Royal United Hospital Bath NHS
NHS Trust

Mini Manual

Outpatient Nurses & HCAs

Support available:

Please contact your local Champion User

Service Desk:

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RUH

CERNER

BT Bringing it all together

Tracking Casenotes

1 Tracking Casenotes

Single Tracking

Launch HIM Tracking

Step 1. Open the Patient Record by scanning the barcode or searching for Patient manually.

Step 2. Select the relevant volume.

Step 3. Click **Update Location for Selected Records** icon.

Step 4. Select the location to which the notes are to be tracked.

Step 5. Click **OK.**

Batch Tracking

Step 1. Click the **Record Location Batch Update** icon.

Step 2. Select the **Facility** – **Royal United Hospital.**

Step 3. Select the location to which the notes are to be tracked.

Step 4. Scan casenote barcode.

Step 5. Repeat Step 4 for each casenote you wish to track.

Caution: Ensure you are tracking the correct notes. You cannot delete a tracking once saved. To remove a patient from the list, highlight the Record in the left-hand pane and click the Remove icon.

Step 6. Click **Save** icon.

Check In a Patient

2 Check In a Patient

Launch **Appointment Book**

Step 1. Right click the patient's appointment.

Step 2. Click **Actions**.

Step 3. Click **Check In** from the context menu.

The **Check In** window will open and the date and time fields will be automatically populated.

Step 4. Select the appropriate **Attendance** option.

Step 5. Click **OK.**

Step 6. The **Check In Referral** window opens and allows you to amend the Patient's demographics if necessary. You will be asked to enter the **Ethnic Category** and a **Telephone Number** if not previously answered appropriately.

Step 7. Click **OK**.

The Patient has now been checked in and the colour of the appointment slot changes to green.

Check In Undo

3 Check In Undo

Launch **Appointment Book**

Step 8. Right click on the patient's appointment.

Step 9. Click **Actions.**

Step 10. Click **Undo Check In**.

Step 11. Click on **OK** button on the **Undo – This action will reschedule the appointment back to confirm window**.

Step 12. Right click appointment slot.

Step 13. Select **Patient.**

Step 14. Click **Modify Encounter.**

This launches **Undo Check In.**

Step 15. Click **OK.**

This action reverts the encounter to an Outpatient Referral.

The appointment will now be shown in purple in the Appointment Book diary view and as **Confirmed** in the rollover text.

Check Out a Patient

4 Check Out a Patient

Launch **Appointment Book**

Step 16. Right click on the Patient's appointment.

Step 17. Click **Actions**.

Step 18. Click **Check Out** from the context menu.

Step 19. The **Checkout** window will open and the date and time fields will be automatically populated.

Step 20. Click the dropdown arrow next to the **Medical Staff Type** field and select the appropriate type.

Step 21. Click the dropdown arrow next to the **Outcome of Attendance** field and select the appropriate response, eg **Appointment to be made at a later date**.

Receptionist will place the order for a follow-up appointment if necessary.

Step 22. Click on the dropdown arrow next to the **Referral to Treatment Status** field and select the appropriate RTT response, eg **20 Not Yet Treated**.

Step 23. Click **OK**.

The appointment will change to Checked Out and the colour of the appointment slot will change to grey.

Business Rules

1. Notes must be prepped for clinic and have the referral letter, history sheets and any results filed correctly. Outcome forms must be attached to the front of every set of notes.
2. Check in must be performed in real time and demographics checked, including Ethnic category and phone number.
3. Check out must be performed in real time.
4. Patients not receiving any future appointments must be discharged.
5. Notes must be tracked using a push method in real time.