



Mini Manual Receptionists

1. Reschedule

Support available:

Please contact your local Champion User

Service Desk:

Tel: 01225 82 5444

Email: ruh-tr.ITServiceDesk@nhs.net



Bringing it all together

Reschedule

1 Reschedule

When to use Reschedule.

Reschedule option should only be used if an appointment has been booked (Confirmed state) and then for some reason needs to be cancelled and re-booked on a different day into an available slot.

Caution:

If Reschedule is used on a Checked Out appointment it will book the appointment in Millennium!

The appointment looks fine to the user but it will not generate a letter and the patient will never know about the appointment.

This has been identified as one of the reasons a number of patients have DNA'd their appointment as no letter was ever sent to them.

When to use Sched Next OP Appt.

If an appointment has been Checked Out and needs and another appointment then use the option **Sched Next OP appt**, this will book the appointment and create the letter.

Reschedule

How can I tell if an appointment was rescheduled in error?

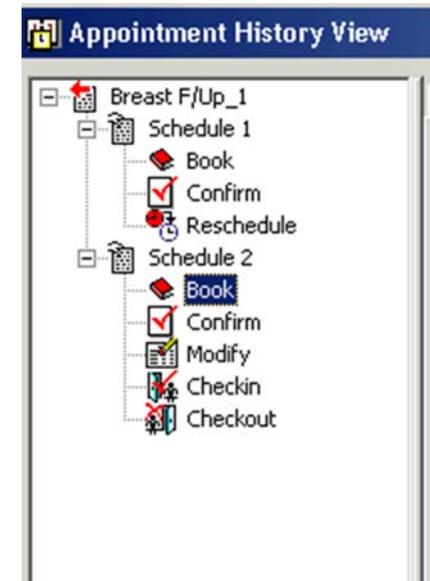
In the appt book if you click on any appointment, an icon that looks like a piece of paper with a red arrow on it



becomes visible at the top of the screen. It is called the Appointment History View.

This shows you every action that has happened on that appointment, its booking, if it's checked in or out, and any cancellations or reschedules.

The image below shows you a patient that was booked and rescheduled correctly.



Reschedule

This record was rescheduled incorrectly after the check out. This patient didn't get a letter for the second 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.