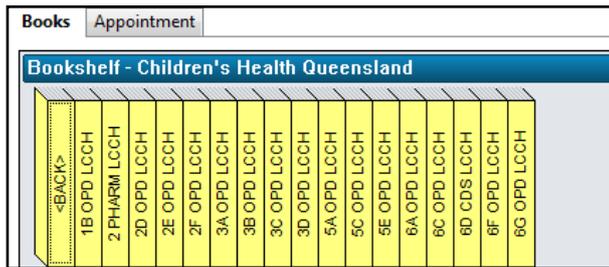## Action a did not wait (DNW)
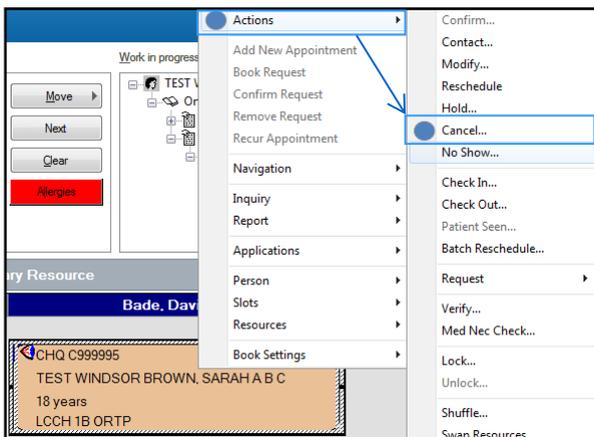
Note: Did not waits should be actioned after receiving a completed clinic slip or receiving direct clinician feedback with advice to rebook or remove.

1. Locate the appointment in the relevant book or search for the appointment through person inquiry.
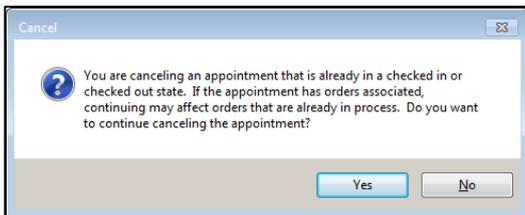

Option 1: Decision from clinician - Remove
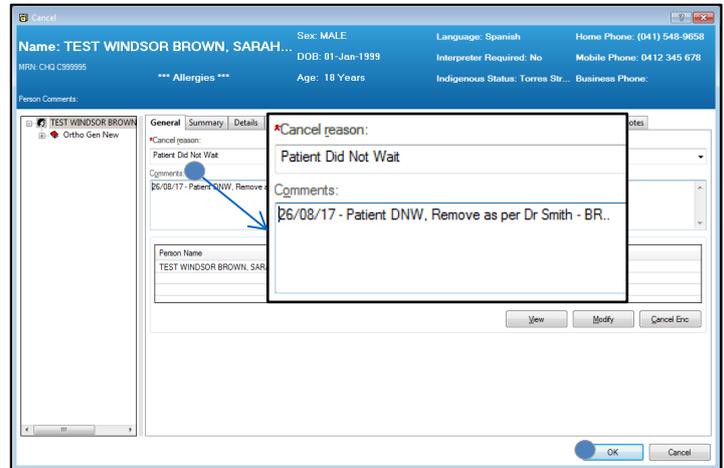
2. Right click on the appointment, actions, cancel.

3. A cancel warning box will appear as the appointment is already checked in. Click yes.

4. The cancel window will open. Select cancel reason as patient did not wait.

5. Add action comments to indicate the patient has been removed due to DNW (e.g. 26/08/17 - Patient DNW, Remove as per Dr Smith - BR.).

6. Click on the notifications tab and select the OUTPT – FTA no action required letter. Click OK.

7. Load conversation launcher and select discharge encounter. As the patient has been removed this encounter will no longer be required.

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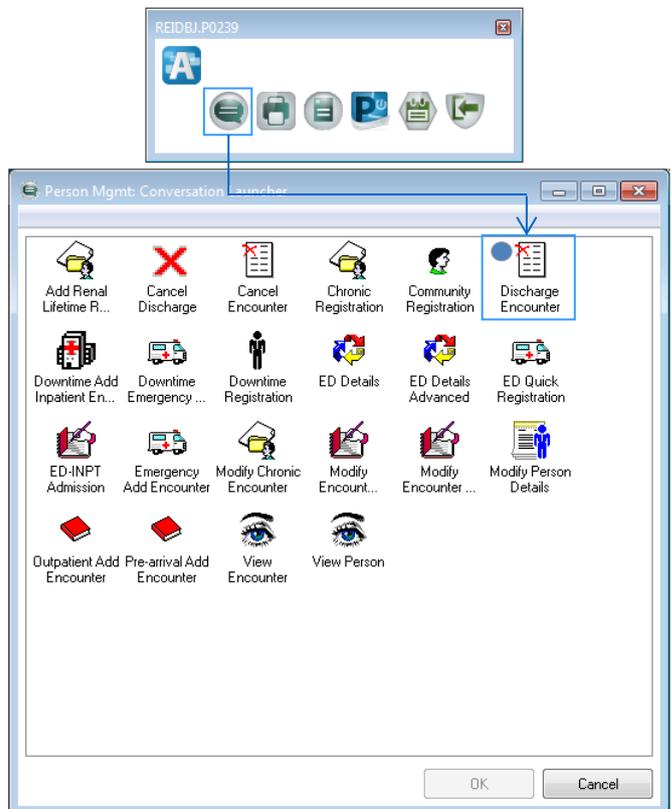
8. Locate the corresponding encounter through the person inquiry window.

9. When the discharge encounter window opens, confirm the encounter details and click OK.

10. The appointment will now disappear or turn red in the appointment grid which indicates it has been finalised as a cancel. This depends on whether you have view cancel selected in your settings.

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18 years

Option 2: Decision from clinician - Rebook

2. Select the appointment and drag it into the WIP (or click reschedule from patient inquiry).

3. An existing encounter window will appear. *Would you like to retain the association?* Click no.
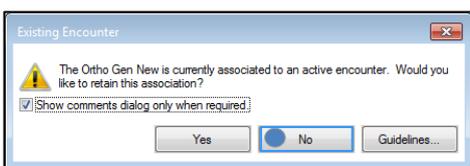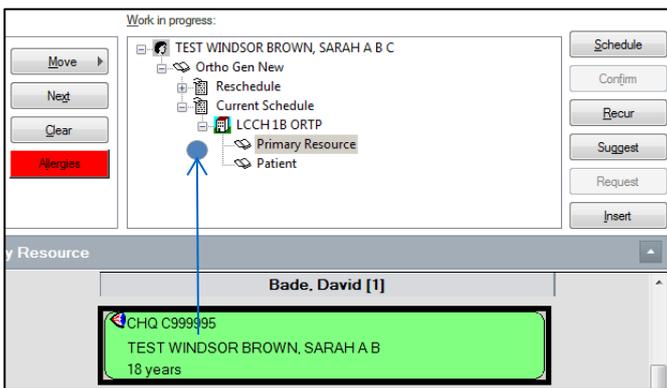
4. On the left pane, scroll to the bottom and add DNW scheduling comments. Copy the scheduling comments (Ctrl + C) then click next.
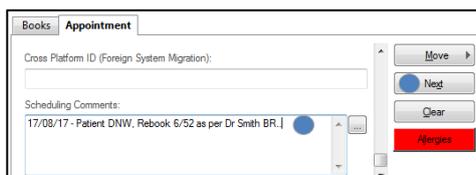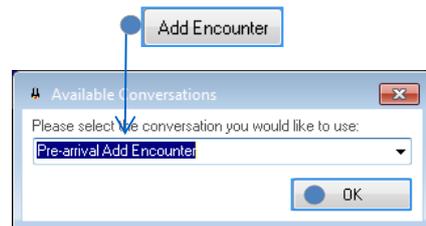

5. For hospital encounters, a new pre-arrival encounter will need to be created for the

rebooked appointment. To do this, click on the ellipsis next to the patient's name.
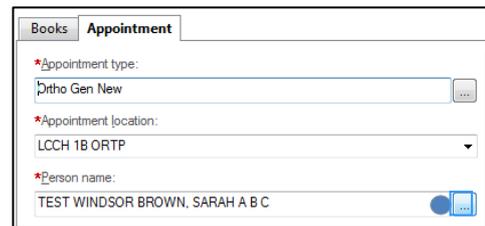
6. Click add encounter. From the available conversations window, select pre-arrival add encounter.

7. Update all mandatory accept formats. In addition, select the chargeable status as public and payment class as Medicare.

8. Click move to add the new appointment to the WIP. Paste the scheduling comments from Step 4 into the new appointment's scheduling comments field. This appointment should now be added back to a request list (new case or review request list) or scheduled to a new appointment.

Option 1: Schedule new appointment

9. Locate a new appointment date as per clinician instructions and schedule the new appointment.

10. If this is a new case appointment, add not ready for care period from the date of DNW to the day before the new appointment.

11. Send an OUTPT – Appt Offer or OUTPT – Appt Confirm letter from the notifications tab.

Option 2: Add to request list

9. If a new case appointment, enter not ready for care period from the date of DNW to the maximum threshold for the category (clinician direction: Cat 1: 15 days, Cat 2: 45 days, Cat 3: 90 days).

10. Click request and the appointment will now default to the correct request list. Ensure the earliest

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required by date is updated based on NRFC period applied.

11. Send an OUTPT – WL FTA contact facility letter from the notifications tab.

12. Cancel the remaining appointment from the WIP. Right click on the appointment, cancel.
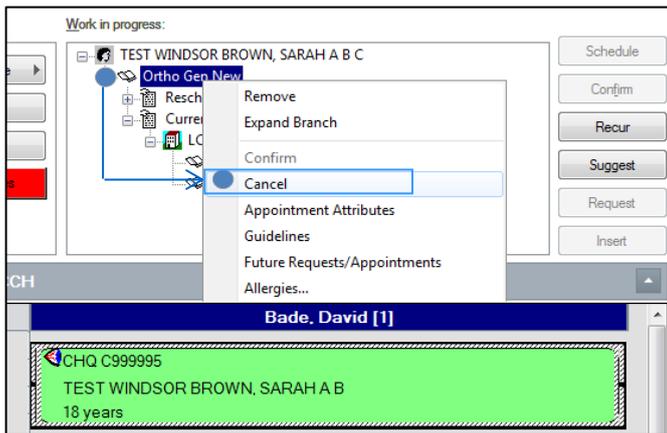
13. The cancel window will open. Select cancel reason as patient did not wait.

14. Add action comments to indicate this patient has been rebooked due to DNW (e.g. 26/08/17 - Patient DNW, Rebook as per Dr Smith - BR.)

15. Load conversation launcher and select discharge encounter. As the patient has been removed this encounter will no longer be required.
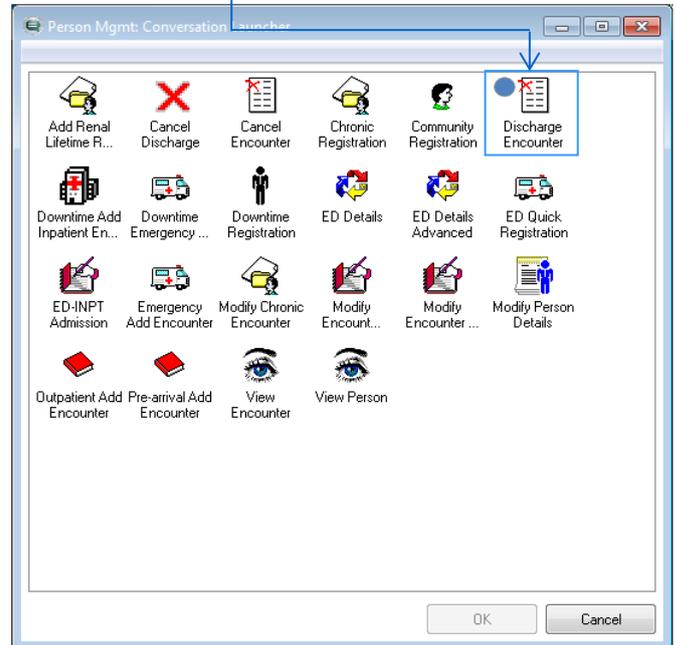
16. Locate the corresponding encounter through the person inquiry window that appears.

17. When the discharge encounter window opens, confirm the encounter details. Click OK.

20. The appointment will now disappear or turn red in the appointment grid which indicates it has been finalised as a cancel. This depends on whether you have view cancel selected in your settings.