because patients are more likely to choose a location with a shorter wait time.

If you're configuring wait times for an ED, you must also specify a time frame and event window to be used for wait time calculations. For instructions, refer to the Show Average ED Wait Times on Your Organization's Website topic.

Wait times in On My Way can be enabled at the organization or the department level.

To enable wait times at the organization level:

1. Starting in February 2023, in November 2022 with special updates E10307147 and C10307147-MyChart, and in May 2022 with special updates E10225007 and C10225007-MyChart, from the MyChart System Manager Menu select Scheduling Configuration and access the On My Way Settings 3 screen. In November 2022 and May 2022 without these special updates, select Scheduling Configuration on the On My Way Settings screen.
2. Set the Show wait times (I WDF 16020) field to one of the following:
    a. Enter 0-No to hide wait times.

b. Enter 1-Yes, if walk-ins are available, or leave the field blank, to show wait times in On My Way only if walk-ins are available.

c. Enter 2-Yes, if department is open to show wait times as long as the department is open, regardless of whether walk-ins are available.

Starting in February 2025, you can configure whether wait times are displayed at a department level. To enable or disable wait times at the department level:

1. From the MyChart System Manager Menu, select Master File Entry > Department.
2. Go to the On My Way Wait Time Settings screen.
3. Set the Show wait time? (I DEP 53160) field to one of the following:
    a. Enter 0-No to hide wait times.
    b. Enter 1-Yes, if walk-ins are available to show wait times in On My Way only if walk-ins are available.
    c. Enter 2-Yes, if department is open to show wait times as long as the department is open, regardless of whether walk-ins are available.
    d. Leave the field blank to use what is configured in the Show wait times (I WDF 16020) field. If nothing is configured in this field, wait times will show if walk-ins are available.

Cadence Based Departments

Enable Cadence Departments for On My Way

Before you configure Cadence departments, you need to make the following decisions for each reason for visit you want to allow patients to schedule through On My Way:

- What reason for visit should appear for patients in On My Way?
- Which departments should appear in On My Way for scheduling this particular reason for visit?
- For each of the above departments:
  - Should the department use a visit type that overrides the default visit type?
  - Should patients be able to only schedule an appointment, only walk in, or both?
  - What are the weekday and weekend hours of operation for the department?
- Should resources be schedulable for the selected reason for visit?
- Are there specific providers who should not be schedulable for the reason for visit?
- Should patients be able to choose from a list of discrete chief complaints? If so, do you want to show a warning if a patient selects a chief complaint that is considered urgent? Should the chief complaint a patient selects be filed to clinical documentation in the patient's chart?
- What confirmation message do you want to send to patients who create a visit through On My Way? In August 2024 and earlier versions, a default message is available and appears in the Build Wizard described below. Starting in November 2024, this question is no longer part of the Build Wizard described below due to Hello World framework changes. Instead, you need to follow the steps in the Send Patients Visit Confirmation Messages topic to configure a confirmation message.

When you have this information, you can use the Build Wizard in Hyperspace to configure Cadence departments for on My Way.

Configure Cadence departments for On My Way by using Build Wizard (search: Build Wizard) feature 420001-On My Way - Enable Non-Urgent Cadence Departments (application: MyChart).

If you need to adjust the settings after running the Build Wizard, you can use the manual steps below:

1. From the MyChart System Manager Menu, select Master File Entry > Department and open a department record.
2. Access the On My Way Settings screen.
3. In the Reason for Visit (I DEP 53800) column, list the reasons for visit for which this department should be included for On My Way. If a patient creates a visit with this department, the corresponding visit type for the reason for visit is used. If this column is left blank, this department is not enabled for On My Way.
4. In the Visit Type (I DEP 53805) column, enter the visit type to use for the corresponding reason for visit. If this setting is left blank and this is a Cadence department, the visit type specified in the Default visit type (I WDF 16015) field is used. If this is an ASAP department, this setting is ignored regardless of whether it is populated.
5. In the Allowed appointment methods (I DEP 53815) field, enter the appointment creation methods that are allowed for On My Way. By default, all methods (both Schedule Appointment and Walk In) are allowed. Our

recommendation is to select one method to prevent patient confusion. When you allow Schedule Appointment as an appointment method, patients can choose from a list of appointment times in On My Way.

6. In the Chief complaint list (I DEP 53830) field, enter a preference list of chief complaint records patients can choose from as part of the On My Way workflow. This information appears in the appointment notes and can be filed to the reason for visit if the File chief complaint (I DEP 53840) field is not set to No.
7. In the Urgent chief complaint (I DEP 53835) field, enter a preference list of chief complaint records that are considered urgent.
8. In the File chief complaint (I DEP 53840) field, enter Yes or No to determine whether the chief complaint selected by the patient as part of the On My Way workflow should be filed to the clinical documentation for the patient's encounter. The default value is Yes.
9. You and clinic managers can edit the hours of operation for a department from the Hours of Operation activity in Hyperspace (search: Hours of Operation). In this activity you can set the regular hours that a department is open, see the next 7 upcoming holidays that apply to the department, and enter overrides for dates when the hours are different than usual. Access to this activity is controlled by the Hours of operation (I ECL 5680) security point for Cadence.

Data Courier Considerations for the Hours of Operation Activity

If you haven't previously been maintaining hours of operation in your production environment, your Data Courier team likely needs to remove item protection from the following items so that users can set them:

- Time Attribute (I DEP 26350)
- Hours of Operation Day of Week (I DEP 26355)
- Start Time (I DEP 26360)
- End Time (I DEP 26365)
- Hours of Operation - Exceptions - Date (I DEP 26370)
- Hours of Operation - Exceptions - Start Instant (I DEP 26375)
- Hours of Operation - Exceptions - End Instant (I DEP 26380)

Reconcile Duplicate Patients Created Through On My Way

On My Way uses Identity duplicate configuration (IDC) records to check for duplicate patients when patients make appointments and when front desk staff check in an unconfirmed patient created through On My Way.

Duplicate Checking for Appointments

Starting in August 2024, May 2024 with special update E10901130, February 2024 with special update E10806750, and November 2023 with special update E10710629, the system uses Epic-released duplicate check configuration record 520-Identity High Threshold Only Matching Configuration for duplicate checking when patients make appointments through On My Way. This record evaluates the patient's name, date of birth, legal sex, and phone number, which are required fields for On My Way, along with an email address and home address if the patient provides it.

In versions prior to August 2024 or without the special updates listed above, the system uses released duplicate check configuration record 82-On My Way Patient Lookup for duplicate checking when patients make appointments through On My Way. This record evaluates the patient's name, date of birth, sex, and phone number, which are required fields for On My Way, along with an email address if the patient provides it.

If the released duplicate configuration record doesn't meet your organization's needs, work with your Identity team and your Identity Epic representative to configure a custom duplicate configuration record. Refer to the Create or Customize a Duplicate Configuration Record for more information.

After you've created the record, specify it in Patient Access System Definitions:

1. From the MyChart System Manager Menu, select General System Definitions and access the General System Definitions screen.
2. In the Mnemonic/Module (I WDF 100) column, enter WP_ONMYWAY_PT_SRCH_IDC.
3. In the corresponding Value (I WDF 110) column, enter the record ID of your custom duplicate configuration record.

Duplicate Checking for Unconfirmed Patients

By default, when front desk staff check in an unconfirmed patient created through On My Way, a duplicate check is run as if a new patient is being created. To run this check, the system uses the same duplicate configuration record that's used for duplicate checking in other new patient workflows, as described in the Use Duplicate Checking During Patient Creation topic.

If your organization needs to use a different duplicate configuration record for unconfirmed patients created through On My Way, work with your Identity team and your Identity Epic representative to configure a custom duplicate configuration record. Refer to the Create or Customize a Duplicate Configuration Record topic for more information.

After you've chosen or created the record, specify it in Identity System Definitions:

1. In text, access the EMPI Administrator's Menu and select Identity System Definitions.
2. Go to the Patient IDC Setup screen.
3. In the Workflow (I IDF 350) column, enter Patient Confirmation.
4. In the Duplicate Configuration Record (I IDF 351) column, enter your custom duplicate configuration record.

Enable Front Desk Staff to Merge Patients at Check In

To merge unconfirmed patients with existing patient records at check in, front desk staff must have security point 266-May Identify Unconfirmed Patients in their Shared security class. Correcting erroneous merges is a process-intensive workflow, so discuss implementing with your Identity/HIM teams first.

If you give front desk staff the ability to merge unconfirmed patients with existing patient records, you can add the following new columns to the Department Appointments report and other reports that front desk staff use to show them whether a patient is unconfirmed and the source of the appointment (standard, walk-in, scheduled online):

- 1946-Patient Is Unconfirmed. Shows an icon if a patient record is unconfirmed (I EPT 2043).
- 1948-Appt Source. Shows an icon indicating the appointment source if the appointment is a walk in or was scheduled online.

Extend the Scheduling Timeframe for On My Way

By default, On My Way looks for available appointments slots up to 12 hours in the future. You can optionally change the look forward timeframe to today and tomorrow, which includes the rest of the current day and all of the next day when showing available appointment slots. This setting applies only to scheduled appointments and not when a patient selects the walk in option through On My Way.

1. From the MyChart System Manager Menu, select Master File Entry > Department and open a department record.
2. Access the On My Way Settings screen.
3. In the Look forward timeframe (I DEP 53820) field, enter 2-Today and tomorrow.

ASAP Departments

Enable ASAP Departments for On My Way

Before you configure ASAP departments, you need to make the following decisions for each reason for visit you want to allow patients to use in On My Way:

- What reason for visit should appear for patients in On My Way? Choose from reasons for visit in the Reason for Visit (I WDF 840) category list.
- Which departments should appear in On My Way for this particular reason for visit?
- Do you want to show your emergency departments in a separate group from urgent care departments?
- Should patients be able to choose from a list of discrete chief complaints? If so, do you want to show a warning if a patient selects a chief complaint that is considered urgent? Should the chief complaint a patient selects be filed to clinical documentation in the patient's chart?
- What confirmation message do you want to send to patients who create a visit through On My Way? In August 2024 and earlier versions, a default message is available and appears in the Build Wizard described below. Starting in November 2024, this question is no longer part of the Build Wizard described below due to Hello World framework changes. Instead, you need to follow the steps in the Send Patients Visit Confirmation Messages topic to configure a confirmation message.

After you've made those decisions, you can use the Build Wizard in Hyperspace to configure this feature.

Configure ASAP departments for On My Way by using Build Wizard (search: Build Wizard) feature 320001-On My Way - Enable Urgent Care and Emergency Departments (application: MyChart). If you need to adjust the settings after running the Build Wizard, you can use the manual steps below.

To manually configure the department records:

1. From the MyChart System Manager Menu, select Master File Entry > Department and open a department record.
2. Access the On My Way Settings screen.
3. In the Reason for Visit (I DEP 53800) column, list the reasons for visit for which this department should be included for On My Way (for example, urgent visit). If a patient creates a visit with this department, the corresponding visit type for the reason for visit is used. If this column is left blank, this department is not enabled for On My Way.
4. In the Chief complaint list (I DEP 53830) field, enter a preference list of chief complaint records patients can choose from as part of the On My Way workflow. This information appears in the appointment notes and can be filed to the reason for visit if the File chief complaint (I DEP 53840) field is not set to No.
5. In the Urgent chief complaint (I DEP 53835) field, enter a preference list of chief complaint records that are considered urgent.
6. In the File chief complaint (I DEP 53840) field, enter Yes or No to determine whether the chief complaint selected by the patient as part of the On My Way workflow should be filed to the clinical documentation for the patient's encounter. The default value is Yes.

Enable On My Way for Urgent Care Departments That Use ASAP

Some urgent care departments use ASAP. These urgent care departments can be enabled for On My Way like

ASAP departments if you want to support only walk-in visits, or like Cadence departments if you want to support both walk-ins and scheduled appointments. Use the instructions above to enable On My Way in these urgent care departments like you would for ASAP departments.

Optimize ASAP Departments for On My Way

Complete these tasks to make On My Way work better for users in ASAP departments. You can use the Build Wizard in Hyperspace to do much of this configuration.

To get started, open the Build Wizard (search: Build Wizard) and search for feature 320001-On My Way - Enable Urgent Care and Emergency Departments (application: MyChart). If you need to adjust the settings after running the Build Wizard, you can use the manual steps below. Starting in November 2023, ASAP departments that have On My Way set to show patients wait times will automatically show wait time ranges instead of an average or median.

Determine the Disposition Used for Dismissing Patients

To configure the disposition used when automatically dismissing a patient who used On My Way to create an ED encounter but never arrived to the ED:

1. In Clinical Administration, go to Facility Structure > Departments/Units.
2. Open the record for your emergency department and go to the ED Automatic No-Show Settings screen.
3. In the Source (I DEP 49445) column, enter Online.
4. In the Buffer (I DEP 49446) column, enter the minimum time after the scheduled encounter to automatically dismiss it.
5. In the ED Disposition (I DEP 49447) column, enter the ED disposition for the automatically dismissed encounters.
6. In the Discharge Disposition (I DEP 49448) column, enter the discharge disposition for automatically dismissed encounters.

Let Patients Cancel ASAP Encounters Through MyChart

If a patient creates an expected ASAP encounter in an ED or urgent care department through On My Way and then decides she doesn't need it before she comes in (for example, because the patient is feeling better or decided to go to a different location for care), you can allow the patient to cancel the encounter directly from MyChart after the patient has logged in. Giving patients the option to cancel these encounters themselves saves them the trouble of having to call the department to cancel and can help reduce no-shows.

To get started, open the Build Wizard (search: Build Wizard) and search for feature 320001-On My Way - Enable Urgent Care and Emergency Departments (application: MyChart). If you need to adjust the settings after running the Build Wizard, you can use the manual steps below.

Patients must select a cancellation reason when they cancel an ED encounter. To configure the reasons patients can choose from:

1. From the MyChart System Manager Menu, select Scheduling Configuration and access the Appointment Cancellation 1 screen.

2. In the Allowed reasons for ED cancellation (I WDF 874) field, list the reasons you want to allow for cancellation. If this field is left blank, the list of reasons from the Allowed Reasons for Appt Cancellation (I WDF 875) field is used. If that field is left blank, the entire list of reasons from the Reason for Cancellation (I EPT 7300) category list is available to patients.

Canceling an ED visit through MyChart dismisses the expected ASAP encounter, so you need to determine the ED disposition and discharge disposition used when a patient cancels an ASAP encounter through MyChart:

1. In Clinical Administration, go to Facility Structure > Departments/Units.
2. Open the record for your emergency department and go to the ED Automatic No-Show Settings screen.
3. Under ED MyChart Cancellation Settings, in the Default Discharge Disposition (I DEP 49163) field, enter the discharge disposition to be set when a patient cancels an ASAP encounter created through On My Way. If you leave this field blank, patients cannot cancel ASAP encounters in MyChart.
4. In the Default ED Disposition (I DEP 49164) field, enter the ED disposition to be set when a patient cancels an ASAP encounter created through On My Way.

Indicate Which Encounters Were Created Through On My Way in ED Tracking Tools

To let users know which patients in the expected care area used On My Way to mark themselves as expected, you can add a column to the ED Manager or Track Board view to indicate how the patient encounter was created.

1. In Hyperspace, open your view (search: View Editor).
2. Enter column 49005-ED Expected Patients - When and Why in the Column field.

By creating a copy of 49005-ED Expected Patients - When and Why, you can configure the column to customize the icons shown.

To customize the icons:

1. In Chronicles, open the Extension (LPP) master file.
2. Duplicate extension 49189-ED Encounter Source Icon.
3. Open your copy of extension 49189 and go to the Parameters screen.
4. In the Encounter Source parameter, enter which encounter sources should include an icon. By default, encounters of type 3-Kiosk, 4-Online, and 5-Nurse Triage show an icon.
5. In the Icons parameter, enter the icon for each encounter source.
6. In Hyperspace, go to the Column Editor (search: Column Editor) and create a copy of column 49005-ED Expected Patients - When and Why.
7. In the Image Ext (I PAF 120) field, enter your copy of extension 49189.

Disable Encounter Creation Workflows for ASAP Departments

1. From the MyChart System Manager Menu, select Scheduling Configuration and access the On My Way Settings 2 screen.
2. In the Statuses to disable ASAP (I WDF 16035) field, list the ASAP department statuses (I DEP 49400) that, when active in a department, disable encounter creation workflows for that department. Patients can still see the department and its wait time in On My Way. This setting affects both pre- and post-login

workflows. You might use this, for example, in the case of a disaster to prevent patients from creating expected arrivals through On My Way when the ED might already be overwhelmed with patients.

Recommended On My Way Setup

Use Buffer Times to Prevent On My Way Walk-Ins at the Beginning and End of Day

Starting in November 2023

August 2023 by SU E10601973, E10601871

May 2023 by SU E10508698, E10508600

February 2023 by SU E10413659, E10413736

In On My Way, patients can arrange a same-day visit and put themselves on a list of expected patients. Patients can choose walk in appointments in On My Way as long as the department is open, and the wait time does not extend past the closing time.

If you find that you have longer waits at opening and closing times for certain departments, you can add buffer times at the beginning or end of the day in which walk-in appointments in On My Way are not allowed. If a department has multiple opening and closing times, the buffer applies to each of those times. For example, if a department has an opening buffer of 30 minutes and they close for lunch for an hour, the buffer prevents walk-in appointments in On My Way for 30 minutes after the department opens in the morning and after the department reopens after lunch.

To set up the buffer times for each department that needs them:

1. From the MyChart System Manager Menu, select Master File Entry > Department and open a department record.
2. Go to the On My Way Settings screen.
3. To set a buffer at opening time, enter a time in minutes in the Beginning of day walk-in buffer field (I DEP 53845).
4. To set a buffer at closing time, enter a time in minutes in the End of day walk-in buffer field (I DEP 53846).

Add On-Demand Video Visits in On My Way

Starting in February 2024

If you use on-demand video visits and On My Way, you can add on-demand video visits into On My Way. Doing so can lead to shorter wait times and increase accessibility to care for patients in situations like when patients can’t make it to an in-person visit due to lack of transportation or not being able to leave work. Additionally, adding a virtual option can decrease in-person foot traffic in urgent care clinics. With the ability to schedule video visits within On My Way, patients can be aware of virtual video visit options, if they are available.

Prerequisites

If you choose to add on-demand video visits to On My Way, you need to have both On My Way and on-demand video visits set up, as described in the On Demand Video Visits topic. The on-demand video visit option appears in On My Way only if you have the on-demand video visit queue set up or have providers set up for quick scheduling. For more information on what these options are and how to set them up, refer to the Set Up On-Demand Video Visits and Configure Quick Scheduling topics. For the on-demand video visit queue, you must allow wait times to appear in On My Way. More information on setting up wait times can be found in the Determine General On My Way Behavior topic.

- For the on-demand video visit queue, you must allow wait times to appear in On My Way. More information on setting up wait times can be found in Determine General On My Way Behavior topic.
- You have a Hello World SMS template override approved for eCheck-In reminders for single visits, as described in the Send Reminders to Patients to Complete eCheck-In Before Their Visit topic. This is only required if you are licensed for Hello World.
- For the quick scheduling option, your organization cannot be associated with multiple states.

If neither of those conditions are met, then the On Demand Video Visit option does not show up in On My Way.

You also need to create or duplicate new menu and activity records and map them to your On My Way reason for visit, allowing you to route patients to the on-demand video visit workflows.

Considerations

There are multiple ways to customize what patients see in On My Way. Your on-demand video visit setup determines some of what patients see in On My Way. You might have some of these options already built in your on-demand video visit setup. Another decision you must make is whether you will use a preselected telehealth reason for visit:

- If you want to skip the reason for visit step in the telehealth workflow, you need to directly map your telehealth reason for visit to your On My Way reason for visit. This is our recommendation because direct mapping leads to a better patient experience and prevents patients from scheduling the wrong type of appointment. You can use the Build Wizard to build this or follow the manual steps in this topic.
- If you want to show the next available appointment time, you need to have a preselected reason for visit and have quick scheduling set up. For more information, refer to the Configure Quick Scheduling topic.
- If you want to show a specific single wait time for the on-demand video visit option, you need to have a preselected telehealth reason for visit. If you don’t have a preselected telehealth reason for visit but you have the on-demand video visit queue enabled, a wait time range appears.
- If your organization is in multiple different locations (countries, states), the next available appointment time option does not appear to patients.

Use the Build Wizard in Hyperspace to create activity and menu records and map your Telehealth reason for visit. To get started, open the Build Wizard (search: Build Wizard) feature 320001-On My Way - Enable Urgent Care and Emergency Departments (application: MyChart) or 420001-On My Way - Enable Non-Urgent Cadence Departments (application: MyChart). If you need to adjust these settings after running the Build Wizard, you can use the manual steps below.

Copy Activity and Menu Records

Duplicate the following Epic-released activity (E2N) and menu (E2U) records:

Activity Records	Menu Records
32330-WP_TELEHEALTH	32750-WP_TELEHEALTH
32141-WP_ANONYMOUS_TELEHEALTH	32841-WP_ANONYMOUS_TELEHEALTH

Configure Activity Records

1. From the MyChart System Manager Menu, select Master File entry > Custom Activity Related > Activity. Open the copy of activity record 32330-WP_TELEHEALTH.
2. Go to the Content Definition Parameters screen. In the table, add the Query String Parameter selrfvid. Set this equal to the reason for visit ID of your on-demand visit reason for visit (not your On My Way reason for visit).
3. Repeat steps 1 and 2 with your copy of activity record 32141-WP_ANONYMOUS_TELEHEALTH. This is your pre-login activity record.

Configure Menu Records

1. From the MyChart System Manager Menu, select Master File entry > Custom Activity Related > Menu. Open your copy of menu record 32750-WP_TELEHEALTH.
2. Go to the MyChart Menu Information screen. Add your copy of activity record 32330-WP_TELEHEALTH in the Activity descriptor (I E2U 40) field.
3. Repeat steps 1 and 2 with your copy of menu record 32841-WP_ANONYMOUS_TELEHEALTH. Add your copy of activity record 32141-WP_ANONYMOUS_TELEHEALTH in the Activity descriptor (I E2U 40) field.

Map Your Telehealth Reason for Visit to Your On My Way Reason for Visit

1. From the MyChart System Manager Menu, select Scheduling Configurations and go to the On My Way Video Visit Settings screen.
2. In the On My Way RFV (I WDF 16070) column, add your On My Way reason for visit.
3. In the Post-Login Menu Item (I WDF 16071) column, add your post-login menu activity or your copy of menu record 32750-WP_TELEHEALTH.
4. In the Pre-Login Menu Item (I WDF 16072) column, add your pre-login menu activity or your copy of menu record 32841-WP_ANONYMOUS_TELEHEALTH.

Provide Patients with Driving Directions to the Clinic or ED

If you have driving directions configured, patients can get driving directions to the clinic or ED from the On My Way confirmation page. For more information about configuring driving directions, refer to the Let Patients View Driving Directions to the Clinic topic.

Allow Patients to Receive Text Messages Regarding Their Visits Through On My Way

Patients who use On My Way to let you know that they're coming in to your urgent care clinic or emergency department can sign up for text messages about their visit right from MyChart. When they enter their contact information through On My Way, they can determine whether they receive text message communication. This allows them to start getting text messages about their visit, such as communications sent for event-triggered notifications in Cadence, before they even arrive at your location.

The "Send me text notifications" check box is selected by default for patients who have a mobile phone number on file and have opted in to text messages for clinic announcements on the Communication Preferences page in MyChart.

Prerequisites

To let patients opt in to text message for On My Way, you must meet the following criteria:

- You have at least one line specified in the Triggering Event (I DEP 49870) field in department records you use for On My Way, as described in the Enable Cadence Departments for On My Way and Enable ASAP Departments for On My Way topics.
- You have a Hello World SMS template override approved for eCheck-In reminders for single visits, as described in the Send Reminders to Patients to Complete eCheck-In Before Their Visit topic. This is only required if you are licensed for Hello World.
- You send text messages to patients for other workflows, as described in the Notify Waiting Patients When You Are Ready to See Them topic.

By default, the text message preference is collected when event-based patient messaging is set up, but you can change this behavior using the Allow capture contact preferences? (I DEP 53750) field in the department record. This setting is also used for collecting visit contact information during eCheck-in. For more information, refer to the Collect Visit Contact Information from Patients During eCheck-In topic.

Allow Hello Patient for On My Way

Starting in November 2024

Hello Patient is available for appointments scheduled through On My Way. If the department has enabled Hello Patient, then encounters scheduled in Cadence and ASAP departments are available for self-arrival through Hello Patient. The system uses the time from the patient-reported ETA to send self-arrival reminders, allowing patients to arrive from their personal devices and skip the desk. You can enable Hello Patient at the system or department level, as described in Determine When Arrival Through Hello Patient Is Allowed.

Send ED On My Way Patients Texts Showing ED Wait Times

Starting in November 2023

You can text ED On My Way patients their wait time ranges in addition to showing them in On My Way. For more information on the wait time ranges themselves, refer to the Allow ED Patients to See Wait Time Ranges in On My

Way topic. If you're sending patients SMS messages using auto-communication and event-triggered patient messaging, you can include the wait times SmartLink 49169-ED Current Wait Time (mnemonic: .EDCURRENTWAITTIME) to include the wait time range in the text message.

You can tailor this SmartLink to particular contexts. For example, if you wanted to text patients about their wait time after triage, you could create "TriageToRoomAcuityLow" and "TriageToRoomAcuityHigh" SmartLinks to add to SmartTexts and have them use different parameters, such that the low acuity SmartLink pulls from trends for Triage to Room for patients with an acuity score above 3 and the high acuity SmartText pulls from high acuity patients. To set this up:

1. First, consider your wait time calculation strategy.
2. Follow the instructions in the Determine Which Wait Times Appear in the Wait Time Trends Component topic to set up the wait time component you want to show or to identify an existing wait time component that works for your use case. As part of this setup, you must enter values in the From Event (I DEP 49152) and To Event (I DEP 49153) columns in your department record. When you do this, note the number of the row in the table that these values are set in.
3. In Hyperspace, create a copy of SmartLink 49169-ED Current Wait Time (mnemonic: .EDCURRENTWAITTIME) in the SmartLink Editor (search: SmartLink). Refer to the Edit a SmartLink topic for more detailed instructions.
4. Open your copy in the SmartLink Editor.
5. In the first parameter, enter the row number that you noted in Step 2. For example, if you added your start and end events in the first row of the wait time trends table in your department record, enter 1.

To queue this SmartLink to send to patients:

1. Add your copy of SmartLink 49169 - ED Current Wait Time to a SmartText. Refer to the Create and Edit a SmartText topic for more information.
2. Configure your system so that the SmartText is included in notifications sent to On My Way patients. Refer to the Allow Patients to Receive Text Messages Regarding Their Visits Through On My Way topic for more information. If your organization uses Hello World to send SMS messages, configuration for queuing this SmartText to send to On My Way can be found in the Configure Automatic Message Notifications for a Department topic. If your organization does not use Hello World, SmartText texting set up can be found in the Set Up Outgoing Text Messages topic.

Send Patients Visit Confirmation Messages

You can send appointment confirmation text or email messages to patients who schedule appointments through On My Way by using event-triggered patient messaging. When the patient schedules an appointment, an event is filed and triggers the confirmation message to send. You can also use rules to further control when patients receive the message. You use different events and rules depending on the department you’re setting up.

Prerequisites

Before you can send messages, you need to verify that you have the following prerequisites set up. It's likely you already have these in place, but it's important to check because patient messaging won't work without them.

- Your service area must be set up to send email and text messages, as described in the Send Quick Reminders and Updates by Email topic.
- Your system must be set up to send text messages for SMS notifications.
  - Starting in February 2023, if you are licensed for Hello World's SMS gateway, which is license key C of the Hello World license, you need to have your sender profile set up, as described in the SMS Gateway Pre-work topic. For more information about Hello World licensing, contact your Epic representative and mention parent SLG 3550868.
  - In November 2022 and earlier versions, or if you don't use Hello World's SMS gateway, you need a third-party communication vendor to send text messages, as described in the Set Up Outgoing Text Messages topic.

You can send On My Way visit confirmation messages for ASAP, Cadence, and urgent care departments. Complete the following to set up confirmation messages, depending on which type of department you're setting up:

ASAP Departments

For ASAP departments, you can send a confirmation message by linking the event that is filed when an encounter is created, an inclusion rule that returns encounters scheduled through On My Way, and the confirmation message to send in your event-triggered patient messaging table. For instructions, refer to the Auto-Communication and Event-Triggered Patient Messaging topic.

In the Foundation System, we linked event 45-ED Encounter Created and rule 88139-ED On My Way Scheduled to our On My Way confirmation message. To see this event, along with other patient messaging build examples, log in to the Foundation Hosted environment as your organization's ED administrator (EDADM), open the EMH Emergency department in Record Viewer (search: Record Viewer), and go to Related Group 49870.

Cadence Departments

For Cadence departments, you can use the following Epic-released events to send messages about a patient's appointment when the event is filed. For instructions, refer to the Trigger Patient Messages from Events topic.

- 608-MR Appointment Scheduled. This event is filed when an appointment is scheduled through any method.
- 609-MR Appointment Cancelled. This event is filed when an appointment is cancelled.
- 40001-MR Appointment Rescheduled. This event is filed when an existing appointment is rescheduled. If you want to send confirmation messages to a patient when their appointment is rescheduled, we recommend using this event rather than event 40002.
- 40002-MR Appointment Scheduled (Rescheduled). This event is filed when a new appointment is scheduled as the result of rescheduling an existing appointment.

Urgent Care Departments

For urgent care departments, you can send a confirmation message by linking the event that is filed when an appointment is scheduled, an inclusion rule that returns encounters scheduled through On My Way, and the confirmation message to send in your event-triggered patient messaging table. For instructions, refer to the

Trigger Patient Messages from Events topic.

In the Foundation System, event 608-MR Appointment Scheduled and rule 92000-Urgent Care - Was Encounter Scheduled With On My Way are linked to the On My Way confirmation message. To see this, along with other patient messaging examples, log in to the Foundation Hosted environment as your organization's ambulatory administrator (AMBADM), open the EMC Urgent Care department in Record Viewer (search: Record Viewer), and go to Related Group 49870.

Capture Additional Patient Demographic Information in On My Way

The On My Way workflow allows patients to quickly schedule or indicate that they're on their way to the clinic for care. The demographic form was designed with this in mind; patients can complete the workflow quickly while still providing necessary demographic information. You can optionally choose to show address fields in On My Way to capture additional information about patients who schedule appointments without a MyChart account. The patient address information can help facilitate more accurate patient matching when the system searches for duplicate patient records. If the system cannot determine a match, the information is filed to a newly created patient record. Address information can help staff determine if they should keep the new patient record or merge it with an existing patient record.

Prerequisites
If you choose to capture patient address in On My Way, you need to review your duplicate check configuration record and update it if it does not already account for patient address. You can use released record 520-Identity High Threshold Only Matching Configuration to include address in duplicate checking. If the released record does not meet your organization's needs, refer to the Create or Customize a Duplicate Configuration Record topic. To override the default duplicate checking record used by On My Way with a released duplicate check configuration (IDC) record or your custom copy, refer to the Reconcile Duplicate Patients Created Through On My Way topic.

To configure demographic fields in On My Way:

1. From the MyChart System Manager Menu, select Scheduling Configuration and access the On My Way Settings 2 screen.
2. In the Show address fields (I WDF 16040) field, enter Yes.
3. To require address fields, set the Require address fields (I WDF 16045) field to Yes.
4. To require patients to enter an e-mail, set the Require email (I WDF 16050) field to Yes. This option is available starting in November 2022, May 2022 with special updates E10201212, E10200145 and C10200145.

Note that the setting above to require address fields turns on requirements for address in general, but which individual fields are required is determined by your open scheduling demographic settings. To review your open scheduling requirements, refer to the Determine Which Demographic Fields Appear for Open Scheduling topic.

Configure Wait Time Estimates for On My Way

When patients use On My Way, they see a wait time estimate for ambulatory departments and clinics with wait time tracking enabled. You can adjust how this wait time estimate is calculated using a department record setting.

Considerations

Note that if you follow the steps below, any changes you make also affect how the GetDepartmentWaitTimes web service calculates wait times if there are no optional parameters configured in that web service. It is usually appropriate to use the same settings for wait times calculated by On My Way and the web service, but communicate with the development team calling the GetDepartmentWaitTimes web service to make sure this is true for your organization.

If you are setting up wait time estimates for an emergency department, there are other considerations, and the instructions below do not apply. Refer to the Consider Your Wait Time Calculation Strategy topic for more information.

The calculation of wait times is performed by extension 42327-Department Wait Time Calculation. If you want to use the default behavior of the extension, open your department record in Clinical Administration (Clinical Administration > Facility Structure > Departments/Units (DEP)), page down to the Clinic Wait Time and Queue Settings screen and enter the released extension in the Wait Time Extension (I DEP 3078) field. If you want to customize the extension, duplicate it, configure the parameters as needed, and then enter your duplicate in this field. Note that the Wait Time Extension field does not exist in ED department records. The extension has the following configurable parameters:

- 4-Appointment Range. Optional. Determines how far back the extension looks for appointments to include in the calculations. If you leave this parameter blank, as released, appointments with events in the past 60 minutes are included in the calculations.
- 5-Start Event(s). Optional. Determines which events are counted as the start of a wait time. Enter one or more start events. If you enter multiple start events and a patient has more than one of those events, the earliest of the events is used as the start of the wait time. If you leave this parameter blank, as released, the wait time is started by event 600-ES - Dept Check in Complete.
- 6-End Event(s). Optional. Determines which events are counted as the end of a wait time. Enter one or more end events. If you enter multiple end events and a patient has more than one of those events, the earliest of the events is used as the end of the wait time. If you leave this parameter blank, as released, the wait time is ended by any of the following events:
  - 601-MR Rooming_Begin
  - 602-MR Rooming_End
  - 603-MR Visit_Begin
  - 604-MR Visit_End
- 7-Use Appointment Time. Optional. If a start event is earlier than the scheduled appointment time, determines whether a patient's appointment time is used as the start of a wait time instead of the start event. This prevents patients who arrive early for their appointments from artificially inflating your average wait time calculations. Set this parameter to No if you want to use the time of the start event, regardless of whether it's before or after the scheduled appointment time. If you leave this parameter blank, as released, the appointment time is used instead of the start event in this situation.
- 8-Exclusion Rule. Optional. Allows you to exclude certain appointments from the department wait time calculation by entering a rule. This field accepts rules of context 2001-Patient. If you leave this parameter blank, as released, no appointments are excluded from the department wait time calculation.
- 9-Include Waiting? Optional. Determines whether patients who are waiting to be seen should be included in the department wait time calculation. Set this parameter to No if you want to exclude waiting patients

from the calculation. That is, you want only patients who have an end event filed to contribute to the calculation. If you set this parameter to Yes or leave it blank, as released, waiting patients are included in the calculation when their current wait time is greater than the current average department wait time. This is done because actively waiting patients should only ever increase overall wait time calculations, never decrease them.

Use the Urgent Care Queuing System Wait Time Extension in Urgent Cares

Urgent care departments use the queuing system as described in the Enable the Queue to Help Users Determine Which Patient to See Next topic. By default, urgent care departments use either extension 90539-Urgent Care Dept Wait Time Calculation – Hourly Queue Based (starting in February 2024) or 90538-Urgent Care Dept Wait Time Calculation - Daily Queue Based (in November 2023 and earlier, Urgent Care Department Wait Time Calculation - Queue Based) for On My Way wait time estimates.

You can also modify the start and end events used for calculations of the patient-perceived wait interval in the Report Configuration - Department activity. For instructions, refer to the Adjust Which Patients Are Included in the Queue and How They're Sorted topic. Note that you need security point 366-May Access Report Configuration-Department in your Shared security class to modify urgent care departments in the Report Configuration - Department activity.

Use the Urgent Care Queuing System Wait Time Extension in Cadence and EpicCare Ambulatory Departments

The urgent care queuing system can be used in all Cadence and EpicCare Ambulatory departments. However, Cadence and EpicCare Ambulatory departments do not use extension 90539-Urgent Care Dept Wait Time Calculation – Hourly Queue Based or 90538-Urgent Care Dept Wait Time Calculation - Daily Queue Based (in November 2023 and earlier, Urgent Care Department Wait Time Calculation - Queue Based) for On My Way wait time estimates by default. If you want to use either extension for On May Way wait time estimates, modify your department records.

1. In Clinical Administration, go to Facility Structure > Departments/Units (DEP) and open your department record.
2. On the Clinic Wait Time and Queue Settings screen, enter 1-Yes in the Queue Enabled? (I DEP 92040) field.
3. Enter one of the following extensions or a copy in the Wait time extension (I DEP 3078) field. Epic recommends 90539-Urgent Care Dept Wait Time Calculation - Hourly Queue Based starting in February 2024.
    a. 90539-Urgent Care Dept Wait Time Calculation - Hourly Queue Based (Starting in February 2024)
    b. 90538-Urgent Care Dept Wait Time Calculation - Daily Queue Based

For more information on using the queuing system in Cadence and EpicCare Ambulatory departments, refer to the Enable a Queue to Help Users Determine Which Patient to See Next topic (Cadence) or the Enable a Queue to Help Users Determine Which Patient to See Next topic (EpicCare Ambulatory).

Configure Wait Time Estimate Display for On My Way

Starting in November 2023

If your non-ASAP clinic uses On My Way, you can update a department record setting to adjust how the wait time appears. When patients use On My Way, a wait time estimate appears for departments and clinics that have wait time tracking enabled as described in the Track Registration and Admission Wait Times topic. You can configure the system to show this wait time as a time range or a single value, or you can configure it to show the number of patients in the queue instead of a time.

Use the Build Wizard in Hyperspace to configure your On My Way estimated wait time display. To get started, open the Build Wizard and search for feature 490034-Patient-Facing Wait Time Display Settings (applications: ASAP, Urgent Care, or Cadence).

When patients use On My Way, a wait time estimate appears for department and clinics that have wait time tracking enabled. You can now configure the wait time to appear in one of three formats instead of always appearing as a single value:

- Single value. The wait time appears as a single time, such as 30 minutes.
- Wait time range. The wait time appears as a time range, such as 20 - 50 minutes.
- Patients currently waiting. Instead of a wait time, the number of patients currently in the queue appears, such as 10 patients currently waiting.

By default, wait times for non-ASAP clinics appear as time ranges instead of single values. This can help increase patient satisfaction by providing a realistic estimate while accounting for changes in the wait time.

For the wait time range format, the range is created with upper and lower bound adjustments to buffer the current estimated wait time. With this buffer time, estimates can account equally well for a relatively slow afternoon in the clinic as for an especially busy morning. By default, the upper bound is set to 20 minutes and the lower bound is set to 10 minutes. For example, if the current estimated wait time is one hour, it appears in On My Way as "50 minutes - 1 hour 20 minutes." In departments with the queue enabled, you can choose the patients currently waiting format. You can set a maximum number of patients currently in the queue to be shown on On My Way.

To configure the format for the wait time estimate:

1. From the MyChart System Manager Menu, select Master File Entry > Department, open a department record and go to the On My Way Wait Time Settings screen.
2. In the Wait Time Display Format (I DEP 92100) field, enter a format for wait time estimates to appear in. If you leave this field blank, wait times appear as time ranges.
   - 1-Single Wait Time.
   - 2-Wait Time Range.
   - 3-Patients Currently Waiting. Note that this format is available only for departments with the queue enabled.

You can also set details such as how time estimates are rounded, how wide time ranges are, and the maximum number of waiting patients to show. The available settings depend on which option you choose for the Wait Time Display setting on the On My Way Wait Time Settings screen:

- For single wait time and time range formats, you can set the wait time limits by configuring the following settings:
  - Round to nearest (I DEP 49340). Optional. Enter one or a multiple of five to determine how the wait time is rounded. For example, if the current wait time is 48 minutes and the Round to nearest field is set to five, the wait time estimate appears as "50 minutes." By default, the current wait time is rounded to the nearest five minutes.
  - Maximum value (I DEP 49341). Optional. Enter the maximum time estimate shown to patients using On My Way. For example, if the estimated current wait time is 48 minutes and the Maximum value is set to 45, the wait time estimate patients see is "45 minutes or more." This value must be a

multiple of the Round to nearest value (I DEP 49340) field. If you leave this item blank, the maximum value is 180 minutes.

  - Minimum value (I DEP 49342). Optional. Enter the minimum time estimate shown to patients using On My Way. For example, if the estimated current wait time is 18 minutes and the Minimum value is set to 30, the wait time estimate shown is "30 minutes or less." This value must be a multiple of the Round to nearest value (I DEP 49340) field. By default, the minimum value is 10 minutes.

- For time ranges, you can also configure the following settings:
  - Lower bound adjustment (I DEP 92101). Required if changed from the default. Enter the lower bound of the current wait time. For example, if the estimated current wait time is 48 minutes and this field is set to 10, the wait time estimate appears as "40 minutes - 50 minutes." This value must be a multiple of the Round to nearest value (I DEP 49340) field. If you leave this item blank, the lower bound adjustment is 10 minutes.
  - Upper bound adjustment (I DEP 92102). Required if changed from the default. Enter the upper bound of the current wait time. For example, if the estimated current wait time is 48 minutes and this field is set to 10, the wait time estimate appears as "50 minutes - 1 hour." This value must be a multiple of the Round to nearest value (I DEP 49340) field. By default, the upper bound adjustment is 20 minutes.
- For the patients currently waiting format, you can also configure the optional Maximum patients to display (I DEP 92103) setting. Enter the maximum number of patients currently waiting in the queue to be shown on On My Way. For example, if the number of patients currently in the queue is 15 and this field is set to 10, the patients currently waiting appears as "10+ patients."

You can show the patients currently waiting only in departments with the queue enabled. For more information on using the queuing system in Cadence and EpicCare Ambulatory departments, refer to the Enable a Queue to Help Users Determine Which Patient to See Next topic (Cadence) or the Enable a Queue to Help Users Determine Which Patient to See Next topic (EpicCare Ambulatory).

Allow ED Patients to See Wait Time Ranges in On My Way

Starting in November 2023

ASAP departments that have On My Way set to show patients wait times automatically show wait time ranges in On My Way. As compared to a single average wait time, wait time ranges can increase patient satisfaction because patients are less likely to expect to be seen in a specific amount of time. You can configure an upper and lower percentile of wait times to calculate the upper and lower bounds of the wait time range shown to patients. You can also set a number to round your calculated wait time to, set maximum and minimum wait time values, and set a maximum and minimum range for the calculated bounds.

If you want to text patients wait time ranges, you can use SmartLink 49169-ED Current Wait Time (mnemonic: .EDCURRENTWAITTIME) to include that information in your messages. Refer to the Send ED On My Way Patients Texts with ED Wait Times for more information.

> **!** The default numbers used to create your ranges are shown below, but they might not be the best ranges for your specific department. Contact your Epic representative and ask them to run the search outlined in SLG 7983825 to determine the best wait times for your organization.

You can configure the following for your wait time ranges:

- The upper and lower percentile. These percentiles are calculated from previous patient wait times across a certain time frame set by you. By default, the upper percentile is set to 85 and the lower percentile is set to 45.
- A rounding number for wait times. Set this item to 1 or a multiple of 5. By default, this value is set to five, so wait times are rounded to the nearest multiple of five. For example, a wait time of 44 minutes is rounded to 45 minutes.
- A maximum and minimum value for the wait time range. This allows you to specify boundaries that the time range should never go above or below. By default, the maximum value is set to four hours and there is no minimum value.
- A maximum and minimum range. This allows you to specify the maximum and minimum difference you want to show between the top and bottom values in the range. By default, the maximum range is 60 minutes and the minimum range is 15 minutes.

Use the Build Wizard in Hyperspace to update your wait time ranges. To get started, open the Build Wizard (search: Build Wizard) and search for feature 490034-Patient-Facing Wait Time Display Settings (application: ASAP, Urgent Care, Cadence).

To set these values manually:

1. In Clinical Administration, follow the path Facility Structure > Departments/Units(DEP), open your department record, and go to the On My Way Wait Time Settings screen.
2. Add the values you would like to set for wait time ranges.
   - Upper percentile (I DEP 49169). Determines the upper percentile wait time shown to patients. For example, if you set your upper percentile to 80, the wait time shown will be the 80th percentile of all patient wait times in the time frame (I DEP 49162) used. This item can be set by itself to show a single number or with a lower percentile to show a range. If left blank, it will default to the 50th percentile. By default, this value is set to the 85th percentile.
   - Lower percentile (I DEP 49343). Determines the lower percentile wait time shown to patients and allows wait times to display as a range. This item can only be set if an upper percentile is set. If you have a calculated lower percentile wait of 40 minutes and a calculated upper percentile wait of 1 hour 25 minutes, the wait time range shown to patients in On My Way will be 40 minutes - 1h 25 minutes. By default, this value is set to the 45th percentile.
   - Round to nearest (I DEP 49340). Determines how the current wait time is rounded to the nearest multiple of this value. It can only be set to 1 or a multiple of 5. The Maximum value (I DEP 49341), Minimum value (I DEP 49342), Maximum range (I DEP 49344), and Minimum range (I DEP 49345) must be multiples of this value. For example, if the current wait time is 48 minutes and the Round to nearest is set to 5, the wait time estimate shown will be 50 minutes. By default, this value is set to 5.
   - Maximum value (I DEP 49341). Determines the maximum wait time estimate shown to patients using On My Way. For example, if the estimated current wait time is 48 minutes and the Maximum value is set to 45, the wait time estimate shown will be "45 minutes or more." By default, this value is set to 4 hours.
   - Minimum value (I DEP 49342). Determines the minimum wait time estimate shown to patients using On My Way. For example, if the estimated current wait time is 18 minutes and the Minimum value is set to 30, the wait time estimate shown will be 30 minutes. This value is not on by default.

- Maximum range (I DEP 49344). Determines the maximum range (in minutes) between the upper and lower bound when using ranges. For example, if the calculated range is 15 minutes - 2h 20 minutes and your maximum range is 60 minutes, it will find the average of those two numbers and create a 60 minute range from it, which would end up showing 48 minutes - 1 hour 48 minutes. By default, this value is set to 60 minutes.
- Minimum range (I DEP 49345). Determines the minimum range (in minutes) between the upper and lower bound when using ranges. For example, if the calculated range is 35 minutes - 45 minutes and your minimum range is 30 minutes, it will find the average of those two numbers and create a 30 minute range from it, which would end up showing 25 minutes - 55 minutes. By default, this value is set to 15 minutes.

Considerations

The wait times shown to patients in On My Way are calculated from the event window (I DEP 49161) and time frame (I DEP 49162) set for your department. For example, if you want your department to calculate wait times from the last 3 hours and your time frame is currently set to 6 hours, you would need to change the time frame field to 3 hours in your department record in text. Note that these settings also affect other wait time calculations, like wait times shown in the ED wait times widget.

Completing the setup described in this topic in text or the Build Wizard does not update the wait times shown by the ED Current Wait Time (mnemonic: .EDCURRENTWAITTIME) SmartLink. Refer to the Send ED On My Way Patients Texts with ED Wait Times topic for information on how to update the SmartLink to show updated wait time ranges.

Report on Wait Time Estimates for Urgent Care and ED Patients

You can report on the estimated wait times provided to patients who use On My Way to indicate that they are coming to an urgent care clinic or emergency department. For example, you could create a report to identify patients whose actual wait times exceeded their estimated wait times by a given amount or investigate the wait time estimates provided to patients during a particular period of time.

The following items in the Generic Patient Database (EPT) master file store data about wait time estimates shown to the patient in On My Way at the time the encounter was created:

- Estimated Wait Time (I EPT 91010) shows the wait time estimate provided to the patient. In Clarity, this data is stored in the WAIT_TIME_MINUTES column in the ESTIMATED_WAIT_TIMES table.
- Wait Time Source (I EPT 91011) indicates the appointment step at which the wait time estimate was saved. At present, only estimated wait times provided to the patient in On My Way at the time the encounter was created are saved, but this could change in the future. If you create a report that you want to show only wait time estimates provided through On My Way, we recommend including a criterion based on this item so that the report will continue working even if these items begin to store estimated wait time information from different appointment steps. In Clarity, this data is stored in the WAIT_TIME_SOURCE_C column in the ESTIMATED_WAIT_TIMES table.
- Instant Estimated Wait Time Was Saved (I EPT 91012) shows the instant in Coordinated Universal Time (UTC) that the estimated wait time was saved. In Clarity, this data is stored in the SAVING_AT_UTC_DTTM column in the ESTIMATED_WAIT_TIMES table.

To report on this information in a Reporting Workbench report:

1. Create a report based on a report template that searches the Generic Patient Database (EPT) master file. For example, you might use report template 17500-Find Patients - Generic Criteria. Refer to the Create a Report from a Report Template topic for more information.
2. Create and add criteria based on one or more of the wait time estimate items listed above. Refer to the Add a Simple Criterion topic under the Add Criteria to a Report topic for more information.
3. Create and add columns to show the data saved in the wait time estimate items listed above. Refer to the Create a Report Column from Scratch topic for more information.

Additional On My Way Setup

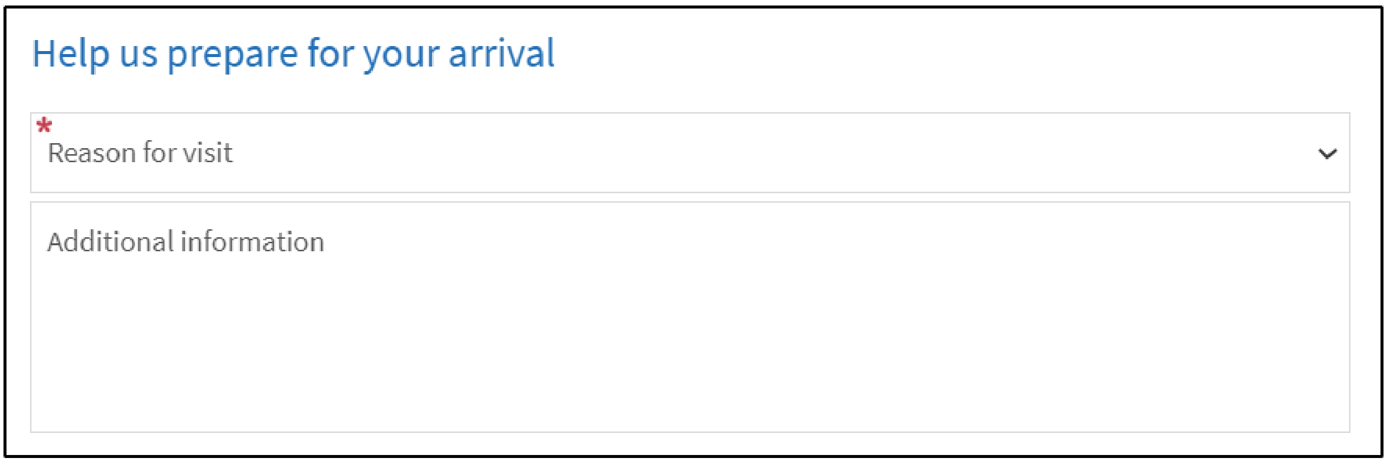
In this section, we'll show you more options that allow for further configuration of the behavior and appearance of On My Way.

Hide the Additional Information Field in On My Way

Starting in November 2022

May 2022 by SU E10213137 and C10212850-MyChart

In the demographics step of On My Way, a patient can use the Additional Information field to provide additional information about their reason for visit or chief complaint. If you don't need to gather details from patients in On My Way or want to reduce the liability of a patient including something concerning about their health situation, you can hide the Additional Information field in the On My Way demographics step in most situations. With this configuration, the field appears (and is required) only if the department record associated with the patient's visit is configured to prompt the patient to enter their chief complaint and they can select "Other." This is true if the Chief complaint list (I DEP 53830) field is set to a preference list that includes an option for "Other."



The Additional Information field in the On My Way Demographics step

To hide the Additional Information field:

1. From the MyChart System Manager Menu, select Scheduling Configuration.
2. Access the On My Way Settings 2 screen.
3. In the Show free-text reason field (I WDF 16055) field, enter 0-No.

Extend Available Walk-In Time for Patients in Cadence Departments

Starting in February 2023

November 2022 by SU E10307147, C10307147-MyChart

May 2022 by SU E10225007, C10225007-MyChart

By making walk-ins available for longer, you can increase the number of patients who can indicate they are on their way to the clinic, even when time slots fill up quickly. Unlike ASAP departments, Cadence departments require two conditions to be true in order to show the walk-in option in On My Way. The first is that there must be available time slots within the look forward window. The second is that the wait time length does not exceed the length of time before the department closes.

By default, the look forward window is set to two hours. To extend how long the walk-in option is available to patients, you can configure the look forward window to look for available time slots from 1 to 24 hours in the future.

To configure the look forward window:

1. From the MyChart System Manager Menu, select Scheduling Configuration.
2. Access the On My Way settings 3 screen.
3. In the Walk in time offset (I WDF 16060) field, enter the number of hours between 1 and 24 during which the On My Way button is enabled if there are available slots.

Disable On My Way Integration with Self-Signup

When prospective patients use On My Way, they can sign up for a MyChart account at the same time. This feature is automatically enabled if you use both On My Way and self-signup with third-party identity verification.

Activating patients from On My Way helps to engage patients from their first interactions with your organization. The demographics information a patient enters during On My Way carries over to the self-signup portion of the workflow, but patients will need to fill in additional information. The same patient record that is used for On My Way is also used for self-signup.

Third-party verification is the only verification method supported for self-signup from On My Way, even if you use both third-party verification and the option to match existing patient records in your system for self-signup on the MyChart website.

Note that the Sign Up Now button is hidden if the patient is below the minimum age required to activate a MyChart account.

We recommend keeping this option enabled, but if you do not want to use it, you can disable it. Note that the setting to disable this feature also disables self-signup integration with open scheduling.

1. From the MyChart System Manager Menu, select Scheduling Configuration and access the Open Scheduling Settings screen.
2. In the Signup action (I WDF 12560) field, enter None.

Disable MyChart Login During On My Way

To help prevent appointments from being scheduled for the wrong patient, you can hide the MyChart login option in the On My Way workflow and require all users who make appointments to complete the demographics verification information for the patient. However, because allowing users to use the MyChart login option saves them a bit of time when making a quick appointment, we recommend that you do not disable this option. Also note that the setting that controls this option also controls whether the MyChart login option is available in open scheduling.

1. From the MyChart System Manager Menu, select Scheduling Configuration and access the Open Scheduling Settings screen.
2. In the Disable login? field, enter Yes if you want to disable the option for patients to log in to an existing MyChart account when scheduling an appointment through On My Way and when openly scheduling an

appointment. The default value is No.

Disable or Enable On My Way Only for Affiliate Sites

If you have affiliate sites that you want to treat as separate entities, you can disable On My Way for those sites so that patients aren't directed to the parent organization's ED or urgent care. Alternatively, you can allow affiliates to enable On My Way even if the parent organization isn't live with On My Way.

- To disable On My Way for affiliate sites if it's enabled for the parent organization, add security point 239-DENY On My Way to the patient access class linked in the Access class (I WDF 3050) field on the Profile Configurations screen in the affiliate's WDF profile record.
- To enable On My Way for affiliate sites while leaving it disabled for the parent organization:
  - Make sure that mnemonic MYC_DISABLE_OMW is not listed on the General System Definitions screen in Patient Access System Definitions.
  - Add security point 239-DENY On My Way to the patient access class linked in the Access class (I WDF 3050) field in the WDF profile record for the parent organization. Make sure that security point 239 is not present in security classes for the affiliate sites that want to enable On My Way.

Note that for the MyChart mobile app to respect this configuration, patients must update the mobile app to version 9.4 or higher.

Group Departments with Display Groups

You can use display groups to create a grouping of departments that should be included in or excluded from On My Way. For example, organizations that use Community Connect can restrict departments in On My Way to only those in their organization.

To determine which display groups appear in On My Way:

1. Add the display groups you want to use to the category list for the OMW - Allowed Display Groups (I WDF 16000) item. For more information about working with category lists, refer to the Modify a Category List's Values topic.
2. From the MyChart System Manager Menu, select Scheduling Configuration and access the On My Way Settings 1 screen.
3. In the Allowed display groups (I WDF 16000) field, enter the list of display groups that can appear in On My Way. If this field is left blank, as released, all departments that are enabled for On My Way appear.
4. Return to the MyChart System Manager Menu, select Master File Entry > Department and open a department record.
5. Access the On My Way Settings screen.
6. In the Display group (I DEP 53810) field, enter the display group this department should belong to for On My Way. This setting applies only if the Allowed display groups (I WDF 16000) field is set in Patient Access System Definitions, meaning this department is included in On My Way search results only if the display group for this department is listed in Patient Access System Definitions.

Add Icons to the On My Way Scheduling Buttons

You can include icons in the On My Way workflow to help differentiate the reasons for visit you offer. Setup for these icons is shared with the centralized scheduling page. For more information, refer to the Add Images to Scheduling Buttons section of the Customize the Centralized Scheduling Page topic.

Customize Text for On My Way

You can optionally customize text patients see when they use On My Way in MyChart by editing text under the following nodes in the Strings Manager.

- Core\Geo\Map
- Scheduling\OnMyWay

For more information about working with the Strings Manager, refer to the Customize .NET Pages Using the Strings Manager topic.

Add Additional Reasons for a Visit

1. From the MyChart System Manager Menu, select Scheduling Configuration and access the On My Way Settings 2 screen.
2. In the Collapsed reasons for visit (I WDF 16005) field, list reasons for visit that are initially hidden and appear only when a patient clicks "Show more." We recommend trying to limit your list of reasons for visit to six or fewer so that you don't need to use this setting.

Disable Pre-Login Workflows

1. From the MyChart System Manager Menu, select Scheduling Configuration and access the On My Way Settings 2 screen.
2. In the Workflows to disable pre-login (I WDF 16030) field, list the encounter creation workflows (Cadence scheduling, ASAP encounter creation) to disable for patients who are not logged in to MyChart. Users can still see the same departments, wait times, and next schedulable time. Disabling these feature pre-login can be a way to avoid creating unconfirmed or temporary patients.

Embed On My Way Into Another Website

> If you want a third-party vendor to embed the On My Way widget in a website they develop, or if you want to use it alongside a third-party solution in your own website, contact your Epic representative and mention SLG 7908617 to discuss how you can use this feature.

You can include the On My Way widget in your organization's website to help patients quickly find care without logging in to MyChart.

To embed the widget, you can add code to your web page similarly to what you do for the embedded open scheduling widget. The URL for the On My Way widget is <MyChartInstance>/Scheduling/OnMyWay/Widget. Alternatively, you can link to the pre-login page itself: /scheduling/onmyway

Here's an example of what the widget code might look like:

```
 <h3>Find Care Now</h3>
<div id="onMyWayContainer">
 <iframe id="onMyWayFrame" class="widgetframe" style="width: 100%;"
   src="https://myhost.com/scheduling/onmyway/widget" allow="ge
olocation">
    </iframe>
```

```
< / d i v >
```

You can use the following query string parameters to limit the widget to a particular display group or reason for visit (with the option to have it automatically selected), to automatically populate the widget based on the patient's ZIP code or longitude and latitude, or to make a scrollbar appear:

- dispGroups. Enter a comma-delimited list of display groups from the Allowed display groups (I WDF 16000) list.
- rfvId. Enter a comma-delimited list of allowed reasons for visit.
- selRfvId. Specify a single reason for visit that should be automatically selected.
- lat/lng. Specify a latitude and longitude to search for locations around that point.
- userLat/userLng. Automatically sets the user's latitude and longitude so that the user's location and distance to departments can be shown on the map.
- zip. Automatically sets the ZIP Code to use for the search.
- depId. Used with the selRfvId parameter. Enter a comma-delimited list of department Ids to allow only those departments to show for the reason for visit that is automatically selected.
- selDepId. Used with the selRfvId parameter. Specify a single department to be automatically selected for the reason for visit that is automatically selected.
- willSkipMap. Set this querystring parameter to 1 to skip the map view and go straight to the user information step. This parameter behaves as if the "I'm on my way" option is automatically selected.

Here are a few other examples of how you might set up the On My Way widget:

Example	Code
Limit the widget to a particular display group you configured with the Allowed display groups (I WDF 16000) setting	<MyChartInstance>/Scheduling/OnMyWay/Widget?dispGroups=12345, where 12345 is the category value for the display group
Specify predefined latitude and longitude for searching in the widget	<MyChartInstance>/Scheduling/OnMyWay/Widget?lat=42.9960594&lng=-89.5710777

In your On My Way CSS override file, you can change the appearance of the On My Way widget. For example, you might:

- Use the overflow parameter to make a scrollbar appear when the content in the On My Way widget is too large for the screen. Enter auto in the parameter to make the scrollbar appear automatically. Note that Internet Explorer might not respect this setting and the scrollbar might show up regardless of the size of the On My Way widget content.

  ```
  .embedded {                onmyway.css
     overflow: ▶ auto;
  }
  ```

- Make the On My Way widget full screen so the content is easier to interact with. Epic recommends making this widget full screen on mobile. You could also create a button to add to your website so patients have the option to open the widget in full screen.

```
@media only screen and (max-width: 782px)
#onMyWayContainer {            stylesheet.
    position: fixed;
    top: 0;
    left: 0;
    height: 100vh;
    width: 100vw;
}
```

Note that depending on how you've embedded the widget, you might need to add "allow-popup" and "allow-scripts" as exceptions for your iframe so that the widget works as expected.

Show Appointment Slots Even If They Fall Within the Current Wait Time

Starting in November 2023

August 2023 by SU E10603007, E10603004

May 2023 by SU E10509692, E10509630

The wait times that appear in On My Way can help patients choose what department they would like to visit. By default, appointment slots in On My Way that fall within the wait time are hidden so that patients are unable to schedule into those appointments in On My Way. For example, if the wait time for a department is currently 45 minutes, then patients are unable to schedule an appointment within those 45 minutes. Hiding those available appointment slots prevents patients using On My Way from taking spots ahead of people waiting in the clinic.

If you feel like your wait time estimates don't represent the number of patients currently waiting at the clinic or your organization does not use wait times or walk ins, you can complete the following steps to either explicitly allow patients to schedule into available appointment slots within the wait time or to hide appointment slots that fall within the wait time.

In February 2024 and earlier, you might also want to use this option if you don’t show wait times in On My Way so you can show all available slots to patients. Starting in May 2024, you don’t need to use this option because, if you don’t use wait times in On My Way, appointment slots that fall within the wait time are not hidden by default.

1. From the MyChart System Manager Menu, select Master File Entry > Department and open a department record.
2. Access the On My Way Settings screen.
3. In the Show slots within wait time (I DEP 53825) field, enter 0-No to hide slots within the wait time. If you want to show the schedulable slots, then enter 1-Yes.