

# Scheduling and Referrals – Referral Renewal



Digital Health  
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Quick Reference Guide

## This Quick Reference Guide will explain how to:

Renew referrals of patients in following scenarios –

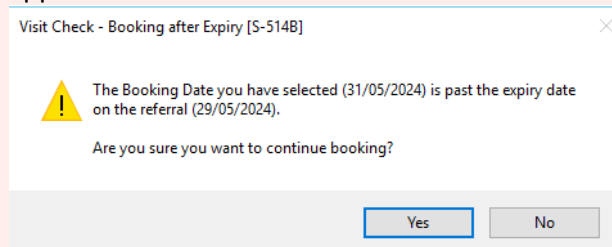
1. Review Appointment Already Booked – Page 1
2. Review Appointment Requested – Page 6
3. Patient Appointment Checked In – Page 14

## Scenario 1: Review Appointment Already Booked



### Handy Hint

While scheduling an appointment against a referral which is about to expire, a 'Booking after Expiry' box appears.

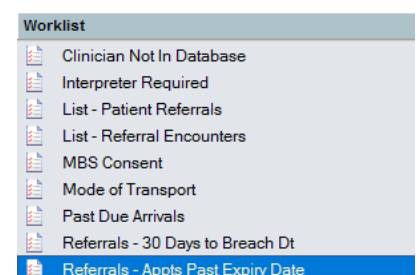


Able to click 'Yes' and schedule appointment after expiry date.

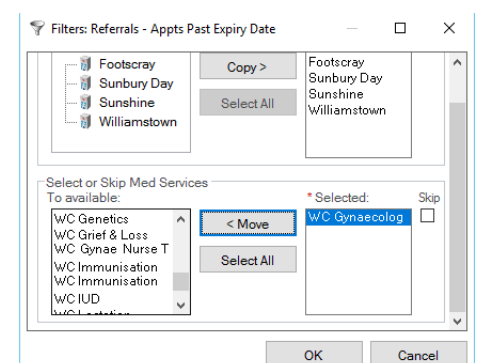
This appointment now falls onto the PMoffice 'Referrals - Appointments Past Expiry Date' worklist if the appointment is 5 days in the past or 30 days into future from current date or if has already been discharged.

## 'Reschedule' Review Appointment + Add New Referral

1. Login to **PMoffice**
2. From left hand side **Worklist** section, double click on **Referrals - Appointments Past Expiry Date**



3. Select appropriate Medical Service and click **OK**





4. **Locate patient** on the list whose appointment is past the referral expiry date

UR	Patient Name	DOB	Sex	Age	Referral ID	Disch Date/Time	Reg Date/Time	Est Arrive Date/Time	Appt Date/Time	Appt Type	Last Appt Date/Time	Expiry Date/Time	Encntr Type	Specialty
2001387	TESTPAS, DEZ MRS	01/01/1986	Female	37 Years	VSPEC92983			03/07/2023 09:00	03/07/2023 09:00	Gynaecology MBS Review	03/07/2023 09:00	27/06/2023 23:59	PreReg	WC Gynaecology

5. Login to **Schappbook**

6. Click on **Appointment Inquiry** button from the top toolbar 

7. From **Person** tab, select Inquiry: Patient Schedule - All Appointments (history), search for patient, select appropriate dates and click **Find**

8. Locate patient appointment based on the appointment that is on the Referrals - Appointments Past Expiry Date worklist.

30/06/2023 - 2:30 PM	Hand Therapy Review	Contact...	OT SH Hand There
03/07/2023 - 9:00 AM	Gynaecology MBS Review	Modify...	Askem, Althea OP
04/07/2023 - 2:30 PM	Gynaecology MBS Review	Reschedule	Alias, Midia OP
05/07/2023 - 2:00 PM	Addiction Medicine MBS New		Cook, Jonathan OF

Right click on appointment, select **Reschedule**

9. Select **No** (as we don't want to retain the association to the old expired referral)

10. Click **OK**

11. From the Work in progress window, click on Primary Resource, **drag and drop** it into the same date, time and resource slot that the appointment was originally scheduled for. Click **Confirm**

12. Select 'No' to Send to Third Party Printing? Click **OK**



13. Select **Add Enc**

FIN NBR	Enc Type	Disch Date	Admt Type	Facility	Nurse Unit	Encounter Prsnl	Provider Name
21002021C002	Outpatient			Sunshine	SH AH P4 OT	Treating Dr	Woo, Andrew - F
21002021	Outpatient			Footscray	FH AH L2 OT	Treating Dr	Woo, Andrew - F
21002013C003	Outpatient			Footscray	FH DHS ADD MED	Treating Dr	Woo, Andrew - F
21002013C002	Outpatient			Footscray	FH DHS ADD MED	Treating Dr	Woo, Andrew - F
21001905C002	Outpatient			Sunshine	SJK WC 1A GYN	Treating Dr	Alas, Mida - SMK
21001905	PreReg			Sunshine	SJK WC 1A GYN	Treating Dr	Woo, Andrew - F
21001915	Outpatient	26/06/2023 - 11:59 PM		Sunbury Day	SDH ASC NEPH	Treating Dr	Woo, Andrew - F
21001900	PreReg			Sunshine	SJK WC 1A GYN	Treating Dr	Mathew, Samuel
NVE72001387	No Visit	23/06/2023 - 3:49 PM		Footscray	NOVISIT		
21001905C009	PreReg			Sunshine	SJK WC 1A GYN	Treating Dr	Mooney, Samant
21002013	Referral			Footscray	FH DHS ADD MED	Treating Dr	Woo, Andrew - F
21001974	Referral			Sunshine		Treating Dr	Said, Joanne - S

14. Select **Yes**

15. Click **Add Episode**. Select Episode Type: **Specialist Clinics (OP)**. Click **OK**

Name	Type	Created	Creator	Last Reg Date	Registrar	Episode End Date	Referring Facility	Attending Physician	Service Category
VSPEC97161	Specialist Clinics (OP)	05/07/2023 13:35	P2CLERK1			31/12/2100			
DIAG96401	Diagnostics - Specialty	03/07/2023 10:21	P2CLERK3			31/12/2100 11:00	*Sunshine Hosp		
VSPEC95361	Specialist Clinics (OP)	29/06/2023 14:55	P2CLERK3	29/06/2023 15:04		31/12/2100 11:00	Other		
VSPEC95101	Specialist Clinics (OP)	29/06/2023 13:41				:00	Other		
VSPEC94261	Specialist Clinics (OP)	28/06/2023 11:10				:00	*Sunshine Hosp		
VSPEC94241	Specialist Clinics (OP)	28/06/2023 10:30				:00	Other		
VSPEC94162	Specialist Clinics (OP)	28/06/2023 09:18				:00	Other		
VSPEC93201	Specialist Clinics (OP)	26/06/2023 13:36				:00	Other		
VSPEC93141	Specialist Clinics (OP)	26/06/2023 13:14				:00	Other		

16. Click on episode just created (can be confirmed using the Created date/time column and Creator column), and click **OK**

Name	Type	Created	Creator	Last Reg Date	Registrar	Episode End Date	Referring Facility	Attending Physician	Service Category
VSPEC97161	Specialist Clinics (OP)	05/07/2023 13:35	P2CLERK1			31/12/2100			
DIAG96401	Diagnostics - Specialty	03/07/2023 10:21	P2CLERK3			31/12/2100 11:00	*Sunshine Hosp		
VSPEC95361	Specialist Clinics (OP)	29/06/2023 14:55	P2CLERK3	29/06/2023 15:04		31/12/2100 11:00	Other		
VSPEC95101	Specialist Clinics (OP)	29/06/2023 13:41	P2CLERK3	29/06/2023 13:55		31/12/2100 11:00	Other		
VSPEC94261	Specialist Clinics (OP)	28/06/2023 11:10	P2CLERK7			31/12/2100 11:00	*Sunshine Hosp		
VSPEC94241	Specialist Clinics (OP)	28/06/2023 10:30	P2CLERK7			31/12/2100			
VSPEC94162	Specialist Clinics (OP)	28/06/2023 09:18	P2CLERK7			31/12/2100 11:00	Other		
VSPEC93201	Specialist Clinics (OP)	26/06/2023 13:36	P2CLERK3	30/06/2023 14:25		31/12/2100 11:00	Other		
VSPEC93141	Specialist Clinics (OP)	26/06/2023 13:14	P2CLERK7			31/12/2100 11:00	Other		



17. Navigate to **Referral and Encounter Info** tab, complete all mandatory fields as per new referral that has been received. Click **Complete**.

18. Click Reschedule **Reason: Referral Renewed** and click **OK**

### Modify Outcome of previous appointment

19. Click on the **Appointment Inquiry** button from the top toolbar 

20. From **Person** tab, select Inquiry: Patient Schedule - All Appointments (history), search for patient, and click **Find**



21. Locate the previous appointment that has occurred on the old referral and has been checked out, right click and select **Modify**

26/06/2023 - 10:30 AM	Gynaecology MBS	Checked Out	Askem, Althea OP
26/06/2023 - 11:45 AM	Gynaecology MBS	Checked (Confirmed)	Askem, Althea OP
27/06/2023 - 8:00 AM	Hand Therapy New	Checked (Checked In)	OT FH Hand Therapy 06
27/06/2023 - 1:30 PM	Gynaecology MBS	Checked Out	Alias, Midia OP
27/06/2023 - 1:30 PM	Gynaecology MBS	Checked Out	Askem, Althea OP

22. Navigate to Offer tab, change Outcome of Attendance from Appointment to be made at a later date to **Referral Renewal**. Click **OK**

Modify

**Name: TESTPAS, DEZ** ... : Home Phone: (042)... Language: Turkish Person Comments: NOK: Last No Show: 05-J...

MRN: 2001387 DOB: 01/01/1986 : F; 37 years Mobile Phone: 042... Interpreter Required: Home Address: Cen... GP: No Gp, No Gp # of No Shows: 1

\*\*\* Allergies \*\*\* : : Email: yildiz.zengin... Indigenous Status: ... Medicare Status: : # of Cancellations: 0

TESTPAS, DEZ MRS  
Gynaecology MBS N

General **Offer** Summary Move Criteria Details Orders Guidelines Notification Conversation Summaries Itineraries Locks

Encounter Type: Outpatient Appt Type: Gynaecology MBS New Appt Date: 26/06/2023 Outcome of Attendance: **Referral Renewed**

OK Cancel

23. Click **Yes**

Referral Renewal - Mark for Closure [IN-FLX-15]

This action will mark this referral for closure.  
Are you sure you wish to continue?

Yes No

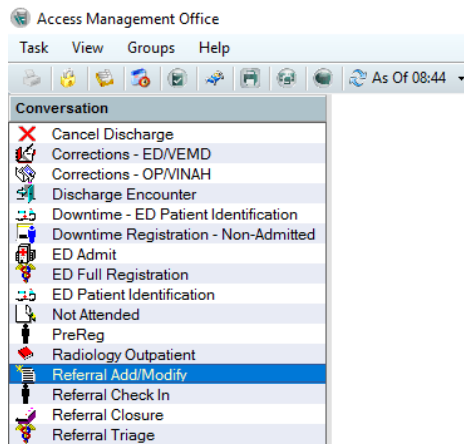
This old referral now falls onto the Referral – Closure worklist in PMOffice (refer to QRG ‘Scheduling and Referrals – Closing Referrals’ for this process).



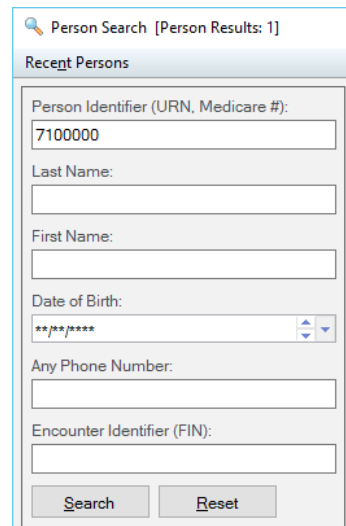
## Scenario 2: Review Appointment Requested

### Add Renewed Referral

1. Open **PMOffice**
  - Conversation > **Referral Add/Modify**

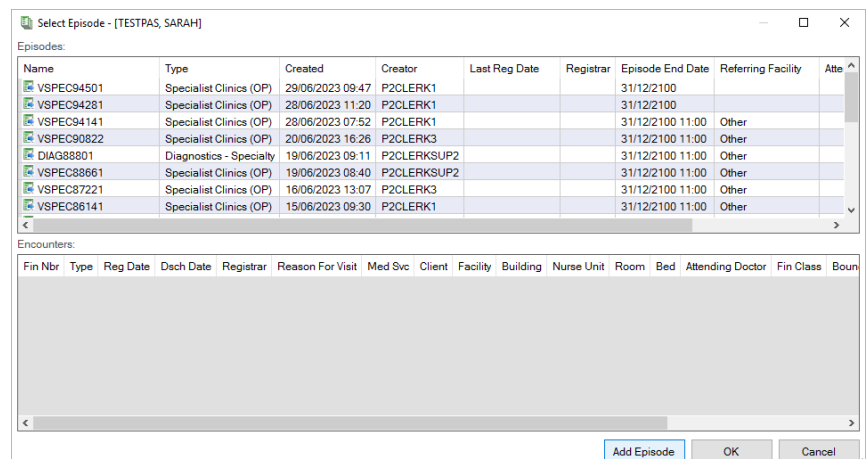
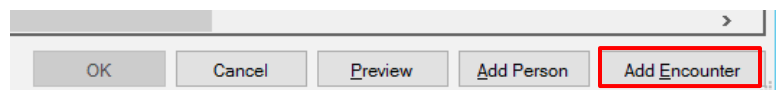


2. **Search** for the patient using appropriate identifiers



- Click **Add Encounter** in the bottom right

3. Click **Add Episode**





- Select **Specialist Clinics (OP)** from the list, then click **OK**

**New Episode**

Description of New Episode

Type:

- Specialist Clinics (OP)
- Diagnostics - Specialty
- Referral OP - Non-Reportable
- Specialist Clinics (OP)

OK Cancel

- Select the created episode, see the **Created** time and **Creator** to ensure the correct one is selected
- Click **OK**

**Select Episode - [TESTPAS, SARAH]**

Episodes:

Name	Type	Created	Creator	Last Reg Date	Registrar	Episode End Date	Referring Facility
VSPEC94521	Specialist Clinics (OP)	29/06/2023 10:19	P2CLERK1			31/12/2100	
VSPEC94501	Specialist Clinics (OP)	29/06/2023 09:47	P2CLERK1			31/12/2100	
VSPEC94281	Specialist Clinics (OP)	28/06/2023 11:20	P2CLERK1			31/12/2100	
VSPEC94141	Specialist Clinics (OP)	28/06/2023 07:52	P2CLERK1			31/12/2100 11:00	Other
VSPEC90822	Specialist Clinics (OP)	20/06/2023 16:26	P2CLERK3			31/12/2100 11:00	Other
DIAG88801	Diagnostics - Specialty	19/06/2023 09:11	P2CLERKSUP2			31/12/2100 11:00	Other
VSPEC88661	Specialist Clinics (OP)	19/06/2023 08:40	P2CLERKSUP2			31/12/2100 11:00	Other
VSPEC87221	Specialist Clinics (OP)	16/06/2023 13:07	P2CLERK3			31/12/2100 11:00	Other

Encounters:

Fin Nbr	Type	Reg Date	Dsch Date	Registrar	Reason For Visit	Med Svc	Client	Facility	Building	Nurse Unit	Room	Bed	Attending Doctor	Fin Clas
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Add Episode OK Cancel

4. Select the relevant clinic campus

- Enter “WHS”
- Click the **magnifying glass**
- Select the campus
- Click **OK**

**Organization**

Select the facility and/or client to which the encounter should be registered.

Facility Name Facility Alias

WHS

- WHS Footscray Hospital
- WHS Sunbury Day Hospital
- WHS Sunshine Hospital
- WHS Williamstown Hospital

Facility:

WHS Sunshine Hospital

OK Cancel

5. **Referral Add/Modify** window opens, select the **Referral and Encounter Info** tab

- Select Referral Add Type: **Referral Renewal**

**Referral Add/Modify**

UR Number: 2001395

Last Name: Correspondence First Name: Testthree Middle Name:

Medicare Number: Medicare Expiry Date: Arrival Comment:

FIN (Visit #): Referral ID: VSPEC102501 Referral Data Set: VINAH 18 (2023-2024)

Patient Information | **Referral and Encounter Info** | Portal Authorised Representatives | Notes and Alerts

\* Referral Add Type: **Referral Renewal** \* Referral Received Date: \* Date on Referral:

Wait List Status: Requested \* Referral Status/Priority: Proposed Priority:

Breach Date:



6. Select 'Yes' to 'Would you like to pull select details from the previous referral?'

Referral Renewal [IN-532]

Would you like to pull select details from the previous referral?

Yes No

7. If patient has more than one active referrals, gives the option to select appropriate previous referral. Enter the relevant **number** and click **OK**

Referral Linking/Renewal - Parent Referral Selection [IN-5...]

Please choose the referral number below that you would like to link or renew from:

0 | Enter specific Referral ID

1 | VSPEC94764 - Ref Type: \*New Referral, Psych, BH, inc Alcohol and Drug | Ref Rcv'd Dt: 29/06/2023, Ref Expiry Dt: 31/12/2100 | Addiction Medicine MBS New (FH DHS ADD MED) - Cancelled - 29/06/2023

2 | VSPEC95441 - Ref Type: \*New Referral, Orthopaedics/Musculoskeletal | Ref Rcv'd Dt: 29/06/2023, Ref Expiry Dt: 10/07/2024 | Fracture New (FH ASC L1 ORTHO) - Checked Out - 11/07/2023

3 | VSPEC98801 - Ref Type: \*New Referral, Plastic Surgery | Ref Rcv'd Dt: 12/07/2023, Ref Expiry Dt: 31/12/2100 | Req'd Appt: Unknown

4 | VSPEC99021 - Ref Type: \*New Referral, Urology | Ref Rcv'd Dt: 12/07/2023, Ref Expiry Dt: 31/12/2100 | Urology New (FH ASC L1 UROL) - Booked(Confirmed) - 17/07/2023

2

OK Cancel

8. Details from previous referral are pulled through (Referral Status/Priority is auto-completed as 'Renewal'). Enter all other fields as required and click **Complete** –

Referral Add/Modify

UR Number: 2001395

Last Name: Correspondence | First Name: Testthree | Middle Name: | Title: MR | Sex: Male | Date of Birth: 04/06/2016 | Age: 7Y | Medicare Status: Not stated/unknown

Medicare Number: | Medicare Expiry Date: | Arrival Comment: |

FIN (Visit #): | Referral ID: VSPEC102501 | Associated Referral ID: VSPEC95441 | Referral Data Set: VINAH 18 (2023-2024) | Encounter Data Set: VINAH 18 (2023-2024) | Episode Type (Program): Specialist Clinics (OP) | Referral Encounter ID: | Launcher: |

Patient Information | Referral and Encounter Info | Portal Authorised Representatives | Notes and Alerts

\* Referral Add Type: Referral Renewal | \* Referral Received Date: 11/08/2023 | \* Date on Referral: 07/08/2023 | Waiting Start Date: | Referral Type: External | \* Referral Source: GP/Local Medical Officer | \* Referral Length: 12 Months | Referral Expiry Date: 31/12/2100

Wait List Status: Requested | \* Referral Status/Priority: Renewal | Proposed Priority: | Referral Status/Priority Date: 11/08/2023 | \* VINAH - Referral In Outcome: Referral Accepted - Renewed Refe | Referral Accepted Date: | Last Clinical Review Date: | Breach Date: |

Referral Details

Facility: Sunshine | \* Reason for Visit: letter test | \* VINAH - Referral In Reason: Diagnosis, assessment, treatment | \* Referral In Stream: Orthopaedics/Musculoskeletal | \* Referral (Episode) Stream: Orthopaedics/Musculoskeletal | \* Specialty: ASC Fracture | \* VINAH - Health Conditions: Amputation (Acquired absence of | \* Account Class: Public: Eligible

Referred by:

\* Referring Clinician: Woo, Andrew - HMO | \* Referring Facility: Other | \* Referring Unit: Renewed Referral

Referring Clinician Details:

Business Address: Williamstown Hospital Railway Crescent Williamstown, Victoria 3016 Australia (includes External Territories)  
Business Phone: 03 9393 0100 Email: | Medicare Provider #: 17087

Referred to:

\* Referred to: Woo, Andrew - HMO | \* Referral Appointment Type: Fracture Review | \* Schedule To Facility: Footscray | Tier 2 Code: | VINAH - First Appt Notified Date: | Suppress Patient Letter?: | Booking Notes: | Recommending Date: |

Ready to Schedule: Yes

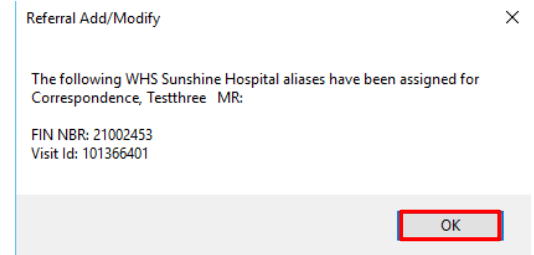
Contact Provider - if different than current facility: | Contact Provider: |

Return To Search Complete Cancel





## 9. Click **OK**

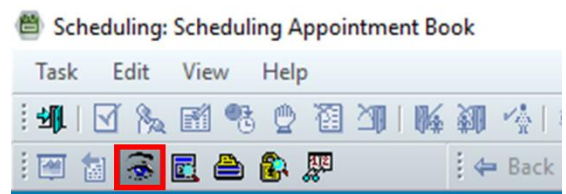


### **!** Important

This 'Renewed Referral' now appears as a New Request on the appropriate **Request by Queue** list in Scheduling Appointment Book, which can be scheduled for the **same appointment date/time** as the patient's old appointment. Steps outlined below.

## Associate New Request to Old Request

1. Open **Scheduling Appointment Book**
2. From the top tool bar, click on **Appointment Inquiry** button

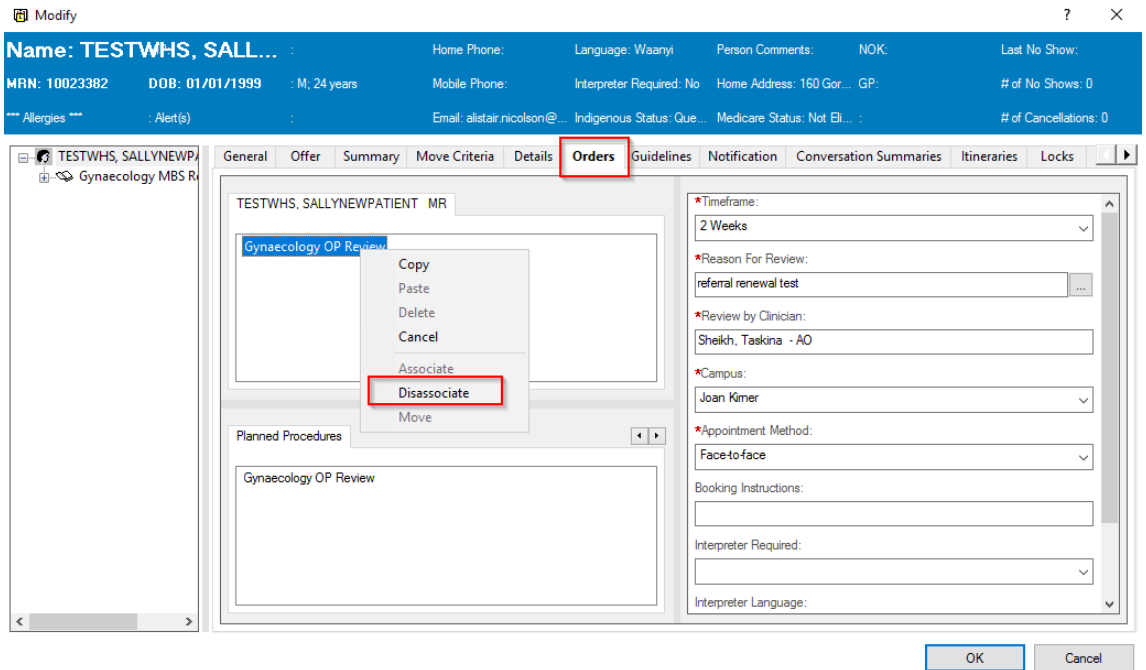


3. Click on **Person** tab / **Request List** tab > Request by Queue and go to appropriate request list
4. Click **Find** and the list of patient appointments will appear
  - Locate the appointment to be actioned
5. Right click on appointment with the order attached and click **Modify**

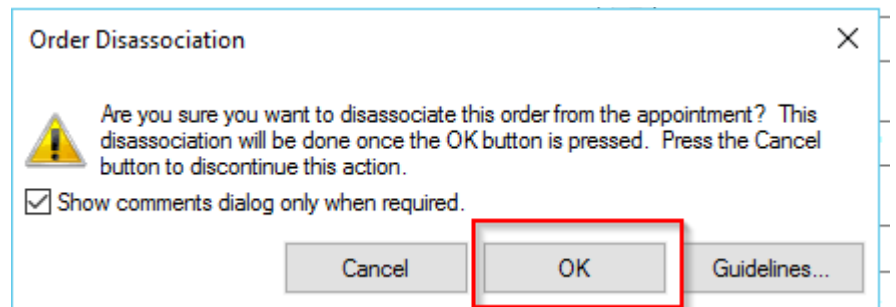
Find

Modify...

6. Click on **Orders** tab, and right click on the order and select **disassociate**



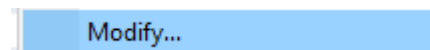
7. Click Ok to confirm



8. Locate the appointment that requires the order to be attached

Book	TESTWHS, SALLYNEWPATIENT MR	Gynaecology MBS Review	10/10/2024 - 12:00 AM	
book	TESTWHS, SALLYNEWPATIENT MR	Gynaecology MBS Review	24/10/2023 - 12:00 AM	Gynaecology OP Review 2 Weeks

9. Right click on appointment with the order attached and click **Modify**





10. Click on **Orders** tab, and then click on **Existing Orders** tab

Modify

Name: TESTPAS, EISHA Home Phone: (041)... Language: English Person Comments: NOK: Last No Show: 23-J...

MRN: 10023396 DOB: 01/01/1990 : F; 33 years Mobile Phone: Interpreter Required: Home Address: 1, ... GP: # of No Shows: 21

\*\*\* Allergies \*\*\* : Alert(s) : Clinical Research:... Email: Indigenous Status: ... Medicare Status: : # of Cancellations: 5

TESTPAS, EISHA

General Offer Summary Move Criteria Details **Orders** Guidelines Notification Conversation Summaries Itineraries Locks

Optional Search **Existing Orders** Privileges AOS Required Planr

buprenorphine 64 mg/0.18 mL modified release injection, syringe  
buprenorphine 64 mg/0.18 mL modified release injection, syringe  
Home Oxygen Assessment - dept. use only  
ED Triage  
ED Bed Request to SSU/BAU/HUB  
Gynaecology OP Review  
FBE

OK Cancel

11. Double click on the appropriate previous **order** to link to this appointment

Modify

Name: TESTPAS, EISHA Home Phone: (041)... Language: English Person Comments: NOK: Last No Show: 23-J...

MRN: 10023396 DOB: 01/01/1990 : F; 33 years Mobile Phone: Interpreter Required: Home Address: 1, ... GP: # of No Shows: 21

\*\*\* Allergies \*\*\* : Alert(s) : Clinical Research:... Email: Indigenous Status: ... Medicare Status: : # of Cancellations: 5

TESTPAS, EISHA

General Offer Summary Move Criteria Details **Orders** Guidelines Notification Conversation Summaries Itineraries Locks

Optional Search Existing Orders Privileges AOS Required Planr

buprenorphine 64 mg/0.18 mL modified release injection, syringe  
buprenorphine 64 mg/0.18 mL modified release injection, syringe  
Home Oxygen Assessment - dept. use only  
ED Triage  
ED Bed Request to SSU/BAU/HUB  
**Gynaecology OP Review**  
FBE

OK Cancel

12. All information from old request is now associated to the new request. Click **OK**



Modify [?] [X]

Name: TESTPAS, EISHA : Home Phone: (041)... Language: English Person Comments: NOK: Last No Show: 23-J...

MRN: 10023396 DOB: 01/01/1990 : F: 33 years Mobile Phone: Interpreter Required: Home Address: 1, ... GP: # of No Shows: 21

\*\*\* Allergies \*\*\* : Alert(s) : Clinical Research:... Email: Indigenous Status: ... Medicare Status: : # of Cancellations: 5

TESTPAS, EISHA

Gynaecology MBS R

Gynaecology OP Review

Optional Search Existing Orders Privileges AOS Required Planr

- MBS - XRAY Shoulder or scapula (NR) (58503)
- MBS - CT with surgical procedure (R) (57341)
- MBS - Diagnosis of abnormalities of pelvic floor (11830)
- MBS - Specialist Review Consult Other (115)
- MBS - GP Telehealth 20mins+ (91801)
- MBS - Pregnancy related scan, 17-22wks multiple preg (55759)
- MBS - XRAY Clavicle (R) (57709)
- MBS - Impedance Audiogram + Tympanometry (11324)

\*Timeframe: 8 Weeks

\*Reason For Review: 8/52 RV

\*Review by Clinician: Gee, Peter Cemer - DBA

\*Campus: Joan Kimer

\*Appointment Method: Face-to-face

Booking Instructions:

Interpreter Required: No

Interpreter Language:

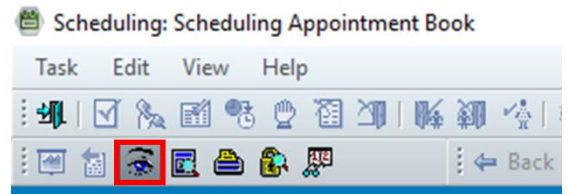
OK Cancel

Patient’s new appointment request will remain on the Request List until ready to be scheduled as per normal.



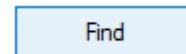
## Cancel Old Request

1. Open **Scheduling Appointment Book**
2. From the top tool bar, click on **Appointment Inquiry** button

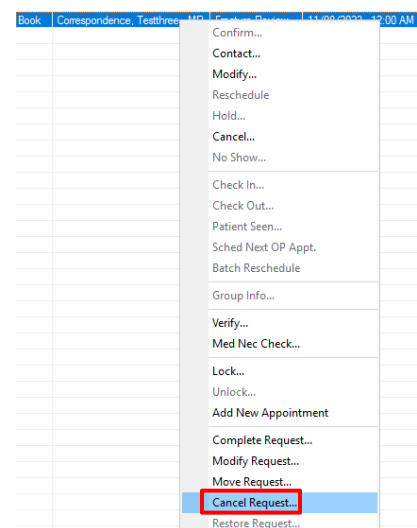


3. Click on **Person** tab / **Request List** tab > Request by Queue and go to appropriate request list

4. Click **Find** and the list of patient appointments will appear
  - a. Locate the appointment to be actioned



5. Right click on appointment row and click **Cancel Request**



6. **Cancel** window will appear
  - a. In the **General** tab, fill in **\*DNA/Cancel Comments:** and select **No** for **Send to Third Party Printing**

Cancel

**Name:** Correspondence, Te...    Home Phone: (041) 23...    Language: Indonesian    Person Comments: NOK    Last No Show: 27-JUL...

MRN: 2001395    DOB: 04/06/2016    M; 7 years    Mobile Phone: 0412 3...    Interpreter Required: ...    Home Address: Sunshi...    GP: Temporary Gp, Te...    # of No Shows: 9

\*\*\* Allergies Not Reco...    Email:    Indigenous Status: Qu...    Medicare Status: Not ...    # of Cancellations: 2

Correspondence, Testth    Fracture Review

**General**   Offer   Summary   Details   Orders   Guidelines   Notification   Conversation Summaries   Itineraries   Locks   Booking Notes

\*DNA/Cancel Comments:  
referral renewed

\*Send to Third Party Printing?:  
No

Comments:

FIN NBR	URN	Person Name	Enc Type	Est Arrive Date	Med Service	Fin Class	Facility	Nurse Unit	Home Phone	Reason For Visit	Admitting Doct
21002453	2001395	Correspondence, Testthree	MR	Referral	ASC Fracture	Public: Eligible	Sunshine		(041) 237-9375	letter test	Woo, Andrew

View    Modify    Cancel Enc

OK    Cancel



- 7. Navigate to **Offer** tab, select **Outcome of Attendance as Referral Renewed**.

Click **OK**

The screenshot shows a software window with a blue header bar containing patient information: Name: Correspondence, Te..., Home Phone: (041) 23..., Language: Indonesian, Person Comments: NOK, Last No Show: 27-JUL..., MRN: 2001395, DOB: 04/06/2016, M: 7 years, Mobile Phone: 0412 3..., Interpreter Required: ..., Home Address: Sunshi..., GP: Temporary Gp, Te..., # of No Shows: 9, Allergies Not Reco..., Email, Indigenous Status: Qu..., Medicare Status: Not..., # of Cancellations: 2. Below the header is a tabbed interface with tabs: General, Offer, Summary, Details, Orders, Guidelines, Notification, Conversation Summaries, Itineraries, Locks, Booking Notes. The 'Offer' tab is active. In the 'Offer' tab, there are three dropdown menus: 'Encounter Type' (set to 'Referral'), '\* Outcome of Attendance:' (set to 'Referral Renewed'), and 'Appt Type:' (set to 'Fracture Review'). There is also an 'Appt Date:' field. At the bottom right of the window, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a red box.



## Scenario 3: Patient Appointment Checked In

### Undo Check In

1. Right click on appointment row and click **Undo Check In**

01/05/2023 - 9:00 AM	Gynaecology MBS New	Attended(Ch	Undo Check In
24/04/2023 - 1:45 PM	Gynaecology MBS Review	Attended(Ch	

2. Scheduling grid will open and an **Undo** window will appear, click **OK**

Undo ✕

This action will reschedule the appointment back to Confirm.

OK

3. In the next window, fill in the **\*Reason**, add **Comments**, then select **OK**

Undo ? ✕

\*Reason:

Left without being seen

Comments:

OK
Cancel

4. Appointment will be booked back to the original date and time, and the status will return to **Booked(Confirmed)**

01/05/2023 - 9:00 AM	Gynaecology MBS New	Booked(Confirmed)
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5. Now follow **Scenario 1: Review Appointment Already Booked** steps for renewing referral.