



Reschedule an appointment

Note: Reschedules can be either patient-initiated or facility initiated. A new case facility-initiated reschedule cannot be marked as not ready for care (NRFC).

To reschedule an appointment follow the steps below.

1. Locate the appointment by either searching through the [appointment grid](#) or the [appointment inquiry](#), [person inquiry](#) searches. Enter the [start date](#) for the search as today (T).

Person	Resource	Location	Request List	Appointment Date \ Time	Appointment Type	Ambulatory Location	Appointment State	Primary Resource
ESM Person				09-Oct-2017 - 8:00 AM	Ortho Gen New	LCCH 1B ORTP	Confirmed	Donald, Geoff

2. Locate the corresponding appointment either in the [appointment grid](#) or through the [inquiry search](#). Right click, then [reschedule](#).

Appointment Date \ Time	Appointment Type	Ambulatory Location	Appointment State
09-Oct-2017 - 8:00 AM	Confirm...		Confirmed
	Contact...		
	Modify...		
	Reschedule		

3. An existing encounter warning will appear. Retain the encounter by clicking [yes](#).

Existing Encounter

The Ortho Gen New is currently associated to an active encounter. Would you like to retain this association?

Show comments dialog only when required

Yes No Guidelines...

4. The [appointment attributes](#) window appears. Scroll to the bottom of the window and enter [scheduling comments](#) related to the reschedule (e.g. 28/08/17 - PT reschedule, as on holidays until end of week – BR), then [ok](#).

Appointment Attributes

TEST WINDSOR BROWN, SARAH A B C
Ortho Gen New

Alternative Business Pathway:

Cross Platform ID (Foreign System Migration):

Scheduling Comments:
28/08/17 - PT reschedule, as on holidays until end of week - BR

OK Cancel

The appointment is now placed in the [WIP](#) ready for scheduling to the new appointment.

5. Locate the new [appointment date](#) for the [reschedule request](#), based on clinic and patient/client availability. The calendar will display vacant appointments with **bold** dates.

2017

October

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

6. [Schedule](#) the appointment by selecting the appointment and clicking [schedule](#), then [ok](#).

Task Edit View Help

Name: TEST WINDSOR BROWN, SARAH A B C
Sex: MALE
DOB: 01-Jan-1999
Language: Spanish
Home Phone: (041) 345 9658
Interpreter Required: No
Mobile Phone: 0412 345 678
Age: 18 Years
Indigenous Status: Torres Strait Is. - Business Phone:

Person Comments:

Appointment

Schedule: Ortho Gen New

Resource: Bado, David

Scheduling Comment: 28/08/17 - PT NRFC added for

Time: 08:00

Duration: 0:15

Previous duration: 0:15

Distinguish setup and cleanup durations

1 2 3

OK Cancel

2 Schedule

Confirm

Recur

Suggest

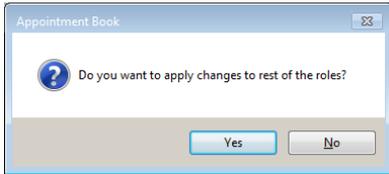
Reassign

Insert

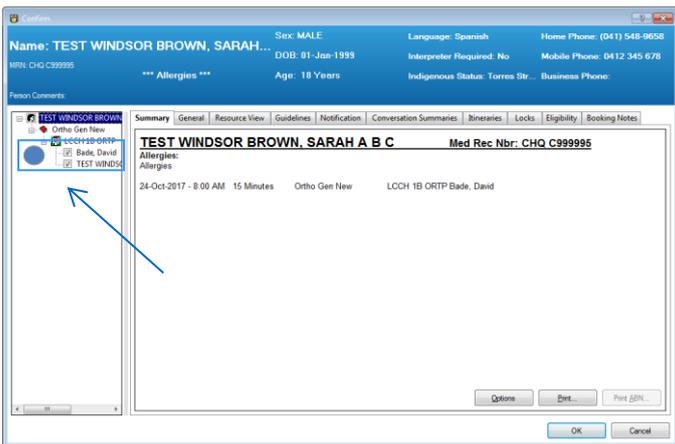




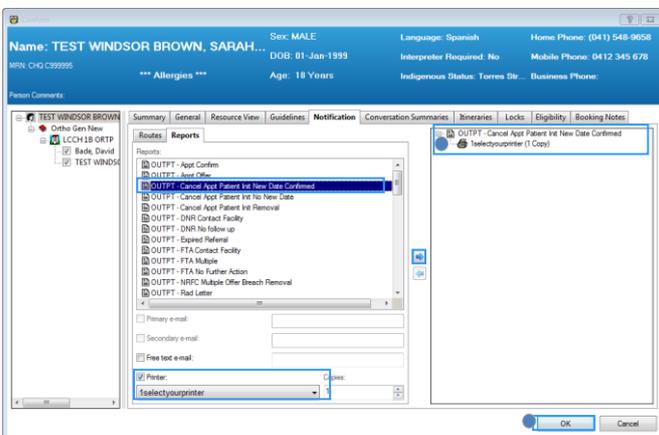
Note: If you need to redo step 7 you will be presented with the pop-up box below. Always select “Yes” so that both resource and patient appointments are updated.



- Click **confirm** to secure the appointment. If the patient is aware of the new appointment date, there is no need to untick the checkboxes. If the patient is not aware of the appointment, these boxes must be unselected. Click **notifications** to print a letter.

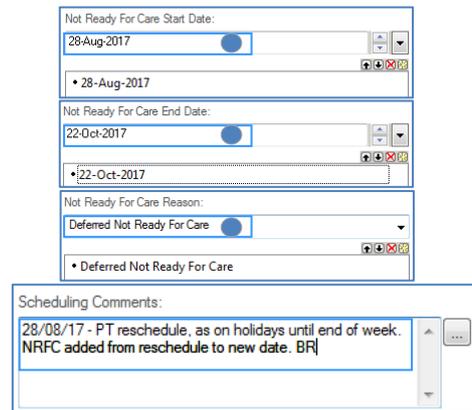


- Select the **reports** menu, the **corresponding letter**, your **printer** and the right arrow then click **ok**.



Patient-initiated

- New case appointments only:** Once you have a date selected, before scheduling the appointment, update the **not ready for care (NRFC) accept format** on the left of the **WIP**. The NRFC period should be added from the **date of notification** to the day before the new appointment date. Ensure **scheduling comments** are updated.



ESM reschedule letters

Patient-initiated reschedule

Letter	When to use
OUTPT - Cancel Appt Patient Init New Date Confirmed	Patient initiated reschedule has been actioned by the facility with a new date and time allocated (includes details of new appointment)
OUTPT - Cancel Appt Patient Init No New Date	Patient has been removed from the original appointment but not yet scheduled with a new appointment (back to waitlist if New patient or a 'review request list' speciality)

Facility-initiated reschedule

Letter	When to use
OUTPT - Reschedule Appt Hosp Init Appt Offer	Hospital initiated reschedule has been actioned by the facility with a new date and time allocated (includes details of new appointment)
OUTPT - Reschedule Appt Hosp Init Confirm Appt Confirm	Hospital initiated reschedule has been actioned by the facility with a new date and time allocated, requesting confirmation by the patient directly to the clinic (includes details of new appointment)
OUTPT - Reschedule Appt Hosp Init No Future Date	Hospital initiated cancel has been actioned by the facility but not yet scheduled with a new appointment (back to waitlist if New patient, or a 'review request list' speciality)

