



## FACT SHEET:

# CENTRALIZED SCHEDULING SOLUTION

## OVERVIEW

The Department of Veterans Affairs (VA) launched the [Centralized Scheduling Solution \(CSS\)](#) at facilities in the VA Central Ohio Healthcare System in August 2020 to help make appointment scheduling more efficient for Veterans and health care providers. CSS was implemented as part of VA's larger [Electronic Health Record Modernization \(EHRM\) program](#), which will enable seamless care between VA, the Department of Defense and community health care providers through VA's new electronic health record (EHR) solution. CSS benefits Veterans by providing cutting-edge scheduling capabilities to optimize their access to critical health care.

VA's previous appointment management systems required schedulers to log in to multiple software applications to set up appointments and confirm resources, such as clinicians, rooms and equipment. CSS provides an "all-in-one" appointment management solution with scheduling by resource, simple color-coded time slots and a single view for coordinating clinicians across all VA health care facilities. The new appointment management solution makes it easier for staff to schedule medical appointments and avoid double bookings. With CSS, schedulers can block needed resources in real time as they make appointments. Veterans can also schedule and cancel medical visits online via My VA Health, allowing them to manage their appointments at their convenience.

### **CSS offers several benefits:**

- **Provides one systemwide solution:** Reduces end-user complexity and minimizes disruptions in the delivery of care
- **Integrates with the new EHR:** Gives VA providers and Veterans an early introduction to EHRM capabilities.
- **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.
- **Increases patient safety:** Allows VA staff to easily identify canceled appointments and Veterans at risk for missing critical health care appointments.

## 2020 AND BEYOND

The new EHR solution, which includes CSS, will be implemented at all VA health care facilities in waves through 2028. VA will continue to maintain and support its legacy EHR systems over this period, ensuring that current patient records are accessible and there is no interruption in the delivery of quality care.

After full deployment at each facility, VA clinicians will have a complete and accurate record of patients' health history, improving the overall quality of health care provided to our nation's Veterans.

## MORE INFORMATION

For more information on CSS and VA's EHRM program, visit [www.ehrm.va.gov](http://www.ehrm.va.gov).