

Process Design Document / Solution Design Document

Process Name: Gen Surg - No Show Letters Automation Phase 5

Purpose of Document

This document serves as the technology policies and procedure for Intelligent Automation Hub at Geisinger

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1. Document Control

Applies to:	All IAH RPA Operating Model
Classification:	Highly Confidential
Owner:	Intelligent Automation Hub Team

DOCUMENT HISTORY

Version	Date	Author	Approver	Reasons for Change
1.0	7/26/21	Phebe Strzempek	Emily Lafeir	Initial Draft
1.0 Phase 2	7/6/22	Phebe Strzempek	Tim Bracken	Policy change
1.0 Phase 3	9/7/22	Virginia Gavek	Tim Bracken	Epic Upgrade 11/6/22 New Screenshots
1.0 Phase 4	5/17/23	Virginia Gavek	Tim Bracken	Epic Upgrade Spring 2023 Hyperdrive
1.0 Phase 4	9/13/23	Virginia Gavek	Tim Bracken	Epic Upgrade Fall Oct 2023

REVIEW

Role	Name	Date
SME		10.10.22
Process Owner		10.10.22

STAKEHOLDERS

Role	Name	Email
Process Owner		
Subject Matter Expert		
Business Architect		
IAH Director		
Developer		
Epic HIT Team		

2. Document Details

2.1 PURPOSE OF THIS DOCUMENT

This document intends to provide a detailed process and solution design proposal for robotics automation of the 'Gen Surg No Show Letters' process

3. Current State Process Description

3.1 PROCESS SUMMARY

Currently when patients are a no-show for their in-person appointments, clinic staff manually sends no show letters to patients' home addresses. Automation will identify these no- show patients and will print and send the no show letters to patients addresses using Geisinger's print shop.

3.2 DATA FLOW & APPLICATIONS

3.2.1 INPUT

Input	Format	Location	Is it natively digital?	Is it structured?
-------	--------	----------	-------------------------	-------------------

Epic	Epic No Show list	Epic	Yes	Yes
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3.2.2 OUTPUT

Output	Format	Location	Frequency	Comment
PDF	PDF	Desktop Application	Created daily for T-4 from date of service	No show letters
Excel	.XLX	Office Application	Sent daily for T-4 from date of service	Report containing patients success cases as well as business exceptions

3.2.3 APPLICATIONS

Application	Version	Interface	Req Key / Operation / URL	Comment
Epic	2016	Desktop Application	N/A	<IAHNOSHOW>
Outlook	2016	Desktop Application	N/A	
Excel	2016	Desktop Application	N/A	
Network Folder				

3.3 BUSINESS RULES

Rule	Detail
Automation frequency	Daily except Wednesday and Thursday / for T-4 from date of service
Bot start time	TBD
Excluding weekends and holidays	No
SLAs	TBD

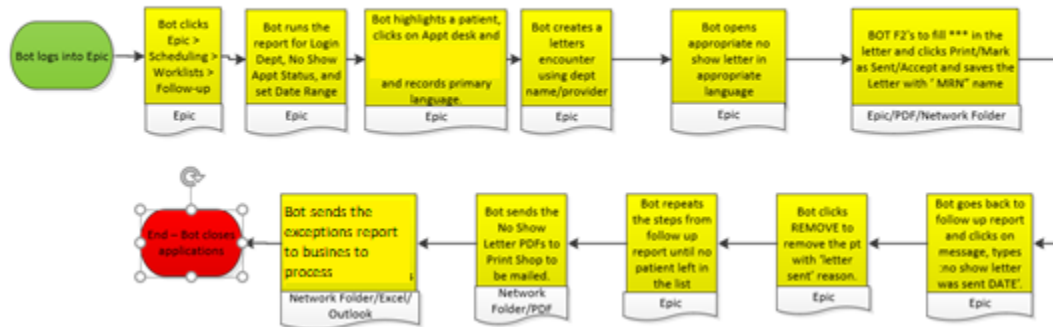
3.4 CURRENT STATE METRICS

Avg. Monthly Transactions	# Batches Monthly	Avg. Volume / Batch	Weekly Avg. Volume	Frequency
225	20	11	56	Daily

4. Future State Process Description

4.1 FUTURE STATE PROCESS FLOW

Bot Automation Process & Workflow Diagram (Future State):



1. Bot will log into Epic
2. Bot will click Epic > Scheduling > worklist > Follow-up > No Shows
3. Bot will run the report for All departments, for no show appts for T-4 date
4. Bot will pick the first patient and will click on Appt Desk
5. Bot will check patient's primary language
6. Bot will create a letters encounter using no show department and provider
7. Bot will pick the appropriate No show letter in patients primary language per service line
8. Bot will complete the no show letter by clicking F2 and completing *** fields
9. BOT will click print, mark as sent and accept and save the letter as PDF.
10. BOT will go back to the follow up report and click Message and type 'no show letter was sent on T date'
11. Bot will click Remove to remove and type 'Letter sent'
12. Bot will repeat all the steps until no patient left in the list for the no-show status report
13. Bot will send the no show letter PDFs to Print Shops network folder
14. Bot will send a list of patients received letter to business
15. Bot will send a list of exceptions to business after each run

4.2 IN SCOPE FOR RPA

100% of current state process is in scope for RPA.

4.3 OUT OF SCOPE FOR RPA

The actions out of scope for RPA should be listed in the table below together with the reasoning.

Activity/Action	Reason for out of scope	Future State solution	Measures to be taken for future automation
N/A			

4.4 FUTURE STATE DETAILED STEPS

1. Bot will log into Epic

2. Bot will log into 103369 Dept
3. Bot will click Continue
4. Bot will click Epic> Scheduling> Work Lists > Follow-Up
 - Bot will Click List under Departments and type the list of department numbers (see the list)

Department #
103369
103366
101062
105144
101118
1039
963
106096
6073
6026
103600
3032
411
66314
66413
103943
104761
103604
106200
103763
67021
66376
478
105319
3072
103570

- Bot will put from date: t-4, to date: t-4
 - Bot will click list under Appointment Status and type: No Show and press enter
 - Bot will click RUN
5. Once the report is completed, Bot will click once on the first patient and click Appt Desk

6. If Bot lands on the break the glass window, it will click Cancel and move on to the next patient.
Break the Glass patients will be reported as business exceptions

7. If Bot lands on Patient Chart Advisories tab or any other tab, BOT will click to APPT Desk tab

- If Covid recovery encounter pop up show up, Bot will click OK to continue:
- If the deceased patient pop-up opens up, Bot will click OK
- Deceased patients will be reported as business exceptions. Bot will exit the patient's appointment desk, and start processing the next patient

8. Bot will record patients preferred language and MRN:

- a. English: will receive English letters
- b. Spanish: will receive Spanish letters
- c. Nepali: will receive Nepali letters
- d. Arabic: will receive Arabic letters
- e. Vietnamese: will receive Vietnamese letters
- f. Russian: will receive Russian letters
- g. Chinese: will receive Chinese letters
- h. Any other: will receive English letters
- i. If BOT cannot obtain patient's preferred language – Bot will use English letters

9. Bot will click on PAST tab:

- Bot will use API check to look if the patient was in admitted status during this visit date (T-4)
 - **Admitted:** ED inpatient, ED outpatient, Inpatient, Observation
 - **Admitted patients will be reported out as business exception**
- If patients are admitted during the appointment, they will be excluded from no shows
 - Exclusion tab will be added to the output file as: Admitted

10. Bot will look at the T-4 no show encounter under the inclusion departments

- a. Bot will exclude these visit types from T-4 no show letters

Exceptions	
Visit #	Name of Visit

610205	Colonoscopy/EGD
27238	Phone Call, No Billing
117	Nurse
32553	Proven Recovery Class
601712	New Cancer
22126	Return Cancer
33508	New Breast Cancer
33512	New Surg Onc
21240	Phone Call
331129	Phone Call

- b. Bot will find the very recent NO SHOW (T-4)
 - c. Bot will look at encounter date (which will be T-4), encounter department and encounter provider. (Encounter department and encounter provider will be used to create letters encounter)
- 11. Bot will click Epic > Options > Send Letter
- 12. Bot will type patient's MRN and click Find Patient. Confirm the patient by using DOB. Once bot confirms patient, bot will click on Accept button.
- 13. If patient has an open letter encounter from past, this window will show up, Bot will click 'Create an Encounter' Tab.
 - a. If Bot is going back to process the patient after creating the letters encounter but failing to finish the letter, Bot will use the **Date, Provider, and department** information to go back into the same letters encounter (obtained by the BOT from the APPT desk, no show provider, no show department, and today's date)
 - b. Bot will try up to 4 times to complete the same patient
 - c. Bot will always go back to the initial letters encounter it created
- 14. If patient doesn't have a past open letter encounter, this window will show up, Bot will pick the NO SHOW provider name and NO SHOW PROVIDER and click accept
- 15. If Bot lands on Patient Chart Advisories tab, BOT will click to the Letters tab
- 16. Bot presented with pop up box 1 of 3 only once due to November 2022 Epic Upgrade. Bot to click on NEXT button
- 17. Bot presented with pop up box 2 or 3 only once due to Upgrade. Bot to click on 'Next'.

18. Bot presented with pop up box 3 of 3 only once due to November 2022 Epic Upgrade. Bot click on "Let's Go to Work!" button
19. Bot click on 'New Patient Letter' – NOTE: after steps 16, 17 and 18 are completed once, this will be the screen to start in
20. If Bot is unable to complete letter, click on the X and then Delete button.
21. Bot enter the letter number in the Choose letter field and press enter.
22. Bot will complete the letters:

English:

*** - no show date

*** - 570-271-7917

I noticed that you missed your appointment at our office on ***.

Your health and wellbeing are important to me. I understand that sometimes things come up, but I encourage you to make every effort to keep your scheduled appointments.

I would ask that if you cannot make it to your appointment that you call at least 24 hours in advance so we can cancel your appointment and use that time for another patient. You may also cancel your appointment via MyGeisinger.org.

Reschedule your appointment now by calling us at *** or visit

www.MyGeisinger.org

Spanish:

*** - no show date

*** - 570-271-7917

He notado que faltó a su cita a nuestro consultorio el ***. Su salud y bienestar son importantes para mí. Entiendo que a veces pueden surgir problemas, pero lo/a animo a que haga todo lo posible por ir a sus citas programadas.

Le pediría que si no puede ir a su cita, llame al menos con 24 horas de antelación para que podamos cancelar su cita y usar ese horario para otro paciente. También puede cancelar su cita por MyGeisinger.org.

Reprograme su cita ahora llamándonos al *** o visite www.MyGeisinger.org

ENGLISH TRANSLATION:

I noticed that you missed your appointment at our office on ***.

Your health and wellbeing are important to me. I understand that sometimes things come up, but I encourage you to make every effort to keep your scheduled appointments.

I would ask that if you cannot make it to your appointment that you call at least 24 hours in advance so we can cancel your appointment and use that time for another patient. You may also cancel your appointment via MyGeisinger.org.

Reschedule your appointment now by calling us at *** or visit

www.MyGeisinger.org

Nepali:

*** - no show date

*** -570-271-7917

तपाईंले हाम्रो कार्यालयमा *** का लागि तय गरिएको अपोइन्टमेन्ट छुटाउनुभएको कुरा मै थाहा पाएँ । तपाईंको स्वास्थ्य र कल्याण मेरा लागि महत्त्वपूर्ण छन् । कहिलेकाहीँ त्यस्ता परिस्थिति आइपर्छन् भन्ने म बुझ्छु, तर म तपाईंलाई आफ्नो निर्धारित अपोइन्टमेन्टहरू नछुटाउन हर प्रयास गर्न प्रोत्साहित गर्दछु ।

यदि तपाईं आफ्नो अपोइन्टमेन्टमा उपस्थित हुन सक्नुहुन्न भने तपाईंले कम्तीमा 24 घण्टा पहिले कल गर्न म आग्रह गर्दछु ताकि हामी तपाईंको अपोइन्टमेन्ट रद्द गरेर उक्त समय अर्को बिरामीका लागि प्रयोग गर्न सक्ने छौं । तपाईंले www.MyGeisinger.org मा गएर पनि आफ्नो अपोइन्टमेन्ट रद्द गर्न सक्नुहुन्छ ।

अब हामीलाई *** मा कल गरेर वा www.MyGeisinger.org मा गएर आफ्नो अपोइन्टमेन्ट पुनः तय गर्नुहोस् ।

ENGLISH TRANSLATION:

I noticed that you missed your appointment at our office on ***.

Your health and wellbeing are important to me. I understand that sometimes things come up, but I encourage you to make every effort to keep your scheduled appointments.

I would ask that if you cannot make it to your appointment that you call at least 24 hours in advance so we can cancel your appointment and use that time for another patient. You may also cancel your appointment via MyGeisinger.org.

Reschedule your appointment now by calling us at *** or visit

www.MyGeisinger.org

Arabic:

*** - no show date

*** -570-271-7917

وعافيتك مهمتان بالنسبة لي. إنني أفهم أنه في إن صحتك ***. لقد لاحظت أنك فاتك موعدك لدى مكتبنا في

بعض الأحيان قد تطرأ أشياء، ولكنني أشجعك أن تبذل كل جهدك للحفاظ على مواعيدك المُجدولة

موعدك أن تقوم بالاتصال على الأقل قبل 24 ساعة حتى نستطيع أود أن اطلب إن لم تتمكن من الحضور في

يُمكنك أيضاً إلغاء موعدك عبر إلغاء موعدك ولنقوم باستخدام هذا الوقت لمريض .MyGeisinger.org. آخر.

أو زيارة فُهم بإعادة جدولة موعدك الآن عن طريق الاتصال على *** www.MyGeisinger.org

ENGLISH TRANSLATION:

I noticed that you missed your appointment at our office on ***.

Your health and wellbeing are important to me. I understand that sometimes things come up, but I encourage you to make every effort to keep your scheduled appointments.

I would ask that if you cannot make it to your appointment that you call at least 24 hours in advance so we can cancel your appointment and use that time for another patient. You may also cancel your appointment via MyGeisinger.org.

Reschedule your appointment now by calling us at *** or visit

www.MyGeisinger.org

Vietnamese:

*** - no show date

*** -570-271-7917

Tôi nhận thấy rằng quý vị đã bỏ lỡ cuộc hẹn của quý vị tại văn phòng của chúng tôi vào ***. Sức khỏe thể chất và tinh thần của quý vị rất quan trọng đối với tôi.

Tôi hiểu rằng đôi khi tình huống bất ngờ có thể phát sinh, nhưng tôi khuyến khích quý vị cố gắng hết sức để đến những cuộc hẹn đã lên lịch của mình.

Tôi muốn yêu cầu rằng nếu quý vị không thể đến được cuộc hẹn của mình thì quý vị gọi đến thông báo trước ít nhất 24 giờ để chúng tôi có thể hủy cuộc hẹn của quý vị và sử dụng thời gian đó cho bệnh nhân khác. Quý vị cũng có thể hủy cuộc hẹn của mình qua MyGeisinger.org.

Bây giờ, quý vị hãy lên lịch lại cuộc hẹn của mình bằng cách gọi cho chúng tôi vào *** hoặc truy cập www.MyGeisinger.org

ENGLISH TRANSLATION:

I noticed that you missed your appointment at our office on ***.

Your health and wellbeing are important to me. I understand that sometimes things come up, but I encourage you to make every effort to keep your scheduled appointments.

I would ask that if you cannot make it to your appointment that you call at least 24 hours in advance so we can cancel your appointment and use that time for another patient. You may also cancel your appointment via MyGeisinger.org.

Reschedule your appointment now by calling us at *** or visit

www.MyGeisinger.org

Russian:

*** - no show date

*** -570-271-7917

Вы не явились на прием, который был назначен на ***. Ваше здоровье и благополучие важны для меня. Я понимаю, что иногда возникают непредвиденные обстоятельства, но я настоятельно прошу Вас приложить все усилия и не пропускать запланированные приемы.

Если Вы не можете прийти на прием, прошу Вас отменить запись, сообщив об этом по телефону предварительно как минимум за 24 часа, чтобы освободить это время для других пациентов. Вы также можете отменить прием на веб-странице MyGeisinger.org.

Чтобы перенести прием, позвоните по номеру *** или посетите веб-страницу www.MyGeisinger.org

ENGLISH TRANSLATION:

I noticed that you missed your appointment at our office on ***.

Your health and wellbeing are important to me. I understand that sometimes things come up, but I encourage you to make every effort to keep your scheduled appointments.

I would ask that if you cannot make it to your appointment that you call at least 24 hours in advance so we can cancel your appointment and use that time for another patient. You may also cancel your appointment via MyGeisinger.org.

Reschedule your appointment now by calling us at *** or visit

www.MyGeisinger.org

Chinese:

*** - no show date

*** -570-271-7917

我注意到您错过了 *** 在我们诊所的约诊。您的健康和福祉对我来说很重要。我能理解有时会发生一些计划之外的事情，但我鼓励您尽力前往已排定的约诊。

如果您无法准时赴约，请提前至少 24 小时致电我们，以便我们取消您的约诊，将这个时间用于为其他患者服务。您也可以访问 MyGeisinger.org 取消约诊。

您现在可以致电 *** 与我们联系，或访问 www.MyGeisinger.org 重新排定约诊。

ENGLISH TRANSLATION:

I noticed that you missed your appointment at our office on ***.

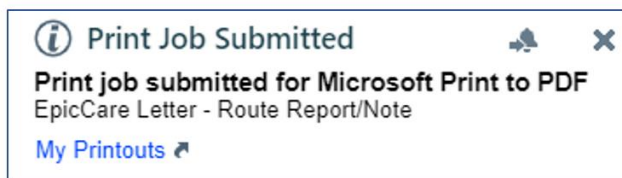
Your health and wellbeing are important to me. I understand that sometimes things come up, but I encourage you to make every effort to keep your scheduled appointments.

I would ask that if you cannot make it to your appointment that you call at least 24 hours in advance so we can cancel your appointment and use that time for another patient. You may also cancel your appointment via MyGeisinger.org.

Reschedule your appointment now by calling us at *** or visit

www.MyGeisinger.org

23. If *** are not completed in letter and 'print now' button is used, warning pop up will show. Bot click on 'Go Back' button and complete open *** areas in letter from above workflow
24. Bot to click on DETAILS at top right to open section only once to have this default as opened. This allows for the Reason for Letter and Letter Comment section to show. Bot will type IAHNOSHOW in the Letter comments:
25. Bot will click on 'Print Now' button once letter is completed.
26. Screenshot of Communication Management after 'print now' button is used – FIRST TIME PRINTER SETUP. The first time bot does this process, it will be presented with this screen to view information. Bot to click on X to exit from view of letter. Then Bot to click on 'Select a printer' in the Printer Selection Required bot at the top right-hand corner of the screen.
27. After bot clicks on 'select a printer', bot to choose the Microsoft Print to PDF option, then click on PRINT button. This is only needed to be done once for the setup.
28. 'Print Job Submitted' message will show in the top right hand-side of the screen. Message will go away quickly.



29. Bot will save the letter PDF to a network folder by naming it: MM_DD_YYYY_MRN

Automated QA to double check if letters sent:

30. Screenshot of Communication Management after 'PRINT NOW' button is used. Bot click on X to exit from communications screen

31. Green Print Job Completed message shows at the bottom right of the screen. Bot does NOT need to do anything. Display box will disappear on it's own quickly. Verify that saved Letter is a PDF in this message box
32. Bot will click on Review button once it lands back on the appointment desk

If Bot fails to save the letter template, it will put it in the output file as 'unable to print' as business exception

Bot will click on Letters tab

Bot will check to see if there is a letter from the same day with comments: IAHNOSHOW

- It will add a column to the output file
- Letter Sent: Confirmed / No confirmed

33. Bot will send all the PDFs to the print shops network folder to be printed and sent to patient's address.

34. Bot will go back to the scheduling reports, and click Message, types: **no show letter was sent TODAY's date**, and click ACCEPT. (Bot will not delete any other existing message in this BOX)
***Bot will click on message again > check to see if the message was added for all patients. If identifies any patients that had no message added, Bot will try 2 more times. If still failed, it will add it to the exception tab in the output file" No message added"**

35. Bot will click Remove to remove the patient from the list and click on Magnifying glass next to Remove reason

36. Bot will pick "Unable to Contact Patient - Letter Sent"

37. Bot will click Accept

38. Bot will repeat the steps for the next pt. until there are no patients left

39. Bot will send an email to business with success, business and system exceptions

4.5 EXCEPTIONS IN THE PROCESS FLOW

Exception	Actions	Comment
Break the glass popup	Click cancel on pop up	Do not process this patient. Business will have to manually process this patient. Patient will show up in the Break the glass tab.
Patient Deceased	Dismiss popup and move on	Do not process this patient. Patient will show up in patient deceased tab
BOT Failed (unknown reason)	Bot failed at some point and needs manual follow up. IAH will investigate the reason of failure and will plan on implementing a fix on a planned date.	Patient will show up in patient failed tab Business will have to manually process this patient
Patients have completed and no show from the same date	Bot will put this patient in the failed patient tab and not processed the patient. Bot will not create encounters for these patients. They will be manually handled	Patient will show up in patient exception tab. Business will have to manually process this patient
Message Not added	If Bot fails to add a message from follow up report, it will mark it as business exception and provide the patient information in the output file	Patient will show up in patient message failed tab. Business will have to manually process the message for this patient
Visit type exceptions	Certain visit types are excluded from the no show letters. Bot will provide the list of patients in the output file	Patient will show up in patient exception tab. Business will have to manually process this patient
Unable to Print	<u>If Bot fails to save the letter template, it will put it in the output file as 'unable to print' as business exception</u>	Patient will show up in 'unable to print' tab for manual printing

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4.6 SYSTEM ERRORS

Error	Action	Comment
Application crash	Recover and retry 3 times to try the same patient if no encounter created	
If Bot fails before creating a letter encounter	Recover and retry 3 times to try the same patient if no encounter created	
If Bot fails after creating a letter encounter	Do not retry. Add it in Failed Tab for manual review	

PROCESS CONTINUITY

Prevention: Establishing and defining what redundancies and protocols are in place to prevent failures in the process and maintain business continuity		
Event	Actions (Who/what/How)	Result
When the system or application is down (i.e. EPIC)	Alert set up for IAH team	Bot will process the count the next day
Detection: Defining what protocols are in place for monitoring the process to detect bugs and stop incorrect actions at all points post go-live and escalated monitoring during massive systems changes		
Event	Actions (Who/what/How)	Result
Quality Assurance	Audit/Auto Review	B.A. will alert the developer and technical analyst on the error. Bot will be paused until issue is identified if Bot is not functioning properly

Hypercare	- Alert system - Auto Quality Assurance by the Automation	B.A. will alert the developer and technical analyst on the error. Bot will be paused until issue is identified if Bot is not functioning properly
Recovery Assessing the level of risk, define strategic stakeholders to be alerted in need of a recovery and outlining the recovery plan to get back to operational state.		
Event	Actions (Who/what/How)	Result
If the bot fails, how will it continue and resolve issue?	If bot fails to run the whole process, bot will stop and run the queues the next day.	If bot is unable to complete the automated process, it should email the user to provide an update as well as email alert to the Bot Controller [@geisinger.edu]. The Bot Controller will then be responsible to triage the bot disruption, fix the issue(s), and either schedule ad hoc processing or resume the bot processing.

5. Technical Details

Item	Description	Comment
Robot Type	Unattended	
Orchestrator used?	Yes	On-Premise/Version
UiPath version used	2019.10	

6. Reporting

Report Type	Update Frequency	Details	Distribution List
PDFs to Print shop's network folder	Daily	PDFs of patient letters to be mailed to addresses	Network folders
Daily List of patients	Daily	Subject: IAH- Gen Surg No how Automation Daily Patient Reports MM_DD_YYYY Body of email: list of the number of rows in each tab. TAB 1: List of patients received no show letters Name of TAB: "No Show_letter_recipients" No Show letters list: (Mrn, Full Name, last No Show Appointment Dept, last No Show date, last No Show provider, Tab 2: List of patient's had Break The Glass Name of tab: "Break The Glass" Break The Glass list (to be manually processed): (Mrn, Full Name, last No Show Appointment Dept, last No Show date and time) Tab 3: List of patient's Comp/No Show Name of Tab: "Comp/No Show"	Output file recipient list Department: 103763, 66376, 67021, 6073, 6026, 103600, 66413, 103943, 104761, 103604 ichandler1@geisinger.edu kbsullivan@geisinger.edu mllewis@geisinger.edu iahrpaprodsupport@geisinger.edu pfstrzempek@geisinger.edu Department: 66314, 66376, 411, 3032, 478, 105319, 3072. JAHECKENDORN@geisinger.edu kbsullivan@geisinger.edu mllewis@geisinger.edu iahrpaprodsupport@geisinger.edu pfstrzempek@geisinger.edu Department: 103369, 103366, 101062, 105144, 101118, 1039, 963, 106096, 103604, 106200 kbsullivan@geisinger.edu mllewis@geisinger.edu

		list (to be manually processed): (Mrn, Full Name, last No Show Appointment Dept, last No Show date and time) Tab 4: List of deceased patients Name of Tab:: "Deceased Patients" Deceased patients (to be manually processed): (Mrn, Full Name, last No Show Appointment Dept, last No Show date and time) Tab 5: List of failed patients Name of tab: "failed patients" list (to be manually processed): (Mrn, Full Name, last No Show Appointment Dept, last No Show date and time) Tab 6: List of patients had no message added Name of tab: No Message added Bot will check to see if the message was added for all patients. If identifies any patients that had no message added, Bot will try 2 more times. If still failed, it will add it to the exception tab in the output file "No message added" : : (Mrn, Full Name, last No Show Appointment Dept, last No Show date and time) Tab 7:	iahrpaprodsupport@geisinger.edu pfstrzempek@geisinger.edu Jesso, Pamela <pjesso@geisinger.edu>; Zawadzki, Melissa M. <mmzawadzki@geisinger.edu>
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		List of patient's excluded due to visit type Name of Tab: " Visit Types Excluded" : (Mrn, Full Name, last No Show Appointment Dept, last No Show date and time) Tab 8: List of patients whose letters were not printed Name of tab: Unable to Print (Mrn, Full Name, last No Show Appointment Dept, last No Show date, last No Show provider)	
Bot Failed (didn't run at all)	Bot will run the report the next day for the same population (start date T-5 to end date T-4)	Subject: IAH-No Show Automation – Process Failed Bot will email the business and inform the failure. Body: Bot failed due to system error. Bot will run the same population on tomorrow's run.	Strzempek, Phebe pfstrzempek@geisinger.edu iahrpaprodsupport@geisinger.edu

7. Environment Details

Application	Development Stage	Environment	Access Type	Access Key/Credential
Epic	Development	<Epic_Dev>	IAHNOSH OW and password	
	Test	<Epic_Test>	IAHNOSH OW and password	

	Prod	< Epic Prod >	IAHNOSH OW and password	
Outlook	Development /Test/UAT/Prod	<Environment Name>	Email account and password	
Network Folder	Test/Prod		TBD	

8. Assumptions

Assumption	Impact
Mapping table is present in shared drive at start of automation	If file is not present then robot cannot start

9. ADDITIONAL SOURCES OF PROCESS DOCUMENTATION

Type	Name	Link	Comments
No Show Policy	No Show Policy		

10. Appendix

10.1 GLOSSARY

Acronym/Term	Meaning
PDD	Process Design Document – document that contains information about the process in scope for automation and about the agreed technical solution

RPA	Robotic Process Automation
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