



## Actioning a No Show

### Quick Reference Guide

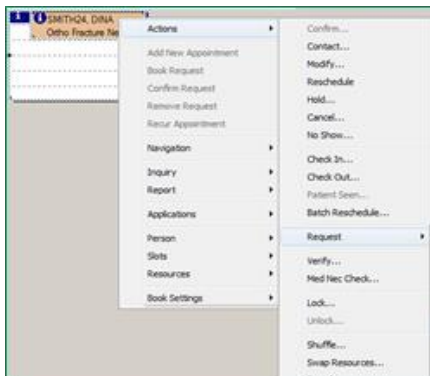
#### Actioning a No Show

This function will be used when a patient has failed to attend their appointment, and the clinician has provided clinical advice re the patient outcome.

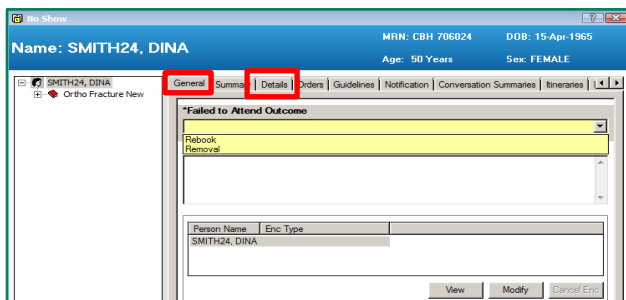
1. Locate the appointment in the relevant Book



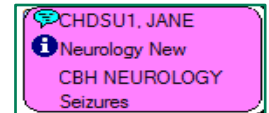
2. Right-click on the appointment in the Appointment Grid and select **Actions, No Show**



3. The **No Show** window will open
4. Select a **Failure to Attend Outcome** as per the Clinician and enter any notes in the **Comments** field. Copy comments and paste into the Scheduling Comments at the bottom of the **Details** tab.

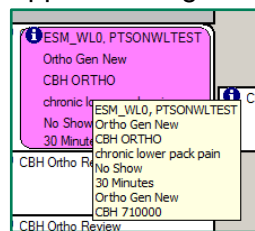


5. Click **OK**
6. The Appointment will now appear Pink in the Appointment Grid

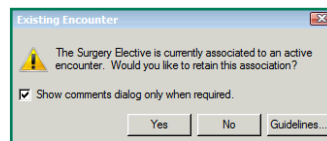


#### Rebooking a No Show

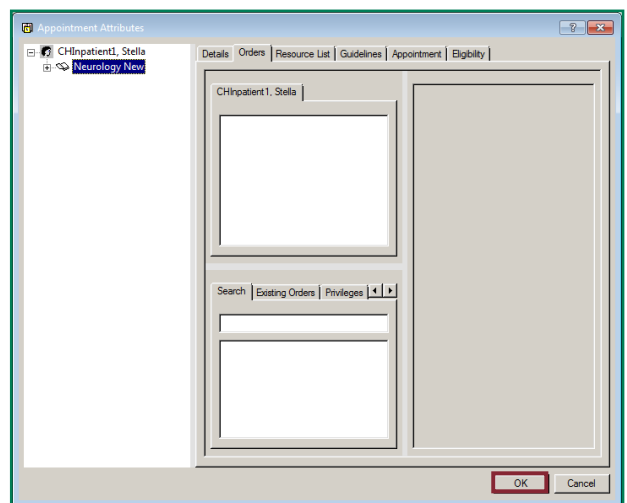
Locate the Pink, No show appointment in the Appointment grid.



1. Left mouse click and hold, drag the appointment to the **Work In Progress (WIP)**
2. The Existing Encounter window will display
3. Click **Yes**




4. The **Appointment Attributes** window will display, select **Ok** to close





- The fields in the **Appointment** tab will be greyed out and will not allow modification
- Click the **Next** button to allow modification

 It is important to hit next and **then** move the appointment back into the *WIP* to ensure a new appointment is made and you are not rescheduling the *No Show* appointment – this would result in inaccurate data.

- Scroll down to **Scheduling Comments** and update with the reason for rebooking (DD-MM-YY – reason – initials)

- Update any other relevant fields and click **Move** to move the appointment to the **Work in Progress**
- There will now be two appointments displayed in the **Work in Progress** window
- Right-click on the first appointment (this will be marked as *Reschedule*) and select **Remove**

- Choose the date requested by the clinician for the next appointment using the calendar in the top left
- Select **Primary Resource** in the **Work in progress** window. The available resources for that appointment type will display in the appointment book
- Select the slot in the appointment book that you are going to be booking in to and select **Schedule**. Ensure that the **Resource**, **Time** and **Duration** are correct and select **Ok**

- Select the **Confirm** option next to the WIP to complete the booking.

- A dialogue box will open to show the details of the confirmed appointment, select **Ok** to close this.

