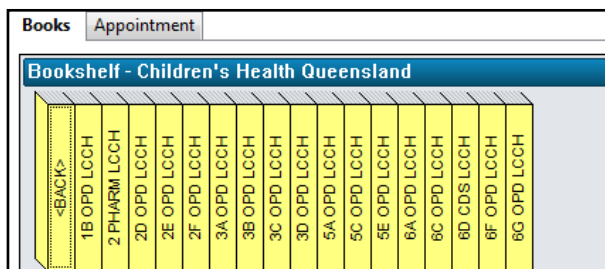


Actioning a no show (FTA)

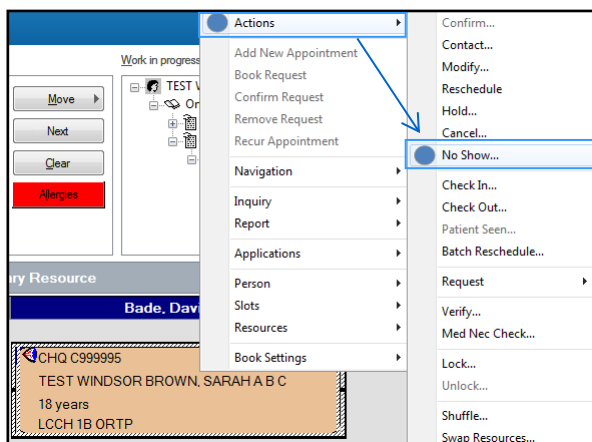
Note: No shows, also known as failure to attend (FTA), should be actioned after either: receiving a completed clinic slip or receiving direct clinician feedback with advice to either [rebook](#) or [remove](#).

1. Locate the appointment in the relevant [book](#) or search for the appointment through [person inquiry](#).



Decision from clinician - Remove

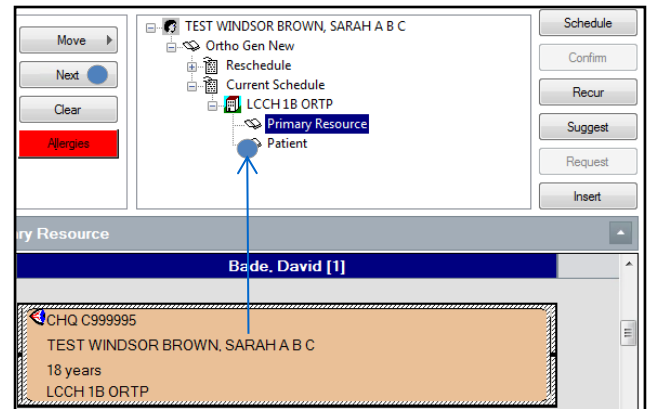
1. Right click on the appointment, [actions](#), [no show](#).



2. The [no show](#) window will open.
3. Select [failed to attend outcome](#) as [remove](#).
4. Add [action comments](#) to indicate this patient has been removed due to FTA (e.g. 17/08/17 – PT removed from FTA as per Dr Ben – BR).
5. Click on the [notifications](#) tab and select the [OUTPT – FTA No Action Required](#) letter.
6. Click [OK](#).

Decision from clinician - Rebook

1. Select the appointment and drag it into the [WIP](#) (or click [reschedule](#) from [patient inquiry](#)).



2. Click [next](#).
3. On the left pane, scroll to the bottom and copy the scheduling comments, [ctrl + c](#).



4. Click [move](#) to add the new appointment to the [WIP](#).
5. The appointment can now be added back to a request list (new case or review list) or scheduled as a new appointment.

Note: The process is to action the subsequent appointment first (either add to request list or schedule) before finalising the original appointment as a no show.

Option 1: Schedule a new appointment

1. Locate a new appointment date as per clinician instruction and [schedule](#) the new appointment.
2. If this is a new case appointment, add [not ready for care period](#) from the date of no show to the day before new appointment.
3. Send an 'OUTPT – Appt Offer' or 'OUTPT – Appt Confirm' letter from the [notifications](#) tab.

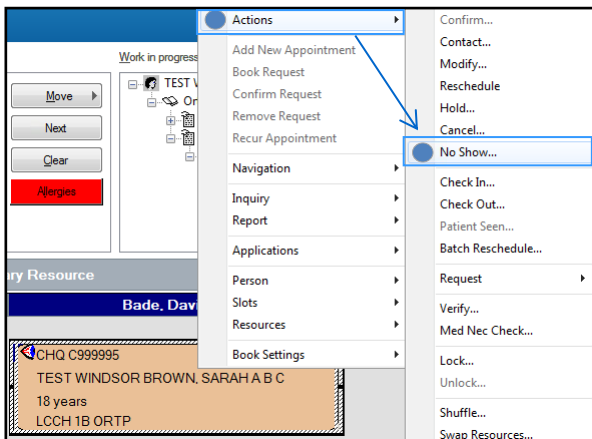




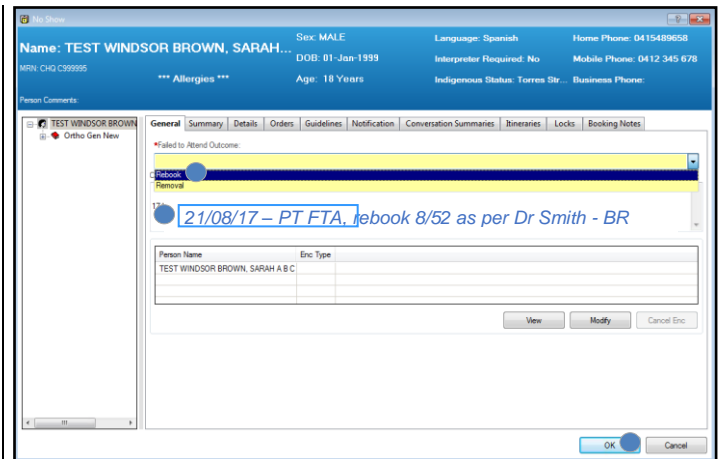
Option 2: Add to request list

1. If this is a new case appointment, add **not ready for care period** from the date of no show to the maximum threshold for the category (clinician direction: Cat 1: 15 days, Cat 2: 45 days, Cat 3: 90 days).
2. Click **request** and the appointment will now default to the correct request list. Ensure the earliest required by date is updated based on NRFC period applied.
3. Send an OUTPT – WL FTA contact facility letter from the **notifications** tab.

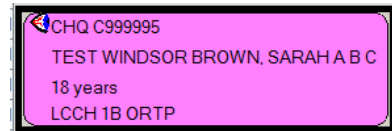
4. Remove the patient from the WIP. Right click on the appointment, **actions, no show**.



5. The **no show** window will open.
6. Select a **failed to attend outcome** as **rebook**.
7. Paste the notes you recorded earlier (step 3) into the **comments** field **ctrl + p**.
8. Click **ok**.

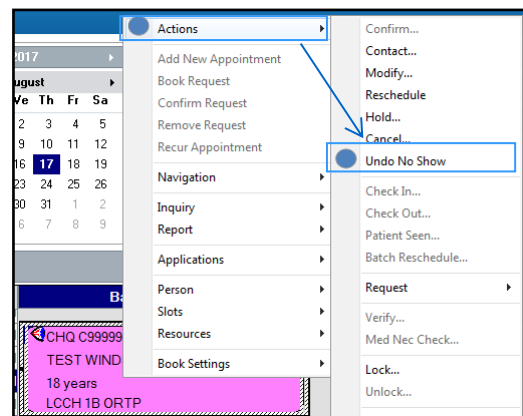


9. The appointment will now appear **pink** in the **appointment grid** which indicates it has been finalised as a **no show**.

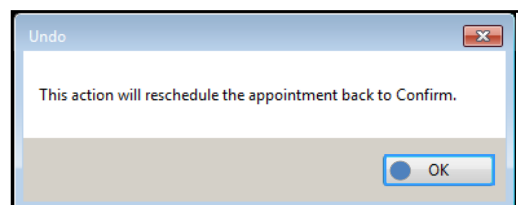


Undoing a no show

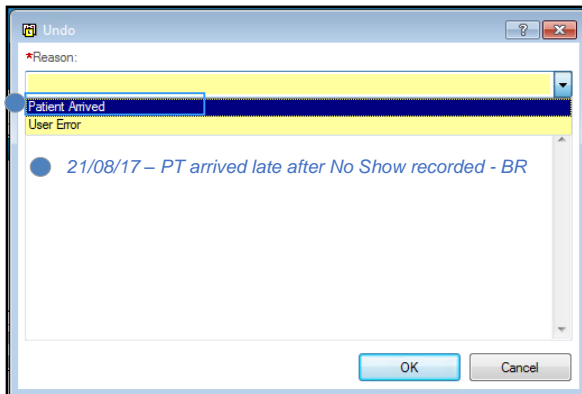
1. Locate the patient appointment in the **appointment grid** or through the **person inquiry** menu. Right click the appointment and select **actions, undo no show**.



2. The **undo** dialogue box will open. Click **ok**.



3. A mandatory **action comment** and **undo reason** is required.



4. The appointment is now placed back into a **confirmed** status, irrespective of the original appointment status (i.e. scheduled, confirmed) and will appear **latte**.

