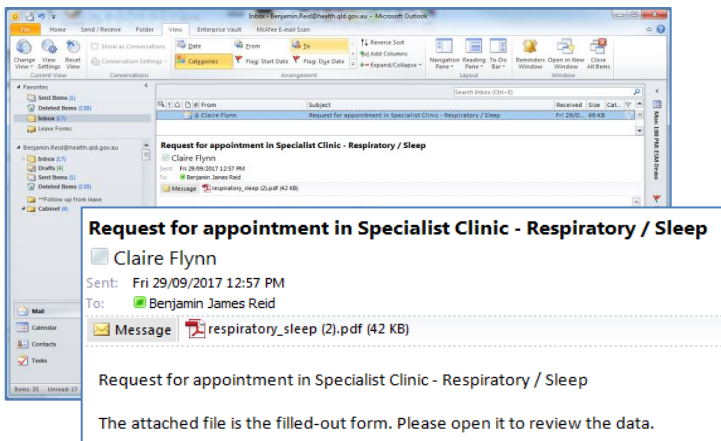




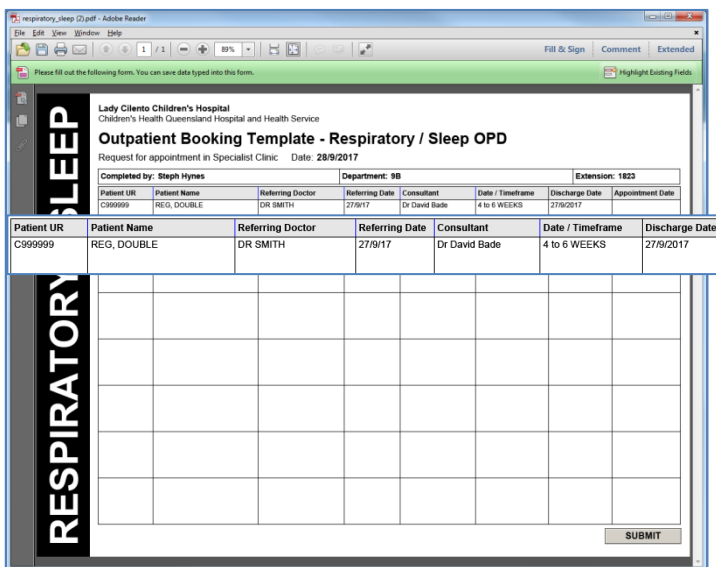
## Schedule a post-discharge appointment

**Note:** Please refer to [CHQ-PROC-30309 - post discharge follow up for patients being discharged from Lady Cilento Children's Hospital inpatient units](#) for the inpatient process to arrange a post-discharge outpatient appointment. This QRG also applies to discharges from 4C.

1. An email is sent to the POD generic email account with the subject "Request for appointment in Specialist Clinic - <<Specialty>>" with a PDF attachment of included patient appointments.



2. Double click on the PDF attachment to open the request for post-discharge appointments. The information listed in this attachment will be used to schedule the follow up appointment.



3. Click the **appointment scheduling book** icon in the AppBar.



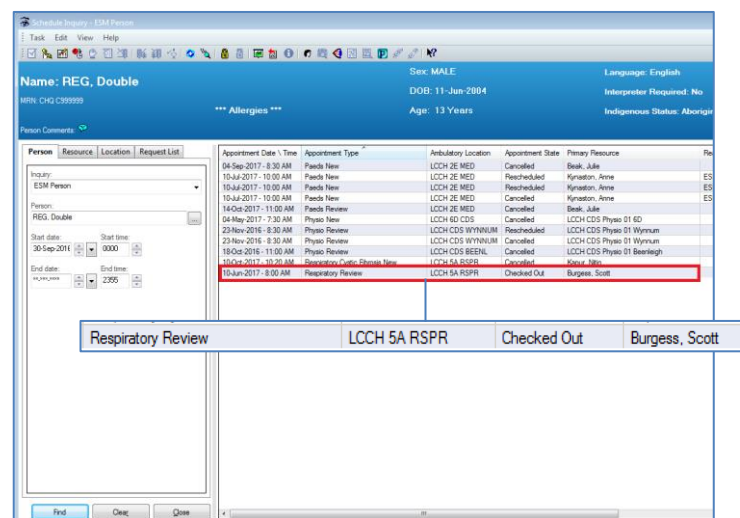
4. Load the **appointment inquiry** search and perform an **ESM person** search for the first patient on the attachment. Also perform an **ESM – request – person** search to determine whether the patient has a current **request list** entry.

Refer to the corresponding option depending on the patient search results:

- **Option 1:** Previous ESM appointment for same sub-specialty / referred condition available.
- **Option 2:** No previous ESM appointment for same sub-specialty / referred condition, but a future request list entry exists.
- **Option 3:** No previous ESM appointment or ESM request list entry for same sub-specialty / referred condition exists.

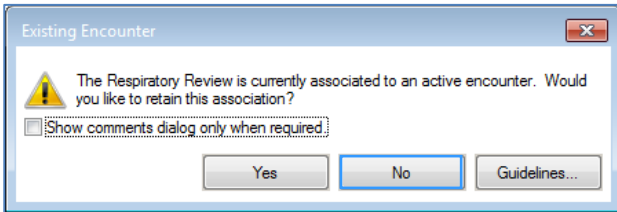
### Option 1 – Previous ESM appointment for same sub-specialty / referred condition available

5. In the results pane of the **schedule inquiry** window, locate the previous outpatient appointment the patient attended before the hospital admission. If the referral has expired, proceed to **option 3**.





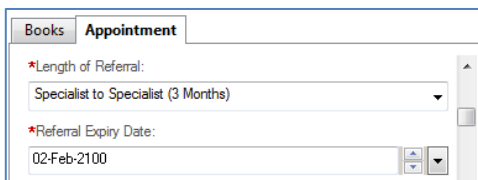
- Right click the appointment and click **reschedule** to move the appointment to the Work in Progress (WIP) box. Click **no** when the **existing encounter** window appears. Click **ok** when the **appointment attribute** window appears.



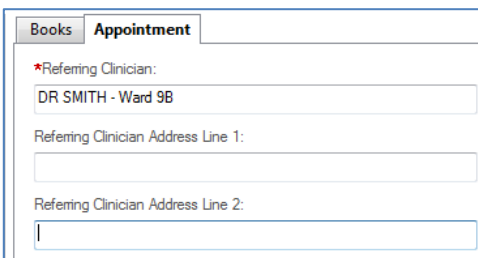
- Click **next** to commence updating the post-discharge appointment. Change the **appointment type** if required by your specialty (e.g. ENT Post Op if after an operation), or keep as the specialty review (e.g. respiratory review).
- Create a **pre-arrival** encounter by clicking on the **ellipsis** button and selecting the **patient, add encounter**.
- Update the referral **expiry date** if from a previous new case appointment.

**If referral has expired:**

- Length of referral updated to **specialist to specialist (3 months)** and referral expiry date to **02-Feb-2100** as a new post-discharge referral has not been activated yet (reception staff will change this on patient check-out).

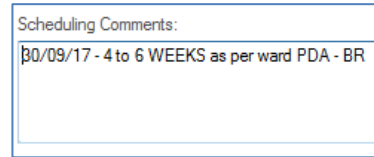


- Over-key **referring clinician** as referring doctor on the PDF, with the ward listed on same line. Other previous **referring clinician** fields must be removed.

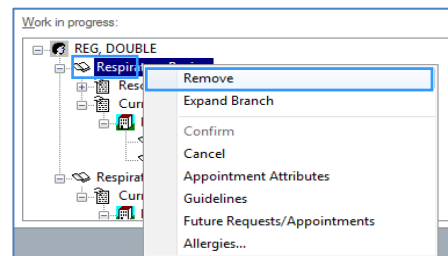


- Copy the notes from the PDF and enter them into the appointment **scheduling comments** for the

corresponding patient (e.g. 30/09/17 - 4 to 6 weeks as per ward PDA – BR)

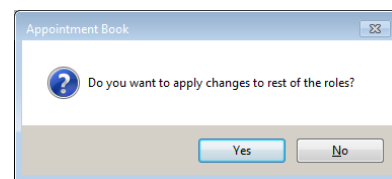


- Click **move** and click **ok** when the appointment attributes window opens.
- Remove the original appointment from the WIP by right-clicking on **appointment type, remove**.



- Schedule the appointment as per the PDF instructions and contact the family (either by telephone or include a letter under the **notifications** tab). Refer to **schedule appointments (new and review) – QRG**.

**Note:** If you need to redo step 13 you will be presented with the pop-up box below. Always select **“Yes”** so that both resource and patient appointments are updated.



- If further patients are on the post discharge PDF, go back to **step 5**.

**Option 2 – No previous ESM appointment for same sub-specialty / referred condition, but a future request list entry exists**

Follow steps 5 – 14 above with the following variations:

- Locate the referral on the **ESM – request list – person** view, right click **schedule** and perform a





## Our Digital Future

IMAGINE WHAT'S POSSIBLE...

ieMR Enterprise Scheduling Management (ESM)

[next/ move](#) process changing the [appointment type](#) as appropriate.

- Enter the referral expiry date as **02-Feb-2100** as the referral has not been activated yet (reception staff will change this on patient check-out).
- Navigate back to the same [request list](#) entry after the review appointment has been [scheduled](#) and remove the request list entry by right clicking, [cancel request](#).
- Enter the [cancel reason](#) as [data triaging](#) and an [action comment](#).

### Option 3 – No previous ESM appointment or ESM request list entry for same sub-specialty / referred condition exists

5. Perform a search to determine whether there was a recently migrated open HBCIS referral to ESM (refer to [restoring migrated open referral information from HBCIS – QRG](#)).
  - a. If you locate a previously cancelled migrated HBCIS referral, schedule appointment as appropriate by following steps 6-12.
6. If no appointments or migrated referrals are located, commence entry of a new appointment by clicking on the [appointment](#) tab and completing the associated [accept](#) formats for the [appointment type](#).

- For an operation, select the post op [appointment type](#) for the specialty (if it exists).
- Create a [pre-arrival](#) encounter by clicking on the [ellipsis](#) button and selecting the [patient, add encounter](#).
- [Primary resource](#) can be selected if the patient must see a specific resource.
- Length of referral updated to [specialist to specialist \(3 months\)](#) and referral expiry date to **02-Feb-2100** as the referral has not been activated yet. (Reception staff will change this on patient check-out).

- [Referring clinician](#) is the referring doctor on the PDF, with the ward listed on the same line. No additional referring clinician fields are required.

7. Copy the notes from the PDF and enter them into the appointment [scheduling comments](#) for the corresponding patient (e.g. 30/09/17 - 4 to 6 weeks as per ward PDA – BR).

8. Click [move](#) then [ok](#) when the appointment attributes window opens.
9. Schedule the appointment as per the PDF instructions and contact the family (either by telephone or include a letter under the [notifications](#) tab). Refer to [schedule appointments \(new and review\) – QRG](#).

**Note:** If you need to redo step 9 you will be presented with the pop-up box below. Always select **“Yes”** so that both resource and patient appointments are updated.

10. If further patients are on the post discharge PDF, proceed back to **step 5**.

