ieMR Enterprise Scheduling Management (ESM)

Frequently Asked Questions

What is ESM?

Enterprise Scheduling Management (ESM) is the appointment scheduling tool within the integrated electronic medical record (ieMR).

Why is ESM needed?

ESM will enable clinical and administrative staff to view patient appointments and waitlist information in one place. This will result in greater scheduling accuracy and management of waiting lists, reduced scheduling conflicts and increased coordination of patient care throughout services.

When will ESM be introduced at CHQ?

ESM was introduced as a pilot to the Child Development Program in October 2016. From Monday, 9 October 2017, ESM will be rolled-out in specialist outpatient areas within the Lady Cilento Children's Hospital and the School Based Youth Health Nursing and Healthy Hearing community-based services.

How will ESM be used?

ESM will be used across the majority of CHQ to manage request lists, schedule appointments, generate administrative patient correspondence and report on outpatient activity.

How will ESM change current scheduling practices?

HBCIS must continue to be used to record patient demographic details, admission and surgical waitlists. However, systems which are currently used to manage referrals and waitlists, send patient appointment correspondence and schedule appointments (HBCIS, CHIMS, CDRS, PractiX) will be replaced by ESM. PractiX will still be used to coordinate billing.

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Which staff are most likely to be impacted by the introduction of ESM?

CHQ staff in two key areas will be affected by the introduction of ESM.

Specialist outpatients:

- Clinical administrative officers
- Clinicians who schedule and coordinate appointments
- Central Referral Unit/Outpatient Contact Centre
- Health Contact Centre

Community:

- School-Based Youth Health Nursing (administrative and clinical)
- Healthy Hearing Program (administrative and clinical)
- Child Health Services (administrative and clinical).

Will staff receive training in this new module?

Extensive training and support will be provided to ensure everyone is well prepared for ESM.

A dedicated team of local practice leads and project team members will support staff through training and practice sessions.

Training for staff who schedule will begin in September 2017. A range of practical tools will be available to help all staff (including those who require read only access) to prepare.

What support will be available before ESM goes live?

Prior to training sessions, all staff are encouraged to attend an ESM demonstration or view an online demonstration on the Digital Future website.

Staff who schedule will have the opportunity to practise in the ESM system via supervised practice labs and undertake a self-assessment to make sure they are ready before go-live on October 9.

Self-orientation materials, such as quick reference guides, are available on the Digital Future website.

The Digital Future Website can be accessed via a desktop icon on your PC.

What happens after go-live?

Practice leads will be available during and post go-live to support staff during the transition. The ieMR team can also be contacted for assistance on 3068 1999 and the Digital Future website will be updated with helpful information.

What will ESM mean for patients and their families?

Our patients and families live in a digital world and they expect digital healthcare experiences. The introduction of ESM will enable bookings to be coordinated across CHQ services, making it easier to group appointments to better meet the needs and expectations of patients and their families.