

# FirstNet – Clerical - Outpatient Appointment Adult/Paed



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Quick Reference Guide

## This Quick Reference Guide will explain how to:

Schedule an Outpatient Appointment for patients on whom an order has been placed in the Emergency Department.

1. Open **Schappbook**



2. Open **Request List Inquiry**



3. In the Inquiry drop-down, select **Referral Add Encounter**
4. In the Request List Queues drop-down, select **ED Bookings List**
5. Click **Find**

**Request List**

Inquiry:

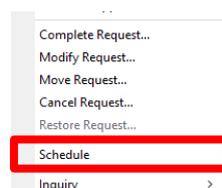
Request List Queues:

**Find** Clear Close

6. Locate the patient on the list

Action	MRN	Patient Name	Date of Birth	Date	Referring Clinician	Contact Details	Proposed Urgency	Referred To Facility	Referral To Clinician	Reason for Referral	Appt Type	Orders
Book	2000476	INTEGRATIONTESTTHREESC. SCENARIONINE	MS	30/06/1997	21/02/2023 - 4:09 PM	q34		Footscray		est	Fracture New	Orthopaedic Fracture OP Referral
Book	2000515	INTEGRATIONTESTTHREESC. SCENARIONINEB	MR	01/01/1990	22/02/2023 - 9:14 AM	123		Footscray		test	Orthopaedic New	Orthopaedic OP Referral
Book	2000286	INTEGRATIONTESTTHREE. WCSIX	MRS	10/10/2000	23/02/2023 - 9:06 AM	123		Sunshine	123	test	ED Plastics New	Plastic & Reconstructive Surgery (PRS) En
Book	10023396	TESTPAS. EISHA		01/01/1990	23/06/2023 - 2:54 PM	dgd		Sunshine	df#	Plastics Surgery New	Plastic & Reconstructive Surgery (PRS) G	
Book	2001300	TESTING.CONCORDANCE. NS		01/01/1990	27/06/2023 - 10:35 PM	1234		Sunshine	df#	Plastics Surgery New	Plastic & Reconstructive Surgery (PRS) G	
Book	2001039	Supertanning. Clerical	MRS	10/10/1988	30/06/2023 - 11:34 AM	1111		Sunshine	chin lac	test	ED Plastics New	Plastic & Reconstructive Surgery (PRS) En

7. Right click on patient and select **Schedule**



8. The **Appointment Attributes** window opens.

Appointment Attributes window:

\*Reason For Referral:

\*Diagnosis / Current Problem:

\*Background / Assessment:

\*Urgency:

\*Preferred Site:

Suggested Appointment Method:

Interpreter Required:

Interpreter Language:

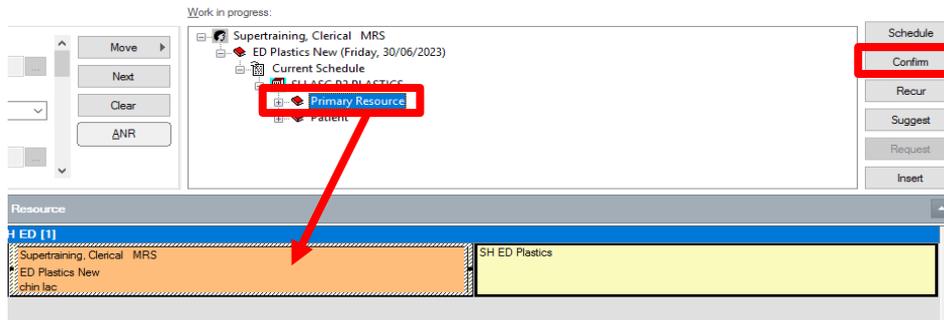
\*Order Replacement?:

Additional Information:

**OK** Cancel

The Reason for Visit, Mode of Contact and Interpreter populate from the referral order. Select **OK**.

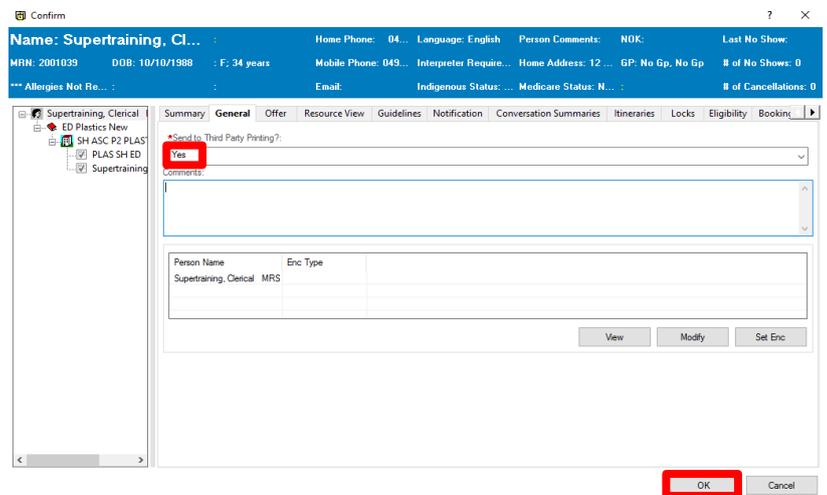
9. Click on **Primary Resource**
10. Drag and drop the appointment into the open slot for the correct date and time the appointment needs to be scheduled.



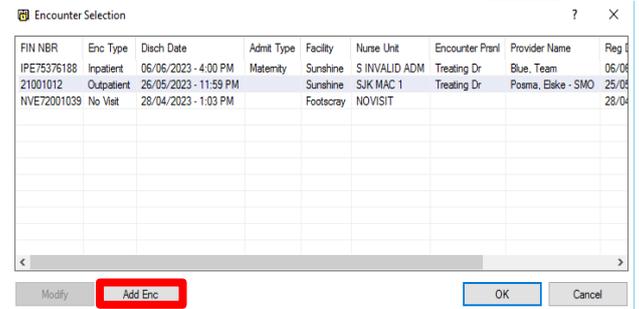
11. Select **Confirm**.

12. Select **Yes** to Send to Third Party Printing field

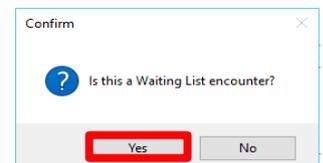
13. Click **OK**



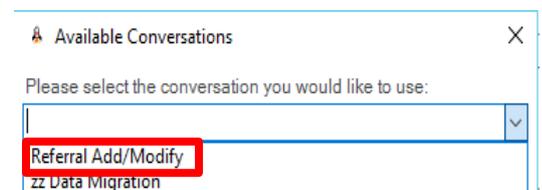
14. In the Encounter Selection window, select **Add Enc**



15. Select **Yes** to 'Is this a waiting list encounter?'



16. If the Available Conversations window appears, select **Referral Add/Modify**.  
If it doesn't appear move to the next step.

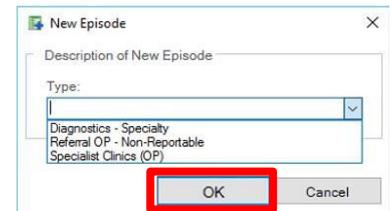


17. In the Select Episode window, click **Add Episode**

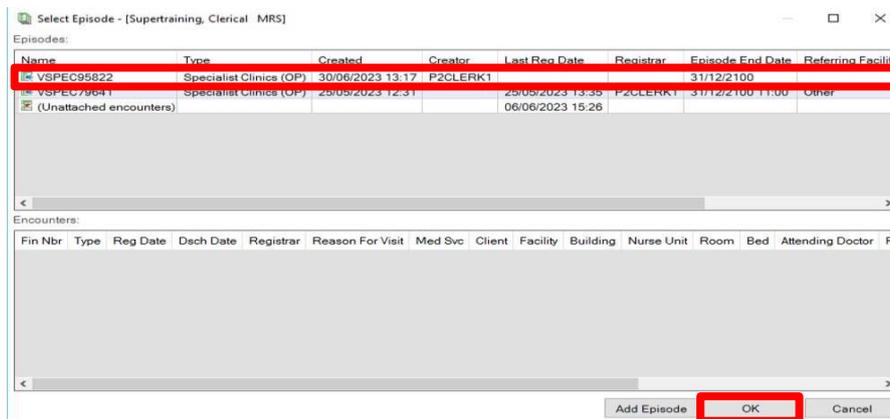
18. Select the correct New Episode Type and Click **OK**

**Note:**

Appointment Type	Episode
ED Paediatric Virtual Review	Specialist Clinics (OP)
Fever Assessment	Referral OP – Non-Reportable
ED Plastics New	Specialist Clinics (OP)

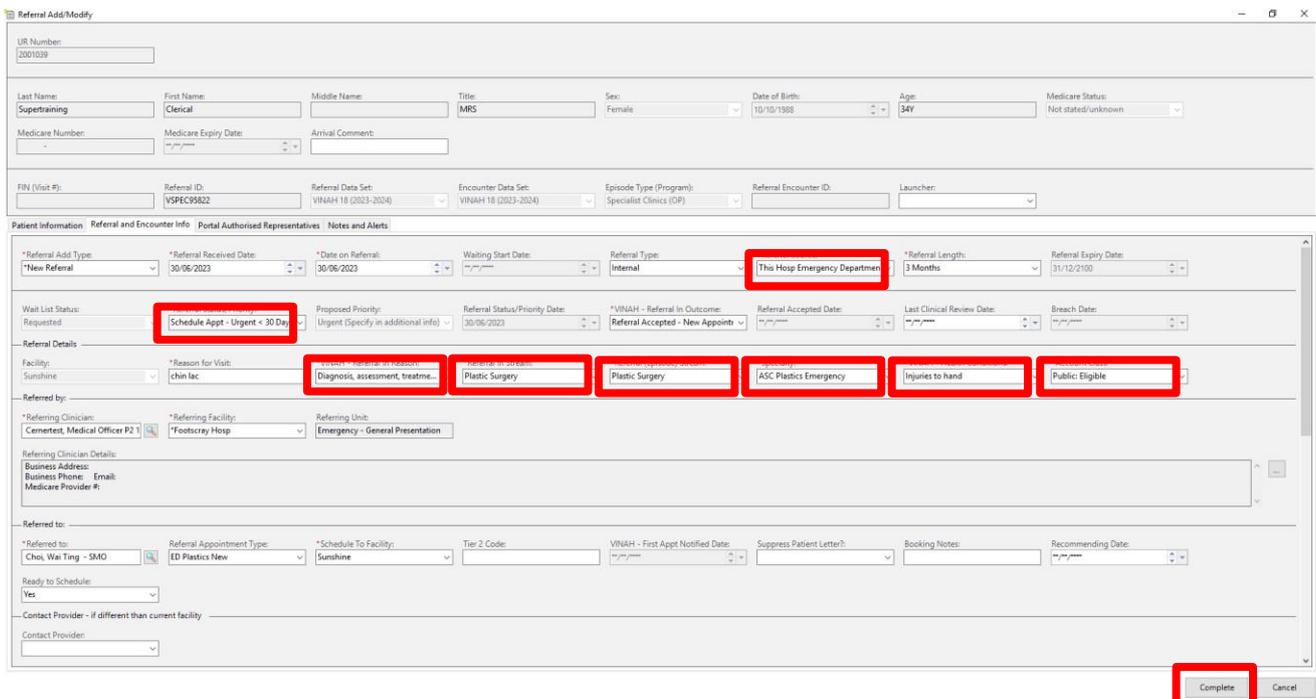


19. Select the episode that has just been created. Ensure the episode selected has the correct date and time, and your username as the creator. Click **OK**.



20. Click on **Referral and Encounter Info** tab.

21. Verify information auto-filled from referral order is correct.



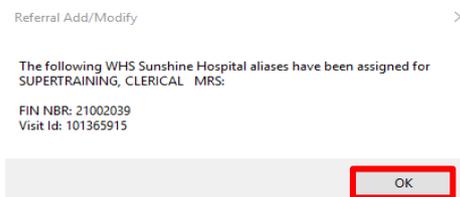
22. Complete all mandatory fields

23. Click **Complete**

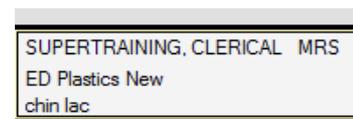


Appointment Type	ED Plastics New	ED Paediatric Virtual Review	Fever Assessment
Referral Add type	*New Referral	*New Referral	*New Referral
Referral Received Date:	Date of ED presentation	Date of ED presentation	Date of ED presentation
Referral Type	Internal	Internal	Internal
Referral Source	This Hosp Emergency Department	This Hosp Emergency Department	This Hosp Emergency Department
Referral Status/Priority:	Schedule Appt Urgent < 30 Days	Schedule Appt Urgent < 30 Days	Schedule Appt Urgent < 30 Days
Reason for Visit	Populated from order / free text	Populated from order / free text	Populated from order / free text
VINAH - Referral in Reason:	Diagnosis, assessment and treatment	Diagnosis, assessment and treatment	Not required
Referral in Stream:	Plastic Surgery	General Medicine	Not required
Referral Episode Stream:	Plastic Surgery	General Medicine	Infectious Diseases Non-Reportable
Specialty:	ASC Plastics Emergency	ED Paediatric Virtual Review	FA Fever Assessment
VINAH Health Condition:	Select most appropriate for injury	Select most appropriate for injury	No Required
Account Class	Select patients' compensable status	Select patients' compensable status	Select patients' compensable status
Referring Clinician	ED requesting clinician	ED requesting clinician	ED requesting clinician
Referred to	Cheng Lo	Zhao Tham	Marion Kainer

24. A pop-up will appear confirming you have added a FIN Number for this referral.



25. The patient's appointment will now appear white in a **Booked (Confirmed)** status.



26. List of all Clinics ED Clerical staff will book outpatients appointment in:

Appointment Type	Location	Resource
ED Paediatric Virtual Review	SH ED PAED	ED SH Paediatric Virtual
Fever Assessment	WTN FEVER ASSESSMENT	FA WTN Fever Assessment
ED Plastic New	Thursday - SH ASC P1 PLASTICS Wednesday – SH ASC P3 PLASTICS	PLAS SH ED