



SBYH Appointments: Administration data entry – Quick reference guide

To access the SBYH SharePoint solution, you will need to login to your PC (or remotely via RSA or Follow-me Desktop) with your personal **Novell user ID** and password.

Loading SBYH SharePoint landing page

1. Click the below link to navigate to the SharePoint solution:

LINK: http://drs-sqlcchp01.chq.health.qld.gov.au/Reports_BI_SERVER/Pages/Report.aspx?ItemPath=%2fSBYH%2fPAS%2fSBYHCHQNTQOOSHome&ViewMode=Detail

2. You will now be taken to the SBYH landing page, which displays the following information:

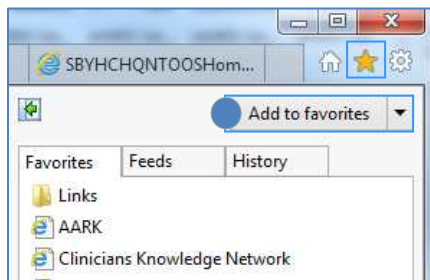
- a. History of previously submitted appointments for the last 30 days
- b. Additional resources page (user guides etc.)
- c. List of records to view, edit and finalise.

| Action | School Location | UEN | PI DOB | PI Last Name | PI First Name | Status | Appointment Type | Outcome | Contact Type | Comments | Covered By | Modified By | Last Modified |
|--------|-----------------|-----|--------|--------------|---------------|--------|------------------|---------|--------------|----------|------------|-------------|---------------|
| ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |

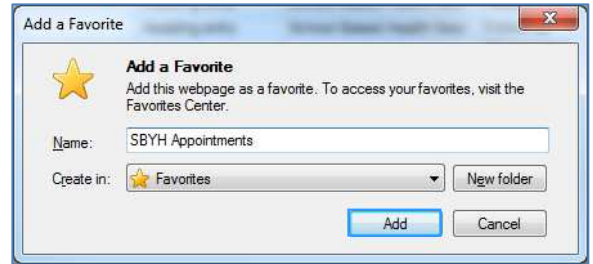
Save SBYHS SharePoint link to favourites

Internet Explorer

- a. Click the **star** in the top right of your screen, click **add to favourites**.



- b. Enter the name of the link as **SBYH appointments**. Click **add**.



Mozilla Firefox

- a. Click the **star** in the top right of your screen, to bookmark this to Mozilla favourites. Once it is clicked, the star will turn blue – this indicates it has been added to your favourites.



Reviewing the SharePoint worklist

1. On your SharePoint landing page, The **status** will be listed with **awaiting entry** always appearing at the top of the list. Locate the bottom **awaiting record** entry, and click the **edit** button next to the corresponding record.

| Action | Status |
|----------------------|----------------|
| Edit | Awaiting entry |
| Edit | Awaiting entry |
| Edit | Awaiting entry |
| Edit | Awaiting entry |
| Edit | Entered in ESM |

2. The top half of the screen displays a summary of the appointment information that will require entry into ESM. This information is displayed in the order that the fields appear in ESM. The bottom half of the screen should be completed when you have finalised the entry into ESM (or are unable to enter into ESM).





| | |
|----------------------------------|-------------------------|
| Appointment Type | School Based Health New |
| Contact Type | Face to Face |
| School Location | Albany Creek |
| URN | C999995 |
| Patient Last Name | Test Windsor Brown |
| Patient First Name | Sarah |
| Patient DOB | 1/01/1999 |
| Referral From | Self Referral (patient) |
| Date of Appointment | 8/09/2017 |
| Time of Appointment | 08:15 |
| Duration | 45 |
| Reason for Appointment (Primary) | Mental Health - Anxiety |
| Appointment Outcome | Discharged |

Information that requires data entry to ESM.

Status *

Awaiting entry

Entered in ESM

Unable to record - already entered

Unable to record - conflicting appointment

Unable to record - other see comment

Comments

Date of Action

Version: 3.0
Created at 8/09/2017 11:37 AM by Ben Reid
Last modified at 8/09/2017 2:11 PM by Ben Reid

Save Cancel

type **accept format**. Alternatively you can type the information into the field.

4. Enter the **appointment location** as the ieMR equivalent of the service provided (e.g. LCCH SBYH ALBAN for Albany Creek).
5. Enter the patient information by clicking the **ellipsis** and locating the patient through the **URN**.

Books **Appointment**

*Appointment type:
School Based Health New

*Appointment location:
LCCH SBYH ALBAN

*Person name:

6. Select the corresponding **Community Health** encounter relevant to the school location. **Please note**, a new community encounter is required for each school year and for each location. You will need to create a new encounter if it doesn't exist.

| URN | Encounter Type | Patient Location | Room | Bed | Start Date / Time |
|-------------|------------------|------------------|------|-----|---------------------|
| CHQ C999995 | Community Health | LCCH 6D CDS | | | 29-Aug-2017 2:24 PM |
| CHQ C999995 | Community Health | LCCH CDS BEENL | | | 24-Jul-2017 3:44 PM |
| CHQ C999995 | Community Health | LCCH 6D CDS | | | 18-Jul-2017 9:29 AM |
| CHQ C999995 | Community Health | LCCH 6D CDS | | | 12-Jul-2017 2:43 PM |
| CHQ C999995 | Community Health | LCCH SBYH ALBAN | | | 16-Jan-2017 2:24 PM |

Entering information into ESM

1. Login to ESM by clicking the **scheduling appointment book** from the AppBar.



2. Click on the **appointment tab** to begin the entry of appointment information. It is recommended that ESM is displayed on one computer screen, with the SharePoint form on the other.
3. Copy and paste the **appointment type** from the SharePoint screen into the ESM appointment

7. Change **new case category** to "1".
8. Update the **length of referral** to the corresponding duration. All walk-ins or self-referrals are 12 months in duration.

*Length of Referral:
General Practitioner (12 Months)

9. Update the **date referral received** and **date on referral** to **appointment date** (for self-referrals).

*Date Referral Received:
08-Sep-2017

*Date On Referral:
09-Sep-2017





10. Update referral source. For the majority of appointments, this will be **health care client – self** (self-referral).

*Referral Source:
Health Care Client - Self

11. Copy and paste the referral information from the SharePoint selection to the **referring clinician accept format** (e.g. self-referral (patient)).

*Referring Clinician:
Self Referral (patient)

12. Click the **move** button to move the appointment into the **work in progress (WIP)** box. Click on the corresponding calendar day and click **schedule**.

13. Over-key the following fields with the ones on the SharePoint form and click **OK**:

- a. **time**
- b. **duration**.

Schedule - School Based Health New

Resource:
Baker, Nerissa

Default slot:
LCCH SBYHN Consult (8:30 AM - 5:00 PM)

Time:
0815

Duration:
Hour(s) 45 Minutes Day

Distinguish setup and cleanup durations

OK Cancel

14. The appointment will now appear in the slot as **scheduled**, but not confirmed. If there is no available slot at this time, this will appear as an

overbooking (with a thick black border). Click **confirm**, **OK**.

15. Right click the appointment, **actions**, **check-out**. A warning box will appear as this appointment has not been checked in. Click **yes** to perform the checkin function as part of the check-out.

Check In

Some of the appointments have not been checked in. Do you want to check in these appointments?

Yes No

16. When the **available conversations** window opens, select **community registration**, **OK**. Finalise the encounter window by clicking **OK**.

Available Conversations

Please select the conversation you would like to use:

Community Registration

OK

17. Select the **appointment outcome** as per the SharePoint site (e.g. Follow-up appointment required). Click **OK**.

*Appointment Outcome:
Follow-Up Appointment Required

Comments:

Person Name: TEST WINDSOR BROWN, Sarah a b c
Enc. Type: Community Health

Buttons: Gyar Pmt, Enc Pmt, View, Modify, Charges, Tasks

OK

18. The appointment is now in a checked out status and appears teal in the appointment grid.

CHQ C999995
TEST WINDSOR BROWN, Sar...
LCCH SBYH ALBAN





19. On the SharePoint form, update the button to entered in ESM, and update the date of action field to today's date. Only enter a comment if you are unable to enter the record. Click save.

Status *

Awaiting entry

Entered in ESM

Unable to record - already entered

Unable to record - conflicting appointment

Unable to record - other see comment

Comments

Date of Action: 19/10/2017

Version: 3.0
Created at 8/09/2017 11:37 AM by Ben Reid
Last modified at 8/09/2017 2:11 PM by Ben Reid

Save Cancel

20. The record has now been entered in ESM and updated in SharePoint. The status field and any comments you have entered have now been updated on the clinician's view of the landing page.

| Pt First Name | Status | Appointment Type | Outcome | Comments |
|---------------|------------------------------------|----------------------------------|--------------------------------|---|
| Patient | Awaiting entry | School Based Health Review | Follow up appointment required | |
| Ophthalmology | Awaiting entry | School Based Health New | Follow up appointment required | |
| Double | Awaiting entry | School Based Health Phone Review | Referred on | |
| Sarah | Awaiting entry | School Based Health New | Discharged | |
| Double | Awaiting entry | School Based Health New | Follow up appointment required | |
| Pt Sarah | Entered in ESM | School Based Health New | Referred on | |
| Sarah | Unable to record - already entered | School Based Health New | Discharged | Record was a duplicate - already in ESM BR. |

Child and Youth Community Health Service

School-based Youth Health Service

Summary page and selection panel

Date of Service: 2015-2019

Student Grade Level: Year 7-10

Appointment Status: Awaiting entry

ESM Appointment Type: 8

Number of recorded SBYH Appointments with ESM Outcome: Bar chart showing 8 appointments.

School Locations: List of schools including O'Connell, Dalal, etc.

Page 2: Student consultations

- Top 10 student consultation reasons
- Student consultation reasons arranged by sub-category (e.g. Health, ATODS, etc.)
- Monthly consultation summary over time
- Buttons to view information by division or school

Child and Youth Community Health Service

School-based Youth Health Service

Student Consultations

Top 10 Student Consultation Reasons: Pie chart showing reasons like ATODS-Alcohol, Health-Physical Activity, etc.

Mental Health: Pie chart showing reasons for appointment like Mental Health-Anxiety, etc.

Student consultation summary: Bar chart showing monthly consultation counts for 2017.

Page 3: Student on referrals

- Referrals generated from student consultations arranged by most referred service
- Pivot table which can be modified by end user by dragging columns left and right
- Information can be exported to Excel spreadsheets.

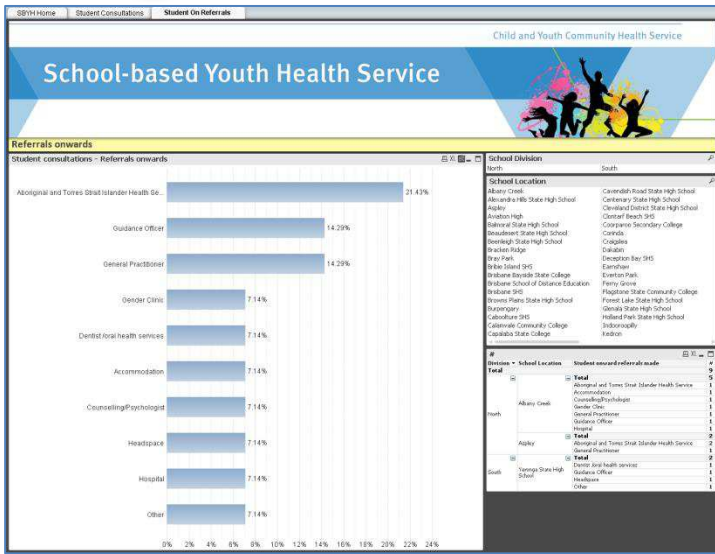
SBYH Qlikview Dashboard

The information you enter will populate the SBYH Qlikview dashboard. This dashboard will refresh every five minutes and incorporate any appointments that have been made since the last refresh.

Page 1: Summary page and selection panel

- Selection options for data manipulation
- Quick summary of data statuses over time





Contact details

This guide was developed by the ESM Project Team to assist with the transcription of school-based nursing retrospective appointments into ESM. For further assistance, please contact your local administration support officer.

Contact:

Nicky Mitchell

E: Nicky.mitchell@health.qld.gov.au

T: (07) 33107720

Developed by:

Ben Reid

E: Benjamin.reid@health.qld.gov.au

