



FREQUENTLY ASKED QUESTIONS:

CENTRALIZED SCHEDULING SOLUTION

WHAT IS THE CENTRALIZED SCHEDULING SOLUTION?

The [Centralized Scheduling Solution \(CSS\)](#), launched at the VA Central Ohio Healthcare System in Columbus, Ohio, in August 2020, is a new tool the Department of Veterans Affairs (VA) deployed as part of its [Electronic Health Record Modernization \(EHRM\) program](#) to make appointment scheduling more efficient at VA health care facilities.

CSS replaces VA's existing scheduling systems, where schedulers coordinate clinicians, rooms, equipment and calendars across the enterprise manually. With CSS, VA staff can identify and fill no-show appointments in real time using a single system. CSS also benefits Veterans by optimizing their access to health care with a more efficient online scheduling experience.

HOW IS CSS ALIGNED WITH THE EHRM SOLUTION?

VA's larger EHRM effort will enable seamless care between VA, the Department of Defense and community health care providers through the implementation of a new electronic health record (EHR) solution.

CSS is the scheduling component of the new EHR and is essential to providing Veterans with a seamless health care experience. While EHRM's full deployment will include clinical and patient account information and functionality, CSS focused solely on appointment scheduling.

WHAT ARE THE MAJOR BENEFITS OF CSS?

VA's legacy scheduling solutions require staff to log in to multiple software applications to coordinate calendars, clinicians, rooms and equipment. This process requires time-intensive manual data entry and workarounds to finalize appointments. CSS addresses these challenges by providing an "all-in-one" appointment management solution that offers scheduling by resource (e.g., clinician, room, equipment), simple color-coded time slots and a single view for coordinating schedules across multiple locations.

CSS offers several benefits:

- **Provides one systemwide solution:** Reduces end-user complexity and minimizes disruptions in the delivery of care.
- **Improves scheduler efficiency:** Provides one schedule for bookable VA resources, rather than multiple clinical schedules.
- **Reduces scheduling errors:** Offers enhanced appointment request and management capabilities that streamline scheduling and increase accuracy.
- **Improves resource management:** Tracks, manages and reports on important resources for clinical appointments, such as rooms, equipment and staff.
- **Enhances patient safety:** Allows VA staff to easily identify canceled appointments and Veterans at risk for missing critical health care visits.

WHERE CAN I LEARN MORE?

For more information on CSS and VA's EHRM program, visit www.ehrm.va.gov.