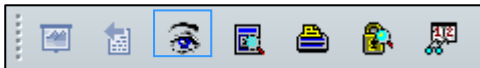




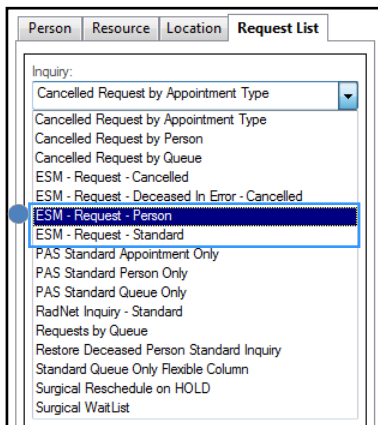
Actioning a request list cancellation

Note: Cancelling a request from a request list should be undertaken if a patient no longer requires an appointment. Once a request is removed, they will no longer appear on the list.

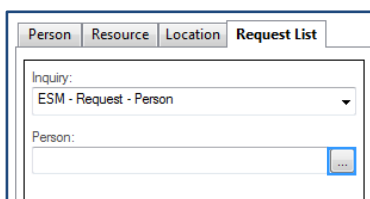
1. Click the **appointment inquiry** icon within ESM.



2. The **appointment inquiry window** will open and will default to the **resource** tab.
3. Click the **request list** tab.
4. Click on the drop-down beside the **inquiry** window and select **ESM – request – person**. This will default the search to a patient request list search. You can also search for a record across the entire department by selecting the **ESM – request – standard** and selecting your **request list**.



5. Select the **ellipsis** to search for the patient
6. Enter patient details, select **search**. Select the correct patient from the list, ensuring the CHQ record is selected, **OK**.



7. The **request** for the patient will populate. The **request status** can show **complete** (also **scheduled**), **pending** (on waitlist for appointment) or **cancelled** (been cancelled). You can only cancel requests in a **pending** status.
8. Highlight the **request** you intend to cancel. Right click and select **cancel**.

Request State	Wait List Name	Category	Public / Private	Appointment Type	Ambulatory Location
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Pending	Orthopaedics General New - I			en New	LCCH 1B ORTP
Pending	Orthopaedics General New - I			en New	LCCH 1B ORTP

9. Select a **cancel reason** for the drop-down list and enter **action comments** (e.g. 24/0817 - patient treated privately, no longer requires – BR), **OK**.



10. The **request status** will now appear as **cancelled** for the record.

Request State	Wait List Name	Category	Public / Private	Appointment Type	Ambulatory Location
Cancelled	Orthopaedics General New - LCCH	2	Public	Ortho Gen New	LCCH 1B ORTP
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS
Complete	CDS 6D New - LCCH	2	Public	Paeds - Dev New	LCCH 6D CDS

