



## Mini Manual

# Appointment Centre

### Cancelling Clinic Slots

1. Reschedule the Current Appointment
2. Cancel Slots
3. Enter a Resource Comment

### Overbooking a Clinic

1. Locate the patient
2. Schedule the Appointment

### Monitoring a Deferred List

Support available:

Please contact your local Champion User

Service Desk:

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Bringing it all together

## Cancelling Clinic Slots

### 1. Cancelling Clinic Slots

#### 1 Reschedule the current appointment date

- Step 1.** Validate the patients on the clinic List
- Step 2.** Coordinate with other team members
- Step 3.** Call the patient to reschedule their appointment
- Step 4.** **Locate** the patients appointment in the Appointment Book
- Step 5.** Right Click and select **Reschedule**
- Step 6.** Select **yes** to retain its association with the encounter
- Step 7.** Click **Suggest** and find a suitable slot to reschedule into. Click **OK**
- Step 8.** Enter a reschedule **reason**
- Step 9.** Click **Confirm**. The appointment has now been rescheduled.

#### 2 Cancel Slots

- Step 10.** Right click on the empty slot you want to Cancel
- Step 11.** Select **Slots – Remove Slots**

#### 3 Enter a Resource Comment

- Step 12.** **Right Click** on the resource within the Appointment view
- Step 13.** Select **Resource** and **Add Resource Comment**
- Step 14.** Enter a **Comment** and click **Apply**

You can double click on the bubble next to the resource name to view comments

## Overbooking a Clinic

### 2. Overbooking a clinic

#### 1 Locate the patient

- Step 1.** Discuss with the Clinic the date and time the slot can be overbooked
- Step 2.** Click the Eye Icon
- Step 3.** Select the Request list tab
- Step 4.** Select To be Scheduled from the Enquiry drop down
- Step 5.** Select the location from the Request list queues drop down
- Step 6.** Select Find

#### 2 Schedule the Appointment

- Step 7.** Right click the patient and select schedule
- Step 8.** Locate the clinic resource and date you wish to overbook
- Step 9.** Select the Resource to overbook by double clicking on their name
- Step 10.** Select Schedule
- Step 11.** Select the Default slot as None
- Step 12.** Enter the duration of the appointment
- Step 13.** Click OK
- Step 14.** Confirm the Appointment
- Step 15.** Enter if the patient refused any dates
- Step 16.** Click OK

### 3. Monitoring a Deferred List

- Step 1.** Select the **Eye Icon** 
- Step 2.** Select **location**
- Step 3.** Select **Deferred Encounters w/o request** from enquiry drop down
- Step 4.** Select **Ambulatory** for the Location group
- Step 5.** Select relevant **location**
- Step 6.** Enter **Dates**
- Step 7.** Click **Find**
- Step 8.** The list will display and you can right click and reschedule the appointment from here.

**Business Rules**