

## ESM: unlocking patients

### ESM/SurgiNet

#### Quick reference guide

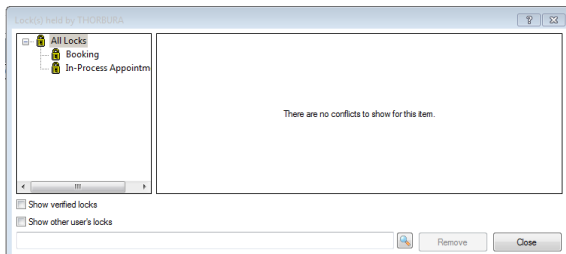
A patient may be locked when an appointment is partially scheduled and the scheduler does not return to complete the appointment scheduling for a period of time.

A scheduler may find that the record displays a warning stating that the patient record is locked to their username. This lock can be removed by following the steps below.

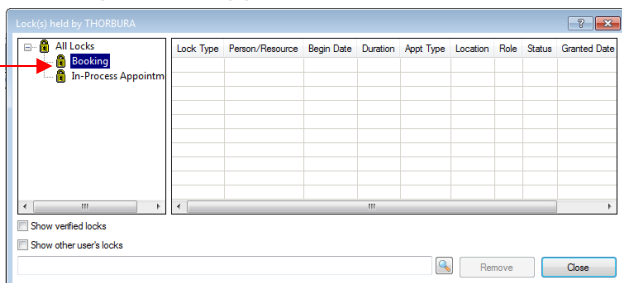
1. From within the *Scheduling Appointment Book* click on the *View Locks icon*.



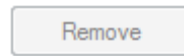
2. The *Lock(s) held by <yourusername>* window will display.



3. Select *Booking* to view booking locks or *In-Process Appointments* to view locks for in-process appointments.



4. Select the locked patient from the list displayed and click the *Remove* button.



5. The patient will be removed from the list.
6. Close the Scheduling Appointment Book and reopen. The patient will no longer be locked and the scheduler may continue the booking.