Chapter 4: Appointment Scheduler
Section 2: Staff Schedules
Lesson: Special User – Template Maintenance

Objectives:

Upon completion of this lesson the user will be able to:

- create and maintain Appointment Scheduler templates.

Overview:

A well-designed appointment schedule is essential to all WIC clinics. In this lesson you will learn the first steps to creating a schedule — creating, modifying and copying templates.

Templates consist of time intervals, appointment types and other scheduling features. These templates will be used as patterns for “typical” days to create the clinic’s appointment pages. Once a template is created you will be able to apply it to staff, specific days and clinic locations to build an appointment calendar for one day, a month or for an entire year. Templates may be used over and over again or they can be modified to meet the changing needs of the clinic.

Now let’s look at setting up your templates to develop a “pattern” for your templates.

Instruction:

Creating A New Template

The starting point for this section is:

Appointment Scheduler ⇨ Scheduling ⇨ Template Maintenance

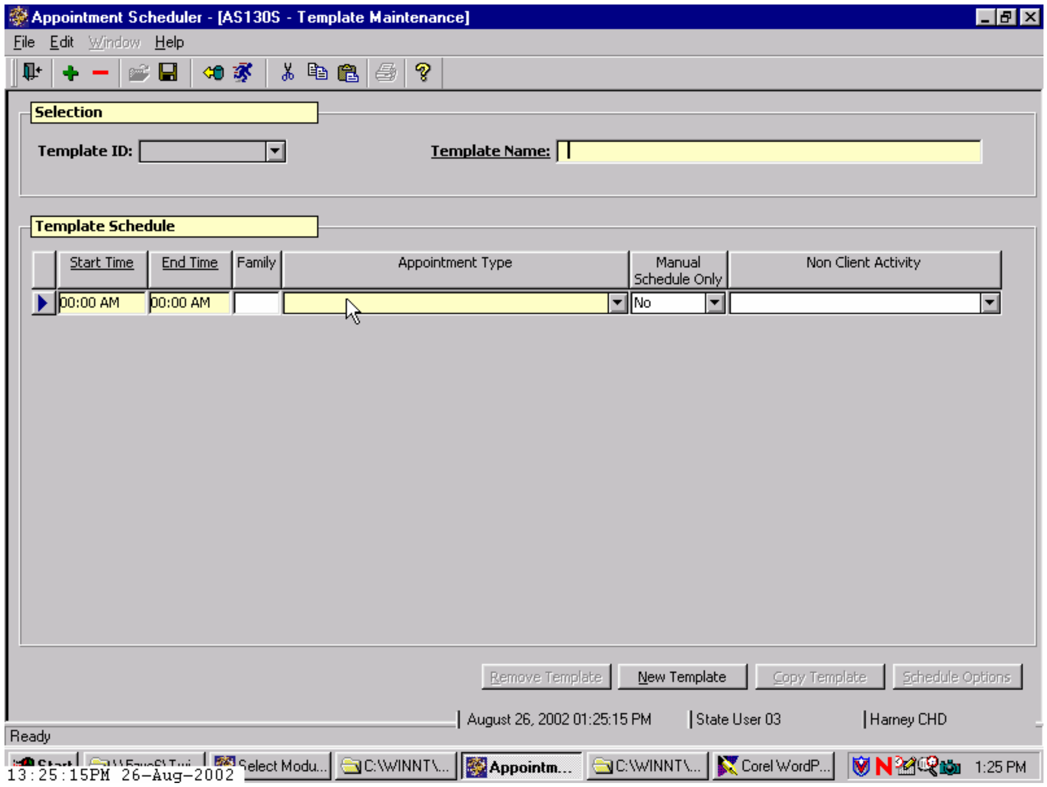

Figure 1: "Template Maintenance" Screen

1. **Click the "New Template" button.**

   The "**Template ID**" field will be grayed out and the cursor is now in the "**Template Name**" field.

2. **Enter the name of the template in the "Template Name" field.**

   The template name should reflect how the template will be used.

Example: A template used for all staff in clinic 0305 might be called 'Clinic 305 template.' The system will assign an ID number to the template once you have saved your work.

3. **Tab to the "Start Time" field and enter the time the first activity will begin.**

   - To change the AM to PM, hold down the shift key and enter a "P."
   - This field connects to the "**Clinic Hours**" in the "**Agency/Clinic Information**" screen in "**Operations/Management**." If you need to change the start or end times, you must first do this in the "**Clinic Hours**" tab.

4. **Tab to the "End Time" field.**

- TWIST will calculate the "**End Time**" using the predetermined duration of the appointment type selected.
- If information is entered in this field prior to selecting an appointment type, TWIST will override it with the predetermined end time for the appointment type selected.
- The "**End Time**" may be modified after user selects appointment type.
- If user changes the appointment type, a new end time will be calculated using the predetermined duration for the appointment type selected.
- If non-client activities are selected, an end time must be entered.

5. **Tab to the "Appointment Type" field and select the appointment type from the drop down list.**

Leave blank if this time slot is a "**Non Client Activity**."

♫ NOTE: Either appointment type or non-client activity must be selected.

6. **Tab to the "Manual Schedule" field.**

6.1 The system defaults to "**No**." If this appointment is available for the automatic scheduler, leave "No" as the value.

6.2 Setting this field to "**Yes**" reserves the appointment to save the slot for new or rescheduled appointments.

7. **Tab to the "Non Client Activity" and select the activity from the drop down list.**

If this time slot is a client activity, leave blank.

- Selecting a "**Non Client Activity**" will delete and grey out the "**Appointment Type**" and "**Manual Schedule**" field.
- Either an "**Appointment Type**" or "**Non Client Activity**" can be selected, not both.

♫ NOTE: An inserting non-client activity prevents those times from being scheduled for any other activity or appointments.

8. **Tab to create additional rows.**

- Follow steps three through eight to create additional appointments.

- Only one appointment type or activity can be selected for a time interval.
- If your time intervals overlap an error message stating "*Time cannot overlap*" will be displayed when you attempt to save your work.

9. **Save.**

   TWIST will display the ID number in the "**Template ID**" field.

♫ NOTE: Clicking the "**New Template**" button will clear the screen and allow you to begin a new template.

Modifying a Template

The starting point for this section is:

Appointment Scheduler ⇨ Scheduling ⇨ Template Maintenance

1. **Select the template to be modified from the "Template ID" drop down list.**

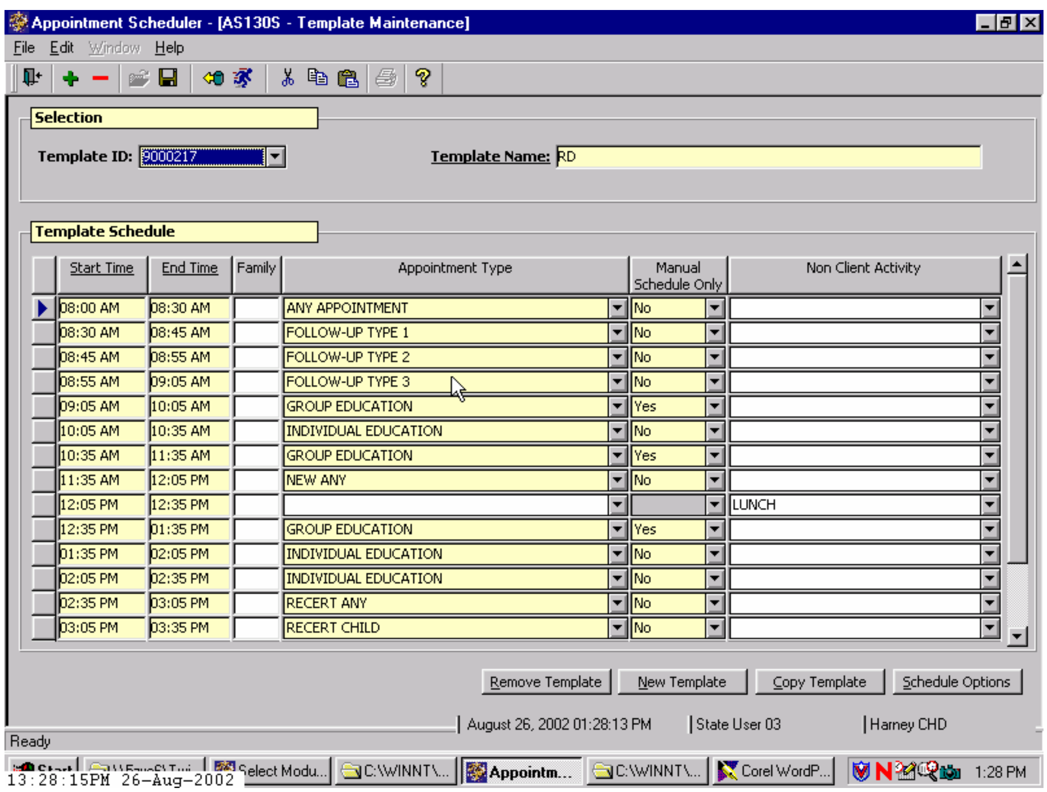

Figure 2: "Template Maintenance" Screen

The template information is displayed on the screen.

2. **Select the field you wish to modify and make your changes.**

   Any field in this screen may be modified except for the "**Template ID**" number.

3. **Save.**

   Your template has now been modified.

Copying a Template

This is a time saver for you. If you have more than one template that has the same basic pattern, you can copy the first one, rename it and simply make modifications to create a brand new template.

The starting point for this section is:
Appointment Scheduler ⇨ Scheduling ⇨ Template Maintenance

1. **Select the template to copy from the "Template ID" drop down list.**

   - The template information is displayed.
   - The number to the right of the "**Template Name**" indicates if this template is an original or a copy.
   - Any template followed by a zero is an original template.
   - If the template is followed by a number greater than zero, it is a copy of the template it is listed beneath.
   - You may only copy an original template.

2. **Click on the "Copy Template" button.**

   The "**Copy Template**" pop-up is displayed.

3. **Enter the name for the new template.**

4. **Click "OK."**

   The pop-up is closed and the "**New Template ID**" is displayed on the screen.

5. **Modify the template fields you wish to change.**

6. **Save.**

   Your copied template has been created.

Removing a Template

The starting point for this section is:
Appointment Scheduler ⇨ Scheduling ⇨ Template Maintenance

1. **Select the template to remove from the "Template ID" drop down list.**

   The template information will be displayed on the screen.

2. **Click the "Remove Template" button to remove this template.**

   A message stating "*Are you sure you wish to remove template?*" will be displayed.

3. **Click "Yes" or "No."**

♫ NOTE: You cannot remove an original template without first removing all the copies of it.

Using Family Precoding

Using family precoding is very restrictive. If it is used only appointment slots that are pre-coded with an "**F**" will be able to have family appointments coordinated into them. If not enough slots are precoded, all of your families will not get scheduled. If no slots are precoded, none of your families will get scheduled. Caution the users to use this only if they understand the restrictions. It is not necessary to use "**Family Precoding**" in order for TWIST to automatically schedule family members together when you run the Auto Scheduler. (See Chapter 4, Lesson 300 *Auto Scheduler* for more information.)

The user may need to go back to the "**Clinic**" tab on the "**Agency/Clinic Information**" screen in "**Operations/Management**" to change pre-coding to "**no**" if they had originally set it to "**yes**."

- This field may be left blank.
- An "**F**" is entered if the appointment type is to be used when scheduling families.
- Using "**F**" means you are forcing the system to schedule clients who have more than one family member needing an appointment to only the times allotted here.
- You cannot use "**F**" unless you have set the "**Family Precoding**" field in the "**Agency/Clinic Information**" screen in "**Operations/Management**" to "**yes**."
- When selecting "**Family**," there must be at least 2 consecutive "**F**" within a template or an error message stating "*F coded under*

Family field are not consecutive" will be displayed when you attempt to save your work

✂ Tips and Shortcuts:

- If you are using the more restrictive "family precoding" option when creating a template, you may want to enter the "Family" field after you have completed the template.
- The "Refresh" icon will clear the screen and allow the user to create a new template or select from the drop down list.
- If you use the Automatic Scheduler function, be sure to code some of your template appointments as "manual – yes". This "saves" appointment slots to be used for reschedules and clean up after running the Auto Scheduler.

✓ Skill Check:

Set up the templates for your agency now using your Data Entry Document for creating templates.

✍ Notes:

Chapter 4: Appointment Scheduler
Section 2: Staff Schedules
Lesson: Special User – Template Scheduling Options

Objectives:

Upon completion of this lesson the user will be able to:

- set up a Daily Clinic Schedule.

Overview:

Now that you have learned how to create and modify templates, the second step to building a clinic schedule is to assign the template to staff members and specific days, weeks or months. The only difference in these three options is in how the time period to be scheduled is entered.

To schedule days you will enter only from and to dates. To schedule weeks you will enter a “from” date, the number of weeks to schedule and the days of the week to schedule. To schedule months you will enter the start month, the number of months to schedule and the days of the week to schedule.

In this lesson you will learn how to assign the template to any clinic, to one day or an entire year and to one or multiple staff members. In short, you will learn how to use templates to create a Daily Clinic Schedule.

Instruction:

Creating a Schedule

The starting point for this lesson is:

Appointment Scheduler ⇨ Scheduling ⇨ Template Maintenance

1. **Select the “Template ID” to be assigned to a staff member(s).**

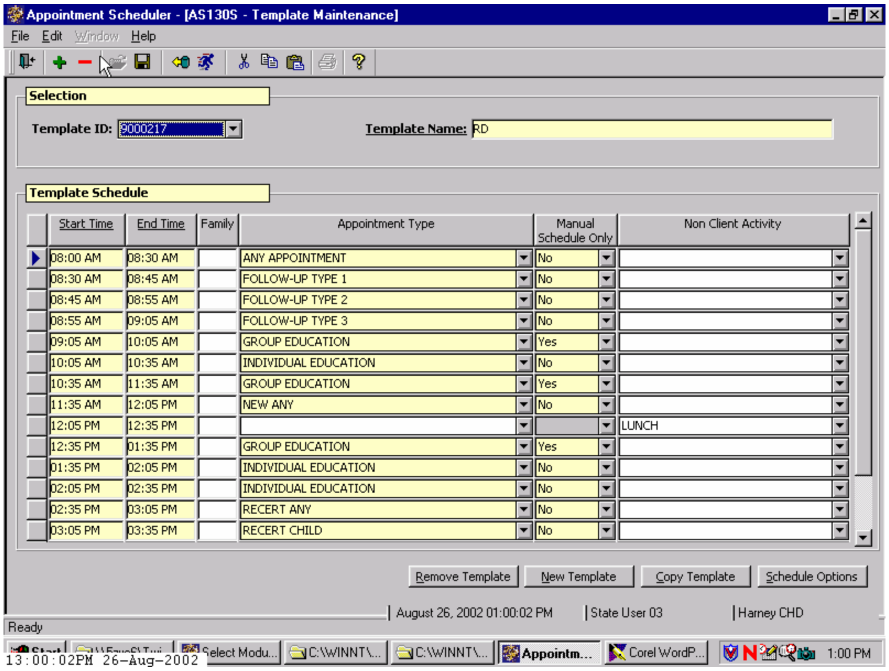

Figure 1: "Template Maintenance" Screen

2. **Click on the "Schedule Options" button.**

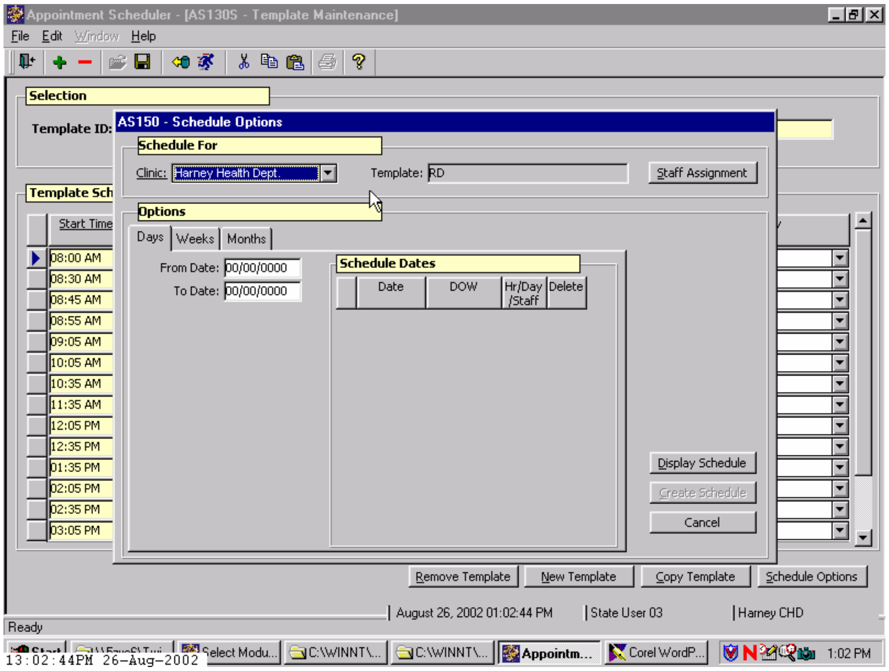

Figure 2: "Schedule Options" Pop-Up

3. **In the "Schedule For" section of the screen, select the clinic from the drop down list.**

   - The "**Template Name**" is displayed.
   - The "**Staff Assignment**" button is enabled.

4. **Click on the "Staff Assignment" button.**

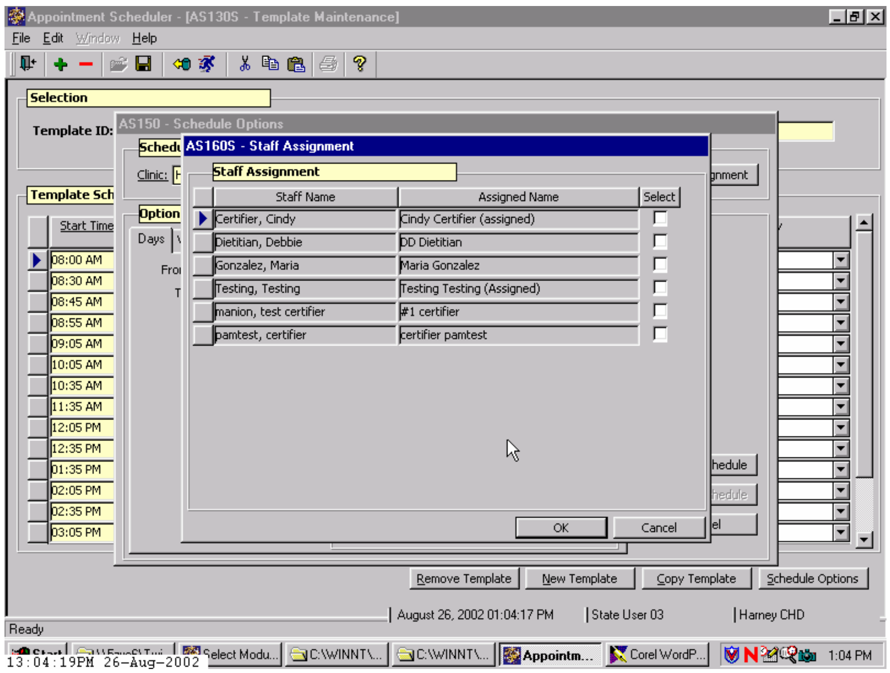

Figure 3: "Staff Assignment" Pop-Up

All the staff members assigned to this clinic are displayed in the "**Staff Assignment**" pop-up window.

5. **Check the "Select" box next to the name of the staff member(s) you want to assign the template.**

   One or more staff members may be selected.

6. **Click "OK" to close the pop-up.**

7. **In the "Options" section of the screen, select only one of the three time period selections:**

   7.1 "**Days**" – Choose this option to schedule for specific days.

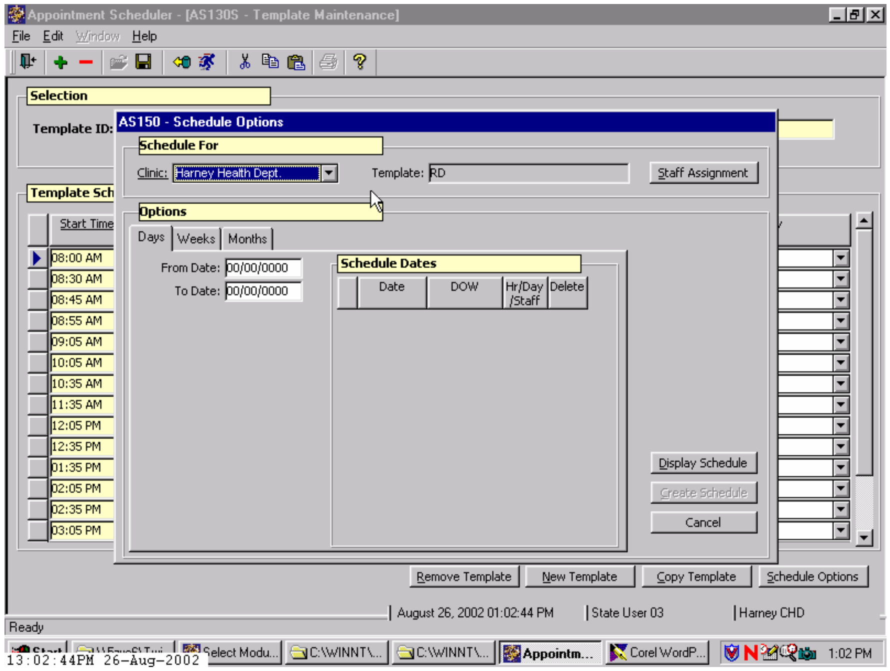

Figure 4: "Days" Selection

- Enter "**From Date**" and "**To Date**" dates.
- The end date may be the same as the start date when scheduling only one day.

7.2 "**Weeks**" – Choose this option to schedule for specific weeks.

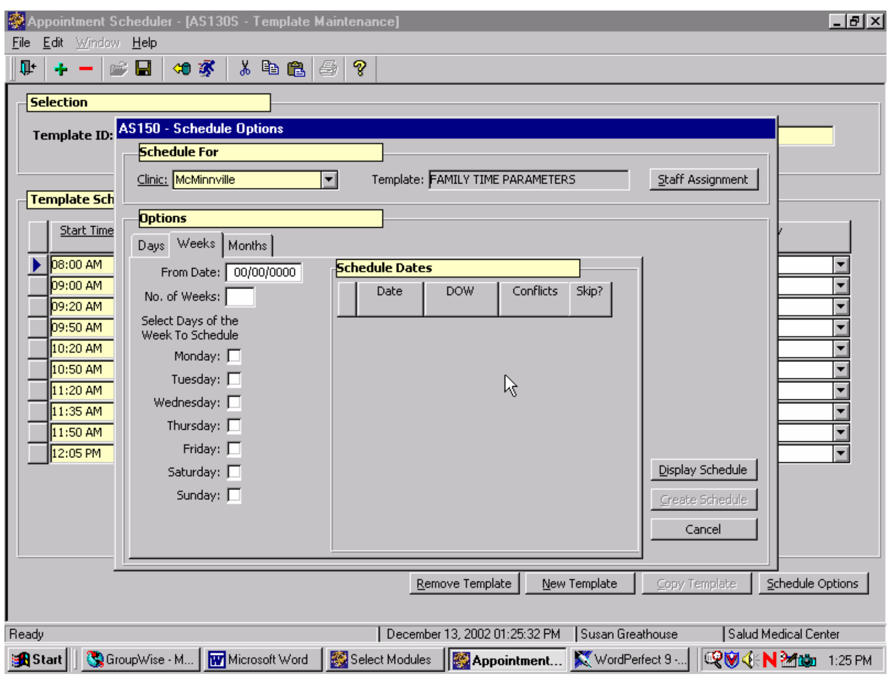

Figure 5: "Weeks" Selection

- Enter “**From Date**,” “**No. of Weeks**” and “**Days of the Week to Schedule**.”

7.3 “**Months**” – Choose this option to schedule for specific months.

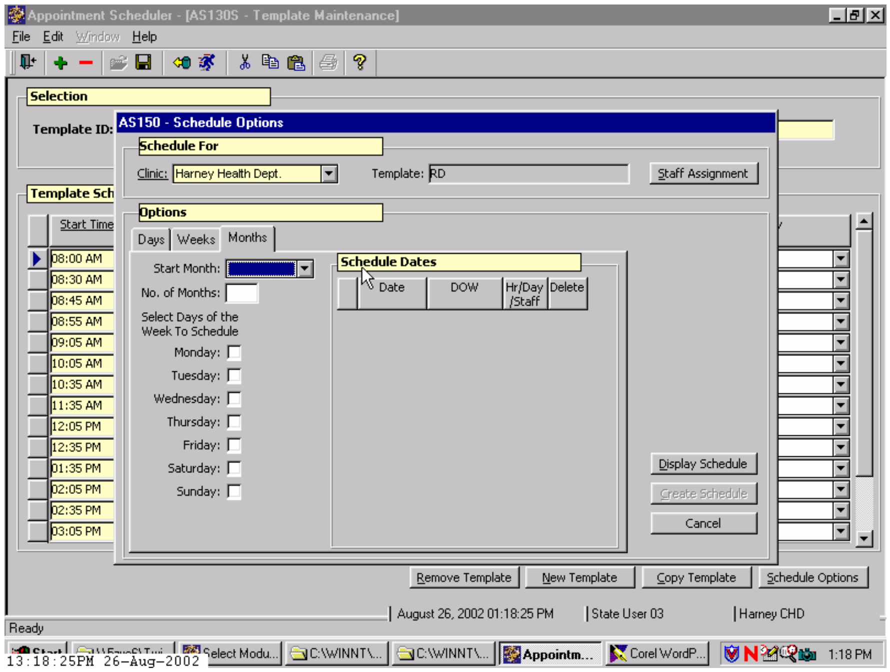

Figure 6: “Months” Selection

- Enter “start month,” the “number of months” and the “days of the week to schedule for.”

8. **Click the “Display Schedule” button.**

All days selected will display under the “**Schedule Dates**.”

8.1 The “**Date**” field will display the day of the month.

8.2 The “**DOW**” field will display the day of the week.

8.3 The “**Conflicts**” field will display codes when conflicts between clinic and template information exist.

- An “**A**” indicates that **appointment** slots already exist and the template overlaps these slots.
- A “**D**” indicates the clinic is closed on this **day**.
- An “**H**” indicates the **hours** in the template do not match the hours of operation for the clinic.

- An "**O**" indicates that the staff person is already scheduled in **other** clinic that same day.
- An "**S**" indicates **staff person** has appointments booked at this clinic or another clinic on this date. It does not indicate which staff when multiple staff were assigned.
- Multiple conflicts can exist.

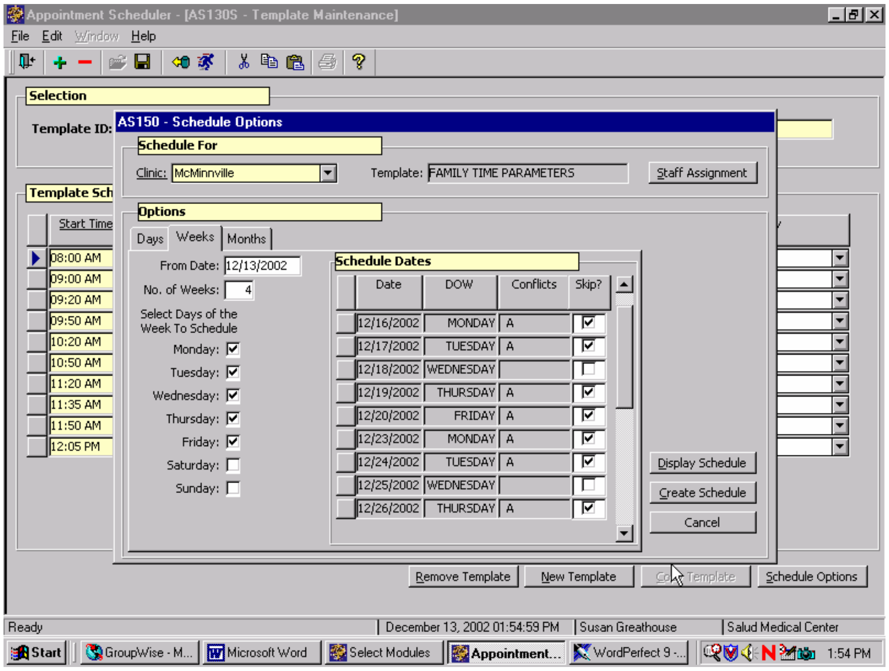

Figure 7: "Scheduling Conflicts" Screen

8.4 The "**Skip**" box will be automatically checked if the "**Conflict**" field is populated.

- TWIST will not create a schedule for days with the "**Skip**" box checked.
- The user can uncheck the "**Skip**" box and override the system to create the schedule for that day, unless there is an "**A**" code in the "**Conflict**" field. In this case, you must first reschedule any booked appointments for that day(s) before you can use the "**Skip**" function.
- The user may check the "**Skip**" box to exclude any particular day when creating the schedule.

☺ See Job Aid "Schedule Conflict Codes" for more information.

9. **Click the "Create Schedule" button.**

9.1 The schedule will be created for the selected staff members.

- The pop-up is closed and the user is returned to the "**Template Maintenance**" screen when the schedule is successfully created.
- If the schedule was not created, an error message will be displayed indicating the problem.
- If the error indicates a staffing problem occurred you will need to review each staff member individually to identify the problem and make corrections.

9.2 If you have unchecked the "**Skip**" box (for a template scheduling conflict) and then click the "**Create Schedule**" button, you will be given three options:

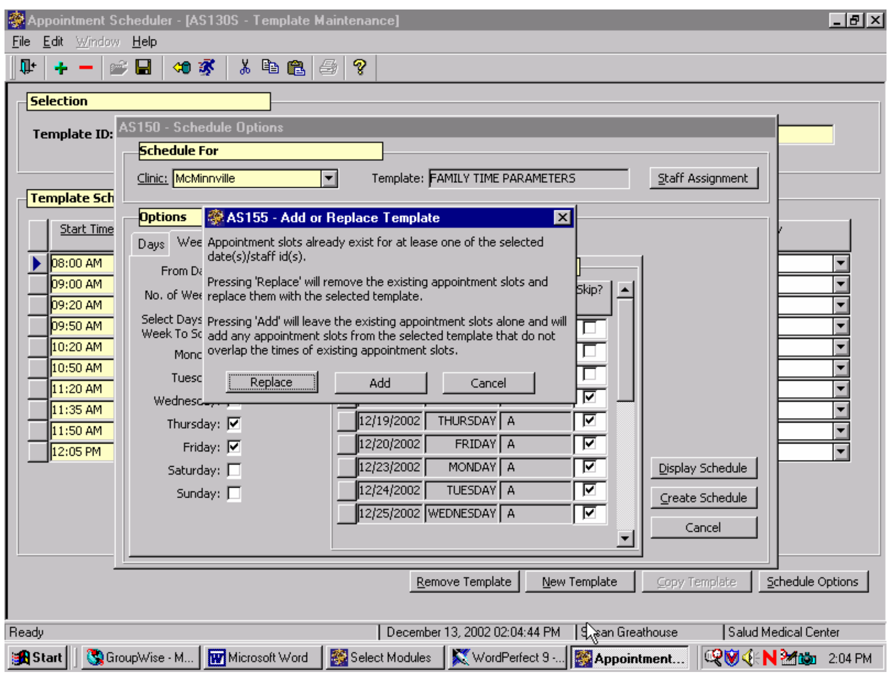

Figure 8: "Add or Replace Template" Pop-Up

- "**Replace**" will remove the existing appointment slots and replace them with the selected template. If the conflict code is "O" (staff has existing schedule in a different clinic), clicking "Replace" will delete the schedule in the first clinic and schedule the template in the new clinic.
- "**Add**" will leave the existing appointment slots alone and will add any appointment slots from the selected template that do not overlap the times of existing appointment slots.

Selecting the "Add" option when the schedule conflict is "O" will result in schedules being created for the same staff person in two different clinics.

- "**Cancel**" will close the pop-up and return you to the "**Schedule Options**" screen without scheduling the template.

10. **Exit the "Template Maintenance" screen.**

✂ *Tips and Shortcuts:*

- If an "**S**" is displayed in the "**Conflict**" field when multiple staff were selected, create the schedule for one staff person at a time to easily identify your error.
- You can make changes to a template and recreate the schedule without deleting any data providing no appointments have been scheduled for the days you want to recreate.

➥ *Practice Activities:*

Follow steps below to create a schedule for your clinic.

The starting point for this activity is:
Appointment Scheduler ⇨ Scheduling ⇨ Template Maintenance

1. Select the template you created in the "Template Maintenance" lesson from the "Template ID" drop down list.
2. Click on the "Schedule Options" button.
3. Select your clinic from the "Clinic" drop down list.
4. Click the "Staff Assignment" button.
5. Select yourself and one other of your staff members.
6. Click "OK" to close the pop-up.
7. Click the "Weeks" tab.
8. Click in the "From Date" field and enter today's date.
9. Tab to the "No of Weeks" field and enter "2."
10. Tab to the "Select Days of the Week to Schedule" field and check Monday, Wednesday and Friday.
11. Click the "Display Schedule" button.
12. Delete the second Monday.
13. Click the "Create Schedule" button.
14. Exit the "Template Maintenance" screen.

✓ Skill Check:

Using the clinic calendar you brought and the templates you created in Chapter 4, Lesson 200 *Special User – Template Maintenance*, create your schedule for the next month.

✍ Notes:

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Chapter 4: Appointment Scheduler
Section 2: Staff Schedules
Lesson: Daily Clinic Schedule

Objectives:

Upon completion of this lesson the user will be able to:

- have a general understanding of how Daily Clinic schedules are created;
- view appointments for a specific clinic day;
- understand and interpret all fields in the "Daily Clinic Schedule" screen; and find and interpret the appointments assigned to a staff person.

Overview:

The scheduling person in your agency creates daily clinic schedules by applying an appointment pattern (called a template) to specific days and staff.

Once a basic schedule has been created, your scheduling person will use the "Daily Clinic Schedule" screen to "complete" the schedule. This includes adding classes and group screenings, and finessing individual staff schedules to include things like doctors' appointments and meetings. Once schedules are complete, the "Daily Clinic Schedule" can be thought of as an appointment book from which appointments can be displayed, booked, rescheduled, deleted or canceled.

Instruction:

Reviewing the "Daily Clinic Schedule" Screen

The starting point for this section is:

Appointment Scheduler ⇨ Scheduling ⇨ Daily Clinic Schedule

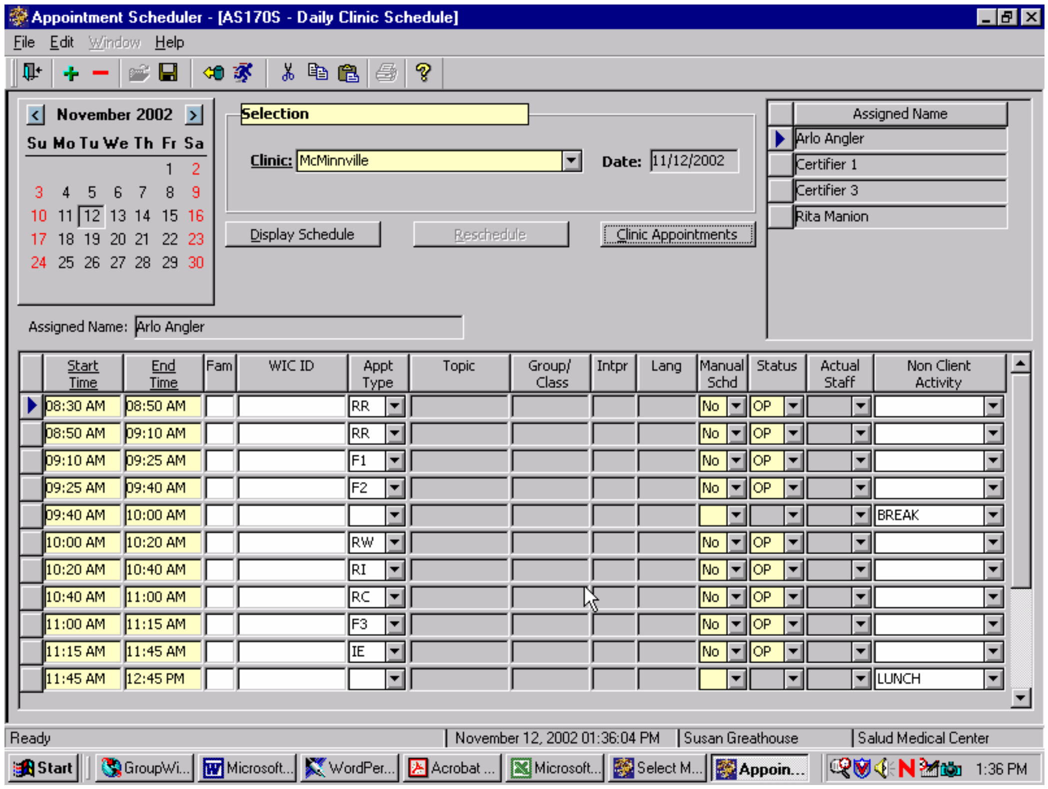

Figure 1: "Daily Clinic Schedule" Screen

The screen consists of four main sections:

- In the upper left there is a graphical calendar display which displays the days of the month and year.
- In the upper middle, the "**Selection**" section allows you to select the clinic for viewing the daily clinic schedule.
- In the upper right, the "**Assigned Name**" displays the staff names of those assigned to the schedule.
- The lower half of the screen is where the daily clinic schedule of appointments are viewed.

♫ NOTE: There are two "assigned name" fields on this screen. The one in the top right of the screen lists all staff that is scheduled for the day selected. The other one, found just below the calendar, lists only the single staff person whose schedule is displayed.

Viewing a Staff Member's Daily Clinic Schedule

The starting point for this section is:

Appointment Scheduler ⇨ Scheduling ⇨ Daily Clinic Schedule

1. **In the “Selection” section, select the “Clinic” from the drop down list.**

2. **In the “Calendar” section, click on the number corresponding to the day on which you wish to view appointments.**

   - When you first enter the screen, the current month will be displayed.
   - Click on the “**< >**” buttons to move forward or backward by month through the calendar.

3. **Click the “Display Schedule” button.**

   - The system displays the date selected in the “**Date**” field.
   - The “**Reschedule**” button is activated when you click on a filled appointment slot. This function will be discussed further in another lesson.
   - The “**Assigned Name**” section displays the list of staff names that have a schedule for the date selected. The person whose schedule is displayed will have the indicator arrow on their name.

4. **Click on any staff person listed under “Assigned Names.”**

   - The schedule below the “**Assigned Name**” area will change depending on which staff you select.
   - The “**Assigned Name**” field just above the schedule will show the single staff person’s name that you have selected.
   - Double-clicking on the assigned name of a staff person will show the staff name, risk level of client they are allowed to serve and the languages that they speak

5. **Click on an appointment slot in the schedule.**

   5.1 The “**Assigned Name**” field displays the staff member’s name corresponding to the daily schedule you are viewing.

   5.2 The “**Start Time**” field is the scheduled start time of the appointment.

   5.3 The “**End Time**” field is the scheduled end time for the appointment.

   5.4 The “**Fam**” field indicates whether or not this time slot was set up for booking more restricted family coordinated appointments.

- If the “**Family Precoding**” field was set up as “**Yes**” in the “**Agency/Clinic**” screen, then family appointments booked by the automatic scheduler can only be booked into time slots that have an “**F**” in this field.
- If the schedule was set up with the “**Family Precoding**” as “**No**,” then family coordinated appointments may be booked anywhere and the “**Fam**” field will be blank.

5.5 The “**WIC ID**” field displays a client’s WIC ID number.

- Double-clicking a “**WIC ID**” field populated with a client’s WIC ID number causes the “**Client Information**” pop-up to be displayed. This pop-up lists client’s name, DOB and WIC category.
- If a GE (Group Education) or GS (Group Screening) appointment has been scheduled in this slot, the “**WIC ID**” field will be grayed out.

5.6 The “**Appt Type**” field lists the type of appointment that has either been scheduled or is designated for this time slot. Clicking on this field displays the list of appointment types and their corresponding codes.

5.7 The “**Topic**” field displays the topic of a scheduled GE appointment.

5.8 The “**Group/Class**” field displays the Group or Class code if the scheduled appointment is either a GE or GS appointment.

Double-clicking in the “**Group/Class**” field will take you to the “**Group Education Classes**” screen, where you can schedule and reschedule GE classes.

5.9 The “**Intpr**” field indicates whether or not an interpreter is needed for this appointment. The system automatically assigns “**Yes**” if, when scheduling, the staff’s language(s) do not match the client’s needs.

5.10 The “**Language**” field displays the language spoken by the client as indicated in their client record in the “**Client Primary**” screen. This field is only active if the “**Intpr**” field is “**Yes**.”

5.11 “**Manual Schd**” displays “**Yes**” or “**No**” to indicate if this appointment can be scheduled manually. If yes, then when the

Automatic Scheduler is run it will not schedule anyone into the appointment slot. It will be reserved for manual scheduling and will show up as an available appointment.

5.12 The "**Status**" field displays the current status of the appointment. Clicking on this field displays the list of statuses and their corresponding codes. The appointment statuses are as follows:

- BK Booked appointment
- SH Showed for appointment
- NS No-show appointment
- OP Open appointment
- WI Walk-in appointment

When a status of "**Show**" is selected, the "**Actual Staff**" field becomes active but is not mandatory in Daily Clinic Schedule.

5.13 The "**Actual Staff**" field is used to capture the ID of the staff person who actually saw the client. This ensures that the correct staff person is given credit for seeing the client. This field can be entered on this screen but will usually be filled in by the certifier on the "**Family Appointment Record**" screen during an appointment.

5.14 The "**Non-Client Activity**" field is used to show the description of a non-client activity for this time slot, if one is scheduled. Clicking on this field displays the list of non-client activities. A non-client activity is any activity that does not include working directly with a client. It could be paperwork, meetings, vacation, etc.

➥ *Practice Activity #1:*

Now that you have learned how to view and move around the "Daily Clinic Schedule" screen, let's practice.

You are a WIC certifier and would like to see what your schedule looks like for an upcoming day. Take the appropriate actions to do this. Use the information from your ☛ Activity Sheet. Do a screen print of your schedule.

Viewing the Clinic Appointments List

This section is very similar to your appointment book or current schedule. Just like your appointment book, this screen lists all staff members' schedules; clients scheduled, and open appointment times. This screen can be sorted either by staff or time.

The starting point for this section is:

Appointment Scheduler ⇨ Scheduling ⇨ Daily Clinic Schedule

1. **Click the "Clinic Appointments" button.**

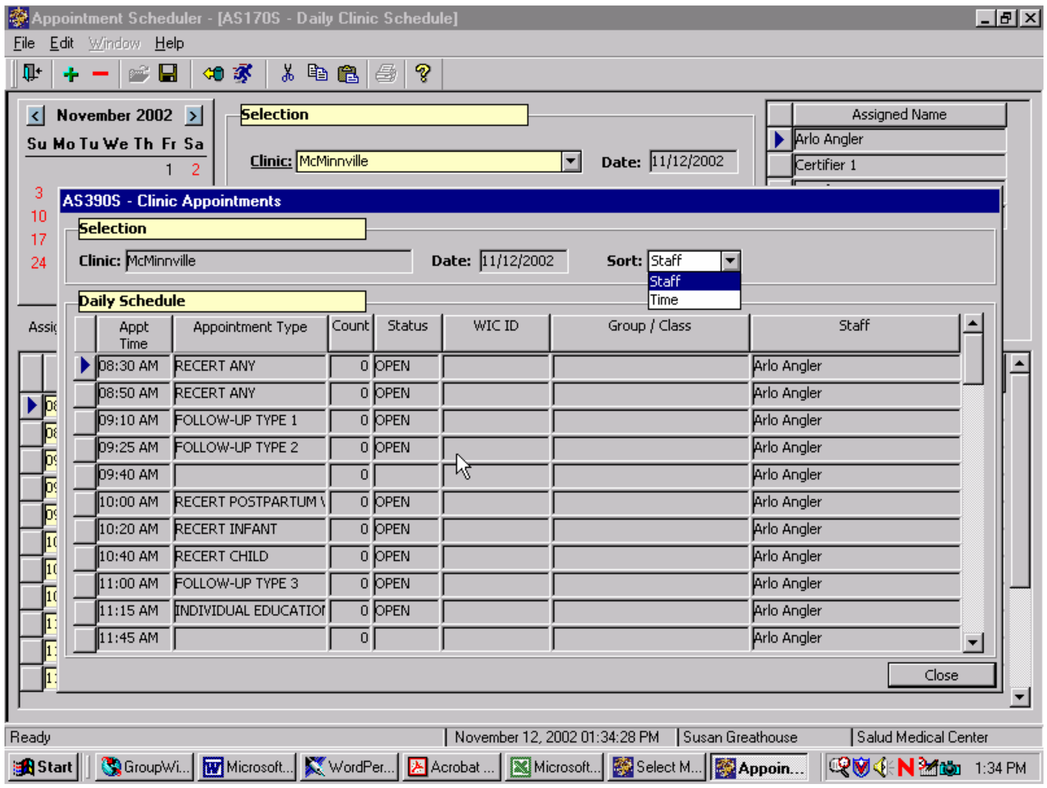

Figure 2: "Clinic Appointments" Pop-Up

- The system displays the "**Clinic**" and "**Date**" based on your selection on the "**Daily Clinic Schedule**" screen.
- Appointments can be sorted by staff or time

2. **Select "Staff" from the "Sort" field drop down list.**

2.1 The daily appointment listings for the date and clinic selected will be displayed in chronological order, but grouped for each staff member in alphabetical order.

2.2 The "**Appt Time**" field displays the scheduled start time of the appointment.

2.3 The "**Appointment Type**" field displays the description of the appointment type.

2.4 The "**Count**" field displays the count of clients scheduled for the appointment.

2.5 The "**Status**" field displays the status of the appointment.

2.6 The "**WIC ID**" field displays a client's WIC ID number. If a GE (Group Education) or GS (Group Screening) appointment has been scheduled in this slot the field will be grayed out.

2.7 The "**Group/Class**" field displays the Group or Class code if the scheduled appointment is either a GE or GS appointment.

2.8 The "**Staff**" field displays the name of the staff person assigned to this appointment slot.

3. **Click the "Close" button**

➥ *Practice Activity #2:*

Using the information on your ☛ Activity Sheet, follow the steps below to view the Daily Clinic Schedule.

The starting point for this activity is:
Appointment Scheduler ⇨ Scheduling ⇨ Daily Clinic Schedule

1. Select the "Clinic" from the drop down list.
2. Click on the desired calendar date.
3. Click the "Display Schedule" button.
4. Click the "Clinic Appointments" button.
5. On the "Clinic Appointments" pop-up screen, select "Time" from the "Sort" field drop down list to view the appointments by time listing.
6. Select "Staff" from the "Sort" field drop down list to view the appointments by staff listing.
7. Click "Close."
8. Exit the "Daily Clinic Schedule" screen.

Updating a Staff Member's Daily Schedule

Schedules are never static, so there will always be times when changes to existing schedules must be made. The modification of an existing schedule is easily done on the "**Daily Clinic Schedule**" screen.

The starting point for this section is:

Appointment Scheduler ⇨ Scheduling ⇨ Daily Clinic Schedule

1. **In the "Selection" section, select the "Clinic" from the drop down list.**

2. **In the "Calendar" section, click on the number corresponding to the day on which you wish to view appointments.**

   - When you first enter the screen, the current month will be displayed.
   - Click on the "**< >**" buttons to move forward or backward by month through the calendar.

3. **Click the "Display Schedule" button.**

   - The system displays the date selected in the "**Date**" field.
   - The "**Reschedule**" button is activated if there are any appointments currently scheduled on this date for this staff member. This function will be discussed further in another lesson.
   - The "**Assigned Name**" section displays the list of staff names that have a schedule for the date selected. The person whose schedule is displayed will have the indicator arrow on their name.

4. **Click on any staff person listed under "Assigned Names."**

   - The schedule below the "**Assigned Name**" area will change depending on which staff you select.
   - The "**Assigned Name**" field just above the schedule will show the single staff person's name that you have selected.
   - Double-clicking on the assigned name of a staff person will show the staff name, risk level of client they are allowed to serve and the languages that they speak.

5. **Find an open appointment slot and delete it.**

   Use the "**Remove**" icon in the top tool bar to do this.

6. **Find an open appointment slot and add a non-client activity.**

   Use the drop down list in the "**Non-Client Activity**" field to do this. The appointment type will disappear once the non-client activity is selected.

7. **In another open appointment slot change the appointment type to “GE.”**

   The appointment end time will change based on the duration of the “**GE**” appointment type.

8. **Manipulate or delete some of the appointment times after the “GE” appointment so there are no overlapping appointments.**

9. **Save and exit.**

♫ NOTE: If there are booked appointments in an appointment slot they must be rescheduled before the slot can be manipulated.

✂ *Tips and Shortcuts:*

- If you want to delete more than one row of a daily clinic schedule, you can click on the rows you want to delete while holding down the “Shift” key. The rows selected will be highlighted. Then click on the “–” icon to remove the rows.
- To delete an entire schedule, click on the bottom left edge of the schedule while holding down the shift key. This will highlight the entire schedule. Then click on the “–” icon to remove the rows.

➥ *Practice Activity #3:*

Using the information on your ☛ Activity Sheet, follow the steps below to modify an existing schedule.

The starting point for this activity is:
Appointment Scheduler ⇨ Scheduling ⇨ Daily Clinic Schedule

1. Select “Clinic” from the drop down list.
2. Click on desired schedule date.
3. Click the “Display Schedule” button.
4. Select an open appointment slot and delete it using the “Remove” icon.
5. Select an open appointment slot and change the appointment type to “GE.”
6. Modify (or delete) some of the appointment times after the “GE” appointment so there are no overlapping appointments.
7. Using the “Insert” icon, insert a row and add an appointment.
8. Save and exit.

✓ *Skill Check:*

Being able to modify a staff person's schedule is an important task for a person doing the scheduling. Let's see what you can do.

You are the person who creates and maintains schedules for your clinic. A certifier comes to you and tells you she has a doctor's appointment next month and will be out for the entire afternoon. She also has an hour-long meeting at 9:00 that same morning. Manipulate her schedule to accommodate her requests. Your instructor will give you the staff person's name to use.

Do a screen print of the schedule after it is modified.

✍ Notes:

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