

The National Academies of
SCIENCES • ENGINEERING • MEDICINE

**Key Operational Characteristics and Functionalities of a
State-of-the-Art Patient Scheduling System: A Workshop**

Statement of Task

An ad hoc planning committee will plan and host a 1.5-day public workshop to facilitate a discussion focused on the key operational characteristics and functionalities of a state-of-the-art patient scheduling system.

The meeting will feature invited presentations and discussions on topics that may include:

- Evolving technologies for patient scheduling, including online scheduling and mobile apps;
- Essential functions for timely and coordinated scheduling, and how to phase requirements and implementation;
- The unique aspects of scheduling patients within the VA Healthcare System administered by the Veterans Health Administration (VHA);
- Interoperability needs for scheduling interfaces with non-VA health care organizations and in different care settings, including telehealth visits;
- User experience, especially for serving a user population with diverse technology literacy and capabilities;
- Lessons learned from designing and deploying scheduling systems currently used by large health care systems, including standards and evidence-based practices;
- Potential opportunities to optimize scheduling technologies and procedures for VHA.

The planning committee will develop the agenda, select and invite subject matter experts and discussants, and moderate the discussions. Proceedings in brief of the presentations and discussions at the workshop will be prepared by a designated rapporteur in accordance with institutional guidelines.