



Perform a patient appointment and referral search

This guide documents how to perform a search for previous or upcoming appointments and request list (wait list) entries. This may be useful for staff if assisting patient enquiries regarding booked appointments or placement on waitlists.

Patient appointment search

1. Click the [scheduling appointment book](#) icon in the [AppBar](#) to load ESM (AO) or click [scheduling appointment book](#) directly from [Powerchart](#).
2. Click the [appointment inquiry](#) button.



3. Click on the [person](#) tab and ensure the [inquiry](#) is set to [ESM person](#). Click the [ellipsis](#) button next to the person box to commence a patient search.
4. Enter the CHQ patient unique reference number (URN). If this is not known, you can search for the patient by entering [surname](#), [first name](#), [date of birth](#) then [search](#). When the results appear, select the correct patient from the results pane (ensuring the URN commences with a CHQ) then [ok](#).

Name	URN	Sex	Date of Birth	Age (Years)	Subst
TEST WINDSOR BROWN, Sarah a b c	CHQ C999995	MALE	01-Jan-1993	18 Years	HEM

5. Click on the drop down arrow next to the [start date](#) field. When the calendar appears, change the year back one year and click on the highlighted date. This will ensure you are searching for all previous appointments for the last 12 months in addition to all future booked appointments.

6. Click [find](#). The search results will appear in the results pane on the right. You can [sort](#) any fields by clicking on the column heading (e.g. to view all similar specialty appointments, click on the [appointment type](#) heading).

Appointment Date \ Time	Appointment Type	Ambulatory Location	Appointment State	Primary Resource	Reason for Appointment	Schedule
25-May-2017 - 7:30 AM	Midwifery Antenatal Visit	REWH OPD BC	Cancelled	REWHI Mabelle BC 01	AS PER	AS PER
25-May-2017 - 8:00 AM	Midwifery Antenatal Visit	REWH OPD BC	Rescheduled	REWHI Mabelle BC 01	AS PER	AS PER
07-Sep-2017 - 9:30 PM	ENT New	LCCH 3A OHNS	Cancelled	Polly, Emily	2nd PVT	
07-Sep-2017 - 7:15 PM	ENT New	LCCH 3A OHNS	Cancelled	Polly, Emily	2nd PVT	
11-Sep-2017 - 7:30 AM	ENT New	LCCH 3A OHNS	Cancelled	Fery, Christopher	TD + Ge	
11-Sep-2017 - 7:30 AM	ENT New	LCCH 3A OHNS	Cancelled	LCCH OHNS Acute Reg 01	TD + Ge	
11-Sep-2017 - 7:30 AM	ENT Mosaic New	LCCH 3A OHNS	Rescheduled	Que New, Chris	TD + WAL	
11-Sep-2017 - 7:30 AM	OT New	LCCH 4D CDS	Cancelled	LCCH CDS OT 01 6D	TD + Blt	
11-Sep-2017 - 7:30 AM	Paeds - Dev New	LCCH 4D CDS	Cancelled	Mouren, Honey	RD + Per	
11-Sep-2017 - 7:30 AM	Paeds Surg New	LCCH 4E MEUS	Cancelled	Tobiasen, Gert	RD + Per	
11-Sep-2017 - 8:30 AM	ENT Mosaic New	LCCH 3A OHNS	Cancelled	Que New, Chris	TD + WAL	
11-Sep-2017 - 9:30 AM	ENT Mosaic New	LCCH 3A OHNS	Cancelled	Que New, Chris	TD + WAL	
11-Sep-2017 - 10:30 AM	ENT New	LCCH 3A OHNS	Cancelled	Que New, Chris	TD + WAL	
30-Nov-2017 - 12:16 PM	School Based Health New	LCCH 3B7H ASPLE	Rescheduled	Bowman, Elizabeth	TD + Ge	

- **Appointment type:** The booked appointment.
- **Ambulatory location:** The location where the service took place or will take place.
- **Appointment state:** Current status of the appointment. The options include:
 - Confirmed**
 - Scheduled**
 - Attended
 - Cancelled
 - Rescheduled
 - No show

** patient has not yet attended an appointment
- **Reason for appointment:** The clinical referred conditions as indicated by the triaging clinician.





Patient request list (wait list) search

1. After performing an [ESM person search \(inquiry\)](#), you can perform a request list search by clicking on the [request list](#) tab. Change the [inquiry](#) to [ESM – request – person](#). The patient information will remain in the box if performed from a previous search. Click [find](#).

2. The patient request list entries (past and current) will appear in the results pane to the right.

Request State	Appoint.	Wait List Name	Cat.	Public / Private	Appointment Type	Ambulatory Location	Reason
Cancelled		LOCH Data Migration Cancel		Public	Allergy Review	LOCH 3C IMMUN	APPOIN

- **Request state:** Current status of the appointment. The options include:
 - Pending (currently on request list)
 - Complete (request was scheduled)
 - Cancelled (request list entry was cancelled)
- **Ambulatory location:** The location where the service took place or will take place.
- **Appointment state:** The linked appointment current status (see page 1).
- **Appointment type:** The booked appointment.

- **Wait list name:** The name of the request list that the patient is currently associated to for the appointment type.

