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**To:** [REDACTED]

**Cc:** Jessica Hilburg <[REDACTED]>

**Subject:** [cdm-2015] Addressing Axium Scheduling Issue

**Date:** Mon, 06 Jan 2014 16:11:05 +0000

**Attachments:** Jan\_6\_-\_Feb\_14.xlsx

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Happy New Years '15,

With the brand new year comes new difficulties, but with a little bit of tenacity and patience we will work out the issues many of you have noticed with Axium today. For anyone who has not been into clinic, our schedules have not been uploaded into Axium yet. In other words, we are currently unable to reserve slots for our patients. I talked to Dr. Hilburg this morning, and this is how she wants us to handle things:

1. You are responsible for filling your clinic slots per the schedule that Dean Myers sent in December (and I have attached to this email). The front desk will not be filling spots for you, so if you have clinic tomorrow or in the next few weeks **please call and schedule your rosters.**
2. When your patient arrives to check-in, the front desk will open the slot in your schedule so that you can seat them and get to work.
3. The IT department will email us once the schedules are uploaded into Axium. From that point you will have **24 hours to input the patients** you have already called and scheduled. We are given this time so that the front desk doesn't double book over a patient you have already scheduled.
4. As of now, IT has not given us an estimated time when schedules will be uploaded. Plan for the worst and hope for the best.

**Summary:**

Call and book your patients. Place them in your schedule once IT informs us they are uploaded. If you have questions, ask them.

Let's have a great semester and I can't wait to see two-thirds of y'all at any given time!

-Patrick

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