

Process Design Document / Solution Design Document

Process Name: BH - No Show Letters Automation

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	7/15/21			Initial Draft
1.1	2/24/22			Updates
1.2	1/3/24			Update

REVIEW

Role	Name	Date
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STAKEHOLDERS

Role	Name	Email
Process Owner		
SME		
Business Architect		

IAH Director		
Developer		
Epic HIT Team Members		

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 'BH No Show Letters' process

3. Current State Process Description

3.1 PROCESS SUMMARY

Bot user is designed to run no show reports for BH specialties, save their no show letters into PDF version and sending them to print shop to be mailed to patients' home addresses. Automation will provide success and business exceptions list daily to the business

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

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
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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
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TBD	TBD	TBD	TBD	Week Days (Friday to Tuesday)
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3.5 CURRENT STATE PROCESS FLOW

High Level Process Steps (Current state):

1. Staff Logs into Epic
2. Staff looks at the messages from providers on patients that they need to send no show letters
3. Staff sends no show letters via: MYG, letters, note to the patients

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 BH 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 who received the letters as well as the list of business and system exceptions to the business

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 2039 Peds Psych GBH Dept
3. Bot will click Ok
4. Bot will click Epic> Scheduling> Worklist > Follow-Up
 5. Bot will Click List under Departments and type the list of department **numbers** (see the list at the end of the document under 'department list')
 6. Bot will put from date:t-4, to date: t-4
 7. Bot will click list under appointment status and type: No Show and press enter
 8. Bot will click RUN
9. Bot will click once on the first patient and click Appt Desk
10. 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
11. If Bot lands on Patient Chart Advisories tab, BOT will click to APPT Desk tab

If Bot sees the covid encounters alert, it 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

12. 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

13. Bot will click on PAST tab:

14. Bot will look at all T-4 No Show BH encounter:

- a. Bot will look at the very last no show encounter date (which will be T-4), encounter department and encounter provider. (Encounter department and encounter provider will be used to create letters encounter)

Admitted Status:

Bot will use API check to look if the patient was in admitted status during this visit date (T-4)

- **Admitted:** Hospital Encounter during the time period T-4, Status:(Discharge, Admission, Pre-admission, In Progress, or Triage (for ED visits), and not cancelled)
- **Admitted patients will be reported out as business exception**

15. If patient have a completed and no show visit under any of the inclusion department from the same no show date (T-4), Bot will report this patient under completed/no show tab as business exception

- a. Enc Status: encounter status
- b. Encounter Date: No Show(s) Date
- c. Department: inclusion department list

16. Bot will click Epic > Options > Send Letter

17. Bot will type patient's MRN and click Find Patient. Confirm the patient by using DOB.

18. If patient has an open letter encounter from past, this window will show up, Bot will click NEW

- 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

19. If patient doesn't have a past open letter encounter, the above window will show up, Bot will write the NO SHOW provider name and NO-SHOW PROVIDER and click accept

20. If Bot lands on Patient Chart Advisories tab, BOT will click to the Letters tab

21. Bot presented with pop up box 1 of 2 **only once** due to November 2022 Epic Upgrade. Bot click on NEXT button

22. Bot presented with pop up box 2 of 2 **only once** due to November 2022 Epic Upgrade. Bot click on "Let's Go to Work!" button

23. Bot click on 'New Patient Letter' – NOTE: after steps 14 and 15 are completed once, this will be the screen to start in.

24. If Bot is unable to complete letter, click on the X and then Delete button.

25. Bot enter the letter number in the Choose letter field and press enter.

Record ID	Record Name
	CMSL/GEN SURG/NEUROSCIENCE NO SHOW WARNING LETTER
	CMSL/GEN SURG/NEUROSCIENCE NO SHOW WARNING LETTER (SPANISH)
	CMSL/GEN SURG/NEUROSCIENCE NO SHOW WARNING LETTER (NEPALI)
	CMSL/GEN SURG/NUEROSCIENCE NO SHOW WARNING LETTER (ARABIC)
	CMSL/GEN SURG/NEUROSCIENCE NO SHOW WARNING LETTER (VIETNAMESE)

	CMSL/GEN SURG/NEUROSCIENCE NO SHOW WARNING LETTER (RUSSIAN)
	CMSL/GEN SURG/NEUROSCIENCE NO SHOW WARNING LETTER (CHINESE)

24. Bot will complete the letters:

English:

*** - no show date

*** - type .deptph and press enter

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

*** - type .deptph and press enter

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:

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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

*** - type .deptph and press enter

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 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

*** - type .deptph and press enter

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 فم 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

*** - type .deptph and press enter

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

*** - type .deptph and press enter

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

*** - type .deptph and press enter

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

25. 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

26. 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:

27. Bot will click on 'Print Now' button once letter is completed.

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.**

28. 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.

29. **'Print Job Submitted' message will show in the top right hand-side of the screen. Message will go away quickly.**

30. 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:

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

32. 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.

33. 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

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

35. 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"**

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

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

38. Bot will click Accept

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

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

4.5 EXCEPTIONS IN THE PROCESS FLOW

Business 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
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 failed 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 no message add tab. Manual processing
Admitted Patients	If the patient is admitted the same day of the no show visit, the patient will be reported as business exception	Patient will show up in admitted tab. Manual processing
Invalid Address	If patients address contains ***update address* bot will report this as business exception	Patient will show up in invalid address tab for manual processing
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
System Exception	Actions	Comment
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

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/Manual review (10% of daily removed logs) - Alert system	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 - Logs reviewed by BA and Developer (10% of daily removed logs)	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	Daily	PDFs of patient letters to be mailed to addresses	Network folders

network folder			
Daily List of patients	Daily	Subject: IAH- BH 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, how many consecutive appts patient missed under that specialty, no show letter name (1, 2,3) TAB 2: List of patient's candidate for termination Name of Tab: "Termination Candidates" Termination candidate list: (Mrn, Full Name, last No Show Appointment Dept, last No Show date, visit type, last No Show provider, how many consecutive appts patient missed under that specialty, timeframe from first no show to 3rd no show) Tab 3: 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 4: List of patient’s Comp/No Show Name of Tab:: “ Comp/No Show” list (to be manually processed): (Mrn, Full Name, last No Show Appointment Dept, last No Show date and time) Tab 5: 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) Tab6: 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 7: List of patients had no message added Name of tab: No Message added	
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		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 8 - List of patients admitted on the same day of the admission Name of tab: admitted patients (Mrn, Full Name, last No Show Appointment Dept, last No Show date and time) Tab 9: 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, how many consecutive appts patient missed under that specialty, no show letter name (1, 2,3)) Tab 10: list of patients with exceptions visit type Name of tab: Visit type exception (Mrn, Full Name, last No Show Appointment Dept and visit type, last No Show date and time)	
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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.	
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7. Environment Details

Application	Development Stage	Environment	Access Type	Access Key/Credential
Epic	Prod	< Epic Prod >	IAHNOSH OW	Username: <username>
Outlook	Development /Test/UAT/Prod	<Environment Name>	Email account and password	Email:
Network Folder	Test/Prod		TBD	
Adobe Reader				
Excel				

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
Termination Policy	Termination of Patient Physician Relationship 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

ID #	Department Name	Specialty
329	PSYCHIATRY GRAYS WOODS	Psychiatry
370	PSYCHIATRY SCENERY PARK	Psychiatry
440	PSYCHIATRY LEWISTOWN	Psychiatry
2044	PSYCHIATRY GBH	Psychiatry

2045	PSYCHIATRY E 1ST BLOOM	Psychiatry
6023	PSYCHIATRY DANVILLE	Psychiatry
6044	PSYCHIATRY GIM DANVILLE	Psychiatry
6125	PSYCHIATRY DANVILLE D2	Psychiatry
6202	PSYCHIATRY F7 DANVILLE	Psychiatry
6600	PSYCH ADULT BLOOM RD DANVILLE	Psychiatry
6620	INTENSIVE OUTPATIENT PROGRAMS	Psychiatry
6632	PSYCHIATRY REHAB HOSP DANV	Psychiatry
6639	TBH OUT-PATIENT PSYCH Inactive	Psychiatry
66031	PSYCHIATRY HFAM DANVILLE	Psychiatry
101023	PSYCHIATRY KISTLER CLINIC	Psychiatry
103495	PSYCHIATRY BERWICK	Psychiatry
103717	PSYCHIATRY MILTON	Psychiatry
103834	PSYCHIATRY FRACKVILLE	Psychiatry
103883	PSYCHIATRY MONTOURSVILLE inactive	Psychiatry
104094	PSYCHIATRY BALTIMORE DR WB	Psychiatry
104614	PSYCHIATRY WOODBINE	Psychiatry

104655	PSYCHIATRY GSCW 1ST FL INACTIVE	Psychiatry
105068	PEDS PSYCH POTTSVILLE	Psychiatry
105366	PSYCHIATRY WB 620 BALTIMORE DR	Psychiatry
106089	PSYCHIATRY SWB 4TH FL	Psychiatry
106201	PSYCHIATRY PAIN GSWB	Psychiatry
341104	PSYCHIATRY COMMUNITYCARE KISTLER	Psychiatry
341131	PSYCHIATRY COMMUNITYCARE HAZLETON	Psychiatry
602809	PSYCHIATRY LEWISBURG Inactive	Psychiatry
100065	GWV PED PSYCHIATRIC Inactive	Psychiatry
340205	GERO PSYCH IP GSACH Inactive	Psychiatry
920025	GSWB PSYCHIATRY Inactive	Psychiatry
110	PEDS PSYCH BLOOM MED ARTS	Psychology
298	PEDS PSYCH GRAYS WOODS	Psychology
324	PSYCHOLOGY GRAYS WOODS	Psychology

377	PSYCHOLOGY SCENERY PARK	Psychology
546	NEUROPSYCHOLOGY SCENERY PARK	Psychology
547	PEDS PSYCH LEWISTOWN	Psychology
953	PEDS PSYCH MT PLEASANT	Psychology
958	PSYCHOLOGY MT PLEASANT 2ND FL	Psychology
961	PSYCHOLOGY MT PLEASANT	Psychology
1062	PSYCHOLOGY 1ST FL GCMC	Psychology
2039	PEDS PSYCH GBH	Psychology
2042	NEUROPSYCHOLOGY GBH	Psychology
2046	NEUROPSYCHOLOGY E 1ST ST BLOOM	Psychology
6088	PSYCHOLOGY AGC6 DANVILLE	Psychology
6089	PSYCHOLOGY WPLL2 DANVILLE	Psychology
6203	PEDS PSYCH D2 DANVILLE	Psychology
6236	PEDS PSYCH F3 DANVILLE	Psychology
6277	PEDS PSYCH F6 DANVILLE	psychology
6337	PEDS PSYCHOLOGY DANVILLE	psychology

6338	PSYCHOLOGY DANVILLE	Psychology
6536	NEUROPSYCHOLOGY DANVILLE SYF2	Psychology
6618	PSYCH PEDS BLOOM RD DANVILLE	psychology
6681	PSYCHOLOGY KNAPPER CLINIC DANVILLE	Psychology
60421	PSYCHOLOGY LEWISBURG	Psychology
103334	NEUROPSYCHOLOGY GSCW	Psychology
103525	PEDS PSYCH SELINGSGROVE	Psychology
103543	PSYCHOLOGY GWV CANCER CENTER	Psychology
103623	PEDS PSYCH BLOOM REICHART RD - INACTIVE	Psychology
103653	PEDS PSYCH LOCK HAVEN Inactive	Psychology
103800	PEDS PSYCH FRACKVILLE	Psychology
104536	PEDS PSYCH SHAMOKIN	Psychology
104619	PEDS PSYCH WOODBINE DANVILLE Inactive	Psychology
104678	PEDS PSYCH 16 WOODBINE DANVILLE	Psychology

104737	PEDS PSYCH CHILD ADVOCACY CENTER	Psychology
105311	PEDS PSYCH LOWS RD BLOOM	Psychology
105312	NEUROPSYCHOLOGY BALTIMORE DR WB	Psychology
105359	PEDS PSYCH SELINGSGROVE UNIV AVE	Psychology
105380	PEDS PSYCH FORTY FORT	Psychology
105395	PEDS PSYCH STE 128 FORTY FORT	Psychology
106085	PEDS PSYCH SWB 4TH FL	Psychology
106086	PSYCHOLOGY SWB 4TH FL	Psychology
106087	NEUROPSYCHOLOGY SWB 4TH FL	Psychology
106108	NEUROPSYCHOLOGY SWB	Psychology
106230	PEDS PSYCH HAMM DR LEWISBURG	Psychology
967	PSYCHOLOGY SCRANTON 521 MT PLEASANT DR	Psychology
103644	PSYCHOLOGY LOCK HAVEN Inactive	Psychology
104659	NEUROPSYCHOLOGY GSCW Inactive	Psychology
105415	NEUROPSYCHOLOGY SCRANTON W OLIVE ST	Psychology

960022	GCMC NEUROLOGY-EPILEPSY MANAGEMENT Inactive	Psychology
101146	PSYCHOLOGY 65 FORWARD KINGSTON	Psychology
103554	PEDS PSYCH LEWISBURG	Psychology
103599	PSYCHOLOGY BLOOMSBURG REICHART RD - INACTIVE	Psychology
103643	PEDS PSYCH MT TOP 35 S MT BLVD	Psychology
104514	PSYCHOLOGY 65 FORWARD SCRANTON	Psychology
104515	PEDS PSYCH SHAMOKIN HOSPITAL RD	Psychology
105434	PSYCHOLOGY POTTSVILLE T REILEY WAY	Psychology
105435	PSYCHOLOGY TUNKHANNOCK	Psychology
105949	PEDS PSYCH WB HANOVER ST	Psychology
341132	PSYCHOLOGY COMMUNITYCARE HAZLETON	Psychology
341133	PEDS PSYCH COMMUNITYCARE HAZLETON	Psychology
603809	PEDS PSYCH LEWISBURG	Psychology