

# Scheduling – Direct to Scheduling / Scheduling a Walk-In Clinic Appointment



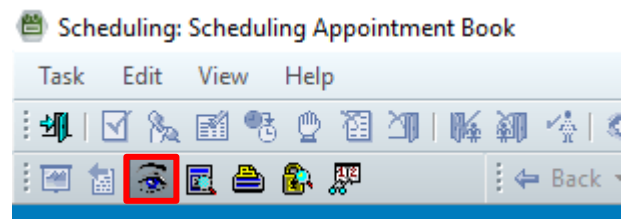
## This Quick Reference Guide will explain how to:

Book in a walk-in clinic appointment or directly schedule a patient into Scheduling Appointment Book

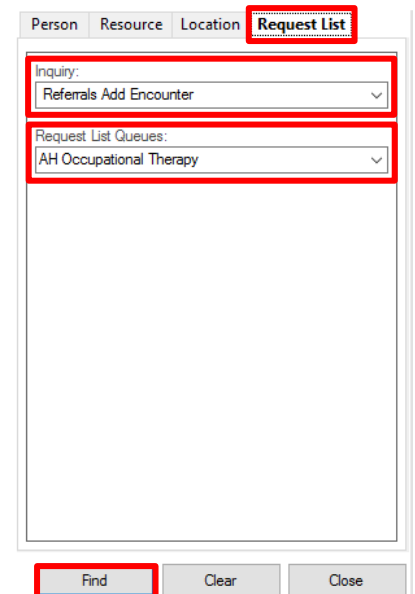
Please Note: This workflow is for Specialist Clinics only

## Direct to Scheduling/ Walk-in Clinic using Request List

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



3. Click on **Request List** tab.  
Select Inquiry: **Referrals Add Encounter**  
Request List Queues: Select the appropriate list for the walk-in clinic  
Then click **Find**



4. The **Request List** will load with list of patients who have had referral requests placed for the selected clinic

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	10023396	TESTPAS, EISHA	01/01/1990	17/05/2023 - 5:08 PM		911		Sunshine		Testing OEF Patient Facility	Hand Therapy New	Hand Therapy OP Referral
Book	2000716	Testingnew, Vpdnew MS	12/12/1989	05/06/2023 - 9:28 AM		8675309		Sunshine		test again	Hand Therapy New	Hand Therapy OP Referral
Book	1828920	INTEGRATIONTESTTWOSC. SCENARIOTHREEREJECT MRS	30/03/1983	08/06/2023 - 3:41 PM		1234		Sunshine		Walk in clinic #4h & 5h MCPJ R hand	Hand Therapy New	Hand Therapy OP Referral

Please note: that all referrals that require an encounter to be added will be visible on this request list not just direct to scheduling appointments.

5. Locate the patient, right click and select **Schedule**

Action	MRN	Patient Name	Date of Birth	Date	Referring Clinician	Contact Details	Proposed Urgency	Referred To Facility	Referral To Clinician	Reason for Referral
Book	10023396	TESTPAS, EISHA	01/01/1990	17/05/2023 - 5:08 PM	911	8675309		Sunshine		Testing OEF Patient Facility
Book	2000716	Testingnew, Vpdnew MS	12/12/1989	05/06/2023 - 9:28 AM				Sunshine		test again
Book	1828920	INTEGRATIONTESTTWO	30/03/1983	08/06/2023 - 3:41 PM		1234		Sunshine		Walk in clinic #4th & 5th MCPJ R hand

6. **Future Requests/Appointments** window will open, select the appropriate request, then click **OK**

Future Requests/Appointments for INTEGRATIONTESTTWOSC, SCENARIOTHREEREJECT MRS

Current patient request(s)

Request Action	Appointment Type	Earliest Request Date	Latest Request Date	Created By	Date Created
Book	Hand Therapy New	08/06/2023 - 12:00 AM	07/06/2024 - 11:59 PM	Cemertest, Allied Health - Physiotherapist P2 1	08/06/2023 - 3:41 PM

Future patient request(s):

Request Action	Appointment Type	Earliest Request Date	Latest Request Date	Created By	Date Created
Book	Unknown	30/03/2023 - 12:00 AM	29/03/2024 - 11:59 PM	Cemertest, Medical Officer P2 1	08/06/2023 - 3:41 PM

Future patient appointment(s):

Current State	Appointment Type	Location	Begin Date/Time	End Date/Time	Created By	Date Created

Select Unselect **OK** Cancel

7. Appointment Attributes window will open. Confirm details are correct, then click **OK**

Appointment Attributes

INTEGRATIONTESTTWOSC, SCENAR Hand Therapy New

Details Orders Move Criteria Resource List Guidelines Appoint

INTEGRATIONTESTTWOSC, SCENAR Hand Therapy OP Referral

\*Referring Clinician: Cemertest, Allied Health - Physiol

\*Referring Unit: Plastic and Reconstructive Si

\*Clinician Callback Number: 1234

Referred To (Named Referral):

\*Reason For Referral: Walk in clinic #4th & 5th MC

\*Diagnosis / Current Problem: Finger #'s needs splint

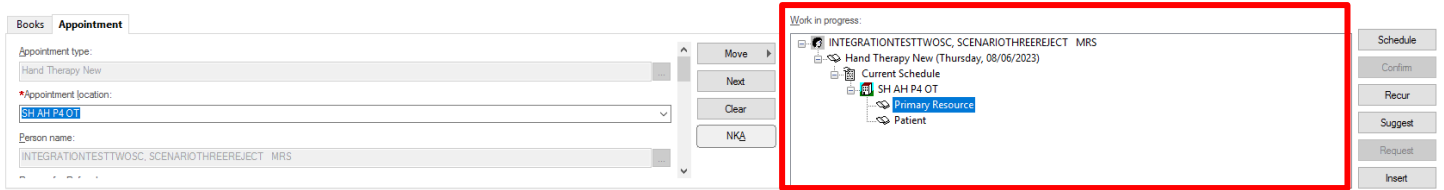
\*Background / Assessment: Fingers got trapped in clothing playing soccer

\*Urgency:

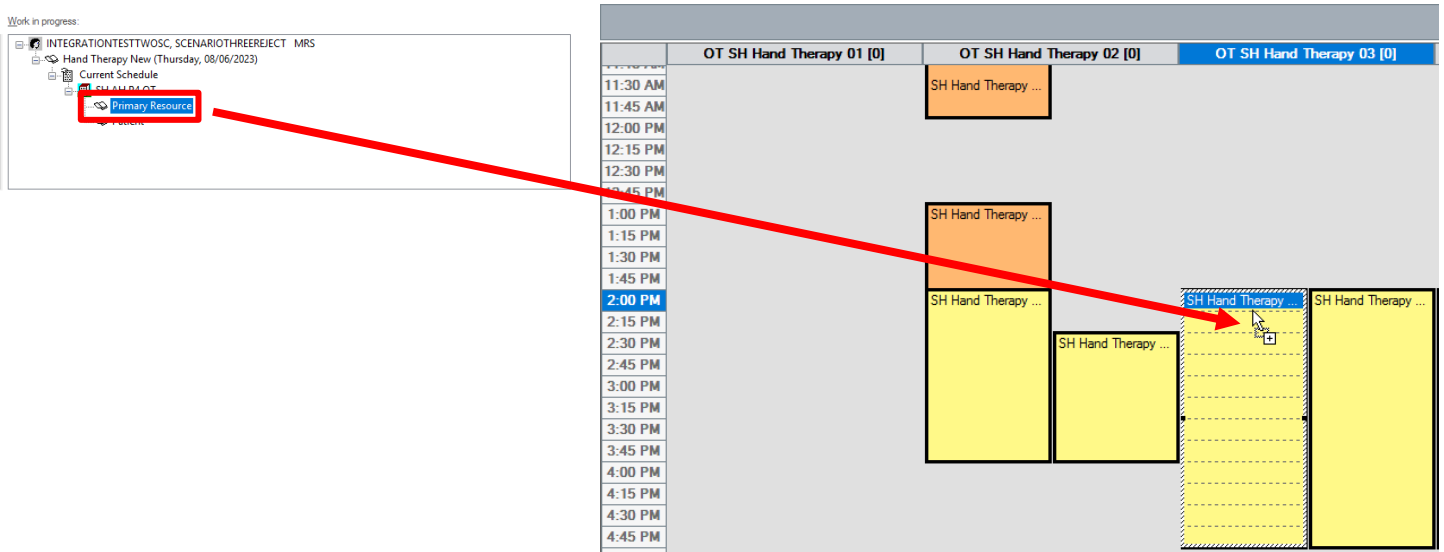
**OK** Cancel



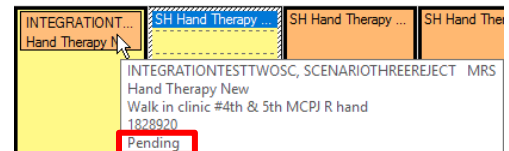
8. Patient will move into the Work in Progress window



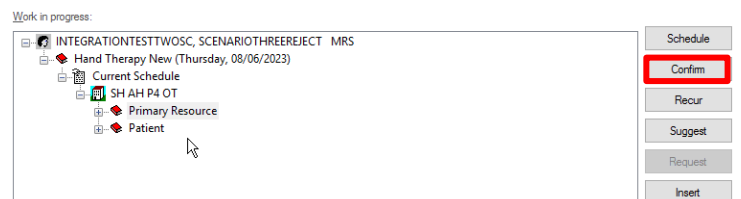
9. Click on the Primary Resource and Drag and Drop into the required appointment slot



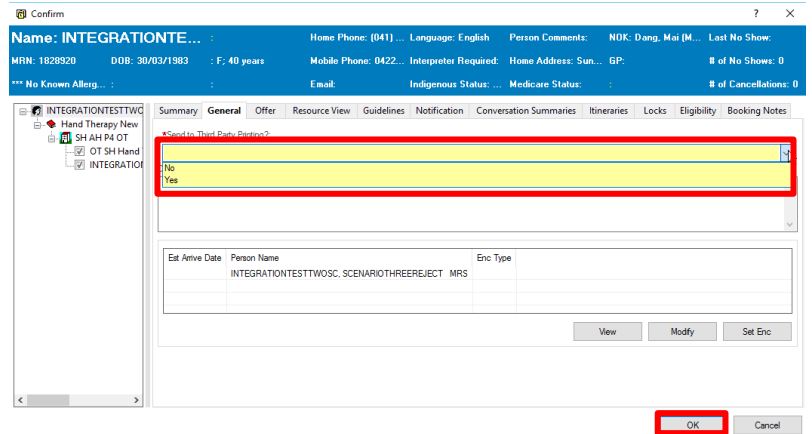
10. Patient will now appear in the appointment slot in a Pending status



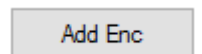
11. Click on Confirm



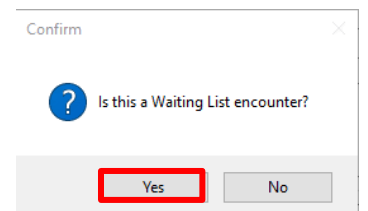
12. The Confirm Window will open, complete the mandatory fields and click **OK**



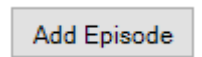
13. **Encounter Selection** Window will open. Select **Add Enc**



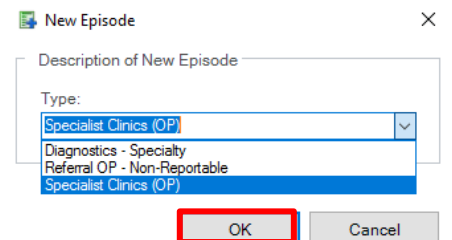
14. Confirm Window will open, Select **Yes**



15. **Select Episode** Window will open. Select **Add Episode**



16. **New Episode** Window will open, select Specialist Clinics (OP) Click **OK**



17. Episode will be added under Episodes section, Select the Episode just created (use Created Date/Creator to confirm) Click **OK**

Select Episode - [INTEGRATIONTESTTWOC, SCENARIOTHREEREJECT MRS]

Name	Type	Created	Creator	Last Reg Date	Registrar	Episode End Date	Referring Facility	Attending Physician	Service Category
V-SPEC83921	Specialist Clinics (OP)	08/06/2023 16:39	P2CLERK2			31/12/2100			
V-SPEC71321	Specialist Clinics (OP)	23/03/2023 14:30	P2CLERK1	24/03/2023 15:11	P2CLERK1	31/12/2100 11:00	*Sunshine Hosp		
(Unattached encounters)				27/01/2023 13:45					



18. Referral Add/Modify Window will open

Click on Referral and Encounter Info, complete Mandatory Fields

Referral Add/Modify

Suppress Appt Replacement: Yes | UR Number: 1828920

Last Name: INTEGRATIONTESTTWOSC | First Name: SCENARIOTHREEREJECT | Middle Name: | Title: MRS | Sex: Female | Date of Birth: 30/03/1983 | Age: 40Y | Medicare Status: | Medicare Number: | Medicare Expiry Date: | Arrival Comment: |

FIN (Visit #): | Referral ID: VSPEC83921 | Referral Data Set: VINAH 17 (2022-2023) | Encounter Data Set: VINAH 17 (2022-2023) | Episode Type (Program): Specialist Clinics (OP) | Referral Encounter ID: | Launcher: |

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

\*Referral Add Type: New Referral | \*Referral Received Date: 08/06/2023 | \*Date on Referral: 08/06/2023 | Waiting Start Date: | Referral Type: Internal | \*Referral Source: | \*Referral Length: | Referral Expiry Date: 31/12/2100

Wait List Status: Requested | \*Referral Status/Priority: Urgent (Specify in additional info) | Proposed Priority: | Referral Status/Priority Date: 08/06/2023 | \*VINAH - Referral In Outcome: Referral processing in progress | Referral Accepted Date: | Last Clinical Review Date: | Wait List Reason for Change: |

Breach Date: | Reason for Rejection: |

Referral Details

Facility: Sunshine | \*Reason for Visit: Walk in clinic #4th & 5th MCPJ R han | VINAH - Referral In Reason: | \*Referral in Stream: | \*Referral (Episode) Stream: | \*Specialty: | VINAH - Health Conditions: | \*Account Class: |

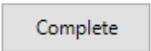
Referred by: | \*Referring Clinician: Cennertest, Allied Health - Phys | \*Referring Facility: Sunshine Hosp | Referring Unit: Plastic and Reconstructive Surgery

Referring Clinician Details

Business Address: | Business Phone: | Email: | Medicare Provider #: |

Referred to: | \*Referred to: Hand Therapy New | \*Referral Appointment Type: Hand Therapy New | \*Schedule To Facility: Sunshine | VINAH - First Appt Notified Date: | Booking Notes: | Recommending Date: | Ready to Schedule: |

Then Click Complete



19. Referral Add/Modify window opens confirming FIN NBR has been created, Click OK

Referral Add/Modify

The following WHS Sunshine Hospital aliases have been assigned for INTEGRATIONTESTTWOSC, SCENARIOTHREEREJECT MRS:

FIN NBR: 21001231  
Visit Id: 101364996

OK

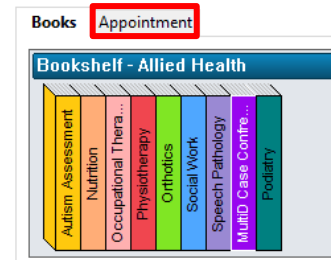
20. The patient will now appear in a Booked(Confirmed) Status on the grid

INTEGRATION... Hand Therapy	SH Hand Therapy ...	SH Hand Therapy ...	SH Hand Th...
INTEGRATIONTESTTWOSC, SCENARIOTHREEREJECT MRS Hand Therapy New Walk in clinic #4th & 5th MCPJ R hand 1828920 <b>Booked(Confirmed)</b> Referral			



## Direct to Scheduling/ Walk-in Clinic using Appointment Tab


1. Open **Scheduling Appointment Book**
2. Click on **Appointment** Tab



3. In **Appointment type**, enter the appointment type that you need to schedule  
e.g. Hand Therapy New



### Handy Hint

Click on  to see a list of Appointment types

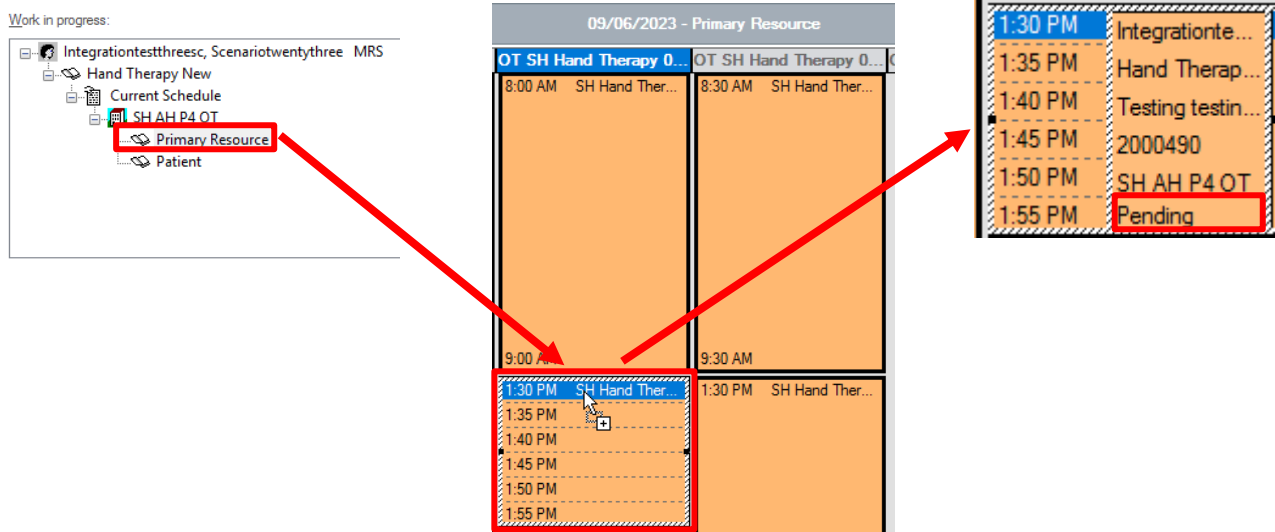
4. Complete **Appointment Location** and **Person Name** fields

5. Complete **Reason for Referral** and **Mode of Contact** fields

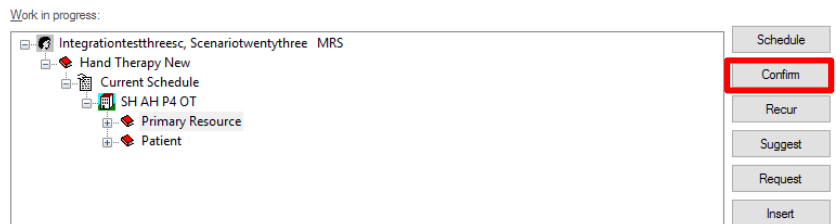
6. Click , Appointment Attributes window will open, click OK



- Patient will appear in Work in Progress section,  
Drag and drop Primary Resource to the appointment you want to schedule to, patient will appear in slot with a Pending status



- Click on Confirm



- Complete Steps 12 – 20 from Direct to Scheduling using Request List

Please Note: With this method, additional information will need to be completed for Step 18 Referral Add/Modify Window