



Encounter management

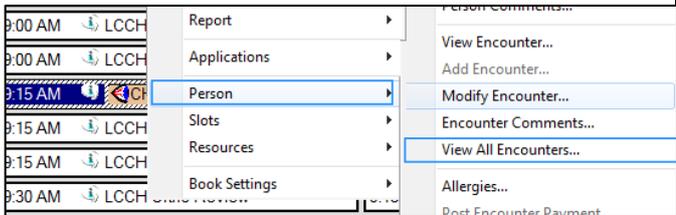
Encounters determine the location of appointment information in the electronic medical record and the funding of services in ESM.

Encounter modification

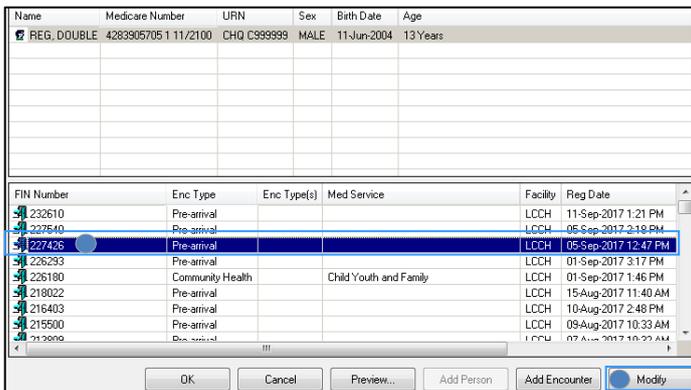
1. Click the [scheduling appointment book](#) icon in the [AppBar](#) to load ESM. Click the [appointment inquiry](#) button to search for the appointment, or locate the appointment in the [appointment grid](#).



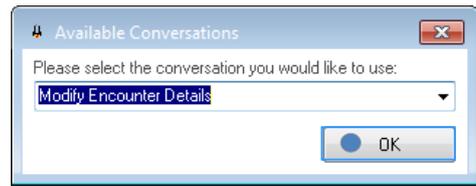
2. If you have previously created an encounter and require a modification, right click the [appointment](#), [person](#), [view all encounters](#).



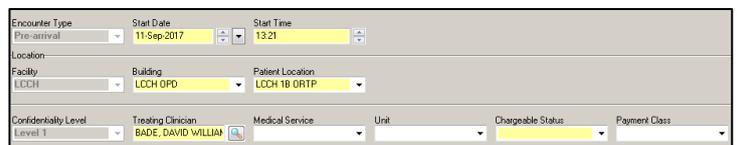
3. Right click on the encounter you wish to modify and click [modify](#).



4. When the [available conversations](#) window opens, select [community registration](#) for community encounters, or [modify encounter details](#) for all other encounters. Click [OK](#).



5. You can modify any of the available fields including:
 - a. [start date](#) and [start time](#)
 - b. [building](#) and [patient location](#)
 - c. [treating clinician](#)
 - d. [unit](#)
 - e. [chargeable status](#) and [payment class](#).



Please note: If the encounter is selected against the incorrect location, refer to [encounter location change](#).

Encounter location change

Before you modify an encounter based on location, please ensure there isn't an encounter already created for the correct location (refer to steps 1-2 under *Encounter modification*).

No other encounter for same location available:

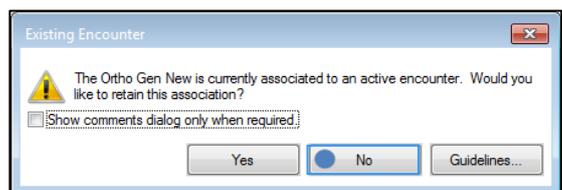
- Continue to modify the encounter (steps 3-5).

Another encounter for same location is available:

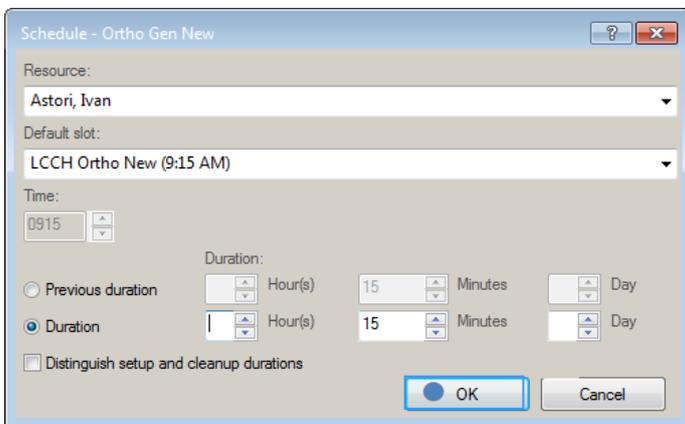
- Refer to *Incorrect encounter selected* section
- If the previous encounter was created in error, it may need to be discharged (deactivated). Refer to *Discharging unused encounters*.

Incorrect encounter selected

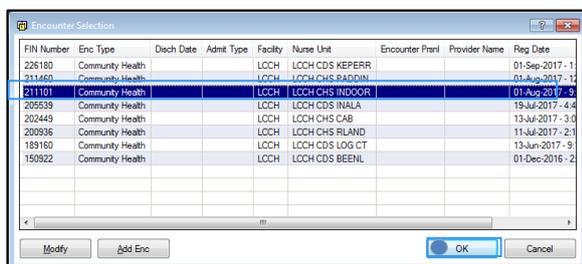
1. Drag the appointment to the [work in progress \(WIP\)](#) box. When the existing encounter window displays, select [no](#).



- Select the appointment slot that the appointment is currently booked into. With the appointment currently in the WIP, click [schedule](#).
- Ensure the [duration](#) is the same as the original appointment. Click [OK](#).

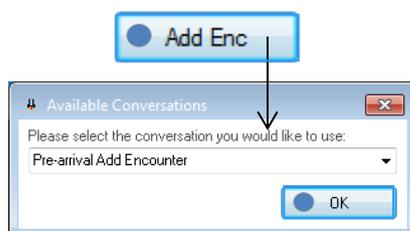


- Click on [confirm](#) next to the WIP. When the [confirm](#) box opens, click on the [general](#) tab, click the [set enc](#) button to add a new encounter.
- When the [encounter selection](#) box opens, either select the correct encounter or add a new one:
 - Select current encounter in list:** Select encounter from the list you wish to use, click [OK](#). The encounter is now set. Click [OK](#) to close the window.



FIN Number	Enc Type	Disch Date	Admit Type	Facility	Nurse Unit	Encounter Prnt	Provider Name	Reg Date
226180	Community Health			LCCH	LCCH CDS KEPERR			01-Sep-2017 - 1
311460	Community Health			LCCH	LCCH CDS PADDIN			01-Aug-2017 - 1
311101	Community Health			LCGH	LCGH GHS INDOOR			01-Aug-2017 - 3
205539	Community Health			LCCH	LCCH CDS INALA			19-Jul-2017 - 4
202449	Community Health			LCCH	LCCH CDS CAB			13-Jul-2017 - 3
209396	Community Health			LCCH	LCCH CDS RLAND			11-Jul-2017 - 2
189160	Community Health			LCCH	LCCH CDS LOG CT			13-Jun-2017 - 5
150922	Community Health			LCCH	LCCH CDS BEENL			01-Dec-2016 - 2

- Create a new encounter:** Click the [add enc](#) button at the bottom of the box. When the [available conversations](#) window appears, select the corresponding encounter. Click [OK](#).



- Enter the encounter details as appropriate for your appointment (community registration or pre-arrival appointment).

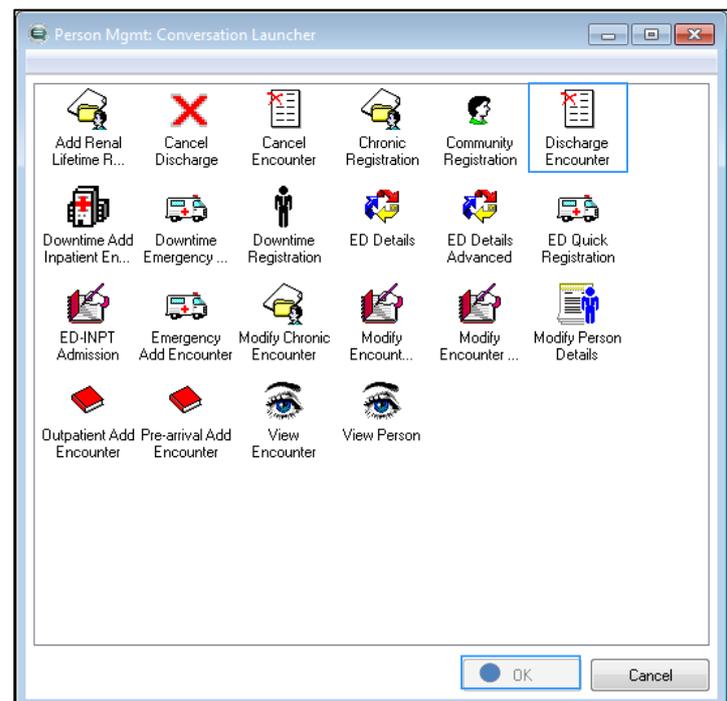
Discharging unused encounters

Pre-arrival and [community registration](#) encounters do not automatically discharge. If you have created one of these encounter types accidentally, you will need to manually discharge the encounter.

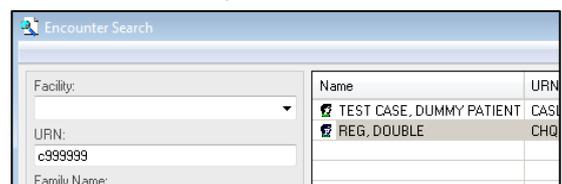
- From the AppBar, load the [conversation launcher](#).



- Click on the [discharge encounter](#) option, [OK](#).



- Select the correct patient from the search boxes.





- A list of all encounters associated with the patient will appear at the bottom of the screen. The open encounters do not have an **end date/time**. Select the encounter you wish to **discharge** based on **patient location** and **encounter type**. Click **OK**.

URN	Encounter Type	Patient Location	Room	Bed	Start Date / Time	End Date / Time	Clinician
LCHQ C999999	Community Health	LCCH DHS PADDIN			01-Aug-2017 12:52 PM		
LCHQ C999999	Community Health	LCCH DHS INDOOR			01-Aug-2017 9:08 AM		
LCHQ C999999	Community Health	LCCH CDS INALA			19-Jul-2017 4:40 PM		
LCHQ C999999	Community Health	LCCH DHS CAB			13-Jul-2017 3:09 PM		
LCHQ C999999	Community Health	LCCH DHS ISLAND			13-Jul-2017 2:14 PM		
LCHQ C999999	Pre-arrival	LCCH 6D CDS			07-Jul-2017 6:57 AM		HEUSSLER, HELEN SOMERSET SMO
LCHQ C999999	Pre-arrival	LCCH 6D CDS			05-Jul-2017 12:45 PM		HEUSSLER, HELEN SOMERSET SMO
LCHQ C999999	Pre-arrival	LCCH THS LOGAN			16-Jun-2017 4:06 PM		TRAVES, LIA AUDIO
LCHQ C999999	Community Health	LCCH CDS LOG CT			13-Jun-2017 9:11 AM		
LCHQ C999999	Community Health	LCCH CDS BEENL			01-Dec-2016 2:20 PM		
LCHQ C999999	No Visit				01-Dec-2013 12:01 AM	01-Dec-2013 12:01 AM	
LCHQ C999999	Outpatient	RCH POST ACUTE			07-Jan-2014 8:00 AM	07-Jan-2014 8:00 AM	
LCHQ C999999	Pre-arrival	RCH GEDAYPROC			08-Jan-2014 12:01 AM	08-Jan-2014 12:01 AM	WITHERS, GEOFFREY DAVID SMO

- The **discharge encounter** window will appear. Ensure you have selected the encounter and click **OK**.
- The encounter has now been deactivated (**discharged**) and now has an end-date.

Pre-arrival	LCCH 6D CDS			07-Jul-2017 6:57 AM	11-Sep-2017 2:45 PM
-------------	-------------	--	--	---------------------	---------------------

