Royal United Hospital Bath NHS
NHS Trust

Mini Manual
Single sided

Receptionist

1. DNA and Rescheduling exception

DNA and Rescheduling

1 DNA & Rescheduling

Scenario: If a patient DNA's an Outpatient appointment, Trust policy is to DNA and Discharge. However, certain specialities i.e. Paediatrics have exceptions to this policy. If this situation applies then the following process must be adhered to inorder for the Trust to correctly manage DNA's.

Step 1. In the Appointment book, clinic view, locate the patient to be DNA'd.

Step 2. Right click and select Actions – Did Not Attend.

Step 3. Complete the mandatory fields in the No Show window ensuring the Outcome of "**Attendance is Appointment to be made at a later date**".

Note: The default is to Discharge.

Step 4. Click OK to close the NoShow window.

Result: The patient is now marked as No Show.

DNA and Rescheduling

Scenario: The patient now needs to be rescheduled. This must be done from the Deferred Encounters w/o request list.

Step 1. From the4 Appointment book view select the "Eye" icon to launch the Enquiry lists view.

Step 2. Select the Location tab

Step 3. From the Enquiry drop down select the Deferred encounters w/o request option.

Step 4. Select Ambulatory from the Location Type field.

Step 5. Select the relevant department /location from the Location field.

Step 6. Amend the date range if necessary.

Step 7. Click Find.

Step 8. Select the correct patient to reschedule.

Step 9. Right click and select Reschedule.

Step 10. Click Yes in the Existing encounter window.

Step 11. The patient appointment details appear in the Work in Progress window.

Step 12. Schedule to an appropriate date and confirm.

Result: The patient has a rescheduled appointment

Business Rules

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. Patients who DNA must be discharged back to their GP (except Paediatrics, Cancer or if there is a clinical reason for rebooking e.g. long term condition Diabetes).
3. Check in must be performed in real time and demographics checked including Ethnic category and phone number.
4. An outcome form must be completed for every patient seen with one RTT status selected.
5. Check out must be performed real time.
6. Follow ups must only be booked if within 6 weeks.
7. If a follow up is due more than 6 weeks in the future an order is placed in PowerChart.
8. Receptionists/Admin staff will ensure that the correct 18 week pathway is selected when booking a follow up appointment.
9. Patients not receiving any future appointment must be discharged.
10. Notes must be tracked using a push method in real time.
11. Overbooking clinics must be agreed with the relevant clinician and specialty manager, this will be monitored regularly.
12. The 'patients missing follow ups', 'to be scheduled' and 'deferred encounters w/o request' work lists must be monitored regularly by receptionists and actioned appropriately.

Support available through the following options:

1. Please contact your local Champion User
2. Service Desk
    a. Tel: 01225 82 **5444**
    b. Email: ruh-tr.ITServiceDesk@nhs.net
3. Self Service Call Logging via Intranet

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