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(71) Applicant: SIEMENS MEDICAL SOLUTIONS **HEALTH SERVICES CORPORATION** [US/US]; 51 Valley Stream Parkway, Malvern, PA 19355 (US).

(72) Inventors: BRANDT, Samuel, I.; 7 Craig Lane, Malvern, PA 19355 (US). DEHAAN, Jan; 818 Tremont Drive, Downington, PA 19335 (US).

(74) Agents: BURKE, Alexander, J. et al.; Siemens Corporation - Intellectual Property Dept., 186 Wood Ave. South, Iselin, NJ 08830 (US).

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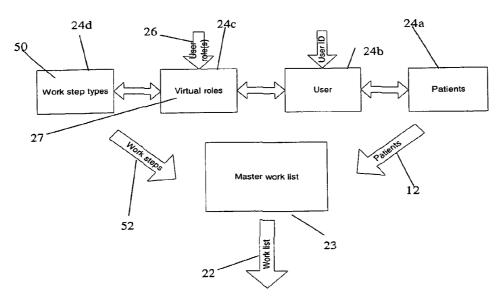
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(54) Title: A SYSTEM AND USER INTERFACE FOR PROCESSING TASK SCHEDULE INFORMATION PRIORITY



(57) Abstract: A method for providing a displayable task schedule of tasks to be performed on behalf of specific service tasks such as individuals by a particular worker of a plurality of workers is disclosed. In an embodiment, the method comprises receiving worker identification information; compiling a list of tasks to be performed by a worker in response to the received identification information based on a role assigned to the worker and a list of service tasks; and initiating display of the compiled list of tasks. It is emphasized that this abstract is provided to comply with the rules requiring an abstract which will allow a searcher or other reader to quickly ascertain the subject matter of the technical disclosure. It is submitted with the understanding that it will not be used to interpret or limit the scope of meaning of the claims.



# INTERNATIONAL SEARCH REPORT

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A. CLASSII IPC 7	FICATION OF SUBJECT MATTER G06F17/60 G06F19/00							
According to International Patent Classification (IPC) or to both national classification and IPC								
B. FIELDS SEARCHED								
Minimum documentation searched (classification system followed by classification symbols)  IPC 7 G06F								
Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched								
	ata base consulted during the international search (name of data ba	se and, where practical, search terms used	•					
EPO-Internal								
C. DOCUME	ENTS CONSIDERED TO BE RELEVANT							
Category °	Citation of document, with Indication, where appropriate, of the rel	evant passages	Relevant to claim No.					
Y	US 5 937 388 A (DAVIS JAMES W E1 10 August 1999 (1999-08-10) column 5, line 1-15 column 5, line 64 -column 6, line column 6, line 31 - line 40 column 8, line 34 - line 67	·	1–16					
Υ	US 5 530 861 A (DIAMANT JOHN R E 25 June 1996 (1996-06-25) figure 4 column 15, line 10 - line 39 	1–16						
X Furti	ner documents are listed in the continuation of box C.	χ Patent family members are listed	in annex.					
*T* later document published after the international fill or priority date and not in conflict with the applications considered to be of particular relevance  *T* later document published after the international fill or priority date and not in conflict with the application of the conflict of the conflict of the principle or theory underly invention								
*E* earlier document but published on or after the international filling date  *X* document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone which is cited to establish the publication date of another  *X* document of particular relevance; the claimed invention involve an inventive step when the document is taken alone   *Y* document of particular relevance; the claimed invention involve an inventive step when the document is taken alone   *Y* document of particular relevance; the claimed invention involve an inventive step when the document is taken alone   *Y* document of particular relevance; the claimed invention cannot be considered novel or cannot be considered								
citation O docume	citation or other special reason (as specified)  *O* document referring to an oral disclosure, use, exhibition or other means  cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled							
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Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.		
	GEORGAKOPOULOS D ET AL: "AN OVERVIEW OF WORKFLOW MANAGEMENT: FROM PROCESS MODELING TO WORKFLOW AUTOMATION INFRASTRUCTURE" DISTRIBUTED AND PARALLEL DATABASES, KLUWER, NL, vol. 3, no. 2, April 1995 (1995–04), pages 119–153, XP001055255 ISSN: 0926–8782 page 134 –page 136	Relevant to claim No.  1-16		
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