Scheduling and Referrals Referral Renewal



Digital Health 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. Visit Check - Booking after Expiry [5-514B] Image: The Booking Date you have selected (31/05/2024) is past the expiry date Image: The Booking Date you have selected (31/05/2024) is past the expiry date Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue booking? Image: The Booking Date you want to continue to 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**







Resource Location Request List

Start time

End time

Clear

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2355

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Patient Schedule - All Appointments (history)

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Close

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
2	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 **Schapptbook**
- 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**

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

Person

Inquiry

Person

Start date

End date

** /** /***

<u>Find</u>

30/06/2023

TESTPAS, DEZ MRS

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    Locate patient appointment based on
the appointment that is on the Referrals

            Appointments Past Expiry Date
worklist.
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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**

Work in progress:		
E TESTPAS, DEZ MRS	Schedule	
iano € Gynaecology MBS Review	Confirm	
ian Current Schedule ian in ISJK WC 1A GYN	Recur	
Primary Resource Patient	Suggest	A Gynaecology MBS Review
	Request	40. 1 .0.4.
	Insert	

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





13. Select Add Enc

Encounter	Selection						?	×
FIN NBR	Enc Type	Disch Date	Admit Type	Facility	Nurse Unit	Encounter Prsnl	Provider Name	^
21002021C002	Outpatient			Sunshine	SH AH P4 OT	Treating Dr	Woo, Andrew	-
21002021	Outpatient			Footscray	FH AH L2 OT	Treating Dr	Woo, Andrew	- F
21002013C003	Outpatient			Footscray	FH DHS ADD MED	Treating Dr	Woo, Andrew	٠F
21002013C002	Outpatient			Footscray	FH DHS ADD MED	Treating Dr	Woo, Andrew	٠ŀ
21001905C002	Outpatient			Sunshine	SJK WC 1A GYN	Treating Dr	Alias, Midia - S	м
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	٠ŀ
21001900	PreReg			Sunshine	SJK WC 1A GYN	Treating Dr	Mathew, Samu	lei
NVE72001387	No Visit	23/06/2023 - 3:49 PM		Footscray	NOVISIT			
21001905C009	PreReg			Sunshine	SJK WC 1A GYN	Treating Dr	Mooney, Sama	inti
21002013	Referral			Footscray	FH DHS ADD MED	Treating Dr	Woo, Andrew	٠F
21001974	Referral			Sunshine		Treating Dr	Said, Joanne	- S
			Con	firm	this a Waiting	g List enco	unter?	
					Yes		No	

14. Select Yes

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

Name Type Created Created Creator Last Reg Date Registrar Episode End Date Referring Facility Attending Physician Service Category VSPEC97161 Specialist Clinics (OP) 05/07/2023 13:35 92LERK1 31/12/2100 31/12/2100 Sunshine Hosp VSPEC95361 Specialist Clinics (OP) 29/06/2023 19:51 P2CLERK3 31/12/2100 O Other VSPEC94261 Specialist Clinics (OP) 28/06/2023 11:10 New Episode 100 Other 00 Other VSPEC94211 Specialist Clinics (OP) 28/06/2023 10:30 New Episode 100 Other 00 Other VSPEC9311 Specialist Clinics (OP) 28/06/2023 11:10 Description of New Episode 100 Other 00 Other VSPEC9311 Specialist Clinics (OP) 28/06/2023 13:34 Description of New Episode 00 Other 00 00 00 00	Select Episode - (TESTPAS, Episodes:	DEZ MRS]									
VSPEC97161 Specialist Clinics (OP) 05/07/2023 13:35 P2CLERK1 31/12/2100 *Sunshine Hosp VSPEC95361 Specialist Clinics (OP) 29/06/2023 13:45 P2CLERK3 29/06/2023 15:04 31/12/2100 11:00 Other VSPEC95361 Specialist Clinics (OP) 29/06/2023 13:44 New Episode 00 Other 0 VSPEC94261 Specialist Clinics (OP) 28/06/2023 13:44 New Episode 00 Other 0 VSPEC93162 Specialist Clinics (OP) 28/06/2023 13:44 New Episode 00 Other 00 0 VSPEC93161 Specialist Clinics (OP) 28/06/2023 13:44 New Episode 00 Other 00 0 <td< td=""><td>Name</td><td>Туре</td><td>Created</td><td>Creator</td><td>Last Reg Date</td><td>Registrar</td><td>Episode End</td><td>Date</td><td>Referring Facility</td><td>Attending Physician</td><td>Service Category</td></td<>	Name	Туре	Created	Creator	Last Reg Date	Registrar	Episode End	Date	Referring Facility	Attending Physician	Service Category
DIAG96401 Diagnostics - Speciality 03/07/2023 10:21 P2CLERK3 31/12/2100 11:00 *Sunshine Hosp VSPEC95361 Specialist Clinics (OP) 29/06/2023 13:45 P2CLERK3 29/06/2023 15:04 31/12/2100 11:00 Other Image: Clinics (OP) 29/06/2023 10:45 VSPEC95101 Specialist Clinics (OP) 28/06/2023 10:41 Image: Clinics (OP) 28/06/2023 10:45 Image: Clinics (OP) 28/06/2023 10:45 VSPEC94261 Specialist Clinics (OP) 28/06/2023 10:45 Image: Clinics (OP) 28/06/2023 10:45 Image: Clinics (OP) 28/06/2023 10:45 VSPEC94162 Specialist Clinics (OP) 28/06/2023 13:14 Image: Clinics (OP) 28/06/2023 13:14 Image: Clinics (OP) Image: Clinic Cli	KSPEC97161	Specialist Clinics (OP)	05/07/2023 13:35	P2CLERK1			31/12/2100				
VSPEC93361 Specialist Clinics (OP) 29/06/2023 14:55 P2CLERK3 29/06/2023 15:04 31/12/2100 11:00 Other Other VSPEC93101 Specialist Clinics (OP) 28/06/2023 10:31 Image: Specialist Clinics (OP) 28/06/2023 10:31 Image: Specialist Clinics (OP) 28/06/2023 10:31 VSPEC94261 Specialist Clinics (OP) 28/06/2023 10:31 Image: Specialist Clinics (OP) 28/06/2023 10:31 Image: Specialist Clinics (OP) 28/06/2023 10:31 VSPEC93141 Specialist Clinics (OP) 26/06/2023 13:31 Image: Specialist Clinics (OP) 26/06/2023 13:31 Vspecossott Image: Specialist Clinics (OP) 26/06/2023 13:31 Image: Specialist Clinics (OP) Image:	E DIAG96401	Diagnostics - Specialty	03/07/2023 10:21	P2CLERK3			31/12/2100 1	1:00	*Sunshine Hosp		
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VSPEC94261 Specialist Clinics (OP) 28/06/2023 11:10 Description of New Episode :00 *Sunshine Hosp VSPEC942162 Specialist Clinics (OP) 28/06/2023 10:10 Description of New Episode :00 Other :00 VSPEC93201 Specialist Clinics (OP) 26/06/2023 13:31 :00 Other :00 VSPEC93141 Specialist Clinics (OP) 26/06/2023 13:31 <td>VSPEC95101</td> <td>Specialist Clinics (OP)</td> <td>29/06/2023 13:41</td> <td>New Episo</td> <td>nde</td> <td></td> <td>×</td> <td>:00</td> <td>Other</td> <td></td> <td></td>	VSPEC95101	Specialist Clinics (OP)	29/06/2023 13:41	New Episo	nde		×	:00	Other		
VSPEC94241 Specialist Clinics (OP) 28/06/2023 10:34 VSPEC94162 Specialist Clinics (OP) 28/06/2023 10:34 VSPEC93201 Specialist Clinics (OP) 28/06/2023 13:14 VSPEC93141 Specialist Clinics (OP) 26/06/2023 13:14 VSPEC93141 Specialist Clinics (OP) 26/06/2023 13:14 VSPEC93141 Specialist Clinics (OP) 26/06/2023 13:14 Nonconsent Other 0 Output 0 0 Other 0 0 Other 0 0 Other 0 0 OK Cancel 0	KSPEC94261	Specialist Clinics (OP)	28/06/2023 11:10					:00	*Sunshine Hosp		
VSPEC94162 Specialist Clinics (OP) 28/06/2023 09:14 VSPEC93201 Specialist Clinics (OP) 26/06/2023 13:14 VSPEC93141 Specialist Clinics (OP) 26/06/2023 13:14 Counters: Im Nbr Type in Nbr Type Registrar Reson For Visit OK Cancel Im Class	VSPEC94241	Specialist Clinics (OP)	28/06/2023 10:30	Description	n of New Episode —						
VSPEC93201 Specialist Clinics (OP) 26/06/2023 13:36 VSPEC93141 Specialist Clinics (OP) 26/06/2023 13:14 Vspecoalist Clinics (OP) 26/06/2023 13:14 Vspecoalist Clinics (OP) 26/06/2023 13:14 Im Nbr Type Reg Date Dsch Date Registrar Reason For Visit OK Cancel	VSPEC94162	Specialist Clinics (OP)	28/06/2023 09:18	Tupo				:00	Other		
VSPEC93141 Specialist Clinics (OP) 26/06/2023 13:1 USPEC93141 Specialist Clinics (OP) 26/06/2023 13:1 USPEC9314 Specialist Clinics (OP) 26/06/202	VSPEC93201	Specialist Clinics (OP)	26/06/2023 13:36	Type.	Nining (OD)			:00:	Other		
Expensesses and the second sec	KSPEC93141	Specialist Clinics (OP)	26/06/2023 13:14	Specialist	ainics (OF)		~	:00	Other		
	ncounters: Fin Nbr Type Reg Date	Dsch Date Registrar I	Reason For Visit		ок		Cancel	ed A	Attending Doctor F	in Class Bound Bo	und By Program Se

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

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i Select Episod	le - [TESTPA	S, DEZ MRS]															\times
Episodes:																	
Name		Туре		Created	Crea	ator	Last Reg	Date	Registrar	Episode E	nd Date	Referring Facili	ty Attendir	ng Physicia	an Service	Category	^
VSPEC9716	1	Specialist	Clinics (OP)	05/07/2023 1	3:35 P20	LERK1				31/12/210	0						
E DIAG96401		Diagnostic	s - Specialty	03/07/2023 1	0:21 P20	LERK3				31/12/210	0 11:00	*Sunshine Hos	p				
VSPEC9536	1	Specialist	Clinics (OP)	29/06/2023 1	4:55 P20	LERK3	29/06/202	23 15:04		31/12/210	0 11:00	Other					
VSPEC9510	1	Specialist	Clinics (OP)	29/06/2023 1	3:41 P20	LERK3	29/06/202	23 13:55		31/12/210	0 11:00	Other					
VSPEC9426	1	Specialist	Clinics (OP)	28/06/2023 1	1:10 P20	LERK7				31/12/210	0 11:00	*Sunshine Hos	p				
VSPEC9424	1	Specialist	Clinics (OP)	28/06/2023 1	0:30 P20	LERK7				31/12/210	0						
SPEC9416	2	Specialist	Clinics (OP)	28/06/2023 0	9:18 P20	LERK7				31/12/210	0 11:00	Other					
VSPEC9320	1	Specialist	Clinics (OP)	26/06/2023 1	3:36 P20	LERK3	30/06/202	23 14:25		31/12/210	0 11:00	Other					
VSPEC9314	1	Specialist	Clinics (OP)	26/06/2023 1	3:14 P20	LERK7				31/12/210	0 11:00	Other					
	•	0 100	01: : (0.0)	20/00/2022 0	0.14 000	LEDK7	20/00/201	00.00.10		01/10/010	0 11 00	01					•
Encounters:																	
Fin Nbr Type	Reg Date	Dsch Date	Registrar	Reason For Vis	it Med S	c Clier	nt Facility	Building	g Nurse U	nit Room	Bed /	Attending Doctor	Fin Class	Bound	Bound By	Program Se	ervice
< .																_	>
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17. Navigate to **Referral and Encounter Info** tab, complete all mandatory fields as per new referral that has been received. Click **Complete**.

Referral Add/Modify													-	ø
UR Number: 2001387														
Last Name:	First Name:	Middle Name:	Title:	_	Sex:	Date	e of Birth:		Age:	Media	are Status:			
TESTPAS	UEZ		MKS		remaie	01/0	U1/1986	Υ.	3/Y					
Medicare Number: 3398 70022 6-1	Medicare Expiry Date:	Arrival Comment:												
FIN (Visit #):	Referral ID:	Referral Data Set:	Encounter Data Set:		Episode Type (Program):	Refe	erral Encounter ID:	_	Launcher:					
	VSPEC9/161	VINAH 18 (2023-2024)	VINAH 18 (2023-2024)	×	Specialist Clinics (OP)				Y					
atient Information Referral and Encou	ortal Authorised Representat	ives Notes and Alerts												
*Referral Add Type:	*Referral Received Date:	*Date on Referral:	Waiting Start Date:		Referral Type:	*Ri	eferral Source:		*Referral Length:	Refe	rral Expiry Date:			
*New Referral ~	05/07/2023 🗘 👻	05/07/2023 🗘 🗸	**/**/****	* v	External	✓ GP	P/Local Medical Officer	~	12 Months ~	31/1	2/2100			
Male Line Products	The formal first sector in the start	Deserved Drive the	Defend Onter (Director Deter				(Last Christ Device, Date		-1 Data			
Requested ~	Schedule Appt - Urgent < 30 Days >	Proposed Priority:	05/07/2023	- v	Referral Accepted - New Appointr	/	rerral Accepted Date:	h 🖵			ch Date: /****	A .		
- Referral Details				v				-				¥.		
Facility:	*Reason for Visit:	*VINAH - Referral In Reason:	*Referral In Stream:		*Referral (Episode) Stream:	*\$	pecialty:		*VINAH - Health Conditions:	*Ace	count Class:			
Sunshine 🗸	Post Expired Date	Diagnosis, assessment, treatme 🗸	Gynaecology	~	Gynaecology	~ W	C Gynaecology	~	Endometriosis ~	Med	licare Bulk Bill	~		
MBS Consent:	MBS Consent Date:													
Referred by:														
*Referring Clinician:	*Referring Facility:	*Referring Unit:												
Woo, Andrew - HMO	Other ~	External: Paper/Fax/Email]											
Referring Clinician Details:	1. 10. 11 . 0													
Business Address: Williamstown Hosp Business Phone: 03 9393 0100 Email Medicare Provider #: 17087	pitalKailway CrescentWilliamstown, Victor I:	ia <i>s</i> UlbAustralia (includes External Territo	nes											` <u></u>
Referred to:														
*Referred to:	Referral Appointment Type	Schedule To Facility	Tier 2 Code:		VINAH - First Appt Notified Date	Su	nnress Datient Letter?		Booking Notes:	Reco	mmending Date:			
Askern, Althea - REGMO	×	Schedule to Facility.				-	ppress ration content	~		-/-	/	÷ •		
Ready to Schedule: Yes ~														
- Contact Provider - if different than cu	rrent facility													
												_		
												Compl	ete	Cance

18. Click Reschedule Reason: Referral Renewed and click OK



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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

 Juliy				
26/06/2023 - 10:30 AM	Gynaecology MB3		ed Out	Askem, Althea OP
26/06/2023 - 11:45 AM	Gynaecology MBS	Confirm	d(Confirmed)	Askem, Althea OP
27/06/2023 - 8:00 AM	Hand Therapy Ne	Contact	ed(Checked In)	OT FH Hand Therapy 06
27/06/2023 - 1:30 PM	Gynaecology MBS	Modify	ed Out	Alias, Midia OP
07/00/0000 H 00 DM	C 1 MP/		100 L L L L	1 1 0 00

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

Renewal. Click OK

Home Phone: (042) years Mobile Phone: 042 Email: yildiz.zengin Summary Move Criteria Details Appt Type: Gynaecology MBS 1	Language: Turkish Pers Interpreter Required: Hom Indigenous Status: Med Orders Guidelines Notific Appt Date:	on Comments: NOK: e Address: Cen GP: No icare Status: : :ation Conversation Sumr	Last No S Gp, No Gp # of No S # of Canc maries Itineraries Loci	ihow: 05-J hows: 1 :ellations: 0 ks
years Mobile Phone: 042 Email: yildiz.zengin Summary Move Criteria Details Appt Type: Gynaecology MBS 1	Interpreter Required: Hom Indigenous Status: Med Orders Guidelines Notific Appt Date:	e Address: Cen GP: No icare Status: : :ation Conversation Sumr	Gp, No Gp # of No Si # of Canc maries Itineraries Loci	hows: 1 :ellations: 0 ks
Email: yildiz.zengin Summary Move Criteria Details Appt Type: Gynaecology MBS 1	Indigenous Status: Med Orders Guidelines Notific Appt Date:	icare Status: : ation Conversation Sumr	# of Canc maries Itineraries Loci	ellations: 0 ks
Summary Move Criteria Details Appt Type: Gynaecology MBS 1	Orders Guidelines Notific Appt Date:	cation Conversation Summ	maries Itineraries Loc	ks 🔳
	New V26/06/2023		Dutcome of Attendance: Referral Renewed	Ţ
I - Mark for Closure [IN-FLX-15] action will mark this referral for clo			ОК	Cancel
-	al - Mark for Closure [IN-FLX-15] action will mark this referral for clo you sure you wish to continue?	al - Mark for Closure [IN-FLX-15] × action will mark this referral for closure. you sure you wish to continue?	el - Mark for Closure [IN-FLX-15] × action will mark this referral for closure. you sure you wish to continue?	OK al - Mark for Closure [IN-FLX-15] action will mark this referral for closure. you sure you wish to continue?

This old referral now falls onto the Referral - Closure worklist in PMoffice (refer to QRG 'Scheduling and Referrals -Closing Referrals' for this process).

No

Yes



Scenario 2: Review Appointment Requested

Add Renewed Referral

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



2. Search for the patient using appropriate identifiers

Person Search [Person Results: 1]
Rece <u>n</u> t Persons
Person Identifier (URN, Medicare #):
7100000
Last Name:
First Name:
Date of Birth:

Any Phone Number:
Encounter Identifier (FIN):
<u>S</u> earch <u>R</u> eset

• Click Add Encounter in the bottom right



3. Click Add Episode

															_
Name		Туре		Created	Cre	eator	Last F	Reg Date	Registrar	Episo	de End	Date	Referring F	Facility	Atte ^
KSPEC9450	1	Specialist (Clinics (OP)	29/06/2023 09:4	7 P2	CLERK1				31/12	2100				
VSPEC9428	1	Specialist (Clinics (OP)	28/06/2023 11:2	0 P2	CLERK1				31/12	2100				
VSPEC9414	1	Specialist (Clinics (OP)	28/06/2023 07:5	2 P2	CLERK1				31/12	2100 1	1:00	Other		_
VSPEC9082	2	Specialist (Clinics (OP)	20/06/2023 16:2	6 P2	CLERK3				31/12	2100 1	1:00	Other		
Rev DIAG88801		Diagnostic	s - Specialty	19/06/2023 09:1	1 P2	CLERKSUP	2			31/12	2100 1	1:00	Other		
VSPEC8866	1	Specialist (Clinics (OP)	19/06/2023 08:4	0 P2	CLERKSUP	2			31/12	2100 1	1:00	Other		
VSPEC8722	1	Specialist (Clinics (OP)	16/06/2023 13:0	7 P2	CLERK3				31/12	2100 1	1:00	Other		
VSPEC8614	1	Specialist (Clinics (OP)	15/06/2023 09:3	0 P2	CLERK1				31/12	2100 1	1:00	Other		~
<															>
Encounters:															
Fin Nbr Type	Reg Date	Dsch Date	Registrar	Reason For Visit	Med S	Svc Client	Facility	Building	Nurse Unit	Room	Bed	Attend	ding Doctor	Fin Class	Bour
<															>
٢													014		3



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

🛃 New Episode		×
Description of New	Episode	
Туре:		
Specialist Clinics (OP		~
Referral OP - Non-Re	portable	
Specialist Clinics (OF)		
	ОК	Cancel

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

				OK	(Cancel	
Select Episode - [TESTPA	S, SARAH]						- 0
pisodes:							
Name	Туре	Created	Creator	Last Reg Date	Registrar	Episode End Date	Referring Facili
VSPEC94521	Specialist Clinics (OP)	29/06/2023 10:19	P2CLERK1			31/12/2100	1
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
counters:							
in Nhr. Type: Red Date	Dech Date Registrar	Reason For Visit	And Suc Client F	Encility Building	Nurea Unit	Room Red Atten	ding Doctor Ei
					Add Enjec	ode OK	Cance
					MUCHEDISC	ALTER LIN	1000

- 4. Select the relevant clinic campus
 - Enter "WHS"
 - Click the magnifying glass
 - Select the campus
 - Click OK

🏐 Organization	n ×
Select the facilit registered.	y and/or client to which the encounter should be
Facility Name	Facility Alias
WHS	a
WHS Foots WHS Sunb	cray Hospital ury Day Hospital
WHS Sunsi	hine Hospital
WHS Willia	mstown 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

UR Number:		
2001395		
Last Name:	First Name:	Middle Name:
Correspondence	Testthree	
Medicare Number:	Medicare Expiry Date:	Arrival Comment:
-		<u>k</u> <u>v</u>
FIN (Visit #):	Referral ID: VSPEC102501	Referral Data Set: VINAH 18 (2023-2024)
atient Information Referral a	nd Encounter Info Portal Authorised Repres	sentatives Notes and Alerts
* Referral Add Type:	* Referral Received Date:	* Date on Referral:
Referral Renewal	~ ····	÷ • • • • • • • •
Wait List Status:	* Referral Status/Priority:	Proposed Priority:
		~
Requested		
Requested Breach Date:		



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



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... ×



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

derenal Add/Modily										- 0
Number:										
001395										
ist Name:	First Name:		Middle Name:	litle:	Sec Male	Date of Birth:	Age:	Medicare Status:		
onespondence	resumee			MIK	Marc	04/00/2010	7	TVOC SLUCEO, UNKNOWN		
ledicare Number:	Medicare Expiry Date:		Arrival Comment:							
	//****									
N (Visit #):	Referral ID:		Associated Referral ID:	Referral Data Set:	Encounter Data Set:	Episode Type (Program):	Referral Encounter ID:	Launcher:		
	VSPEC102501		VSPEC95441	VINAH 18 (2023-2024) VINAH 18 (2023-2024)	VINAH 18 (2023-2024) ~	Specialist Clinics (OP)			~	
ient Information Referral and End	counter Info Portal Authorised	Representat	ives Notes and Alerts							
Referral Add Type:	* Referral Received Date:		* Date on Referral:	Waiting Start Date:	Referral Type:	* Referral Source:	* Referral Length:	Referral Expiry Date:		
Referral Renewal	 11/08/2023 	÷	07/08/2023	**/**/**** A	External ~	GP/Local Medical Officer	 12 Months 	31/12/2100		
Wait List Status:	*Referral Status/Priority:		Proposed Priority:	Referral Status/Priority Date:	* VINAH - Referral In Outcome:	Referral Accepted Date:	Last Clinical Review Date:	Breach Date:		
Requested	Renewal	~	×	11/08/2023	Referral Accepted - Renewed Refe ~	· · · · · · · · · · · · · · · · · · ·	▼ */**/****	**/**/****		
Referral Details										
Facility:	Reason for Visit:		* VINAH - Referral In Reason:	* Referral In Stream:	* Referral (Episode) Stream:	* Specialty:	* VINAH - Health Conditions:	* Account Class:		
Sunshine	 letter test 		Diagnosis, assessment, treatment \lor	Orthopaedics/Musculoskeletal ~	Orthopaedics/Musculoskeletal ~	ASC Fracture	 Amputation (Acquired absence of 	Public: Eligible	~	
Referred by:										
* Referring Clinician:	* Referring Facility:		* Referring Unit:							
Woo, Andrew - HMO	Other	~	Renewed Referral							
Referring Clinician Details:			-	1						
Business Address: Williamstown H Business Phone: 03 9393 0100 En	lospitalRailway CrescentWilliam nail:	stown,Victor	ia3016Australia (includes External Territo	ries						^
Medicare Provider #: 17087										U.
Referred to:										
* Referred to:	* Referral Appointment Ty	npe:	* Schedule To Facility:	Tier 2 Code:	VINAH - First Appt Notified Date:	Suppress Patient Letter?:	Booking Notes:	Recommending Date:		
Woo, Andrew - HMO	K Fracture Review	~	Footscray ~		**/**/****		~	//	÷ -	
Paschuta Schadular			-							
Ready to Schedule.	~									
Yes										
Yes Contact Provider - if different than	current facility									
Yes Contact Provider - if different thar Contact Provider:	current facility									
Yes Contact Provider - if different thar Contact Provider:	 current facility 									





Referral Add/Modify

Х

The following WHS Sunshine Hospital aliases have been assigned for Correspondence, Testthree $\mbox{ MR}$:

FIN NBR: 21002453 Visit Id: 101366401

ОК

Important

9. Click OK

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
- From the top tool bar, click on Appointment Inquiry button 2. Scheduling: Scheduling Appointment Book Task Edit View Help 41 🖸 🏷 🖼 📽 🕆 🗄 🗇 🕪 🍿 🌾 🖻 🖨 🕼 🖉 -🗧 🖨 Back -44 3. Click on Person tab / Request List tab > Request by Queue and go to appropriate request list Click Find and the list of patient appointments will appear 4. Find Locate the appointment to be actioned 5. Right click on appointment with the order attached and click Modify Modify...
 - 6. Click on Orders tab, and right click on the order and select disassociate





vame: TES	TWHS, S	SALL			Home Phone		Language	: Waanyi	Person Comm	ients:	NOK:	Last	No Show:	
RN: 10023382	DOB: 01/0	0171999	: M; 24	years	Mobile Phone		Interpreter	Required: N	lo Home Addres	is: 160 Gor	. GP:	# of	No Shows: (0
Allergies ***	: Alert(s)		÷		Email: alistair.	nicolson@.	Indigenou	s Status: Que	e Medicare Sta	tus: Not Eli	. :	# of (Cancellation	is: 0
ESTWHS, S		General	Offer	Summary	Move Criteria	Details	Orders	Guidelines	Notification	Conversa	tion Summaries	ltineraries	Locks	
	biogy Mb3 Ki	TESTW	/HS, SALL	YNEWPATIE	NT MR				*Timeframe:					^
									2 Weeks				~	
		Gynae	ecology (P Review	Сору				*Reason For Rev	iew:				
					Paste				referral renewal to	est				
				1	Delete				*Review by Clinic	ian:				
				4	Cancel				Sheikh, Taskina	- AO]
					Associate	_			*Campus:					
					Disassociate				Joan Kimer				~	-
		Planned	l Procedur	es	Move			••	*Appointment Me	thod:				
									Face-to-face				~	-
		Gynae	cology OF	Review					Booking Instruction	ins:				_
									Interpreter Requir	ed:				a
									Interpreter Langu	ane:				

7. Click Ok to confirm



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



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

Modify...





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

	TPAS, 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
G TESTPAS, El	SHA Jogy MBS R	Offer Summary PAS, EISHA	Move Criteria Details	Orders Guidelines	Notification Converse	stion Summaries	Itineraries Locks

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

🗃 Modify									? ×
Name: TEST	ΓPAS, E	ISHA	:	Home Phone	: (041) La	anguage: English	Person Com	nents: NOK:	Last No Show: 23-J
MRN: 10023396	DOB: 01/0	171990	: F; 33 years	Mobile Phone	e: In	terpreter Required	: Home Addres	ss: 1, GP:	# of No Shows: 21
*** Allergies ***	: Alert(s)		: Clinical Research	: Email:	In	digenous Status: .	Medicare Sta	atus: :	# of Cancellations: 5
Gynaeco	SHA logy MBS R	General TESTPA Optional	Offer Summary S, EISHA Search Existing Orde	Move Criteria	Details Or	ders Guidelines	Notification	Conversation Summ	maries Itineraries Locks
¢	>	buprenc Home C ED Tria ED Ped Gynaec FBE	orphine 64 mg/0.18 mL n Xygen Assessment - deg ge Begrued to SSU(PAU// wology OP Review	nodified release injec xt. use only HUB	tion, syringe	¥			OK Cancel

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







📵 Modify ? × Name: TESTPAS, EISHA Last No Show: 23-J. Home Phone: (041)... Language: English Person Comments: NOK IRN: 10023396 DOB: 01/01/1990 Mobile Phone: Interpreter Required: Home Address: 1, ... GP: # of No Shows: 21 : Alert(s) Indigenous Status: ... Medicare Status: # of Cancellations: 5 * Allergies *** : Clinical Research:... Email: 🖃 🥵 TESTPAS, EISHA General Offer Summary Move Criteria Details Orders Guidelines Notification Conversation Summaries Itineraries Locks 🖶 🥸 Gynaecology MBS R TESTPAS, EISHA Timeframe 8 Weeks \sim Gynaecology OP Review *Reason For Review 8/52 RV *Review by Clinician Gee, Peter Cemer - DBA *Campus Joan Kimer *Appointment Method: Optional Search Existing Orders Privileges AOS Required Planr Face-to-face MBS - XRAY Shoulder or scapula (NR) (58503) looking Instructions MBS - CT with singular to cooperativity (coop) MBS - Diagnosis of abnormalities of pelvic floor (11830) MBS - Specialist Review Consult Other (115) MBS - GP Telehealth 20mins+ (91801) nterpreter Required: No MBS - Pregnancy related scan, 17-22wks multiple preg (55759) MBS - XRAY Clavicle (R) (57709) nterpreter Language: MBS - Impedance Audiogram + Tympanometry (11324) ¥ ОК 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

Scheduling: Scheduling Appoint	ment Book
--------------------------------	-----------

Task	Edit	View	Help		
: 20	🗹 🗞	M 93	00	20104	劉 公日
: 🗃 🕯		Z 🐣	🚯 💭		🗄 🖨 Back

- 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

	ence, re			Home	hone: (04	1) 23 Langua	ige: Indonesi	ian Person (:omments:	NO	K:	Last No	Show: 27-JU
N: 2001395 DOB: 0	4/06/2016	: M	; 7 years	Mobile	Phone: 04	12 3 Interpr	eter Required	t: Home Ac	ldress: Su	nshi GP:	Temporary Gp	, Te # of No	Shows: 9
Allergies Not Reco :		1		Email:		Indiger	ious Status: (Qu Medicar	e Status: N	łot :		# of Car	ncellations: 2
Correspondence, Testth	General	Offer 5	Summary Details	Orders	Guidelines	Notification	Conversatio	n Summaries	ltineraries	Locks	Booking Note	s	
	*DNA/Cano	cel Commer	nts:						1				
	referral rene	wed											
	*Send to Th	nird Party Pr	rinting?:										
	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 Doc
	21002453	2001395	Correspondence, Te	estthree MR	Referral		ASC Fracture	Public: Eligible	Sunshine		(041) 237-9375	letter test	Woo, Andrew
	<												>
										V	liew	Modify	Cancel Enc

Western Health 📢



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

Click OK

🕲 Cancel					? ×
Name: Correspond	ence, 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 Ad	ldress: Sunshi GP: Temporary Gp, T	e # of No Shows: 9
*** Allergies Not Reco :	:	Email:	Indigenous Status: Qu Medicar	e Status: Not :	# of Cancellations: 2
 □ ① Correspondence, Testth □ ○ Fracture Review 	General Offer Summary Encounter Type: Referral	Details Orders Guidelines No Outcome of Attendanc Perform Renowed	Hifration Conversation Summaries e: Appt Type: Findure Review	Itineraries Locks Booking Notes Appt Date: ("")"")""""	¥
< >>					OK Cancel





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	H
24/04/2023 - 1:45 PM	Gynaecology MBS Review	Attended(Ch	H Undo Check In

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

Undo	×
This action will reschedule the appointment back to Confirm.	
ОК	

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

*Research			
Left without being seen	 	 	
Comments:			
l			

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)

5. Now follow Scenario 1: Review Appointment Already Booked steps for renewing referral.

