

Scheduling and Referrals – Outpatient Appointment Check In (Troubleshooting)



Digital Health
CONNECTING BEST CARE

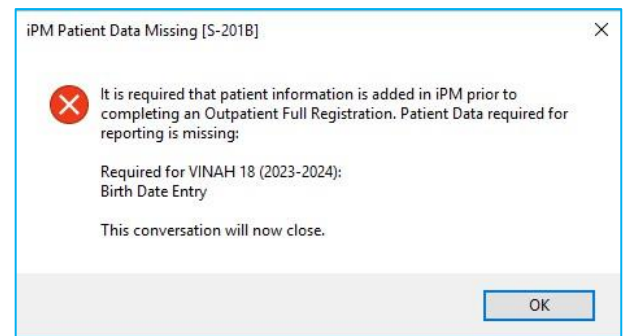
Digital Health
Quick Reference Guide

This Quick Reference Guide will explain how to: Clear EMR password for re-registration

Troubleshoot an error message that may display when checking-in a patient for an outpatient appointment

Error Message

When checking in a patient for an outpatient appointment, you may receive the following error message in Ambulatory Organiser or Scheduling Appointment Book.



Resolution

1. Log into iPM and search for your patient
2. Amend the patient's details and enter the following data

3. If checking in via Scheduling Appointment Book, exit out of the Check-In window and complete the Check-In process again.

If checking in via Ambulatory Organiser, exit out of the Check-In window refresh the page by clicking the

Refresh button



and complete the Check-In process again.