Our Digital Future
IMAGINE WHAT'S POSSIBLE...

ieMR Enterprise Scheduling Management (ESM)

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Printing administrative letters and clinic slips

Note: Administrative letters include letters relating to appointments and waitlisting. Any letters of a clinical nature (dictated letters or clinical letters) are excluded from this process. When a letter is manually printed in ESM, it will create a record as part of the audit trail.

Letters can be printed:

- through the contact function
- as a part of the normal action
- in a semi-batch (multiple in one action).

Printing as a part of an action

Letters can be printed when finalising an action in ESM by clicking the notification tab, selecting the appropriate letter and printer and clicking OK. This consolidated printing function can be performed when:

- adding patient to request list
- cancellation
- did not wait (DNW)
- no show (FTA)
- reschedule
- scheduling an appointment.

1. Right click the appointment, action (e.g. Cancel).

2. Complete the action details on the general tab, including adding a scheduling comment as appropriate. **Do not** click OK.

3. Click on the notifications tab, reports. Select the appropriate letter you wish to send, select your printer and move this across to the right pane by clicking the right arrow. Click OK.
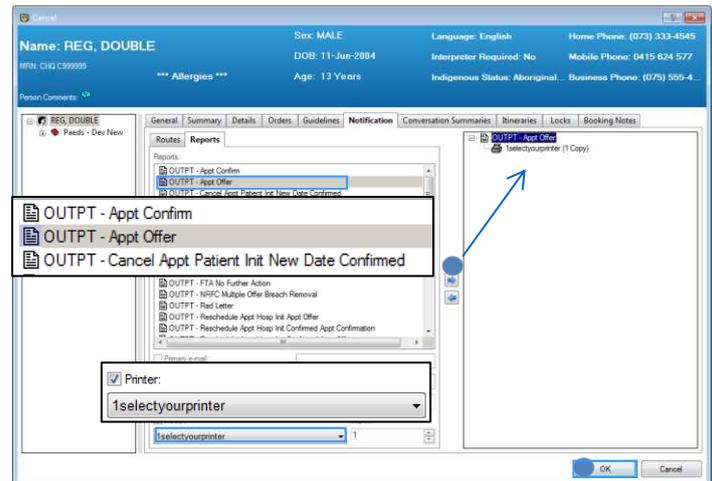
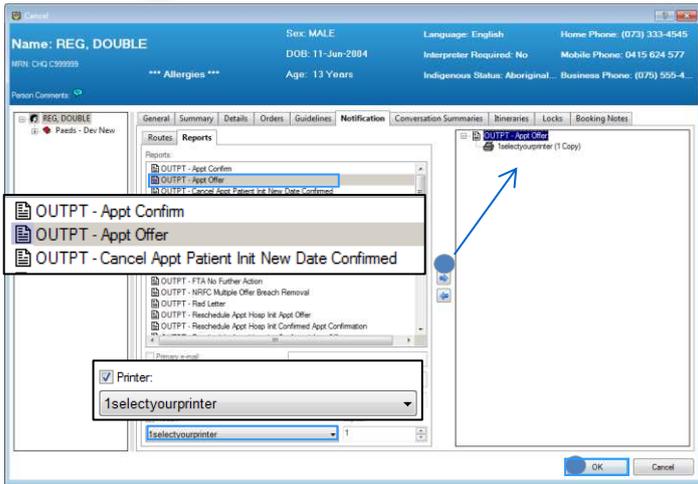The letter will now print to the corresponding printer as per your selection.

4. A new audit action is added to the audit trail under the appointment history view. Click on the associated action (e.g. cancel), then the reports tab to indicate which letter was printed as part of the consolidated action.
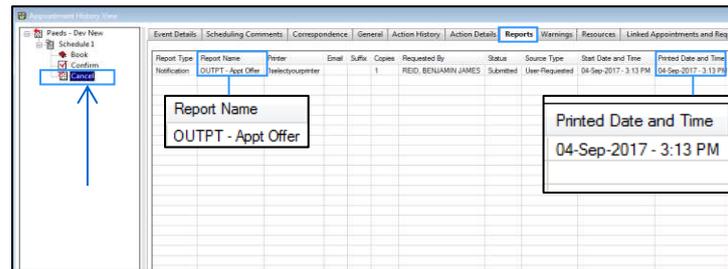

Printing through the contact function

1. Right click the appointment, actions, contact.

2. Enter comments relating to the action.
   e.g. *04/09/17 - Mum requested another letter be sent for the appointment, BR.*

3. Click on the notifications tab, reports. Select the appropriate letter you wish to send, select your printer and move this across to the right pane by clicking the right arrow, OK.

Queensland Government

Children's Health Queensland Hospital and Health Service

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The letter will now print to the corresponding printer as per your selection.

4. A new audit action is added to the audit trail under the appointment history view. Click on the associated action (e.g. cancel), then the reports tab to indicate which letter was printed as part of the consolidated action.
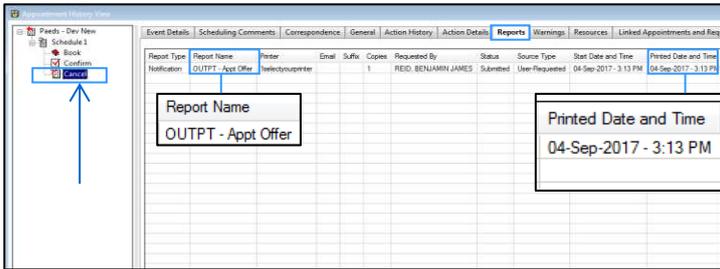
## Printing letters for multiple appointments

This function supports printing multiple letters within the following scenarios:

- printing different appointment letters for the same patient
- printing the same letter for multiple patients.

1. Select the multiple appointments by holding the Ctrl key on your keyboard and clicking. Right click, actions, contact.

2. The list of patients will appear to the left of the screen. Enter comments relating to the action. This will appear on the patient/client audit trail.

e.g. *04/09/17 – Appointment scheduled, sending letter to patients at short notice, BR*

3. Click on the notifications tab, reports. Select the appropriate letter you wish to send, select your printer and move this across to the right pane by clicking the right arrow.
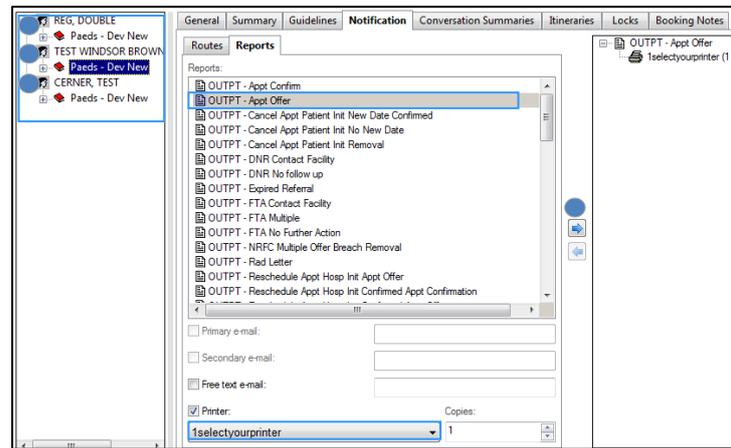
4. Click on the next patient appointment, select the appropriate letter and move this across to the right pane by clicking the right arrow. When all patient letters are actioned, click OK.

All letters will now print to the corresponding printer as per your selection. The records will each have an audit entry when viewing the appointment history view tab (under contact).

Letters Prefix	Description
OUTPT - WL	Letters must be printed when on the request list.
OUTPT (without WL)	Letters must be printed from any appointment scheduling action (including no show, cancel, reschedule, etc.).
OUTPT – TB	Not endorsed at CHQ. Tuberculosis letters which are used by other Queensland Health facilities.
OUTPT – Clinic slip	Clinic slip which has been endorsed for use within LCCH Outpatients.

* For a detailed list of all letters, refer to CHQ Endorsed Letter Suite, ESM Business Rules v1.03.