

Manipal Academy of Higher Education

**Impressions@MAHE**

---

Manipal Institute of Technology, Manipal  
Theses and Dissertations

MAHE Student Work

---

Summer 7-18-2020

## **WORKFLOW ISSUES LISTING**

Meghashyam Bhandary

Follow this and additional works at: <https://impressions.manipal.edu/mit>



Part of the [Computer Sciences Commons](#)

---

Meghashyam Bhandary

#### ABSTRACT

Cerner is right at the intersection of health care and information technology helping both the medical personnel and patients by relentlessly seeking innovation that can shape the healthcare of tomorrow. In this pursuit, Cerner has released its suite of millennium applications that covers patients records from checking in to checking out. Revenue Cycle Management (RCM) is one of the Cerner's Millennium application that deals with the Financial Workflow during the lifecycle on a patient in the hospital. The RCM is used by medical personnel for financial report generations and generation of bills for the patients. Patients can be billed directly or indirectly for partial or full payment of the bill depending on their health care plan status. This information is stored in the RCM so that the bill generation is consistent and sent to the right stake holders. A feature that is requested by the medical personnel is the ability to list all workflow items between dates, list the status of each workflow item along with the patient details and a feature to call the patient or the insurance company directly through the application.