Royal United Hospital Bath NHS
NHS Trust

Mini Manual

Patient Locate and Casenote Tracking

Part 3 of 4

Support available:

Please contact your local Champion User

Service Desk:

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RUH

CERNER

BT Bringing it all together

Modify a Request

1 Modify a Request

Ensure that **Information Request** is not open.

Within HIM Request Queue HIM Request Queue :

Note: Requests displayed in bold are overdue.

Note: If there are more than 100 requests in the list, there is a **More Request** icon at the bottom-left of the screen.

On the toolbar:

Step 1. Click the binoculars icon.

The Request Queue Search dialog opens.

Under Facilities:

Step 2. Check Royal United Hospital.

Step 3. Check the **Req Location** to launch the **Locations** window**.**

Step 4. From the drop-down list select the appropriate location view.

A list of matching locations is displayed in the lower pane.

Note: If you regularly search within the same location, you can check the **Set as Default View** check-box to have that location appear at the top of any future lists of location search results.

Step 5. Select the relevant option and click **OK**.

Note: Select the requesting location used for placing the request to see all requests placed by that location.

Step 6. Select an appropriate date range.

Step 7. Check the **Status** as **Initial** and check the relevant

Modify a Request

Request Types.

Note: You can select more than one **Request Type.**

Step 8. Click **OK.**

Result: A list of matching requests is displayed.

Step 9. Highlight the appropriate Request. Click the + symbol to expand the request information and see more details.

From the toolbar:

Step 10. Select the **Modify Request** icon.

This launches Patient Information Request.

OR. If the request was the most recent that was placed and you placed it during your current session in **Information Request,** its number will appear in the status bar Last Request: 640209. Click **Get Request** Get Request. The **Patient Information Request** dialog opens. Type in the patient's request number. Click **OK.** The patient's details are displayed in the **Patient Information Request** window.

Note: You cannot edit the Facilities, Requester and Patient Name fields.

Step 11. Modify the location set in the **Requesting location** field and/or select a different option from the **Request type** drop-down menu.

Note: Yellow fields indicate mandatory details.

Note: To modify the request status do not use **Patient Information Request**. This must be done as part of the Statusing a Request.

From the toolbar:

Step 12. Select Modify Request.

The **Note View Form** window opens.

Modify a Request

Step 13. You can either modify the text in the **Contents** pane, or add a new note, if necessary.

Note: You also have the option to add or delete the note (see 'Send a Request').

Step 14. Click the **Save** icon.

Note: The note appears within the **Request Queue** for the specific request only. If the **Permanent note** is selected it can still be deleted, but you will be prompted should you try to delete it. The **Permanent note** check box should be selected before saving.

Step 15. Click the **Exit** icon**.**

Result: The request has been modified.

Business Rules

Business Rules

1. Ensure that you have identified the correct patient before proceeding to add anything to their record. (Check spellings of names, Dates of Birth, Post codes, addresses, MRNs, ordering of first/surnames, patient aliases, spellings, etc.)
2. If in doubt, ask the patient to confirm their details, name spelling, etc. before continuing
3. Ensure that you have identified the correct patient before proceeding to add anything to their record. (Check spellings of names, Dates of Birth, Post codes, addresses, MRNs, ordering of first/surnames, patient aliases, spellings, etc.)
4. Any confidential waste generated (EG: Faxes, printed e-mails, printed data from the clinical systems, etc) should be disposed of securely using confidential waste.