Creation of an Ambulatory “Lactation Hold”

**Adding a Lactation Hold to a provider template**

1. Open the provider template
2. From the Exception tab, select the time slot
3. Click “On Hold”
   a. Select the reason of “Lactation Hold”
4. Click Apply

**Adding a Lactation Hold from the provider View Schedule**

1. Select the correct date
2. Right click
3. Click Exception > Hold Time > Set
4. Enter the Reason of “Lactation Hold”
5. Click Accept
To run a report to see Hold slot with Lactation Hold

1. Epic > Reports > Scheduling Reports > Template Exception

2. Enter criteria for report. Be sure to search on only Lactation Hold

3. Click Run

The report will pull all the lactation holds for the specified time, making it easier to count and track for RVUs.
If the scheduler schedules into a Lactation Hold – Warning message

1. The system will not show a Lactation Hold block with auto search scheduling functionality. If the schedulers use manual search, and selects the Hold slot, they will get a Warning message.

   ![Warning: Time On Hold](image1)

   The selected time is being held for BYRON, MARIA ELIZABETH.

2. If the provider does not need the lactation hold and a scheduler proceeds to schedule the patient in that time slot, there will be another warning message during Registration, after scheduling. This is a reminder to cancel the Lactation Hold, so that the hold isn’t counted in the lactation hold tracking.

   ![Confirmation Messages](image2)

   Appointment scheduled into Lactation Hold. Please cancel lactation hold or reschedule appointment.

For questions about this hold, please reach out to Dr. Katie Grouse,  Katie.Grouse@ucsf.edu
For questions about the Lactation Credit program, please contact Dr. Michelle Mourad,  Michelle.Mourad@ucsf.edu