



ESM resource and slot management

Frequently asked questions

When can I overbook a clinic?

Overbooking should not occur unless a clinician has provided direction to overbook the clinic. If no [scheduling comments](#) are included, it will be assumed that the clinician has not provide approval for [overbooking](#). All [overbooking](#) actions include an audit trail which can be investigated.

Is there a way to stop overbooking once a clinician has said 'no more'?

The system will still allow all users to [overbook](#). Please take the following actions before overbooking a clinic:

1. Record overbooking instructions in the [resource comments](#) for the specific clinicians. This will be visible for the clinician across all books and days.
2. Gain approval from the clinician to overbook (this is then noted in [scheduling comments](#) and provides the evidence of approval)
3. Add a [LCCH message](#) slot to advise 'No more overbookings' for the clinic.

If a doctor is practising at a different location (i.e. PAH or RBWH), is there a way to hide this from our view at LCCH?

No. Resources are either included or excluded from your clinic's book. As a [resource](#) can be the same across multiple sites, their schedule will still be visible in your book. However the patient details will be hidden and the [appointment locations](#) and slots will be for the other site/location.

Can I schedule two slots for an appointment (e.g. 2 x reviews for one new)?

You can schedule into one slot and expand the duration. The appointment will not expand. You will then need to remove the second appointment slot.

When should I remove a slot?

Slots can be removed (e.g. if a clinician is starting late). A placeholder can be scheduled in place of the removed slot (e.g. [LCCH unavailable slot](#)). [Unavailable appointments](#) shall never be scheduled inside a normal slot.

When adding slots, do I still need to go through OPD management?

Ad hoc clinics can now be managed by the local business directly. Longer term [template](#) changes will need to be managed through the OPD Management Unit as per current process.

Is there any way to track removed slots?

The ESM Project team is developing a new report which records removed slots that can be run by team leads and management staff as required.

What does the Swap resources function do?

[Swapping resources](#) swaps the templates from Resource A to Resource B. All currently booked appointments will now appear under the different [resource](#) and vice-versa. [Swapping resources](#) is only available for generic resources.

For more information, contact the ieMR team.

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