

# UAT Script Template by Clinical Role

Nursing | Provider | Pharmacy |  
Registration | Billing | TechFitFlow.com

Scripts use clinical language - not IT language. Super-users evaluate whether the system matches their workflow, not follow navigation steps. Expected outcomes describe clinical results, not which screen appears.

## NURSING SUPER-USER UAT SCENARIOS

Scenario: You are the night shift nurse for Room 412. Test Patient: SMITH, John, DOB 01/15/1962. IV antibiotic due at 2200, Q4h vitals ordered, shift handoff due before 0700.

Step	What to Do (Clinical Language)	Expected Outcome (Clinical Terms)	Result	Observation / Notes
N-1	Open your patient assignment list and select Room 412.	Patient visible on list. Record opens with correct name, DOB, and room number.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
N-2	Open the eMAR. Find the IV antibiotic due at 2200.	eMAR loads for this unit. Antibiotic shows correct drug, dose, route, and due time window.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
N-3	Go to bedside. Scan the correct patient wristband.	System confirms patient identity. Name and DOB displayed. BCMA administration window opens.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
N-4	Scan the IV antibiotic bag barcode.	System confirms right patient, drug, dose, route, time. Administration is allowed to proceed.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
N-5	NEGATIVE TEST: Scan a different patient wristband before the medication scan.	System blocks administration immediately. Patient mismatch alert is clear. No administration proceeds.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
N-6	Document 2200 vitals: BP 128/78, HR 72, O2 sat 97%, Temp 98.6F.	Vitals document in correct flowsheet row at 2200. Values visible to day shift.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
N-7	Complete shift handoff note. Document patient education.	Handoff saves. Patient education requires structured selection (not free text). Handoff visible to oncoming nurse.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	

## PHYSICIAN / PROVIDER SUPER-USER UAT SCENARIOS

Scenario: You are the admitting hospitalist. Test Patient: JONES, Mary, DOB 03/22/1958, admitted with sepsis. Place the sepsis order set, review troponin result, and sign a progress note.

Step	What to Do (Clinical Language)	Expected Outcome (Clinical Terms)	Result	Observation / Notes
P-1	Search for and open the record for JONES, Mary.	Record opens. Correct name, DOB, MRN. Admitting provider assignment is yours.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	

<b>P-2</b>	Place the Sepsis order set. Verify: blood cultures, lactate, CBC, BMP, IV fluids, antibiotics.	Order set opens with all bundle components. Weight-based antibiotic dosing option available.	[ ] Pass [ ] Fail	
<b>P-3</b>	Sign all sepsis order set orders.	Lab orders route to LIS within 2 minutes. Antibiotic appears in pharmacy verification queue.	[ ] Pass [ ] Fail	
<b>P-4</b>	Wait for troponin result. Find it in your results in-basket.	Result appears in in-basket within expected window. Value, reference range, and collection time all correct.	[ ] Pass [ ] Fail	
<b>P-5</b>	Write a progress note using the Hospitalist Progress Note template.	Correct template loads with assessment, plan, and medication reconciliation sections. Note saves and is signable.	[ ] Pass [ ] Fail	
<b>P-6</b>	Sign the progress note.	Note sign completes. Note visible in chart. E/M charge fires if configured for this scenario.	[ ] Pass [ ] Fail	

### PHARMACY SUPER-USER UAT SCENARIOS

Scenario: You are the oncology pharmacist. An IV antibiotic and a lenalidomide order are in your verification queue.

Step	What to Do (Clinical Language)	Expected Outcome (Clinical Terms)	Result	Observation / Notes
<b>Ph-1</b>	Open the pharmacy verification queue.	Queue loads. Oncology queue shows only oncology medications. Sort and filter work correctly.	[ ] Pass [ ] Fail	
<b>Ph-2</b>	Review the IV antibiotic order - drug, dose, route, frequency.	Order details match the CPOE order. Allergy check completed. No critical interaction alerts.	[ ] Pass [ ] Fail	
<b>Ph-3</b>	Verify and release the IV antibiotic.	Order released. ADC for patient unit shows medication available for nursing access.	[ ] Pass [ ] Fail	
<b>Ph-4</b>	NEGATIVE TEST: Attempt to verify the lenalidomide without REMS attestation.	System blocks verification. REMS attestation requirement displays. Cannot proceed without documentation.	[ ] Pass [ ] Fail	
<b>Ph-5</b>	Complete REMS attestation steps, then release the lenalidomide order.	Attestation saves. Order releases after attestation completes. REMS record visible in patient chart.	[ ] Pass [ ] Fail	

### REGISTRATION / SCHEDULING SUPER-USER UAT SCENARIOS

Scenario: New patient calls to schedule a primary care appointment. Test Patient: CHEN, Li, DOB 07/04/1985.

Step	What to Do (Clinical Language)	Expected Outcome (Clinical Terms)	Result	Observation / Notes
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<b>R-1</b>	Search for CHEN, Li in the system.	EMPI returns existing record or indicates new patient. No unintended duplicate is created automatically.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
<b>R-2</b>	Complete new patient registration: name, DOB, address, SSN, emergency contact.	Registration completes. All required fields accept data. Patient record created correctly.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
<b>R-3</b>	Add Blue Cross insurance. Trigger real-time eligibility verification.	270 inquiry fires. 271 response returns active coverage, effective dates, benefit information in account.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
<b>R-4</b>	Book a new patient appointment with Dr. Smith for Tuesday at 10:00 AM.	Slot is available. Booking completes. Appointment on Dr. Smith schedule. Patient confirmation generated.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
<b>R-5</b>	NEGATIVE TEST: Register same patient again with a slightly different name spelling.	EMPI returns existing record as potential match. No duplicate created without supervisory review.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	

**BILLING / REVENUE CYCLE SUPER-USER UAT SCENARIOS**

Scenario: Review today's charge capture and a denied claim for a completed ED visit.

Step	What to Do (Clinical Language)	Expected Outcome (Clinical Terms)	Result	Observation / Notes
<b>B-1</b>	Open the charge review work queue.	Queue loads. Today's charges present. Queue filterable by department and charge type.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
<b>B-2</b>	Find the ED E/M visit charge. Review the CPT code and billing entity.	E/M charge present. CPT matches expected service level. CDM correct. Routes to PB (professional billing).	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
<b>B-3</b>	Find the STAT CBC charge. Confirm it appears once only.	One CBC charge, no duplicate. Fires at result-verified status. CPT code is correct.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
<b>B-4</b>	Open the denial work queue. Find an authorization denial.	Denial routes to auth/utilization management queue. CARC code mapped to correct denial reason.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
<b>B-5</b>	NEGATIVE TEST: Attempt to submit a claim without a required authorization number.	Claim edit holds. Auth missing edit fires. Claim does not transmit to clearinghouse. Edit message identifies the gap.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail	

<b>UAT Facilitator:</b> _____	<b>Clinical Lead Sign-off:</b> _____	<b>Date:</b> _____
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