Clinical Care - Ambulatory Organiser – Updating Patient Status

Digital Health
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Digital Health
Quick Reference Guide

This Quick Reference Guide will explain how to:

Update the patient status in ambulatory organiser

Definitions:

Booked (Confirmed)	The patient has an appointment for the day OR is a telephone or video (telehealth) appointment
Check In	The patient has arrived for their clinic appointment
Check Out	The appointment has finished and allows clinician to complete the appointment outcome
In Room	Patient is being seen by the clinician
No Show	Patient did not attend appointment

⚠ Important

Finished	**NEVER select the status Finished**, this status does not end the clinic visit. For reporting purposes, outcome of attendance must be completed and the **Check Out** status must be used to do this
Additional Review	Use this if you need a patient/client to have **another review** by the clinician they initially saw in the same appointment e.g. post imaging or plaster review
Ready for Doctor/Nurse/Nurse Practitioner/CNC/Allied Health	This can be used in instances of multidisciplinary clinics to let the clinician know that the patient is ready for them
Arrived	No identified use case
Cancel	
Hold	

See **QRG Access and Set Up – Ambulatory Organiser Select a Resource** to set up a clinic list

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Updating Patient Status in Ambulatory Organiser

1. In **Ambulatory Organiser,** navigate to the Status column

2. To update the status of a patient, left click on the status and select the relevant status

Check In

Use this status to indicate that a patient has arrived for their clinic appointment

1. Left click on Status **Booked (Confirmed)**

2. Select **Check In**

3. In the Check In window, click OK

4. In the Referral Check In window, click Complete
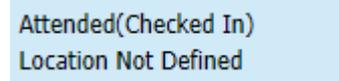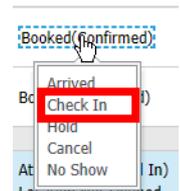

> 💡 **Handy Hint**
> - If *Required field not populated. Click 'OK' to set focus to the field* prompt box appears
> - Click **OK** and completed the relevant mandatory field/s
> - If the field required is *Healthe Life Portal - Access Offered:* Select **No**
> - Click Complete again once mandatory fields have been completed

5. Row will change to blue and status updates to **Attended(Checked In)**

In Room

Use this status to indicate that the patient is being seen by the clinician

1. Left click on **Attended(Checked In)**

2. Select **In Room**

3. Row will change to purple and status updates to **In Room**
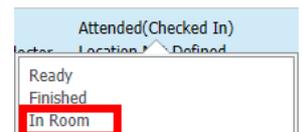
Update Location

Use this status to indicate the clinic room a patient is being seen in

1. Left click on **Location Not Defined**

2. Select the room that the patient is in

3. The status will update to the selected Room

Check Out

Use this status to indicate that the appointment has finished and to complete the appointment outcome
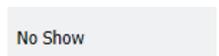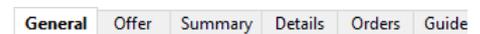
1. Left click on **In Room** or **Attended(Checked In)**

2. Select **Check Out**

3. Click on **Offer** tab

4. Complete **Outcome of Attendance** (See Table 1 for details**)**

5. Click OK

6. Row updates to grey and Status to **Checked Out**

No Show

Use this status to indicate that the patient did not attend their clinic appointment

1. Left click on Status **Booked (Confirmed)**

2. Select **No Show**

3. Complete DNA/Cancel Comments (this will be any information for the admin team)

4. Click on **Offer** tab

5. Complete **Outcome of Attendance** (See Table 1 for details**)**

6. Click OK

7. Row becomes light grey and status updates to **No Show**

Table 1: Outcomes of Attendance

Option	Function
Another appointment given	Select this outcome if: • You have already booked the next appointment and provided the patient with the details • The patient has subsequent reviews already booked, e.g. for a group or treatment regime
Appointment to be made at a later date	Select this outcome if: • A **Review order** has been placed for a follow-up appointment • The patient was a **FTA** and you want the patient to be reviewed - Admin will rebook the patient based on the comment in DNA/Cancel Comments
Discharged from Consultant's Care	Select this outcome if: • The patient has been discharged from service • The patient was a **FTA** and you want to discharge them from the service