Royal United Hospital Bath NHS — NHS Trust

Mini Manual

Booking Co Ordinators 5

1. **Revise Priority for Expedited Patients**
2. **Update Consultant**
3. **Look up Patient Phone number and GP**
4. **Unable to confirm Theatre Appointment**

Support available:

Please contact your local Champion User

Service Desk:

Tel: 01225 82 5444

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RUH CERNER BT Bringing it all together

Revise Priority for Expedited Patients

1. **Revise Priority for Expedited Patients**

Log into PM Office PMOffice

Step 1.	Go To Published Waiting List
Step 2.	Double left click on IP/DC by Patient
Step 2.	Find your patient Name or MRN Click **Search**
Step 3.	Select your patient and encounter
Step 4.	Right Click on your patient select Conversation and move over to Revision Elective Waiting List

If Patient SearchTrace box opens Click Search Select Patient Click OK

Revision Elective Waiting List Click OK

Step 5.	Revision elective waiting list opens; Change Priority type.
Step 6.	Click OK
Result:	Priority now changed

Update Consultant

2. **Update Consultant**

If Consultant is showing UN Known / Blank or Treatment Function / Main Specialty is Blank.

Log into PM Office PMOffice

Step 1.	Go To Published Waiting List
Step 2.	Double left click on IP/DC by Patient
Step 3.	Find your patient Name or MRN Click **Search**
Step 4.	Select your patient and encounter
Step 5.	Right Click on your patient select Transfer
Step 6.	Transfer Box opens; Type in The Consultant
Step 7.	Select IP Planned procedure from Drop down box
Step 8.	Select transfer reason from drop down box
Step 9.	Add comments if needed
Step 10.	Click OK
Step 11.	Transfer warning window opens Click OK
Result:	Patient will now appear with Lead Clinician Treatment Function or Main Specialty filled in.

Author : Teresa Wynes

3. Look up patient telephone number and GP

Open PowerChart PowerChart
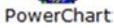
Step 1. Enter Patients Name/MRN in the Name Field

Step 2. Click on Binoculars

Step 3. Right Click on your Patient

Step 4. Click OK

Step 5. From the side menu click on Patient Information tab

Select the Care Provider Summary tab (within the Patient Information Pane) The system displays the Care Provider Summary Pane, displaying who has been involved in the patients care

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Step 6. To view more information about Registered GP, select the Registered GP, right click, and select More Info Clinical staff Information box opens with GP name ,address and telephone number.

Step 7. The third tab in the Patient Information Pane is the Patient Demographics and provides information about the patient such as address, telephone number, etc.

4. Unable to confirm Theatre Appointment

If you are unable to confirm and an Error message appears warning that you are booking within a suspension period (and you are sure you are not)

Step 1. In the confirm box Click on Summary tab

Step 2. At the bottom of the page click on options; Options box opens

Step 3. Click to display TCI Date

Step 4. Click OK

Step 5. Update TCI Date

Step 6. Click OK

Result: You are now able to confirm the appointment

Business Rules

Management of Elective Admissions

1. When the TCI date is confirmed, the Booking Team must update the TCI ward/location using the modify function.
2. All requests on the Add/Set Encounter queue to be added to the waitlist within 24hrs.
3. Pre Assessment appointments will be booked at the same time as the patient is added to the waitlist.
4. Pre Assessment appointments to be booked 6 to 8 weeks before the likely surgery date.
5. The Booking Team will ensure that the correct 18 week pathway is selected for all encounters.