



ESM business rules

Frequently asked questions

Where can I access the business rules?

A quick tips document which focuses on the five key themes for business rules is available on the Digital Future website. The full ESM Business Rules document will also be available on the Digital Futures website.

How can I finalise my clinic if I haven't received the completed clinic slips from the clinician?

The clinic must be finalised by the end of the day, where possible. However, patient appointments should not be actioned without clinician advice (i.e. **no show, did not wait**). These may not be finalised for a number of days and **appointment outcome** on **check out**, as part of the closure process, administration team leads should be checking previous days to follow up on outstanding actions. Please run a **discern explorer** Report for Clinic finalisation each week to capture these appointments.

How do I identify interpreter information in ESM?

There is no **accept format** in ESM for interpreters. As per the current process, if a client requires an interpreter, please complete **fields 9 and 10** in the **HBCIS patient registration** screen. Please record a **scheduling comment** in ESM if an interpreter is required and/or if an interpreter has been booked.

An **interpreter required** report can be run from the **discern explorer menu** for a defined period of time, indicating which appointments require interpreters (this information is pulled from HBCIS). **Scheduling comments** ensure this information is relayed as part of clinical handover across the departments.

Should appointments be linked across different days?

Appointments should only be **linked** if they all occur on the same day and typically for coordinating care for

complex patients (e.g. Connected Care, Spina Bifida, Rehabilitation) or for patients who need to travel from remote areas for multiple appointments. There is no reason to **link** appointments on different days (unless under a rare protocol arrangement).

Can I shuffle to a different appointment time?

When **shuffling** appointments, the patient appointment time for the new Resource must be the same type of clinician as the original appointment. This is to ensure that the patient appointment aligns with the correspondence that has already been provided to the patient/client. Any **shuffling** of appointment times must be coordinated with the patient's family.

Will a record be migrated if it includes an appointment with no linked referral information?

Referral information is required for appointments to be scheduled in ESM. The Migration Team will follow strict business rules to ensure all records are migrated to the new system.

For more information, contact the ieMR team.

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