Clinical Care - Ambulatory Organiser – Updating Patient Status



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 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			
Cancel	No identified use case		
Hold			

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

Table of Contents

Table 1: Outcomes of Attendance	4
No Show	3
Check Out	3
Indate Location	З
In Room	2
Check In	2
Updating Patient Status in Ambulatory Organiser	2





Updating Patient Status in Ambulatory Organiser

1.	In Ambulatory	AA 🐘 🖣 🖿 🔍 🥄 100%) 🌀 🌑 🏠					
	Organiser,	(7) Day Week < Today > 08/11/2022 H Patients for: ORTHO FH Fracture ~					
	navigate to the	Time	Duration	Patient	Details	Status (as of 4:22)	Notes
	Status column	⊿ Clinic - Footscray					
		8:30 AM	15 mins	TESTPAS, CASSANDRA Mrs. 52 Years, Female	Fracture New	FTA(No Show)	Reason for Visit: test 2
		8:30 AM	15 mins	TESTING, KAYLAH MS 28 Years, Female	Fracture Review	In Room Location Not Defined	Reason for Visit: is this the miracle
		8:30 AM	15 mins	INTEGRATIONTESTTWOSC, SCENARIOTEN 52 Years, Female	Fracture New	Checked Out	Reason for Visit: Wrist Fracture
		8:30 AM	15 mins	PRENTISS, EMILY MS 34 Years, Female	Fracture New	Checked Out	Reason for Visit: # ankle
		8:30 AM	15 mins	INTEGRATIONTESTTWOSC, SCENARIOTEN 32 Years, Female	Fracture New	Booked(Confirmed)	😞 Reason for Visit: # R Wrist
		8:30 AM	15 mins	INTEGRATIONTESTTWOSC, SCENARIOTEN 30 Years, Female	Fracture New Patient arrived but needed to leave please	Booked(Confirmed)	Reason for Visit: # L Ankle
		8:45 AM	15 mins	No appointments			
		9:00 AM	15 mins	INTEGRATIONTESTTWOSC, SCENARIOTEN 29 Years, Male	Fracture New Patient had xray yesterday ready for doctor	Attended(Checked In) Location Not Defined	Reason for Visit: Hip #
		9:15 AM	15 mins	INTEGRATIONTESTTWOSC, SCENARIOTEN 30 Years, Male	Fracture New patient no longer needs	Booked(Confirmed)	📮 Reason for Visit: R ACL

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 $\ensuremath{\text{In Room}}$



In Room Location Not Defined



Attended(Checked In) Location Not Defined



Update Location

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

- Left click on Location Not Defined 1.
- 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

- Left click on In Room or Attended(Checked In) 1.
- 2. Select Check Out
- 3. Click on Offer tab
- Complete Outcome of Attendance (See Table 1 for details) 4.
- οк Click OK 5.
- Row updates to grey and Status to Checked Out 6.

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)
- Click on Offer tab 4.
- Complete Outcome of Attendance (See Table 1 for details) 5.
- ОК Click OK 6.
- Row becomes light grey and status updates to No Show 7.









Checked Out

In Room Room 2





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

Table 1: Outcomes of Attendance

